

# RESOURCE GUIDE for



Second Edition published January 5, 2018

Page Revision made January 2019

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## INTRODUCTION

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This resource guide, developed by New Kent Social Services, is a directory to expand awareness and knowledge and ensure that consumers and their families gain full access to health and human services. It is designed to offer a broad list and overview of services available from various profit and non-profit agencies, churches, professional societies, private groups and voluntary programs. Agencies are often located in New Kent County while many others are located within the regional area. Of course, many other resources also exist in the community and region. Regardless of an agency's location, most services and resources are available to New Kent County residents.

The Resource Guide was first published May 1, 2012 and was updated periodically and as needed. Due to the extensive number of changes, the Resource Guide was republished January 3, 2018. Again, changes have been made as new information became available. The Guide contains the names, addresses, telephone numbers and websites of organizations that offer a variety of services and information. The table of contents will help refine your search and is hyperlinked to that particular resource list. Known websites are active links to that particular source and are current as of publication. Every effort was made to include accurate information. Because this type of information is subject to change, we encourage you to update telephone numbers and addresses periodically.

New Kent County and the New Kent Department of Social Services does not discriminate on the basis of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, or sexual orientation. We are committed to providing an inclusive and welcoming environment for our staff, clients, volunteers and vendors.

Although many resources are available throughout the County, those included in this Resource Guide are intended to be lead resources and serve as a point of reference. The contents of this guide do not necessarily represent the policy of New Kent County or the New Kent Department of Social Services and are not endorsements for a particular agency or resource.

## WHAT TO KNOW FIRST

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When making a call to any organization listed in this resource guide, please consider the following:

- Be as prepared as possible in order to get started in the right direction.
- Be patient, as numerous calls may be needed to discover the most helpful resources.
- Understand the first contact may provide an overview of the most basic knowledge and information pertaining to an organization or service. The first contact may make a referral to other organizations better designed to meet personal and specific needs for information, resources, services and benefits.

Individuals should be able to describe personal circumstances or the situation to ensure organizations understand what services are needed. Organizations are better able to assist or make appropriate referrals when given enough information.

Remember some services may have specific requirements, such as age, income, assets (such as bank accounts), residence and/or type of disability. Individuals should be prepared to provide information about their situation and also be prepared to ask questions about the services.

Some organizations may require identification, such as photo identification, Social Security card, or a birth certificate. Non-US citizens may need to bring a Green Card.

## ADULT DAY CARE CENTERS AND SERVICES

An adult day care center, also commonly known as adult day services, is a non-residential facility providing activities for elderly and/or handicapped individuals. Most centers operate 10 – 12 hours per day and provide meals, social/recreational outings, and general supervision. Adult daycare centers operate under a social model and/or a health care model.

Adult day care centers may focus on providing care only for persons with Alzheimer's and related dementias or their services may be available for any adult with disabilities. Some day centers maintain a nurse on-site. They may also provide transportation and personal care as well as counseling for caretakers.

Participation in adult day care often prevents re-hospitalizations and may delay admission to residential long-term care. For participants who would otherwise stay at home alone, the social stimulation and recreational activities may improve or maintain physical and cognitive function. For caregivers, adult day centers provide respite care, enabling caregivers to work or to have a break from their caregiving responsibilities.

Area Adult Day Centers are listed on the next few pages. For additional information and referrals, contact:

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Senior Connections</b> <b>The Capital Area Agency on Aging</b> <a href="http://www.seniorconnections-va.org">www.seniorconnections-va.org</a>	24 East Cary Street Richmond, VA 23219	804-343-3000 1-800-989-2286 Fax: 804-649-2258
<b>Virginia Adult Day Health Services Association</b> <a href="http://www.vadhhsa.org">www.vadhhsa.org</a>		
<b>Virginia Department for Aging and Rehabilitative Services (DARS)</b> <a href="http://www.dars.virginia.gov">www.dars.virginia.gov</a>	8004 Franklin Farms Road Henrico, VA 23229	804-662-7000 Toll free TTY: 1-800-464-9950
<b>The Office for Aging Services of the Division for Community Living</b> (formerly the Virginia Division for the Aging) <a href="http://www.vda.virginia.gov">www.vda.virginia.gov</a>	1610 Forest Avenue, Suite 100 Henrico, VA 23229	804-662-9333 Toll free: 1-800-552-3402 Fax: 804-662-9354

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

## AREA ADULT DAY CARE CENTERS

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
<b>Adult Day Break Center</b> <a href="http://www.bayaging.org">www.bayaging.org</a>	5873 Fiddler's Green Road P.O. Box 2254 Gloucester, VA 23061	804-695-9008	YES
<b>Adult Day Center of Virginia</b>	5601 Hull Street Road Richmond, VA 23224	804-232-5030 Fax: 804-232-9211	YES
<b>Alternative Adult Care</b>	7193 Brooking Way Mechanicsville, VA 23111	804-427-6966	YES
<b>Beth Sholom Adult Day Care Center</b> <a href="http://www.bslcc.org">www.bslcc.org</a>	1600 John Rolfe Parkway Richmond, VA 23238	804-750-2183	YES
<b>Caring Hands Adult Day Care, LLC</b>	12114 Bermuda Crossroads Lane Chester, VA 23831	804-796-2272	_____
<b>Central Adult Day Health Care Service</b>	1500 Semmes Avenue Richmond, VA 23224	804-230-9042	YES
<b>Circle Center Adult Day Services</b>	4900 West Marshall Street Richmond, VA 23230	804-355-5717 Fax: 804-358-3866	YES
<b>Gloucester Adult Day Care</b> <a href="http://www.bayaging.org">www.bayaging.org</a>	7066 Hayes Shopping Center Hayes, VA 23072-3329	804-695-9008	_____
<b>Hanover Adult Center, Inc.</b> <a href="http://www.hanoveradultcenter.com">www.hanoveradultcenter.com</a>	7231 Stonewall Parkway Mechanicsville, VA 23111	804-746-0743 Fax: 804-559-1139	YES
<b>Health Care Center at Lucy Corr Village</b> <a href="http://www.lucycorr.org">www.lucycorr.org</a>	6800 Lucy Corr Boulevard P.O. Box 170 Chesterfield, VA 23832	804-706-5657 or 804-748-1511 Fax: 804-796-6285	NO
<b>Respite Care</b> <a href="http://www.williamsburgumc.org">www.williamsburgumc.org</a>	500 Jamestown Road Williamsburg, VA 23185	757-229-1771	_____

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## AREA ADULT DAY CARE CENTERS—Continued

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
<b>InnovAge Virginia PACE</b> (formerly Riverside PACE) <a href="http://www.MyInnovAge.com">www.MyInnovAge.com</a>	1300 MacTavish Avenue Richmond, VA 23230	804-977-5900 Fax: 804977-5938	YES
<i>PACE (Program of All-Inclusive Care for the Elderly) is a program that assists people who wish to live out in the community, as an alternative to a nursing home. Provides nearly all medical care and social support.</i>			
<b>Seniors 1<sup>st</sup> Choice Adult Day Care Center</b>	3601 Dill Road Richmond, VA 23223	804-551-4648 Fax: 804-482-2842	YES
<b>South Richmond Adult Day Care Center</b>	1500 Hull Street Road Richmond, VA 23224	804-231-9306 Fax: 804-231-5177 Emergency #: 804-233-7679	YES
<b>Viable Adult Day Care Center</b>	4501 Williamsburg Road, Suite P Richmond, VA 23231	804-222-3355 Fax: 804-222-3917	YES
<b>VCUHS Adult Day Services Program</b>	607 N. 10 <sup>th</sup> Street P.O. Box 980013 Richmond, VA 23298	804-828-8027 804-828-5605	

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## ADDITIONAL PROGRAMS

### FRIENDSHIP CAFÉS —

Senior Connections, The Capital Area Agency on Aging, opened a Friendship Café in New Kent in December, 2015. The **New Kent Friendship Café** is located at New Generation of Gods Children in Faith Church, 6160 Pocahontas Trail, Providence Forge, VA. The Café is open from 9:30 a.m. to 1:00 p.m. on Tuesday and Thursday.

Senior Connections, The Capital Area Agency on Aging, also operates the Friendship Café at the Ruthville Gymnasium Complex located at 13100 The Glebe Lane, Charles City, VA.

The Cafés are neighborhood gathering places for seniors and provide a hot mid-day meal, good friends, and many activities to keep seniors connected to the community. For additional information on either Café, please call 804-343-3000 or visit the website at [www.seniorconnections-va.org](http://www.seniorconnections-va.org).

## AGING

There are many agencies devoted solely to concerns and issues of the aging population. Concerns range from health and well-being to the prevention of abuse and neglect. The websites listed below provide research, information, and resources for the older adult population and those serving older adults.

AGENCY	WEBSITE
<b>Adaptive Home Environments</b> Quinton, VA 23141; 804-339-2242	<a href="http://www.adaptivehomeenvironments.com">www.adaptivehomeenvironments.com</a>
<b>Administration for Community Living</b>	<a href="http://www.acl.gov">www.acl.gov</a>
<b>Age in Action Newsletter; Virginia Center on Aging at VCU</b>	<a href="http://www.sahp.vcu.edu/vcoa/newsletter/index.html">www.sahp.vcu.edu/vcoa/newsletter/index.html</a>
<b>AARP</b>	<a href="http://www.aarp.org/states/va.html/">www.aarp.org/states/va.html/</a>
<b>Riverside Center for Excellence in Aging and Lifelong Health (located in Williamsburg)</b>	<a href="http://www.riversideonline.com/cealh/">www.riversideonline.com/cealh/</a>
<b>Elder Justice Coalition</b>	<a href="http://www.elderjusticecoalition.com">www.elderjusticecoalition.com</a>
<b>National Adult Protective Services Association (NAPSA)</b>	<a href="http://www.napsa-now.org">www.napsa-now.org</a>
<b>National Institute on Aging</b>	<a href="http://www.nia.nih.gov">www.nia.nih.gov</a>
<b>National Center on Elder Abuse</b>	<a href="https://ncea.acl.gov">https://ncea.acl.gov</a>
<b>OASIS Senior Advisors</b>	<a href="http://www.WestRichmond.OasisSeniorAdvisors.com">www.WestRichmond.OasisSeniorAdvisors.com</a> 804-836-3046
<b>Peninsula Aging and Disability Resource Network</b>	<a href="http://www.padrn.org">www.padrn.org</a>
<b>Senior Advocate</b>	<a href="http://www.senioradvocateonline.com">www.senioradvocateonline.com</a>
<b>Senior Connections— The Capital Area Agency on Aging</b>	<a href="http://www.seniorconnections-va.org">www.seniorconnections-va.org</a>
<b>Senior Navigator</b>	<a href="http://www.seniornavigator.org">www.seniornavigator.org</a>
<b>U.S. Government— Caregiver Information &amp; Resources</b>	<a href="http://www.usa.gov">www.usa.gov</a>
<b>Virginia Center for the Aging at Virginia Commonwealth University</b>	<a href="http://www.vcu.edu/vcoa">www.vcu.edu/vcoa</a>
<b>Virginia Coalition for the Prevention of Elder Abuse (VCPEA)</b>	<a href="http://www.vcpea.org">www.vcpea.org</a>
<b>Virginia Easy Access</b>	<a href="http://www.easyaccess.virginia.gov">www.easyaccess.virginia.gov</a>
<b>Virginia Department for Aging and Rehabilitative Services (DARS)</b>	<a href="http://www.dars.virginia.gov">www.dars.virginia.gov</a>
<b>The Office for Aging Services of the Division for Community Living (formerly Virginia Division for the Aging)</b>	<a href="http://www.vda.virginia.gov">www.vda.virginia.gov</a>

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## ALZHEIMER'S DISEASE AND DEMENTIA RESOURCES

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*Thank you to Denise Scruggs from the Beard Center on Aging at Lynchburg College for this information.*

### ALZHEIMER'S ASSOCIATION

[www.alz.org](http://www.alz.org) or 1-800-272-3900; or,

Alzheimer's Association	4600 Cox Road, Ste. 130 Glen Allen, VA 23060	804-967-2580 24 hour helpline: 1-800-272-3900
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The Alzheimer's Association, a leader in Alzheimer's research and support, provides reliable information and care consultation and support services for families.

### ALZHEIMER'S DISEASE EDUCATION AND REFERRAL (ADEAR) CENTER

<http://www.nia.nih.gov/alzheimers/about-adear-center>

A service of the National Institute on Aging, the ADEAR Center offers information and publications for families, caregivers, and professionals on diagnosis, treatment, patient care, caregiver needs, education and training. The website offers free online publications in English and Spanish.

### CAREFINDER

[www.alz.org/carefinder/index.asp](http://www.alz.org/carefinder/index.asp)

The Alzheimer's Association CareFinder is an online tool to help those affected by Alzheimer's disease find good care in their community. The website has sections on Planning Ahead, Care Options, Coordinating Care, and Support and Resources.

### CHILDREN OF AGING PARENTS

<https://www.caregiver.org/children-aging-parents> or 1-800-227-7294

An online support group for adults caring for their parents and other relatives. Also provides a list of in-person support groups in different states.

### FAMILY CAREGIVER ALLIANCE—NATIONAL CENTER ON CAREGIVING

[www.caregiver.org](http://www.caregiver.org) or 1-800-445-8106

Family Care Navigator: Helps family caregivers locate public, nonprofit, and private programs and services nearest their loved one—living at home or in a residential facility. Resources include government health and disability programs, legal resources, disease-specific organizations and more.

### NATIONAL COUNCIL OF CERTIFIED DEMENTIA PRACTITIONERS

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

This organization offers certification for professionals working with clients with dementia and has a wealth of other information.

### THIS CARING HOME

<http://www.thiscaringhome.org>

This website has a virtual home that provides information on safety products available and helps caregivers learn new strategies that enhance the safety and well-being of their loved ones. The award-winning website is a project of Weill Cornell Medical College and includes a Home safety Section that allows caregivers to explore research-based solutions to home safety and daily care issues by a simple mouse click over a room.

### VIRGINIA FAMILY CAREGIVER SOLUTION CENTER

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

The Virginia Family Caregiver Solution Center is devoted to providing respite resources for caregivers across the lifespan — parents of children with disabilities and adults with disabilities, as well as for caregivers of older adults. You will find both services in your community, as well as educational information, to help you stay emotionally and physically healthy.



## ASSISTED LIVING FACILITIES

**Assisted Living Facilities (ALFs)**, licensed by the Virginia Department of Social Services (VDSS), Division of Licensing Programs, provide maintenance or care to four or more adults. ALF placement is appropriate when an adult is assessed to need assistance with activities of daily living (ADLs), instrumental activities of daily living (IADLs), administration of medication and/or supervision due to behavioral problems, but does not require the level of care provided in a nursing facility.

Assisted living as it exists today emerged in the 1990s as an eldercare alternative on the continuum of care for people, normally seniors, for whom Independent Living is no longer appropriate but who do not need the 24-hour medical care provided by a nursing facility. Assisted living is a philosophy of care and services promoting independence and dignity. A searchable database of licensed ALFs can be found at:

<http://www.dss.virginia.gov/facility/search/alf.cgi>

Listed below are some of the Assisted Living Facilities in the surrounding areas. For a complete list, please use the website provided above. Facilities that accept the Auxiliary Grant (AG) have the AG notation. For more information on [Auxiliary Grants](#), click on the Auxiliary grant link or go to Social Services in this guide.

### NEW KENT COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>New Visions Senior Living</b>	6200 Emmaus Church Road Providence Forge, VA 23140	804-557-3446
<b>Young @ Heart, LLC</b>	9700 Old Church Road New Kent, VA 23124	804-385-0642

### CHESTERFIELD COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Assisted Living of Chesterfield</b> <a href="http://www.elmcroft.com">www.elmcroft.com</a>	1000 Twin Ridge Lane Richmond, VA 23235	804-327-1990
<b>Assisted Living at Lucy Corr Village</b> <a href="http://www.lucycorr.org">www.lucycorr.org</a>	6800 Lucy Corr Court Chesterfield, VA 23832	804-748-1511
<b>Ginter Hall South</b> <a href="http://www.ginterhall.com">www.ginterhall.com</a>	11300 Mall Court Drive Richmond, VA 23235	804-794-7770
<b>Morningside of Bellgrade</b> <a href="http://www.fivestarseniorliving.com">www.fivestarseniorliving.com</a>	2800 Polo Parkway Midlothian, VA 23113	804-379-2800
<b>Sunrise at Bon Air</b> <a href="http://www.sunriseseniorliving.com">www.sunriseseniorliving.com</a>	2105 Cranbeck Road Richmond, VA 23235	804-560-7707
<b>The Crossings at Ironbridge</b> <a href="http://www.thecrossingstationbridge.com">www.thecrossingstationbridge.com</a>	6701 Iron Bridge Parkway Chester, VA 23831	804-748-7000

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**ASSISTED LIVING FACILITIES—Continued**

**HENRICO COUNTY**

<b>AGENCY NAME</b>	<b>ADDRESS</b>	<b>PHONE NUMBER</b>
<b>Beth Sholom Gardens</b> <a href="https://bslcc.org">https://bslcc.org</a>	2001 Lauderdale Drive Richmond, VA 23233	804-754-2183
<b>Chestnut Grove</b> <a href="http://www.chestnutgroveliving.com">www.chestnutgroveliving.com</a>	9010 Woodman Road Richmond, VA 23228	804-262-7333
<b>Clara's East Assisted Living Facility (AG)</b>	800 West Nine Mile Road Highland Springs, VA 23075	804-737-7670
<b>Covenant Columns Manor (AG)</b>	510 Park Avenue Richmond, VA 23223	804-222-7755
<b>DPC Assisted Living (AG)</b>	7205 Woodside Street Henrico, VA 23231	804-543-0462 FAX: 804-222-5557
<b>Good Neighbor Village, Inc</b> <a href="http://www.goodneighborvillage.org">www.goodneighborvillage.org</a>	8825 Buffin Road Richmond, VA 23231	804-795-9813
<b>Home to Heart, LLC (AG)</b>	2009 Hobson Lane Richmond, VA 23223	804-447-1257
<b>Love Unlimited, Inc. (AG)</b>	708 West Washington Street Highland Springs, VA 23075	804-914-6116
<b>Masonic Home of Virginia</b> <a href="http://www.mahova.com">www.mahova.com</a>	500 Masonic Lane Richmond, VA 23223	804-222-1694
<b>Rita's Heavenly Assisted Living (AG)</b>	119 South Ivy Avenue Highland Springs, VA 23075	804-737-5916
<b>Rita's Heavenly Assisted Living #2 (AG)</b>	700 West Washington Street Highland Springs, VA 23075	804-737-0688
<b>The Guardian Light</b>	2101 Mountain Run Drive Glen Allen, VA 23060	804-261-5824

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AG means Auxiliary Grant. The facility accepts payment under the Auxiliary Grant through the Department of Social Services.*

## ASSISTED LIVING FACILITIES—Continued

### HANOVER COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Covenant Woods</b> <a href="http://www.covenantwoods.com">www.covenantwoods.com</a>	7090 Covenant Woods Drive Mechanicsville, VA 23111	804-559-8000
<b>Hanover Manor Assisted Living</b> <a href="http://www.seniorassistedlivingrichmondva.com">www.seniorassistedlivingrichmondva.com</a>	809 Thompson Street Ashland, VA 23005	804-368-0110
<b>Heritage Green Assisted Living</b> <a href="http://www.heritagegreenhanover.com">www.heritagegreenhanover.com</a>	7080 Brooks Farm Road Mechanicsville, VA 23111	804-746-7370
<b>Tapp Family Home</b> <a href="http://www.tappfamilyhome.com">www.tappfamilyhome.com</a>	8106 Rural Point Road Mechanicsville, VA 23116	804-690-0570
<b>The Crossings at Hanover</b> <a href="http://www.TheCrossingsAtHanover.com">www.TheCrossingsAtHanover.com</a>	8227 Meadowbridge Road Mechanicsville, VA 23116	804-212-2110
<b>The Haven Assisted Living at Cold Harbor</b>	6367 Cold Harbor Road Mechanicsville, VA 23116	804-779-4847
<i>Note: The Haven Assisted Living operates numerous assisted living facilities in the Mechanicsville area. You may locate others by calling the corporate office at 804-779-4847.</i>		
<b>YAMA Services LLC</b>	10046 Rinker Drive Mechanicsville, VA 23116	804-789-1158

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### WEST POINT/SALUDA/GLOUCESTER

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Assisted Living at Sanders</b> <a href="http://www.riversideonline.com/sanders">www.riversideonline.com/sanders</a>	7385 Walker Avenue Gloucester, VA 23061	804-693-2000
<b>Cary Avenue Adult Home (AG)</b>	7336 Cary Avenue Gloucester, VA 23061	804-693-7035
<b>Commonwealth Senior Living— Gloucester House</b> <a href="http://www.commonwealthsl.com">www.commonwealthsl.com</a>	7657 Meredith Drive Gloucester, VA 23061	804-693-3116

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**ASSISTED LIVING FACILITIES—Continued**

**WILLIAMSBURG/JAMES CITY COUNTY**

<b>AGENCY NAME</b>	<b>ADDRESS</b>	<b>PHONE NUMBER</b>
<b>Assisted Living at Patriot's</b>	6200 Patriots Colony Drive Williamsburg, VA 23188	757-220-9000
<b>Brookdale Chambrel at Williamsburg</b> <a href="http://www.brookdale.com">www.brookdale.com</a> <i>Includes Independent Living www.brookdale.com</i>	3800 Treyburn Drive Williamsburg, VA 23185	757-220-1839
<b>Colonial Manor (AG)</b> <a href="http://www.colonialmanorwilliamsburg.com">www.colonialmanorwilliamsburg.com</a>	8679 Pocahontas Trail Williamsburg, VA 23185	757-476-6721
<b>Dominion Village of Williamsburg</b>	4132 Longhill Road Williamsburg, VA 23188	757-258-3444
<b>Edgeworth Park at New Town</b>	5501 Discovery Park Boulevard Williamsburg, VA 23188	757-345-5005
<b>Greenfield Senior Living</b> <a href="http://www.greenfieldseniorliving.com">www.greenfieldseniorliving.com</a>	251 Patriot Lane Williamsburg, VA 23185	757-209-2428
<b>Morningside of Williamsburg</b>	440 McLaws Circle Williamsburg, VA 23185	757-656-4533
<b>Spring Arbor of Williamsburg</b> <a href="http://www.springarborliving.com">www.springarborliving.com</a>	935 Capital Landing Road Williamsburg, VA 23185	757-565-3583
<b>St. Charles Lwanga House (AG)</b>	2204 Jolly Pond Road Williamsburg, VA 23188	757-564-7371
<b>St. Charles Lwanga House G (AG)</b>	2208 Jolly Pond Road Williamsburg, VA 23188	757-256-6937
<b>WindsorMeade of Williamsburg</b> <a href="http://www.williamsburglanding.org">www.williamsburglanding.org</a>	3900 Windsor Hall Drive Williamsburg, VA 23188	757-941-3600
<b>Woodhaven at Williamsburg Landing</b> <a href="http://www.williamsburglanding.org">www.williamsburglanding.org</a>	5500 Williamsburg Landing Williamsburg, VA 23185	757-253-0303

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**ASSISTED LIVING FACILITIES—Continued**

**RICHMOND CITY**

<b>AGENCY NAME</b>	<b>ADDRESS</b>	<b>PHONE NUMBER</b>
<b>Another Level Quality Care (AG)</b>	5612 Moncure Avenue Richmond, VA 23231	804-222-6866
<b>Brookdale Imperial Plaza</b>	1717 Bellevue Avenue Richmond, VA 23227	804-262-6537
<b>Brook Haven Rest Home (AG)</b>	610 Fourqurean Lane Richmond, VA 23222	804-329-6347
<b>Chamberlayne Assisted Living Facility (AG)</b>	3206 Chamberlayne Avenue Richmond, VA 23227	804-355-7593
<b>Coles Retirement Home (AG)</b>	800 North Boulevard Richmond, VA 23220	804-355-2741
<b>Hermitage Methodist Home</b>	1600 Westwood Avenue Richmond, VA 23227	804-355-5721
<b>Madison House (AG)</b>	3212 Chamberlayne Avenue Richmond, VA 23227	804-358-9300
<b>Restoration Assisted Living #1 (AG)</b>	3825 Austin Avenue Richmond, VA 23223	804-228-0010
<b>Veterans Outreach (AG)</b>	3009 Chamberlayne Avenue Richmond, VA 23227	804-329-3712
<b>Winthrop Manor Assisted Living (AG)</b> <a href="http://www.winthropmanor.com">www.winthropmanor.com</a>	2100 Idlewood Avenue Richmond, VA 23220	804-278-8982

*This list is for informational purposes and is not an endorsement of a particular agency or individual.  
AG means Auxiliary Grant. The facility accepts payment under the Auxiliary Grant through the Department of Social Services.*

## BEREAVEMENT RESOURCES

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Grief is a multifaceted response to loss, particularly to the loss of someone or something that has died, to which a bond or affection was formed. Although conventionally focused on the emotional response to loss, it also has physical, cognitive, behavioral, social, spiritual, and philosophical dimensions. While the terms are often used interchangeably, bereavement refers to the state of loss, and grief is the reaction to loss.

The following resources, by themselves or in addition to your own sources, are offered as support during a difficult time.

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<b>Bereaved Parents of the USA</b> <i>Loss of a Child, grandchild, or sibling</i>	<a href="http://www.bereavedparentsusa.org">www.bereavedparentsusa.org</a> Mechanicsville Chapter Outreach Contact/Chapter Leader 804-843-4883
<b>Bon Secours Bereavement Services</b> <i>Includes a Men's Bereavement Group, Spouses' Bereavement Group, Siblings' Group and 20 Somethings Web-Based Group.</i>	<a href="http://www.bonsecours.com">www.bonsecours.com</a> Bon Secours Bereavement Center 7229 Forest Avenue, Suite 108 Richmond, VA 23226 804-433-4710 Email: <a href="mailto:HospiceBereavement@bshsi.org">HospiceBereavement@bshsi.org</a>
<b>Comfort Zone Camp</b> <i>The nation's largest bereavement camp. Comfort Zone Camps are offered free of charge to children ages 7-17 who have experienced the death of parent, sibling or primary caregiver.</i>	<a href="http://www.comfortzonecamp.org">http://www.comfortzonecamp.org</a> 6606 W. Broad Street, Suite 401 Richmond, VA 23230 Toll-free: 1-866-488-5679 FAX: 804-377-3430
<b>Full Circle</b> <i>A comprehensive grief resource center for children, adults, and their families; provides comprehensive professional grief support.</i>	<a href="http://www.fullcirclegc.org">www.fullcirclegc.org</a> 10611 Patterson Avenue, Suite 201 Richmond, VA 23238 804-912-2947
<b>Hospice House and Support Care of Williamsburg</b> <i>Bereavement Social and Walking Group</i>	4445 Powhatan Parkway Williamsburg, VA 23188 757-253-1220
<b>Support Groups within Virginia</b> <i>Find detailed professional listings for Therapy Groups and Support Groups in the United States and Canada.</i>	<a href="https://www.psychologytoday.com/us/groups/virginia">https://www.psychologytoday.com/us/groups/virginia</a>

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*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

### FUNERAL ARRANGEMENTS—

Numerous funeral homes meet the needs of New Kent residents and their families. The Cremation Society of Virginia will also provide assistance. The Richmond location is located at 1927 Westmoreland St., Richmond, VA 23230; Phone: 804-355-3360.

## SERVICES FOR PEOPLE WITH BRAIN INJURY IN VIRGINIA

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*The information below is provided by the Department for Aging and Rehabilitative Services (DARS).*

### STATE ADMINISTERED SERVICES

*The following services and programs are administered directly by the Department for Aging and Rehabilitative Services (DARS):*

The **Brain Injury Services Coordination Unit (BISCU)** is located at the **Department for Aging and Rehabilitative Services (DARS)**, Virginia's designated "lead state agency" for planning and monitoring services that enhance the quality of life and vocational goals of persons with acquired brain injury. BISCU Unit manages about \$6 million in programs and services, primarily through federal/state grants, and state-funded contracts with organizations across the Commonwealth. BISCU Unit provides information and consultation about acquired brain injury to DARS staff and external customers. BISCU staffs the Commonwealth Neurotrauma Initiative Trust Fund and the statewide Virginia Brain Injury Council.

- **Brain Injury Direct Services (BIDS) Fund** provides short-term specialized services, assistive technology, and equipment / goods that people with brain injury may need to live more independently and move forward in their recovery. Funds are limited and can be used only if no other funding source is available ("fund of last resort"); it is recommended that you contact DARS prior to applying for funding. BIDS Fund does *not* pay for inpatient medical rehabilitation or any type of residential services. Individuals must be one year post-injury and meet disability and financial criteria.
- Commonwealth Neurotrauma Initiative (CNI) Trust Fund, established legislatively in 1997 for the purpose of "improving the treatment and care of Virginians with traumatic spinal cord or brain injuries," disburses funding to Virginia-based organizations, institutions, and researchers through a competitive grant process administered by DARS. The Advisory Board awards grant funds of \$5,000 to \$150,000 per year for up to three years in alternating cycles for either research or community based services grants.
- **Federal Traumatic Brain Injury (TBI) Implementation Partnership Act** funding was awarded to DARS for a four-year grant project entitled, "**Facilitating Access to Care and Enhancing Services**" for the period 2014-18. The primary goals of the grant focus on Information and Referral, Professional Training, Screening, and Resource Facilitation, all designed to expand and strengthen the state's infrastructure. Three DARS subcontractors assist in carrying out grant activities: the primary contractor is the Brain Injury Association of Virginia (BIAV). In addition, James Madison University completed a Year 1 study on the access of Virginians with brain injury to neurobehavioral services; University of Virginia will implement a brain injury screening program at eight community sites during Years 2-4. The DARS Federal grant does not provide direct services to consumers; it is a systems change grant.

**Centers for Independent Living (CILs)** provide services statewide that promote the independence, productivity, and leadership of people with disabilities. CILs are operated by people with disabilities who assist others to take charge of their own lives. CILs work with individuals and communities to remove barriers to independence. Services include information / referral, peer counseling, independent living skills training, and individual and systems advocacy. There are 16 CILs and four satellite CILs located throughout Virginia.

**Community Rehabilitation Case Management Services (CRCMS) Program** provides case management / service coordination for individuals with central nervous system and other severe functional disabilities (including brain injury). Rehabilitation Specialists assist in identifying individual needs and identify resources to increase independent living and community integration.

**Personal Assistance Services for People with Brain Injury (PAS/BI)** provides personal assistance to people with significant functional limitations due to a physical disability caused by a brain injury and who are ineligible for attendant services through other sources. The consumer and a consumer-designated representative manage all aspects of employing a personal assistant. Services may include assistance getting in/out of bed, dressing, bathing, meal preparation, and housework. Priority is given to individuals at risk of institutional placement.

**Vocational Rehabilitation (VR) Program** is the federal/state funded program within the **Department for Aging and Rehabilitative Services (DARS)** that offers employment-related assistance to persons with disabilities, including people with brain injuries. Individuals who meet disability and financial eligibility criteria work with a Vocational Rehabilitation Counselor to jointly develop an Individualized Plan for Employment (IPE) that identifies an employment goal, as well as services or training to achieve that goal. Services include evaluation of skills and abilities; help determining an employment goal; counseling and guidance; vocational training; and job seeking / job placement services. *Contact DARS at 800-552-5019, TTY 800-464-9950, or on-line <http://www.vadars.org>.*

**Wilson Workforce and Rehabilitation Center (WWRC)** is a state-funded rehabilitation facility operated by the **Department for Aging and Rehabilitative Services (DARS)** that offers an array of residential and outpatient services ranging from a comprehensive rehabilitation therapy program to vocational training to short-term assessment. Eligible individuals with acquired brain injury may receive supplemental specialized services such as neuropsychological assessment and therapy / counseling; cognitive rehabilitation services; independent living / community re-entry skills; and physical, occupational, and speech / language therapies. <https://www.wwrc.net>.

### STATE CONTRACTED PROGRAMS/SERVICES

The following organizations receive Commonwealth of Virginia state general funds to provide programs/services through contracts managed by the Department for Aging and Rehabilitative Services:

**Brain Injury Association of Virginia (BIAV)** provides **statewide** information and support to people with brain injury, family members, and professionals. BIAV services include a toll-free help-line, an information clearinghouse and resource library, referrals to brain injury-specific and general community resources, a statewide network of support groups, systems advocacy, educational events, and an adult camp for survivors. BIAV also has Regional Resource Coordinators in **four areas of the state** who provide information/referral, education, public awareness and resource development locally. *Contact Brain Injury Association of Virginia, 1506 Willow Lawn Drive, Suite 212, Richmond, VA 23230, by phone 804-355-5748, Toll-free Help Line 800-444-6443, e-mail [info@biav.net](mailto:info@biav.net), or on-line <http://www.biav.net>.*



**Brain Injury Services, Inc. (BIS INC)** provides information and referral, case management, supported living, and volunteer placement for people with brain injuries in **Northern Virginia**; case management is also available in the **Fredericksburg** area. In addition, BIS INC operates two clubhouses: ADAPT Clubhouse in the **Fairfax** and Westwood Clubhouse in **Fredericksburg**. Clubhouse members are actively involved in the daily operation of the clubhouse through a “work-ordered day” which leads to improved work skills and behaviors that support community and vocational re-entry. *Contact Brain Injury Services, Inc., 8136 Old Keene Mill Road, Suite B102, Springfield, VA 22152, by phone 703-451-8881 or on-line <http://www.braininjurysvcs.org>.*

**Brain Injury Services of Southwest Virginia (BISSWVA)** provides information and referral, case management, Community Support Services (life skills training), and volunteer placement for individuals with brain injury residing in the LENOWISCO, Cumberland Plateau, Mount Rogers, New River Valley, and Roanoke Valley-Alleghany areas of the state. Contact Brain Injury Services of Southwest Virginia 3904 Franklin Road, Suite B, Roanoke, VA 24014-3039, by phone 866-720-1008 *or on-line <http://www.biswva.org>.*

**Community Brain Injury Services.** operates two clubhouses, The Mill House in **Richmond** and Denbigh House in **Newport News**. Clubhouse members are actively involved in daily operations of the clubhouse through a “work-ordered day” which leads to improved work skills and behaviors that support community and vocational re-entry. CBIS also offers Employee Development Services (EDS) which provides a structured and in-depth assessment of an individual’s work-related skills and abilities. Community Brain Injury Services also provides information and referral, limited case management through the clubhouse, and volunteer placement for members of The Mill House and Denbigh House. Supported Employment (job development and placement services) is also offered at The Mill House. CBIS also employs a full-time case manager who provides long-term case management to individuals residing in the **Greater Richmond** metropolitan area. *Contact Community Brain Injury Services, 7812 Shrader Road, Richmond, VA 23294, by phone 804-261-7050, or on-line at <http://www.communitybraininjury.org>.*

**Crossroads to Brain Injury Recovery (CBIR)** provides information and referral, case management, Community Support Services (life skills training), and volunteer placement for individuals with brain injury in the Greater Shenandoah Valley to include the counties of **Rockbridge, Augusta, Bath, Highland, and Rockingham**; and the cities of **Harrisonburg, Lexington, Buena Vista, Waynesboro, and Staunton**. Crossroads’ main office is located in Harrisonburg on the James Madison University Campus in Blue Ridge Hall. The organization also has a satellite office at Woodrow Wilson Rehabilitation Center in Fishersville. *Contact Crossroads to Brain Injury Recovery, Blue Ridge Hall MSC 9020, Harrisonburg, VA 22807, by phone 540-568-8923, or on-line at <http://www.c2bir.org>.*

**Eggleston Services, Inc.** operates Beacon House, a clubhouse program for people with brain injury in the **South Hampton Roads** area. Members are actively involved in the daily operation of the clubhouse through a “work-ordered day” which leads to improved work skills and behaviors that support community and vocational re-entry. *Contact Eggleston, 1161 Ingleside Road, Norfolk, VA 23502-5608, by phone 757-858-8011, e-mail on-line [infor@egglestonservices.org](mailto:infor@egglestonservices.org)*

## SERVICES FOR PEOPLE WITH BRAIN INJURY IN VIRGINIA — continued

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**No Limits Eastern Shore (NLES)** operates No Limits, a day program for people with brain injury on the **Eastern Shore**. Day programs provide individuals with brain injury the opportunity to participate in structured activities in a supportive environment. Activities may include vocational tasks, community outings, computer training, and social/recreational activities. *Contact No Limits Eastern Shore, 149 Market Street, Onancock, Virginia 23417, by phone 757-789-3990, or on-line at [www.nolimitseasternshore.com](http://www.nolimitseasternshore.com).*

**The Bridge Line (formerly Virginia Neurocare Foundation)** administers High Street Clubhouse in **Charlottesville**. Clubhouse members are actively involved in the daily operation of the clubhouse through a “work-ordered day” which leads to improved work skills and behaviors that support community and vocational re-entry. *Contact The Bridge Line, P.O. Box 7292 Charlottesville, VA 22906 by phone 434-989-1274, or online at <http://thebridgeline.org/>.*

**Virginia Supportive Housing (VSH)** provides case management services to residents of two community homes for people with brain injury in the **Richmond** metropolitan area: Independence House, which houses six individuals, is located in the Fulton Hill community, and Bliley Manor, which houses eight individuals, is located in the Southside of Richmond. Limited follow-up case management is available to individuals who have moved on to more independent residential settings. .

For more information through **DARS**:

Voice: 804-662-7000

Fax: 804-662-9532

Toll Free Number: 800-552-5019

Toll Free TTY: 800-464-9950

<http://www.vadars.org/cbs/biscis.htm>

## CHILDREN: INFORMATION AND RESOURCES

### **Adoption and Foster Care**

*Website provides information on licensed Child Placing Agencies (CPA), Family Engagement, Foster Care, Promoting Safe and Stable Families (PSSF) and Services for Older Youth.*

*You may also call New Kent Social Services at 804-966-1853.*

Virginia Department of Social Services

[www.dss.virginia.gov](http://www.dss.virginia.gov)

### **Autism Speaks**

*Website provides information on family services, advocacy, events, tool kits, Autism Apps and state specific information.*

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

### **Centers for Disease Control (CDC)**

*Provides information on Autism Spectrum Disorder and child development milestones as well as diseases*

[www.cdc.gov](http://www.cdc.gov)

1-800-CDC-INFO

### **Children's Services Act (CSA)**

*CSA is a state-mandated program created to assist at-risk children and their families. The office strives to provide services that are child-centered, family focused, and community based. Children must meet certain criteria and must be referred to the program by a participating local child serving agency such as Social Services, Court services, Public Schools or Community Services Board.*

New Kent Office of Children's Services

7911 Courthouse Way, Suite 100

P.O. Box 193

New Kent, VA 23124

Phone: 804-966-8694

Fax: 804-966-5094

### **Commonwealth Autism Service (CAS)**

*CAS provides the following services: Transdisciplinary Autism Assessment Clinic, Autism Assessment Team Training, Partnerships for Capacity Development, Competent Learned model, The Learning Institute, Public Safety Training Initiative, Autism Action Groups, and Coordination with Government.*

<http://www.autismva.org>

804-355-0300

Toll free: 1-800-649-8481

4108 E. Parham Road

Richmond, VA 23228

### **Child Care**

*Website provides information on child care guidance for parents, child day care and Children's Residential facilities (CRF).*

Virginia Department of Social Services

[www.dss.virginia.gov](http://www.dss.virginia.gov)

### **Child Care Aware of Virginia**

*A community-based network of early care and education specialists whose purpose is to deliver services to families, child care professionals and communities to increase the accessibility, availability, and quality of child care in Virginia.*

<http://vachildcareaware.org>

804-285-0846

800-481-1913

### **Child Savers**

*Formerly Memorial Child Guidance Clinic  
Guidance Clinic, Child Development Services, Trauma Response*

200 North 22<sup>nd</sup> Street

Richmond, VA 23223

804-644-9590

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

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

## CHILDREN: INFORMATION AND RESOURCES—Continued

<p><b>Child Support</b></p>	<p>Virginia Department of Social Services  <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>            Child Support Call Center: 1-800-468-8894            toll-free            Monday—Friday 7am to 6pm</p>
<p><b>Children’s Mental Health Resource Center</b>  <i>Offered by Virginia Commonwealth University Department of Psychiatry.</i>            See <a href="http://www.mentalhealth4kids.org">www.mentalhealth4kids.org</a> for additional information and resources</p>	<p>1506 Willow Lawn Drive, Suite 207            Richmond, VA 23230            804-447-2124</p>
<p><b>The Dominion School for Autism</b>  <i>DSFA strives to provide student education in a cost effective manner, while making it possible for children with autism to reach their fullest educational and social potential.</i></p>	<p><a href="http://www.dominionschool.org">http://www.dominionschool.org</a>            804-355-1011            Main Campus (Ages 6-21)            Christ United Methodist Church            6818 W. Grace Street            Richmond, VA 23226</p> <p>Walnut Grove Program (Ages 2-6)            Walnut Grove Children’s Learning Center            7046 Cold harbor Road            Mechanicsville, VA 23111</p>
<p><b>Down Syndrome Association of Greater Richmond (DSAGR)</b>  <i>First Call Program is available to new and expectant parents.</i></p>	<p><a href="http://dsagr.com/home/new_parents">http://dsagr.com/home/new_parents</a></p>
<p><b>Early, Periodic, Screening, Diagnosis and Treatment (EPSDT Program)</b>  <i>A comprehensive and preventive child health program for individuals under the age of 21. Must be Medicaid eligible.</i></p>	<p>Virginia Department of Medical Assistance Services (DMAS)  <a href="http://www.dmas.virginia.gov">www.dmas.virginia.gov</a>            804-786-6134</p>
<p><b>Faison School for Autism</b>  <i>Uses a unique three-pronged approach of evidence-based treatment, research and community education to give each student the tools needed to improve their life’s journey.</i></p>	<p><a href="https://thefaisonschool.org">https://thefaisonschool.org</a>            1701 Byrd Avenue            Richmond, VA 23230            804-612-1947            Fax: 804-612-1956</p>
<p><b>Healthy Families @ Quin Rivers</b>  <i>Quin Rivers' fully accredited Charles City/New Kent Healthy Families Program provides intensive home visiting services to families, both pre- and post-natal, using the National Healthy Families model.</i></p> <p><i>Services include family assessment, education and information on infant and child growth and development, home visiting, health services, family support, and referrals to community resources.</i></p>	<p><a href="http://www.quinrivers.org">www.quinrivers.org</a>            804-966-8720            7911 Courthouse Way            New Kent, VA 23124</p>

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

## CHILDREN: INFORMATION AND RESOURCES—Continued

**Henrico Area Mental Health and Developmental Services**  
*Early Intervention services for children at developmental risk from birth to age 3.*

Charles City/New Kent Unit  
804-727-8970  
9403 Pocahontas Trail  
Providence Forge, VA 23140

**Heritage Public Library**

*Free resources for children include:*

- *tutoring online or in-person for grades 3-12;*
- *online animated e-books for kids from TumbleBooks;*
- *book club for emergent readers; Paws to R.E.A.D®. Program (Reading Education Assistance Dogs®)*

[www.heritagepubliclibrary.org](http://www.heritagepubliclibrary.org)  
804-966-2480  
7791 Invicta Lane  
New Kent, VA 23124

**Infant and Toddler Connection of Virginia**

*Provides early intervention supports and services to infants and toddlers from birth through age two who are not developing as expected or who have a medical condition that can delay normal development.*

[www.infantva.org](http://www.infantva.org)  
1-800-234-1448

**Jordan's Quest, Inc.**

*A for profit corporation dedicated to educating parents of children age 0-18 years. Helping parents understand the different stages of childhood and teaching preventive techniques that promote positive responses from children.*

[www.jordansquest.com](http://www.jordansquest.com)  
804-393-0110  
P.O. Box 2043  
Mechanicsville, VA 23116

**Matthew's Haven**

*Provides basic necessities such as gently used children's clothing, baby equipment including cribs mattresses, strollers, swings; other supplies including diapers, formula and baby food. Assistance can be provided to the families for energy and food costs.*

[www.matthewshaven.org](http://www.matthewshaven.org)  
8400 St. Peter's Lane  
New Kent, VA 23124  
804-932-4846 ext. 3

**Moms Support Group**

*A+ MOMS; A community support group dedicated to Moms of children with special needs. Meets on Mondays in Quinton.*

For more information call: 804-932-3885

**Mothers of Preschoolers (MoPS)**

*Ages 0-5; building community and encouraging moms along their motherhood journey by providing practical and insightful wisdom through speakers on a wide variety of topics.*

[www.newkentcc.com/mops](http://www.newkentcc.com/mops)  
New Kent Christian Center  
9660 Tunstall Road  
New Kent, VA 23124  
804-557-3323

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

## CHILDREN: INFORMATION AND RESOURCES—Continued

<b>New Kent County Public Schools</b>	<a href="http://newkentschools.org/">http://newkentschools.org/</a>
<i>School Board—</i>	804-966-9650
<i>New Kent High School—</i>	804-966-9671
<i>New Kent Middle School—</i>	804-966-9655
<i>George W. Watkins Elementary School—</i>	804-966-9660
<i>New Kent Elementary School—</i>	804-966-9663
<i>Schools Transportation—</i>	804-966-9670
<b>New Kent County Health Department</b>	7911 Courthouse Way New Kent, VA 23124 804-966-9640
<i>Services include: WIC (Women’s, Infants and Children Program), Family Health Services, and Family Planning and Sexual Health. Family Health Services includes: vaccines (shots) for people of all ages to prevent illness and physicals for eligible children entering county schools</i>	
<b>Parent-Child Development Center</b>	<a href="http://pcdcva.org">http://pcdcva.org</a> 702 Main Street West Point, VA 23181 804-843-2289 FAX: 804-843-2308
<i>Programs: Head Start, Early Head Start, All Stars, Smart Start, Growing Together; empowers families to improve the quality of their lives through educational and self-help programs, family-support services, and advocacy activities in partnership with the community.</i>	
<b>Parents &amp; Children Coping Together</b>	804-559-6833 7286 Ewell Circle Mechanicsville, VA 23111
<b>Stop Child Abuse Now (SCAN) of Greater Richmond</b>	<a href="http://www.grscan.com">www.grscan.com</a> 804-257-7726 103 E. Grace Street Richmond, VA 23219
<b>Voices for Virginia’s Children</b>	<a href="http://vakids.org">http://vakids.org</a> 804-649-0184 701 East Franklin Street, Suite 807 Richmond, VA 23219 <a href="mailto:info@vakids.org">info@vakids.org</a>
<i>Early Care and Education, Family Economic Success, Foster Care and Adoption</i>	

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

## CHURCHES in NEW KENT COUNTY

*There are many churches serving New Kent County representing most denominations.*

CHURCH NAME	ADDRESS	PHONE
Angel View Baptist Church	6911 Angel View Lane Lanexa, VA 23089	804-843-2570
Church of Jesus Christ of Latter Day Saints	11301 Pocahontas Trail Providence Forge, VA 23140	757-810-9533
Corinth Baptist Church <i>Rev. Dr. Ben Caldwell; Pastor</i>	11650 New Kent Hwy P.O. Box 126 New Kent, VA 23124	804-966-5635
Ebenezer Baptist Church	14410 Rockahock Road P.O. Box 253 Lanexa, VA 23089	804-966-2345
Emmaus Baptist Church <i>Rev. Vallerie King; Pastor</i>	6700 Emmaus Church Road P.O. Box 533 Quinton, VA 23141	804-966-5238
The Fellowship Church	8463 Rumleys Lane Providence Forge, VA 23140	804-966-9713
Good Hope Church	5400 Good Hope Church Road Lanexa, VA 23089	757-634-9809
Hopewell Baptist Church	5061 Hopewell Road New Kent, VA 23124	804-932-4906
Jehovah's Witness Providence Forge Congregation	5501 Mountcastle Road Providence Forge, VA 23140	804-966-9813
Journey Christian Fellowship	2587 New Kent Highway P.O. Box 768 Quinton, VA 23141	804-932-8300
Kentwood Heights Baptist Church <i>Rev. Dave Smith; Pastor</i>	2607 New Kent Highway P.O. Box 8 Quinton, VA 23141	804 932-5370
King of Glory Lutheran Church <i>Rev. Larry McReynolds; Pastor</i>	9120 Pocahontas Trail P.O. Box 37 Providence Forge, VA 23140	804-966-5525
Lebanon Baptist Church <i>Rev. William Goodwin; Pastor</i>	5300 Hopewell Road New Kent, VA 23124	804-932-3094

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

## CHURCHES in NEW KENT COUNTY—Continued

CHURCH NAME	ADDRESS	PHONE NUMBER
Liberty Baptist Church	15810 Liberty Church Road Lanexa, VA 23089	804-966-2659
The Master's House	Meetings at New Kent High School	
Mt. Calvary Baptist Church <i>Rev. Raymond Otey, Sr.; Pastor</i>	5200 Mountcastle Road Providence Forge, VA 23140	804-966-5314
Mt. Nebo Baptist Church <i>Rev. Norman Crowder; Pastor</i>	5800 Mt. Nebo Road P.O. Box 99 Barhamsville, VA 23011	757-566-2229
Mt. Olive Baptist Church	5501 Holly Fork Road P.O. Box 177 Barhamsville, VA 23011	757-566-0134
Mt. Pleasant Baptist Church <i>Rev. Joseph Seay; Pastor</i>	4200 Mt. Pleasant Road P.O. Box 32 Providence Forge, VA 23140	804-966-8687
New Covenant Community Church <i>Rev. Milton Hathaway; Pastor</i>	P.O. Box 779 Quinton, VA 23141	804 932-5383
New Elam Baptist Church <i>Rev. Kelvin Paige; Pastor</i>	8101 Cumberland Road New Kent, VA 23124	804-966-5613
New Generation of God's Children in Faith Church <i>Rev. John A. Smith; Pastor</i>	6160 Pocahontas Trail P.O. Box 430 Providence Forge, VA 23140	804-966-8268
New Hope Community Church <i>Rev. Neil Lieder; Pastor</i>		804-840-7937
New Jersualem Baptist Church <i>Rev. Kelvin L. Paige; Pastor</i>	11089 New Kent Highway, New Kent, VA 23124 (Meets at Parks & Rec Building)	8044-402-2284
New Kent Christian Center	9660 Tunstall Road New Kent, VA 23124	804-557-3323
New Life Baptist Church	8420 George W. Watkins Road Quinton, VA 23141	804-932-9603

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*



## CHURCHES in NEW KENT COUNTY —Continued

CHURCH NAME	ADDRESS	PHONE
Pamunkey United Methodist Church	15700 Pamunkey Church Road Lanexa, VA 23089	
Providence Forge Presbyterian Church <i>Rev. Stephen Hodges; Pastor</i>	9310 Townsend Road Providence Forge, VA 23140	804-966-2079
Providence United Methodist Church <i>Rev. Bill John; Pastor</i>	4001 New Kent Hwy Quinton, VA 23141	804-932-4973
Rising Mount Zion Baptist Church <i>Rev. Rudolph Sykes, Jr.; Pastor</i>	8500 New Kent Hwy New Kent, VA 23124	804-932-3394
St. Elizabeth Ann Seton Church <i>Fr. Russell Smith; Priest</i>	2631 Pocahontas Trail Quinton, VA 23141	804-932-4125
St. Luke Baptist Church <i>Rev. Joseph Garrett; Pastor</i>	7901 Plum Point Road West Point, VA 23181	804-843-4266
St. Peter's Parish Church <i>Rev. Doug Wigner, Interim</i>	8400 St. Peters Lane New Kent, VA 23124	804-932-4846
Second Elam Baptist Church <i>Rev. Russell Crawley; Pastor</i>	15601 Cooks Mill Road Lanexa, VA 23089	804-966-7011
Second Liberty Baptist Church <i>Rev. Sean T. Young; Pastor</i>	8140 George W. Watkins Road Quinton, VA 23141	804-932-4245
Tabernacle United Methodist Church	20051 Tabernacle Road Barhamsville, VA 23011	757-566-0659
The Fellowship Church	8463 Rumleys Lane Providence Forge, VA 23140	804-966-8268
Tsena Commocko Baptist Church	2401 Tsena Road Providence Forge, VA 23140	804-966-4205
Union Baptist Church <i>Rev. Rodney Christian; Pastor</i>	8468 South Quaker Road Quinton, VA 23141	804-932-3317
Word of Faith Christian Center	Quinton Community Center 3041 New Kent Highway Quinton, VA 23141	

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

## CONSUMER DIRECTED FACILITATORS FOR PERSONAL CARE

**CONSUMER-DIRECTED PERSONAL ASSISTANCE SERVICES (CD)** helps individuals with their daily needs, such as dressing, bathing, eating, and assistance with self-administration of medication. Services may also be used to support individuals with their activities of daily living (ADLs) at work and other places in their communities. These services are available in the CCC Plus (Commonwealth Coordinated Care), HIV/AIDS, and Developmental Disabilities (DD) Waivers. As of July 1, 2017, the EDCD Waiver and Tech Waiver are known as the CCC Plus Waiver.

CD services in the CCC Plus Waiver are different from agency-directed services in the CCC Plus Waiver. Services provided through personal care agencies are agency-directed services. The agency employs the people (usually called “staff”, or “certified nurses’ aides”, or “home health aides”) who work with the individual in agency-directed services. The individual chooses the agency; the agency assigns staff members to the individual. In CD services, the CD personal assistant and respite provider work for the CD employer.

Listed below are some of the Consumer Directed Facilitators serving New Kent. Please know that while none of the Consumer Directed Facilitators reside in or have an office in New Kent, they do serve New Kent residents. **This list is subject to change.** For additional facilitators, please access:

<https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/SearchForProviders>. (Under Provider Type, choose Case Management—Waiver and Service Facilitation.)

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Access Child and Family Care</b>	Williamsburg, VA 23185	757-273-7488 FAX: 757-273-1133
<b>All About Personal Care, LLC</b>	5833 Richmond Tappahannock Highway Aylett, VA 23009	804-512-0802
<b>A Touch of Care</b>	304 Confederate Run Ct. Henrico, VA 23075	804-321-4268
<b>At Home Your Way/Moms In Motion</b>	<a href="http://www.AtHomeYourWay.com">www.AtHomeYourWay.com</a> Email: <a href="mailto:info@athomeyourway.com">info@athomeyourway.com</a>	1-844-828-5591 FAX: 1-800-704-6216
<b>B &amp; B Support Services</b>	103 King Henry Way Williamsburg, VA 23188	757-234-2577 Fax: 804-557-3447
<b>Care Choice Alternatives Kathie R. LaVigne, RN</b>	4608 Stockholm Drive Sandston, VA 23150	804-339-2274 FAX: 804-328-1077
<b>Commonwealth Catholic Charities</b>	1601 Rolling Hills Drive Richmond, VA 23229	804-285-5900
<b>Ernestine Hall</b>	7215 Foxal Road Mechanicsville, VA 23116	804-221-0013
<b>Home Staffing Solutions, LLC</b>	P.O. Box 245 Gloucester Point, VA 23062 Email: <a href="mailto:homestaffingsolutionsllc@gmail.com">homestaffingsolutionsllc@gmail.com</a>	757-706-4584

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## DOMESTIC VIOLENCE RESOURCES

AGENCY	COMMENTS
<p><b>Project Hope at Quin Rivers, Inc.</b>  <b>HOTLINE: 1-877-966-4357</b>                      804-966-8720  <a href="http://www.quinrivers.org">www.quinrivers.org</a></p>	<p>Works to eliminate domestic and sexual violence in homes and communities; provides crisis intervention, court advocacy, hospital accompaniment, supportive counseling, safety enhancement, and children’s counseling.</p>
<p><b>New Kent/Charles City                      Victim Witness/Assistance Program</b>                      804-966-9604</p>	<p>If you are a victim of a crime, including domestic violence and sexual assault, the Victim Witness Program is available to help. Virginia law gives victims and witnesses certain rights and this program can help you understand your rights and know where to go for assistance.</p>
<p><b>Department of Criminal Justice Services                      DCJS Victims Services Section</b>                      1100 Bank Street                      Richmond, VA 23229                      804-786-4000  <a href="https://www.dcs.virginia.gov">https://www.dcs.virginia.gov</a></p>	<p>Provides grant funding, training, technical assistance, and written resources to programs and individuals serving crime victims. In addition, staff monitors legislation, conducts studies and provides direct services to crime victims through the Crime Victim Assistance INFO-LINE and through victim assistance emergency response.</p>
<p><b>National Domestic Violence                      HOTLINE:</b>                      1-800-799-7233                      1-800-787-3224 (TTY)  <a href="http://www.ndvh.org">www.ndvh.org</a></p>	<p>Crisis intervention, information and referral to Domestic Violence programs for victims, concerned friends, family and the public. Bilingual staff and a language line are available to non-English speaking callers. Includes a database of more than 4,000 shelters/service providers.</p>
<p><b>Virginia Department of Social Services                      (VDSS)</b>                      801 E. Main Street                      Richmond, VA 23219  <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a></p>	<p>VDSS is the state agency charged with coordination of Domestic Violence programs. Activities include: allocation of funding to support domestic violence programs, monitoring and evaluating domestic violence programs, and technical assistance to community-based programs.</p>
<p><b>Virginia Family Violence                      and Sexual Assault                      HOTLINE:</b>                      1-800-838-8238 (Voice and TTY)</p>	<p>Provides support, referrals, information and advocacy for individuals experiencing family violence, their family members and friends and professionals who work with them. The HOTLINE is accessible 24 hours a day.</p>
<p><b>Virginia Sexual and Domestic Violence                      Action Alliance</b>                      1118 W. Main Street                      Richmond, VA 23220                      804-377-0335  <a href="http://www.vsdvalliance.org">www.vsdvalliance.org</a></p>	<p>The Action Alliance is a non-profit agency dedicated to raising awareness about sexual and domestic violence, increasing public access to resources and services, offering opportunities for professional development, and initiating legislative and policy change that will bring Virginia closer to its vision: a world free from sexual and domestic violence.</p>
<p><b>Virginia State Crime Commission</b>                      1111 East Broad Street, Suite B036                      Richmond, VA 23219                      804-786-6984  <a href="http://vscc.virginia.gov">http://vscc.virginia.gov</a></p>	<p>The purpose of the Commission is to study, report, and make recommendations on all areas of public safety and protection. Contact for information related to Virginia’s current legislative or policy initiatives.</p>

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## DOMESTIC VIOLENCE SHELTERS

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A women's shelter (often alternatively called a woman's refuge or other, similar names) is a place of temporary refuge and support for women escaping violent or abusive situations, such as rape, domestic violence and sexual assault. The managers of many of these locations have often expanded their efforts to deal with related issues such as housing, victimized children, both male and female, fleeing abuse as well as providing legal aid for domestic violence victims, among many other services.

Having the ability to leave a situation of violence is valuable for those who are under attack. Such situations frequently involve an imbalance of power that limits the victim's financial options. The most dangerous time for a domestic violence sufferer is on the point of exit. A person in a domestic violence situation should create an exit safety plan to leave the situation in a safe manner.

If you need help or someone you know is experiencing or in some way involved in domestic violence, please recognize that there are measures to take in order to prevent further harm. If you are a victim of domestic violence and/or sexual assault, we strongly urge you to devise a safety plan for a time of extreme emergency. The following list of shelters will be a great start for obtaining help and vital information:

Chesterfield/Henrico/Richmond	Safe Harbor	804-287-7871
Gloucester/King William	Served by Avalon	Please call 757-258-5022
James City County/Williamsburg	Avalon	757-258-5051
Richmond County	Haven Shelter and Services	800-224-2836

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

For additional shelter resources, please visit <http://www.divorcesource.com/shelters/virginia.shtml>

For additional assistance, please contact:

Project Hope at Quin Rivers, Inc.

**HOTLINE: 1-877-966-4357**

804-966-8720

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

## FOOD PANTRIES AND FOOD SOURCES

*Special thanks to Jim Crouse of Proclaiming Grace Outreach (PGO) for supplying the original list.*

ORGANIZATION	LOCATION/ADDRESS	PHONE	HOURS
<b>From the Heart Ministries</b> <i>Serves up to 25 families per week in the Quinton area</i>		804-932-3885; If no answer, leave a message	Open on Saturdays from 3:00 to 4:00 pm; By Appointment Only
<b>Good Neighbor Center of West Point</b> <i>Serves West Point &amp; 5 miles into New Kent, King William and King &amp; Queen Counties</i>	207 West Euclid Blvd. West Point, VA 23181	804-843-4339	Mon 10 am to 2 pm Wed 12 pm to 2 pm
<b>Liberty Baptist Church</b>	15810 Liberty Church Road Lanexa, VA 23089	804-966-2659	Every other Wed. (call to confirm the Wed); 12 to 2pm
<b>Meals on Wheels</b> <a href="http://www.mowdelivers.com">www.mowdelivers.com</a>	1415 Rhoadmiller St. Richmond, VA 23220	804-673-5035 FAX: 804-673-5045	Please call for information on eligibility and financial assistance
<i>Meals on Wheels can also be coordinated through Senior Connections by calling 804-343-3000.</i>			
<b>New Hope Pantry</b>	6475 Parrish Road Providence Forge, VA 23140	804-932-3967	Serves New Kent & Charles City— Open Mondays: 4pm-5:30pm Open Fridays: 3pm-4:30pm
<ul style="list-style-type: none"> <li>• <i>For the most up-to-date information, please access the New Hope Pantry on Facebook; or, call 804-932-3967.</i></li> <li>• <i>Open to all individuals; there is a shared maintenance fee of \$5.00 per visit to cover operating costs; New Hope Church provides the food at no charge.</i></li> </ul>			
<b>New Kent Senior Citizen Food Pantry</b> <i>This program is also known as the "Brown Bag" program.</i>	4375 Olivet Church Road Providence Forge, VA 23140	804-337-1031	Open Tues and Fri 9:30am -11:00am;  (no longer open Sunday)
<b>Proclaiming Grace Outreach (PGO)</b>	Tabernacle Methodist Church 20051 Tabernacle Road Barhamsville, VA 23011	757-741-5070	Serves all of New Kent Co. & upper James City Co; 1 <sup>st</sup> & 3 <sup>rd</sup> Friday; 4 pm to 6 pm;
<b>Providence United Methodist Church</b>	4001 New Kent Highway Quinton, VA 23141	804-932-4973	Mon and Thurs; 10 am to noon
<b>West Point Mobile Food Pantry</b>	West Point Christian Church 290 Euclid Blvd. West Point, VA 23181		Open to New Kent residents; operates every 3 <sup>rd</sup> Thursday; 10:15 am to 11:15 am

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## HOME HEALTH CARE

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**HOME HEALTH CARE** is the service that permits individuals to receive both long-term and short-term skilled medical or personal care in the comfort and privacy of their own home.

**SKILLED MEDICAL CARE** is prescribed by the physician(s) and is the in-home extension of medical care provided in the hospital or other care facility. Skilled medical care is provided by fully trained and licensed medical professionals. Skilled medical care includes but is not limited to:

- Cardiac Care
- Diabetic Care
- Catheter Care
- Lab Testing
- Intravenous Management
- Anodyne (Pain) Therapy
- Medical Social Services
- Orthopedic Care
- Wound Care
- Patient Education
- Mobile X-Ray
- Telehealth Monitoring
- Physical, Occupational and Speech Therapy

**PERSONAL CARE SERVICES** are life-style support services that do not require specific medical therapies or treatments. Bathing, cooking, transportation, grocery shopping, pet care and light housekeeping, are some examples of Personal Care services. Personal care services include but are not limited to:

- Meal Preparation
- Grocery Shopping
- Medication Reminders
- Companionship
- Light Housekeeping
- One-on-one Care for People Who are Hospitalized
- Assistance with Bathing and Dressing
- Transportation to Medical Appointments
- Assistance with Ambulation and Exercise
- Pet Care
- Laundry
- Respite for Family Caregivers

**HOSPICE** is a special concept of care designed to provide comfort and support to patients and their families when a life-limiting illness no longer responds to cure-oriented treatments.

- Hospice care is provided by a team-oriented group of specially trained professionals, volunteers and family members.
- Hospice care neither prolongs life nor hastens death. Hospice staff and volunteers offer a specialized knowledge of medical care, including pain management.
- The goal of hospice care is to improve the quality of a patient's last days by offering comfort and dignity.
- Hospice addresses all symptoms of a disease, with a special emphasis on controlling a patient's pain and discomfort.
- Hospice deals with the emotional, social and spiritual impact of the disease on the patient and the patient's family and friends.
- Hospice offers a variety of bereavement and counseling services to families before and after a patient's death.

## SKILLED CARE PROVIDERS

*These agencies serve New Kent County even though the office is located outside of the County*

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
<b>At Home Care— Richmond</b>	2922 W. Marshall Street Richmond, VA 23230	804-360-3400 FAX: 804-359-3036	Please call
<b>At Home Care— Williamsburg</b>	366 McLaws Circle; Suite 2 Williamsburg, VA 23185	757-220-2112 FAX: 757-220-2745	YES
<b>Bayada Nurses</b>	428 McLaws Circle; Suite 203 Williamsburg, VA 23185	757-565-5400	YES
<b>Brookside Home Health</b>	460 McLaws Circle, Ste 250 Williamsburg, VA 23185	757-253-2536	YES
<b>Southeastern Home Health Care, Inc.</b>	7502 Lee Davis Road Mechanicsville, VA 23111	804-769-1380 FAX: 804-769-1377	YES

## PERSONAL CARE PROVIDERS

*These agencies serve New Kent County even though the office is located outside of the County*

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
<b>Agape Home Care</b>	350 McLaws Circle Suite 2 Williamsburg, VA 23185	757-229-6115 FAX: 757-229-6185	YES
<b>All About Personal Care</b>	5833 Richmond-Tapp Hwy; Ste 102A; Aylett, VA 23009	804-512-0802 FAX: 804-723-0990	YES
<b>AmeriCarePlus</b>	6689 Fox Centre Pkwy Gloucester Courthouse, VA 23061	804-694-8138 FAX: 804-694-8170	YES
<b>At Home Care Staffing</b>	5700 Old Richmond Ave; Ste D Richmond, VA 23226	804-358-0631 FAX: 804-497-2112	Please call
<b>Bayada Nurses</b>	263 McLaws Circle; Ste 103 Williamsburg, VA 23185	757-229-0019	NO
<b>Comfort Keepers</b>	205 Bulifants Blvd.; Ste. B Williamsburg, VA 23188	757-229-2777	NO
<b>Covenant Home Care</b>	9562 Kings Charter Drive; Ste 202 Ashland, VA 23005	804-569-6104	Please call
<b>Hand N' Heart LLC</b>	471 McLaws Circle, Suite A Williamsburg, VA 23185	757-565-0216 FAX: 757-565-1760	YES

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## PERSONAL CARE PROVIDERS —Continued

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
<b>Home Care Assistance</b>	4808 Courthouse St. Suite 103 Williamsburg, VA 23188	757-220-3151	NO
<b>James River Home Health</b> <a href="http://www.JamesRiverHH.com">www.JamesRiverHH.com</a>	9100 Arboretum Parkway Ste. 290 N. Chesterfield, VA 23236	804-272-3300 FAX: 804-272-3305	YES
<b>Silver Care, LLC.</b>	1545 Crossways Blvd; Ste. 250 Chesapeake, VA 23320	757-648-9396	YES
<b>Synergy HomeCare of Central Virginia</b>	11159 Air Park Road, Suite 4 Ashland, VA 23005	804-299-3479 FAX: 804-299-4016	NO

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## SKILLED AND PERSONAL CARE PROVIDERS

*These agencies provide both skilled care and personal care*

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
<b>Accredited Home HealthCare Corp.</b> <i>Provides care for both adults and children.</i>	4602 West Grove Ct, Ste. B Virginia Beach, VA 23455	757-201-3502 FAX: 757-671-3345	YES
<b>Affordable Care</b>	1509 Cutshaw Place Richmond, VA 23226	804-477-7912	YES
<b>Care Advantage</b>	7239 Mechanicsville Trnpike Mechanicsville, VA 23111	804-788-0805 FAX: 804-730-1789	YES
<b>Commonwealth Home Health Services, LLC</b>	9562 Kings Charter Drive Ashland, VA 23005	804-299-3292 FAX: 804-368-0382	YES
<b>Companion Extraordinaire</b>	5111 Lakeside Avenue Henrico, VA 23228	804-752-2205 FAX: 804-752-3403	YES
<b>HomeRecovery/HomeAid</b>		855-365-9178 FAX: 855-844-8085	NO
<b>Hope In Home Care</b> <i>Hope In-Home Care also provides psychiatric and pediatric services; Hope in Home Care services are also available through the Richmond Office by calling 804-396-2991 and the Gloucester Office at 804-824-9232.</i>	4512 John Tyler Highway Williamsburg, VA 23185	757-220-1500 Fax: 757-345-2734	YES
<b>Seniors First Choice</b> <a href="http://www.SeniorsFirstChoice.org">www.SeniorsFirstChoice.org</a>	8005 Creighton Parkway, Suite A Mechanicsville, VA 23111	804-789-1569 FAX: 804-789-1572	YES

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## HOSPICE PROVIDERS

*These agencies serve New Kent County even though the office is located outside of the County. For additional hospice providers search <http://www.caring.com/local/hospices>*

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
<b>Asercare Hospice—</b> Richmond	8001 Franklin Farms Drive Richmond, VA 23229	804-282-4364	YES
<b>At Home Care Hospice—</b> Richmond Office	2922 W. Marshall Street Richmond, VA 23230	804-358-3480 FAX: 804-612-3713	YES
<b>At Home Care Hospice—</b> Williamsburg Office	291 McLaws Circle Suite 1 Williamsburg, VA 23185	757-634-0109 FAX: 757-634-0159	YES
<b>Bon Secours Hospice</b>	8580 Magellan Parkway Richmond, VA 23227	804-627-5360	YES
<b>Care Advantage</b>	7239 Mechanicsville Tnpke Mechanicsville, VA 23111	804-788-0805	Call to confirm
<b>Comfort Keepers</b>	205 Bulifants Blvd.; Ste B Williamsburg, VA 23188	757-229-2777	NO
<b>Hospice of Virginia</b>	2235 Staples Mill Road; Suite 100 Richmond, VA 23230	804-281-0451	YES
<b>Hospice Community Care</b>	10128 W. Broad Street Glen Allen, VA 23060	800-290-0951	YES
<b>James River Hospice</b>	9100 Arboretum Parkway Suite 290 N. Chesterfield, VA 23236	804-272-3300	YES
<b>New Century Hospice</b>	808 Moorefield Park Dr. Suite 113 Richmond, VA 23236	804-353-2702	YES
<b>Odyssey Hospice</b>	8000 Franklin Farms Drive Richmond, VA 23229	804-290-4300	YES
<b>Riverside Walter Reed Hospice</b>	7358 Main Street Gloucester, VA 23061	804-693-1111	YES

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## HOSPITALS AND MEDICAL CARE

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### ***IF YOU HAVE AN EMERGENCY, PLEASE DIAL 911.***

A hospital is a health care institution providing patient treatment with specialized medical and nursing staff and medical equipment. Hospitals provide for emergency services, inpatient care, and often, longer-term patient stays. Hospitals usually are distinguished from other types of medical facilities by their ability to admit and care for inpatients while other medical settings are often described as clinics.

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Cumberland Hospital for Children and Adolescents</b> <i>Serves children and adolescents with chronic brain disease, brain injury, neurological impairment and other medical conditions; treatment center for complex needs</i>	9407 Cumberland Road New Kent, VA 23124	800-368-3472
<b>Hunter Holmes McGuire VA Medical Center</b>	1201 Broad Rock Boulevard Richmond, VA 23249	804-675-5000 Fax: 804-675-5581
<b>Memorial Regional Medical Center—MRMC Bon Secours</b>	8260 Atlee Road Mechanicsville, VA 23116	804-764-6000
<b>Riverside Doctors Hospital—Williamsburg</b>	1500 Commonwealth Avenue Williamsburg, VA 23185	757-585-2200
<b>Sentara Williamsburg Medical Center</b>	100 Sentara Circle Williamsburg, VA 23188	757-984-6000
<b>VCU Medical Center</b>	1250 E. Marshall Street Richmond, VA 23298	804-828-9000

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### **NON-EMERGENCY CARE**

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Non-emergency health care is available through local doctor's offices, visiting physicians and medical centers.

- **Charles City Regional Health Services (CCRHS)** serves New Kent County residents and offers a sliding fee scale as a way for low income individuals to afford health care services. The sliding fee is based upon family size and income. **Charles City Regional Health Services** is located at 9950 Courthouse Road, Charles City, VA 23030. For more information about CCRHS, please call 804-829-6600 or go to <http://www.cvhsinc.org/locations/ccrhs>
- **Visiting Physicians Association (VPA):**
  - Richmond Office: 804-687-4793 or 855-803-9352
  - Williamsburg Office: 757-941-5600 or 866-586-6302

## HOTLINE NUMBERS

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*These numbers are available 24 hours a day, 7 days a week:*

<b>Adult Protective Services</b>	<b>HOTLINE</b>	Toll free: 1-888-832-3858
<b>Child Protective Services</b>	<b>HOTLINE</b>	Toll free: 1-800-552-7096 Virginia: 1-804-786-8536
<b>Project Hope at Quin Rivers, Inc.</b>	<b>HOTLINE</b>	1-877-966-4357
<b>Family Violence &amp; Sexual Assault</b>	<b>HOTLINE</b>	Toll free: 1-800-838-8238
<b>Henrico Mental Health Charles City/New Kent residents</b>	<b>CRISIS HOTLINE</b>	Emergency number: 804-727-8484 TDD: 804-727-8484
<b>Henrico Mental Health Henrico residents</b>	<b>CRISIS HOTLINE</b>	Emergency number: 804-727-8484 TDD: 804-727-8484

### **ADULT PROTECTIVE SERVICES (APS)**

Any person, including financial institutions, may report suspected abuse, neglect of exploitation to Adult Protective Services. If you or someone you know is being mistreated, contact your local department of social services and ask for an APS worker, or call the 24-hour, toll-free hotline number provided above.

### **CHILD PROTECTIVE SERVICES (CPS)**

Anyone can report suspected child abuse or neglect to Child Protective services. If you or someone you know is being mistreated, contact your local department of social services and ask for a CPS worker, or call the 24-hour, toll-free hotline number provided above.

For APS and CPS, callers will be asked to provide as much information as possible about the child, the alleged abuser and the incident. You are not required to give your name when you make the report, but if you do identify yourself, the local department of social services will be able to contact you for further information if needed and will be able to inform you of actions that were taken.

*Continued—*

## PERSONS IN CRISIS

### HENRICO MENTAL HEALTH

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**IN AN EMERGENCY—** Charles City/New Kent residents call: 804-727-8484  
Henrico residents also call: 804-727-8484  
TDD: 804-727-8496

**Crisis number after 4:30 pm: (804) 727-8484**

Individuals experiencing mental health and substance abuse crisis require immediate help. The Emergency Services Program provides an effective, rapid response to critical situations 24-hours a day, 7 days a week.

Services are directed toward adults and children and adolescents who are experiencing severe, acute symptoms of mental illness or emotional disorder, including risk of suicide, risk of danger to others, and emergencies related to alcohol or drug abuse or addiction.

When appropriate, services are provided to individuals who have suffered recent trauma, those who are experiencing overt psychotic symptomatology and victims of physical and sexual abuse. All these individuals experience a high degree of acute psychological stress, limited personal resources to deal with the stress and may well be dangerous to self or to others. They are generally considered to be in crisis and may suffer serious psychological and/or physical harm. These individuals require prompt, professional intervention.

Types of situations requiring immediate intervention include:

- Acute suicidal situations
- Violent behavior
- Significant depression or anxiety
- Alcohol or drug-related emergencies
- Acute mental illness
- Acute child and adolescent problems

Outpatient Emergency Services:

- Telephone Counseling
- Face-to-face Crisis Therapy for individuals, couples, and families
- Psychiatric Evaluations
- Chemotherapy
- Pre-screening for hospitalization  
(voluntary and involuntary)

When someone requires intensive treatment, the Agency provides inpatient services through relationships with local private hospitals or state hospitals. Information about and referral to other community services are also provided when appropriate.

## HOUSING AND HOME REPAIR PROGRAMS

### ACCESSIBILITY

Under the Americans with Disabilities Act, every apartment community newly constructed in the last ten years must have physically accessible units and landlords must allow reasonable accommodations to be made. Sometimes simple modifications to the home where the individual currently lives may make it possible for him/her to remain at home. If you need more information about accessibility, call the Statewide Information and Referral System at 1-800-230-6977.

### AFFORDABILITY

Finding an affordable place to live is important to everyone; however, individuals on fixed incomes often have difficulty finding such places. For more information on housing assistance programs, call Housing Opportunities Made Equal (HOME) at 1-804-354-0641 or the Virginia Housing Development Authority (VHDA) at 1-804-782-1986.

For additional information on housing accessibility, affordability or home modifications contact:

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>The ADA Information Center for the Mid-Atlantic Region</b> <a href="http://www.adainfo.org">www.adainfo.org</a>	451 Hungerford Drive; Suite 607 Rockville, Maryland 20850	1-800-949-4232 1-301-217-0124
<b>Centers for Independent Living</b> Contact the Statewide Information & Referral System OR visit <a href="http://www.vadrs.org">www.vadrs.org</a>		1-800-230-6977
<b>Habitat for Humanity Peninsula &amp; Greater Williamsburg (serves New Kent County)</b> <a href="http://www.HabitatPGW.org">www.HabitatPGW.org</a>		757-596-5553 ext. 5 for questions; Williamsburg
<b>Project: HOMES (formerly Elder Homes)</b> <a href="http://www.projecthomes.org">www.projecthomes.org</a>	88 Carnation Street Richmond, VA 23225	804-233-2827 Fax: 804-230-0778
<i>Project: HOMES improves the lives and living conditions of low income seniors, disabled residents and qualified homeowners in Central Virginia by providing weatherization improvements to qualified New Kent County residents..</i>		
<b>Housing Opportunities Made Equal (HOME)</b>	626 East Broad Street, Suite 400 Richmond, VA 23219	804-354-0641
<i>HOME is a private non-profit fair housing organization, which provides free information, assistance and comprehensive housing counseling services.</i>		
<b>Housing Partnerships, Inc.</b>	P.O. Box 441 Williamsburg, VA 23187	757-221-0225 Fax: 757-221-0444
<i>Please call to confirm the services provided by Housing Partnerships and the service area</i>		

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

**HOUSING AND HOME REPAIR PROGRAMS — Continued**

<b>AGENCY NAME</b>	<b>ADDRESS</b>	<b>PHONE NUMBER</b>
<b>Housing and Urban Development (HUD)</b> <a href="https://www.hud.gov/topics/home_improvements">https://www.hud.gov/topics/home_improvements</a>	600 E. Broad Street Richmond, VA 23219	804-771-2100 800-842-2610
<b>National Accessible Apartment Clearinghouse (NAAC)</b>	201 N. Union Street; Ste. 200 Alexandria, VA 22314	1-800-421-1221
<b>Proclaiming Grace Outreach (PGO)</b>	P.O. Box 121 20051 Tabernacle Road Barhamsville, VA 23011	757-741-5070
<i>Serves all of New Kent County and also serves upper James City County. PGO also makes home repairs and builds handicap ramps on a case by case basis. PGO also operates a food pantry (see Food Sources list) and The Thrift Spot located at Highway 30 and Stage Road. The Thrift Spot offers inexpensive clothing, some furniture and is open Saturday from 8am to 4pm.</i>		
<b>Quin Rivers, Inc. Homeless Intervention Program (HIP)</b>	10718 Ballantraye Dr.; Ste. 402 Fredericksburg, VA 22407	540-479-4363
<b>SouthEast Rural Community Assistance Project, Inc. (SERCAP)</b> <a href="http://sercap.org">http://sercap.org</a>	347 Campbell Avenue, SW Roanoke, VA 24016	540-345-1184 Fax: 540-342-2932 Toll free: 1-866-928-3731
<i>SERCAP has funds available for grant and loan programs for low to moderate income individuals and families to assist them with their water and wastewater needs.</i>		
<b>United States Department of Agriculture (USDA)</b>	Rural Development 1606 Santa Rosa Rd; Ste. 239 Richmond, VA 23229	804-287-1550
<i>Makes direct loans when borrowers cannot finance elsewhere.</i>		
<b>Virginia Housing Development Authority (VHDA)</b>	601 S. Belvidere Street Richmond, VA 23220	804-782-1986 1-877-843-2123
<i>Provides first-time homebuyers with low-cost home mortgage loans.</i>		
<b>Virginia Division for the Aging</b> <a href="http://www.vda.virginia.gov">www.vda.virginia.gov</a>	1600 Forest Avenue, Suite 102 Richmond, VA 23229	804-662-9333 1-800-552-3402

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

## HOMELESS SERVICE AGENCIES

This is a partial list of agencies working on solutions to homelessness in the greater Richmond area and providing services to the homeless population. There may be other agencies in your area that provide similar services.

**HOMEWARD** is the planning and coordinating organization for homeless services in the greater Richmond region. The organization's mission is to prevent and end homelessness in the Richmond region. For additional agencies and information, please go to [www.homewardva.org](http://www.homewardva.org).

Housing (Homeless) Crisis Line phone number: 804-972-0813 from Monday to Friday, 8am to 6pm. (if someone is within 3 days of losing their housing)

### **CARITAS**

**Population served:** men, women, children, families, Veterans, large families with adolescent children, male-head-of-household families, two-parent families, people experiencing mental illness, people with addictions, people with disabilities, survivors of domestic abuse or violence, people re-entering the community after incarceration.

**Services:** short-term shelter, assessment and referral, case management, furniture bank, substance abuse counseling, financial literacy, parenting education, food, laundry, shower, banking services, employment readiness.

**Phone numbers:** 804-358-0964 (shelter); 804-343-5008 (Furniture Bank)

**Furniture Bank:** 1125 E. Commerce Road, Richmond, VA 23224

### **COMMONWEALTH CATHOLIC CHARITIES—Point of Entry**

**Population served:** men, women, children, youth, families, Veterans, people experiencing mental illness, people with disabilities, survivors of domestic abuse or violence, people re-entering the community after incarceration

**Services:** Assessment and referral, Short-term shelter, Case management, financial assistance, financial literacy and education, Food

**Phone number:** 804-648-4177

### **FREEDOM HOUSE**

**Population served:** men, women, people experiencing mental illness, people in recovery

**Services:** short-term shelter, long-term shelter, case management, assessment & referral, food

**Phone number:** 804-233-4064

### **HOMEAGAIN**

**Population served:** men, women, children, youth, families, Veterans, people experiencing mental illness, people in recovery, people with disabilities, survivors of domestic abuse or violence, people re-entering the community after incarceration

**Services:** short-term shelter, long-term shelter, case management, recovery program, intensive services, financial literacy and education, assessment and referral, food

**Phone number:** 804-358-7747

**Housing Crisis line:** 804-972-0813

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## HOMELESS SERVICE AGENICES—Continued

**OAR**

**Population served:** people re-entering the community after incarceration

**Services:** case management, clothing, job search assistance, assistance in obtaining ID documents, substance abuse counseling, GED classes, HIV awareness and testing, work boots, work tools, transportation assistance, job retention incentives, Workforce one Stop services onsite, budgeting

**Phone number:** 804-643-2746

**RICHMOND FRIENDS OF THE HOMELESS**

**Population served:** men, women, children, youth, families, Veterans, people experiencing mental illness, people in recovery, people with disabilities, survivors of domestic abuse or violence, people re-entering the community after incarceration

**Services:** Food, clothing, personal hygiene items, blankets, etc.

**Phone number:** 804-608-0971

**VIRGINIA SUPPORTIVE HOUSING**

**Population:** men, women, and families

**Services:** permanent supportive housing (permanent rental housing with support services), housing location assistance, financial literacy, credit and debt management counseling, foreclosure/mortgage default counseling and homebuyer education

**Phone number:** 804-525-1951 (intake); Other contact: 804-788-6825

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## LEGAL SERVICES

*These programs provide a wide variety of legal services. Some provide legal services and some provide general information regarding your legal rights. None of these should be considered as a substitute for personal legal counsel. Thank you to the Chesterfield Council on Aging for providing additional resource information.*

Agency	Address	Phone number
<b>AARP</b> <a href="http://www.aarp.org">www.aarp.org</a>		888-687-2277
<b>American Civil Liberties Union of Virginia</b> <a href="http://www.acluva.org">www.acluva.org</a>	701 E. Franklin Street, Suite 1412, Richmond, VA 23219	804-644-8022
<b>Central Virginia Legal Aid Society</b> <a href="http://www.cvlas.org">www.cvlas.org</a>	101 West Broad Street, # 101 P.O. Box 12206 Richmond, VA 23220	800-868-1012
<b>Commonwealth Mediation Groups, Inc.</b> <a href="http://www.cmg-foundation.org">www.cmg-foundation.org</a>	9100 Arboretum Parkway; Ste 190 Richmond, VA 23236	804-254-2664
<b>Equal Employment Opportunity Commission</b> <a href="http://www.eeoc.gov">www.eeoc.gov</a>	400 N. 8th Street, Suite 350 Richmond, VA 23219	804-771-2200 800-669-4000 TTY 800-669-6820
<b>Legal Information Network for Cancer (LINC)</b> <a href="http://www.cancerlinc.org">www.cancerlinc.org</a>	P. O. Box 73281 1459 Johnston Willis Drive Richmond, VA 23235	804-272-5462, ext. 4 877-644-5462
<b>National Association for the Advancement of Colored People (NAACP)</b> <a href="http://www.virginianaacp.org">www.virginianaacp.org</a>	P. O. Box 27212 Richmond, VA 23261	804-321-5678
<b>Statewide Senior Legal Helpline</b>		844-802-5910
<b>Virginia Academy of Elder Law Attorneys</b> <a href="http://www.VAELA.org">www.VAELA.org</a>		
<b>Virginia Lawyer Referral Service</b> <a href="http://www.vlrs.net">www.vlrs.net</a>	707 East Main Street, Suite 1500 Richmond VA 23219	804-775-0808 800-552-7977 TDD 775-0502
<b>Virginia Office for Protection and Advocacy disAbility Law Center of Virginia</b> <a href="http://www.dlcva.org">www.dlcva.org</a>	1910 Byrd Avenue, Suite 5 Richmond, VA 23230	804-225-2042 800-552-3962 TTY/TDD 225-2042
<b>Virginia Poverty Law Center</b> <a href="http://www.vplc.org">www.vplc.org</a>	700 East Main Street, Suite 1410 Richmond, VA 23219	804-782-9430

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## MEDICAL SUPPLY COMPANIES

These companies provide a wide variety of medical equipment including, but not limited to: respiratory equipment, oxygen supplies, sleep apnea machines, lift chairs, hospital beds, walkers and wheelchairs. They also provide skilled nursing for respiratory care, monitoring and patient education.

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
<b>All Med Express</b>	9820 Midlothian Tnpk. Richmond, VA 23235	804-864-0011	YES
<b>American Orthotic &amp; Prosthetic Center</b>	2000 Bremono Road #205 Richmond, VA 23230	804-353-9077 Fax: 804-353-9159	YES
<b>American Orthotic &amp; Prosthetic Center</b>	2206 Executive Drive; Ste C Hampton, VA 23666	757-827-6989 FAX: 757-548-5657	YES
<b>Apria Healthcare</b>	2808 E. Parham Road Richmond, VA 23228	804-553-4964	YES
<b>Capital Medical Supply</b>	2233 Tomlynn Street Richmond, VA 23230	804-353-0707	YES
<b>Global Medical</b>	2810 E. Parham Road Richmond, VA 23228	_____	YES
<b>Health First Home Medical</b>	8143 Staples Mill Road Richmond, VA 23228	804-266-2002 800-247-7636 Fax: 804-266-1025	YES
<b>Home Care Delivered</b>	11013 West Broad St., 4 <sup>th</sup> Floor Glen Allen, VA 23060	New Customers: 866-938-3906 Customer Service: 800-565-5644	YES
<b>LinCare</b>	7845 Richmond Road Toano, VA 23168	757-566-9624	YES
<b>Medical Home Outfitters</b>	1117 Old Colony Lane Williamsburg, VA 23185	757-220-9502	YES
<b>Roberts Home Medical, Inc. Newport News Office</b>	700 Thimble Shoals Blvd. #105 Newport News, VA 23606	757-599-9080 800-322-4679 Fax: 757-599-3855	YES
<b>Roberts Home Medical, Inc. Richmond Area Office</b>	340 South Hill Carter Pkwy Ste. M Ashland, VA 23005	804-798-4600 800-752-7317	YES
<b>Virginia Home Elevator, Stairlift and Ramp</b>	_____	804-564-6364	_____
<b>Virginia Home Medical</b>	11842 Canon Blvd. Newport News, VA 23606	757-873-1700 Fax: 757-873-0460	YES
<b>West Home Medical</b>	2277 Dabney Road Richmond, VA 23230	804-353-7703	_____

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**MEDICAL SUPPLY COMPANIES—  
EQUIPMENT RESOURCES, ADAPTIVE CLOTHING, AND SUPPORTS**

*Thank you to Denise Scruggs from the Beard Center on Aging at Lynchburg College for your information.*

COMPANY AND WEBSITE	ADDRESS	PHONE NUMBER
<b>Ableware Independent Living from Maddak</b> <a href="http://www.maddak.com">www.maddak.com</a>	SP Ableware-Maddak 661 Route 23 South Wayne, NJ 07470 Email: <a href="mailto:custservices@maddak.com">custservices@maddak.com</a>	973-628-7600 1-800-443-4926
<i>Maddak is a leading manufacturer of home healthcare products for seniors, people with disabilities and people recovering from injuries and illnesses. Marketed under the Ableware® brand name, their products are designed to make daily living activities easier.</i>		
<b>The Alzheimer's Store</b> <a href="http://www.alzstore.com">www.alzstore.com</a>	3197 Trout Place Road Cumming, GA 30041	678-947-4001 1-800-752-3238
<i>Offers a wide range of Alzheimer's therapy products to help individuals live in a safer home with a secure sense of mind.</i>		
<b>Buck and Buck</b> <a href="http://www.buckandbuck.com">www.buckandbuck.com</a>	3111 27 <sup>th</sup> Avenue South Seattle, WA 98144	1-800-458-0600
<i>Offers a wide variety of adaptive clothing and footwear to help restore self-dressing independence or make assisted dressing much easier.</i>		
<b>Foundation for Rehabilitation Equipment and Endowment</b> <a href="http://www.free-foundation.org">www.free-foundation.org</a>	Richmond Chapter 6301 Midlothian Turnpike Richmond, VA 23225	804-920-9828 Email: richmond@free-foundation.org
<b>Harris Communication</b> <a href="http://www.harriscomm.com">www.harriscomm.com</a>	15155 Technology Drive Eden Prairie, MN 55344	1-800-825-6758
<i>Offers a variety of products for the hearing impaired and individuals needing speech assistance.</i>		
<b>Hearing Loss Association of America (HLAA) Greater Richmond Chapter</b>	<a href="http://www.hlaagreaterrichmond.com">http://www.hlaagreaterrichmond.com</a>	
<i>Provides assistance and resources for people with hearing loss and their families; other Virginia chapters can be located through the main website at <a href="http://www.hearingloss.org">www.hearingloss.org</a></i>		
<b>Learning, Sight and Sound</b> <a href="http://www.LSSproducts.com">www.LSSproducts.com</a>	145 River Rock Drive Buffalo, NY 14207	1-800-468-4789
<i>Catalog of products for the visually impaired and hard of hearing.</i>		
<b>Richmond Ramps</b>	<a href="http://www.RichmondRamps.com">www.RichmondRamps.com</a>	804-977-1784
<i>Sells and rents wheelchair ramps to businesses and homeowners; also provides ramps under Medicaid waivers; based in New Kent County</i>		
<b>Silvert's Adaptive Clothing and Footwear</b> <a href="http://www.silverts.com">www.silverts.com</a>	3280 Steeles Ave. West Suite 18 Concord, Ontario, Canada L4K 2Y2	905-738-4545 1-800-387-7088
<i>Offers a wide variety of adaptive clothing and footwear to help restore self-dressing independence or make assisted dressing much easier.</i>		

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## MEDICARE, MEDICAID and FAMIS

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### MEDICARE

Health coverage for certain services is offered to individuals who exceed a certain age, as well as individuals of any age who are disabled and meet other eligibility requirements.

**Part A** is hospital insurance, which helps to pay hospital bills and some follow-up care.

**Part B** is medical insurance, which helps to pay doctors' bills and other services.

Call 1-800-MEDICARE (633-4227) or (TTY/TDD) 1-877-486-2048 for assistance or visit [www.medicare.gov](http://www.medicare.gov)

You may also contact the Social Security office at 1-800-772-1213 for information about disability determinations. People who are deaf or hard of hearing may call the toll free TTY# at 1-800-325-0778 or visit [www.ssa.gov](http://www.ssa.gov).

### MEDICAID

Medicaid provides comprehensive medical insurance and Medicare premium assistance for the aged, blind, or individuals with disabilities, or families with children who meet specific criteria. The New Kent Department of Social Services can determine if someone qualifies. Information is also available through The Statewide Information and Referral System at 1-800-230-6977 or visit <http://dmasva.dmas.virginia.gov>.

### VIRGINIA'S NEW HEALTH CARE COVERAGE FOR ADULTS (MEDICAID EXPANSION)

Beginning January 1, 2019, more adults in Virginia will have access to quality, low-cost and no-cost health insurance. Virginians aged 19-64 can submit an application to get the health care they need so they do not have to worry about getting sick or having an accident. The new coverage includes hospital stays, doctor visits, preventive care, prescription drugs and much more.

#### Ways to Apply For Medical Assistance:

- Call the Cover Virginia Call Center at 1-855-242-8282 (TDD: 1-888-221-1590) to apply on the phone Mon - Fri: 8:00 am to 7:00 pm and Sat: 9:00 am to 12:00 pm
- Complete an online application at Common Help: [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)
- Complete an online application at The Health Insurance Marketplace: [www.healthcare.gov](http://www.healthcare.gov)
- Call the Virginia Department of Social Services Enterprise Call Center at 1-855-635-4370 (If you also want to apply for other benefits)
- Mail or drop off a paper application to New Kent Department of Social Services (Mailing may take longer than other methods of applying).

### FAMIS (Family Access to Medical Insurance Security) and FAMIS MOMS

FAMIS is Virginia's program that helps working families provide health insurance to their children. FAMIS covers all the medical care growing children need to avoid getting sick, plus medical care when they do get sick or hurt. FAMIS MOMS and Medicaid for pregnant women provide complete health care including dental coverage for women when they are expecting a baby.

For information call 1-855-242-8282, (TDD) 1-888-221-1590 or visit [www.famis.org](http://www.famis.org). Individuals may also contact New Kent Social Services at 804-966-1853.

You can learn more about Virginia Medicaid, FAMIS and Plan First by visiting [www.coverva.gov](http://www.coverva.gov)

## MENTAL HEALTH AND COUNSELING SERVICES

*Please also see the **Persons in Crisis** under the **HOTLINE** numbers list.*

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Henrico Area Mental Health &amp; Developmental Services—Main Office</b>	10299 Woodman Road Glen Allen, VA 23060	804-727-8500 Fax: 804-727-8580
<b>Henrico Area Mental Health &amp; Developmental Services—East Center Office</b>	4825 S. Laburnum Ave Henrico, VA 23231	804-727-8100 Fax: 804-236-9148
<b>Henrico Mental Health &amp; Developmental Services—Charles City/ New Kent Unit</b>	9403 Pocahontas Trail Providence Forge, VA 23140	804-727-8970 Fax: 804-966-5694
<b>Cypress Enterprises</b>	101-A Roxbury Industrial Center Charles City, VA 23030	804-966-5753 Fax: 804-966-5581

**Henrico Area Mental Health & Developmental Services** serves children and adults who live in the Counties of Charles City, New Kent and Henrico.

### **Charles City/New Kent Mental Health and Substance Abuse Services—**

Providence Forge Office Hours of Operation:  
 Monday, Wednesday and Friday – 8:30 am to 5:00 pm  
 Tuesday and Thursday – 8:30 am to 8:30 pm  
 \*Closed daily from 12:00 pm – 1:00 pm for lunch

**CRISIS NUMBER AFTER 4:30 PM: (804) 727-8484**

#### **Services available:**

- Individual, couples and family therapy
- Substance abuse groups
- Anger management group
- Psychiatrist for medication management for adults (Children are seen by the psychiatrist in the East Center on Laburnum Avenue)
- Case management for individuals with a long term mental illness
- Mental health support services for individuals with a long term mental illness
- Prescreening for psychiatric hospitalization between hours of 8:30 am – 4:30 pm.

#### **Developmental Services —**

Developmental Services provide supports to children and adults who live in Charles City, Henrico and New Kent with intellectual disabilities and children with developmental delay up to age 3 years. Case Management and Early Intervention Services are provided at the Providence Forge and the East Center Offices. Case Management and Employment and Day Services are provided at the Cypress Enterprises Office.

Intake Number for Case Management for Individuals with Intellectual Disability: 804-727-8515

Referral Number for Early Intervention Services (birth to 3): 804-727-8372

#### **Services available:**

- Case Management/ Service Coordination for individuals with intellectual disability
- Employment and day services for individuals with intellectual disability
- Early intervention services for children at developmental risk from birth to age 3

## MENTAL HEALTH AND COUNSELING SERVICES—Continued

There are numerous counseling services available in the Richmond and Williamsburg area. Mental Health services include, but are not limited to, treatment and counseling for a wide range of mental health issues such as grief, drug and alcohol addiction and prevention, senior services, marriage and family counseling, mental illness, depression and anxiety.

A primary care physician (PCP) or other doctor can also make a recommendation for mental health services based upon an individual's needs.

Services are available through these providers and related organizations as well as many others:

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Alcoholics Anonymous (AA)</b> <a href="http://www.aarichmond.org">www.aarichmond.org</a>		Hotline: 804-355-1212
<b>Al-Anon—Virginia</b> <a href="http://www.vaalanon.org">www.vaalanon.org</a>		
<b>Beacon Counseling and Consulting</b>	372 McLaws Circle #2 Williamsburg, VA	757-564-3100
<b>Capps Christian Counseling</b> <b>Dr. Joseph Capps</b>	<a href="mailto:drjccapps@cappschristiancounseling.com">drjccapps@cappschristiancounseling.com</a> New Kent, VA	804-932-3464
<b>Children's Mental Health Resource Center</b> <a href="http://www.chrichmond.org/children's-mental-health-resource-center.htm">www.chrichmond.org/children's-mental-health-resource-center.htm</a> <i>Offered by Children's Hospital of Richmond at Virginia Commonwealth University; a program of the Virginia Treatment Center for Children</i>	1308 Sherwood Avenue Richmond, VA 23230	Information: 804-828-9897 Appointments: 1-804-828-2467
<b>Co-Dependents Anonymous—</b> <i>Please see website for locations and times</i>	<a href="http://coda.org">http://coda.org</a>	
<b>Crisis One</b> <b>Community Crisis Services</b>		24 hr. referral line: 804-980-5373
<b>Dominion Behavioral Health</b>	2305 N. Parham Road, Suite 3 Richmond, VA 23229	804-270-1124
<b>EMS of Virginia</b> <a href="http://emsofvirginia.com">http://emsofvirginia.com</a> <i>Provides many different services for adults aged 18 and up, struggling with mental health issues.</i>	EMS of Virginia Administrative Office 707 N. Courthouse Road North Chesterfield, VA 23236	804-332-5696
<b>John Randolph Medical Center</b> <a href="http://www.johnrandolphmedicalcenter.com">www.johnrandolphmedicalcenter.com</a>	411 West Randolph Road Hopewell, VA 23860	804-541-1600

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## MENTAL HEALTH AND COUNSELING SERVICES—Continued

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Key Independent Development Services</b>	3212 Skipwith Rd. Ste. 110 Henrico, VA 23294	804-303-8162 FAX: 804-447-1591
<i>Provides Mental Health Skills Building Services; MUST have Medicaid.</i>		
<b>Mental Health Associates of Virginia</b>	2008 Bremono Rd. Ste.101 Richmond, VA 23226	804-257-5591 CRISIS HELPLINE— 1-800-273-8255
<b>NAMI —National Alliance on Mental Illness Central Virginia</b> <a href="http://www.namcentralvirginia.org">www.namcentralvirginia.org</a>	P.O. Box 18086 Richmond, VA 23226  1904 Byrd Avenue, Suite 207 Richmond, VA 23230	804-285-1749
<b>Narcotics Anonymous (NA)</b> <a href="http://www.na.org">www.na.org</a>	CJW/Johnston Willis Campus Richmond, VA	804-330-2000
<b>New Directions Community Outreach Services</b> <i>Offers a variety of community based services</i>	3105 W. Marshall Street; Clay Building; Ste. 103 Richmond, VA 23230	804-447-8419 FAX: 804-447-8424
<b>Richmond Behavioral Health Authority</b>	107 South Fifth Street Richmond, VA 23219	804-819-4000 CRISIS HOTLINE – 804-819-4100
<b>Richmond Road Counseling Center</b>	1001 Richmond Road; Ste. A Williamsburg, VA 23185	757-220-2669
<b>Riverside Behavioral Health</b> <a href="http://www.riversideonline.com">www.riversideonline.com</a>	120 Kings Way Ste. 2800 Williamsburg, VA 23185	757-345-3020
<b>Start Your Recovery</b> <i>Offers people a single source of relatable, reliable information at any stage of their recovery journey.</i>	<a href="https://startyourrecovery.org">https://startyourrecovery.org</a>	
<b>The Pavilion at Williamsburg Place</b> <a href="http://www.pavilionwp.com">www.pavilionwp.com</a>	5483 Mooretown Road Williamsburg, VA 23188	757-565-0106
<b>Tucker Pavilion at Chippenham Hospital</b>	7101 Jahnke Road Richmond, VA 23225	804-483-0050
<b>Virginia Department of Behavioral Health &amp; Developmental Services</b> <a href="http://www.dbhds.virginia.gov">www.dbhds.virginia.gov</a>	1220 Bank Street Richmond, VA 23219	804-786-3921

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## NEW KENT COUNTY CONTACTS

Most New Kent County contacts can be accessed through [www.co.new-kent.va.us](http://www.co.new-kent.va.us)

**Administration/Attorney—**  
804-966-9683

**Airport (Quinton, VA) —**  
804-932-3984

**Animal Control—**  
804-966-9500

**Building Development/Building  
Code/Inspection/Permit Center—**  
804-966-9680

**Commissioner of Revenue—**  
804-966-9610

**Community Development—**  
804-966-9690

**Courts System—**  
*Circuit Court*  
804-966-9520

*General District Court*  
804-966-9530

*Traffic Ticket – Recording*  
804-966-9534

*Juvenile & Domestic Relations*  
804-966-9620

*Court Services/Intake Officer*  
804-966-9622

*Commonwealth's Attorney*  
804-966-5548

*Victim/Witness Assistance*  
804-966-9604

**Economic Development & Tourism—**  
804-966-9631

**Financial Services—**  
804-966-9605

**General Services—**  
804-966-8514—

**Human Resources—**  
804-966-8512

**EMERGENCY  
911**

**Fire-Rescue Non-Emergency—**  
804-966-9618

*Fire Station #1 – Providence Forge, VA*  
804-966-5322

*Fire Station #2 – Quinton, VA*  
804-932-3866

*Fire Station #3 – Eltham, VA*  
804-843-2012

*Fire Station #4 – Lanexa, VA*  
804-966-8774

**Health Services--New Kent Health Department**  
804-966-9640

**Charles City & New Kent Mental Health &  
Substance Abuse Services—**  
Providence Forge, VA  
804-727-8970

**Heritage Public Library—**  
804-966-2780

**Information Technology—**  
804-966-9684

**Parks & Recreation—**  
804-966-8502

**Public Utilities—**  
*Technical questions & problems*  
804-966-9678

*Billing & Applications*  
804-966-9676

*After Hours Emergencies – Water/Sewer*  
804-966-9500

**Real Estate, Personal Property, Dog Tags—**  
*Assessment—*  
804-966-9610

*Payments and Collections*  
804-966-9615

**Refuse—**  
*Comments & Questions*  
804-966-8502  
*Site 612 – Airport Rd., Quinton*  
804-932-8745  
*Site 618 – Olivet Church Rd., New Kent*  
804-966-2686  
*Site 634 – Polishtown Rd., Barhamsville*  
804-843-3496  
*Site 647 – Old Telegraph Rd., Lanexa*  
804-966-5203

**Refuse—**  
*After Hours Emergency*  
804-966-9500

**Schools—**  
*School Board*  
804-966-9650  
*New Kent High School*  
804-966-9671  
  
*New Kent Middle School*  
804-966-9655

*George W. Watkins Elementary  
School*  
804-966-9660  
*New Kent Elementary School*  
804-966-9663

*Schools Transportation*  
804-966-9670

**Sheriff's Department—**  
**Emergency—911**

*Non-Emergency/Magistrates—*  
804-966-9500

*Animal Protection/Control—*  
804-966-9500

**Human Services—**  
*Social Services*  
804-966-1853

*Children's Services Act (CSA)*  
804-966-8694

**Treasurer's Office—**  
804-966-9615

**Virginia Cooperative Extension  
Services—**  
804-966-9645

**Visitors & Commerce Center—**  
804-966-8787

**Voter Registration—**  
804-966-9699



## NON-PROFIT AGENCIES

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>American Red Cross</b> <a href="http://www.redcross.org">www.redcross.org</a>	420 E. Cary Street Richmond, VA 23219	804-780-2250
<b>Charles City Regional Health Services (CCRHS)</b> <a href="http://www.cvhsinc.org/ccrhs.html">www.cvhsinc.org/ccrhs.html</a>	9950 Courthouse Road Charles City, VA 23030	804-829-6600
<b>Chickahominy Medical Reserve Corps</b>		<a href="http://www.vamrc.org">www.vamrc.org</a> 804-501-4532
<i>Sustains community-based volunteer organizations providing education to the public on health and safety; and, supports the Chickahominy Health District in emergency preparedness, mitigation and response.</i>		
<b>Cornerstone Support Services</b> <a href="http://www.cornerstonesupportservices.com">www.cornerstonesupportservices.com</a>	3610 B. N. Courthouse Rd. Providence Forge, VA 23140	804-932-3333
<i>Provider of support services for adults with developmental disabilities; residential support, transportation services, thrift stores and community engagement</i>		
<b>Dream Catchers</b> <a href="http://www.Dreamcatchers.org">www.Dreamcatchers.org</a>	10120 Fire Tower Road Toano, VA 23168	757-566-1775
<i>Offers equine-assisted activities and therapies for children and adults with special needs</i>		
<b>F.R.E.E.; Foundation for Rehabilitation Equipment &amp; Endowment</b> <a href="http://www.free-foundation.org/richmond">http://www.free-foundation.org/richmond</a>	6301 Midlothian Turnpike Richmond, VA 23225 P.O. Box 24026 Richmond, VA 23224	Phone:804-920-9828 Fax: 804-767-4417
<i>The F.R.E.E. Foundation is a volunteer-led non-profit that provides mobility rehabilitation equipment to help people regain their mobility and independence.</i>		
<b>Homeward—Home</b> <a href="http://www.homewardva.org">www.homewardva.org</a>	9211 Forest Hill Ave. Ste.200 Richmond, VA 23224	804-343-2045 804-972-0813 crisis line
<i>Planning and coordination for homeless services in the greater Richmond region.</i>		
<b>Jewish Family Services</b>	6718 Patterson Avenue Richmond, VA 23226	804-282-5402 Fax: 804-285-0006
<b>Matthew's Haven</b>	8400 St. Peter's Lane New Kent, VA 23124	804-932-4846 ext. 3
<i>Matthew's Haven is an interim relief assistance program that provides basic necessities to all families with children who need help temporarily or on a consistent basis until the families are able to be self-supporting for their children.</i>		
<b>Meals on Wheels</b>	1415 Rhoadmiller Street Richmond, VA 23220	804-673-5035 Fax: 804-673-5045
<b>National MS Society Central Virginia Chapter</b> <a href="http://www.MSVirginia.org">www.MSVirginia.org</a>	4200 Innslake Drive, Suite 301 Glen Allen, VA 23060	804-353-5008

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*

## NON-PROFIT AGENCIES—Continued

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Old House Clothes</b>	See Old House Clothes on Facebook	Contact at: <a href="mailto:Dougie@journeyfellowship.org">Dougie@journeyfellowship.org</a> <a href="mailto:Shannon@journeyfellowship.org">Shannon@journeyfellowship.org</a>
<i>Provides lightly worn children's clothing size 5-14 boys and girls; limited clothing for adults; all free of charge</i>		
<b>Patient Advocate Foundation</b> <a href="http://patientadvocate.org">http://patientadvocate.org</a>	421 Butler Farm Road Hampton, VA 23666	1-800-532-5274 FAX: 757-873-8999
<i>Provides professional case management services to individuals with chronic, life threatening and debilitating illnesses; mediation assuring access to care, maintenance of employment and preservation of financial stability</i>		
<b>Proclaiming Grace Outreach (PGO)</b> <a href="http://www.pgova.com">www.pgova.com</a>	20051 Tabernacle Road Barhamsville, VA 23011	757-741-5070
<i>Provides a holistic approach to the needs of the community by providing food, inexpensive clothing, furniture, household items and other services</i>		
<b>Poison Control</b>		1-800-222-1222
<b>Quin Rivers, Inc.— Community Action Agency</b> <a href="http://www.quinrivers.org">www.quinrivers.org</a>	7911 Courthouse Way, Suite 300 New Kent, VA 23124	804-966-8720
<b>Healthy Families Program</b> <i>Healthy Families provides intensive home visiting services to families, both pre- and post-natal, using the National Healthy Families model. Services include family assessment, education and information on infant and child growth and development, home visiting, health services, family support and referrals to community resources.</i>		
<b>Project Hope: <span style="color: red;">HOTLINE: 1-877-966-4357</span></b> <i>Works to eliminate domestic and sexual violence in homes and communities; provides crisis intervention, court advocacy, hospital accompaniment, supportive counseling, safety enhancement, and children's counseling.</i>		
<b>Senior Connections— Capital Area Agency on Aging</b>	24 East Cary Street Richmond, VA 23219	804-343-3000 Fax: 804-649-2258
<b>Special Olympics of Virginia</b>	3212 Skipwith Road Ste. 100 Richmond, VA 23294	800-932-4653
<b>Stop Child Abuse Now (SCAN) of Greater Richmond</b>	103 E. Grace Street Richmond, VA 23219	804-257-7226
<b>Riverside Center for Excellence in Aging and Lifelong Health</b> <a href="http://www.riversideonline.com/cealh/">www.riversideonline.com/cealh/</a>	3901 Treyburn Drive, Ste. 100 Williamsburg, VA 23185	757-220-4751
<b>United Way of Greater Williamsburg and the Virginia Peninsula— Serves New Kent</b>	113 Palace Lane, Suite F Williamsburg, VA 23185	757-229-2222

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## NURSING HOMES

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State and federal regulatory programs guard the health, safety and welfare of the public by establishing and enforcing standards to assure quality health care. The Office of Licensure and Certification (OLC) of the Virginia Department of Health (VDH) administers the state licensing programs for nursing facilities, hospitals, home care organizations and hospice programs.

Nursing facilities are state licensed and federally certified by the OLC/VDH. The majority of Virginia's nursing facilities accept Medicare and Medicaid reimbursement. A nursing facility's inspection reports are available at the facility or by contacting OLC/VDH.

Information regarding Virginia's nursing facilities can be found on the web at:

[www.VDH.Virginia.gov/OLC](http://www.VDH.Virginia.gov/OLC)

Or on the federal Nursing Home Compare site at:

<http://www.medicare.gov/nursinghomecompare/search.html>

Some of the area nursing facilities include:

CITY	FACILITY	PHONE NUMBER
Hanover/Mechanicsville	Ashland Convalescent Center	804-752-7005
	Autumn Care	804-730-0009
	Covenant Woods	804-569-8000
	Hanover Healthcare Center	804-559-5030
Henrico	Henrico Health Care & Rehabilitation Center	804-737-0172
Hopewell	Riverview on the Appomattox	804-541-1445
Gloucester	Walter Reed Convalescent & Rehab Center	804-693-6503
Richmond	Beth Sholom Home of Virginia	804-750-2183
	Laurels of University Park	804-747-9200
	ManorCare Health Services--Imperial	804-262-7364
	Sitter-Barfoot Veterans Care Center	804-371-8000
Westport	Westport Health Care Center	804-288-3152
Saluda	Riverside Convalescent Center	804-758-2363
West Point	Riverside Convalescent Center	804-843-4323
Williamsburg	Consulate Health Care	757-229-9991
	Convalescent Center at Patriot's Colony	757-220-9000
	Envoy of Williamsburg	757-229-4121
	Woodhaven Hall at Williamsburg Landing	800-554-5517
	WindsorMeade of Williamsburg	757-941-3600

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## SERVICE AND CIVIC ORGANIZATIONS SERVING NEW KENT

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Civic organizations are made up of individuals who join together to provide a service or services to their community. Members are all dedicated to the same goal and sponsor events for the community. These organizations have different talents and support different interests but they all strive to improve the quality of life in New Kent County.

This list is for informational purposes and is not an endorsement of a particular agency or individual. Information was included as known. Website addresses are current as of publication.



**Blue Knights of Virginia Chapter VIII;** P.O. Box 231, New Kent, VA 23124

(Blue Knights is a non-profit fraternal organization consisting of active and retired law enforcement men and women who enjoy riding motorcycles.)

**Bottom of the Bridge La Sertoma; P.O. Box 212, Quinton, VA 23141; [www.lasertomava.org](http://www.lasertomava.org)**

**Chickahominy Area Triad (CAT);** Triad is a partnership consisting of the local sheriff and/or police chief, seniors, and senior service providers in a community who agree to work together to reduce criminal victimization of the elderly. All community members are invited to participate in the Chickahominy Area TRIAD chapter which meets on the 3rd Wednesday of every month at 2:00 pm at the New Kent Sheriff's Office or in Charles City County. Please call 804-966-9500 for more information and the location.

**Civil Air Patrol;** (US Air Force Auxiliary) Meets at New Kent County Airport every Tuesday from 7 pm to 9 pm.

**4-H Clubs:** Contact New Kent Extension Office at 804-966-9645

**Haven of Hope LaSertoma**

**Knights of Columbus Council #14034** Meetings take place at 7:00 PM in the Social Hall at St. Elizabeth Ann Seton Catholic Church, 2631 Pocahontas Trail, Quinton, VA 23141; 804-932-4125; meets on the 1st and 3rd Thursdays of the month.

**Mann Page Masonic Lodge No. 157;** P.O. Box 144, Providence Forge, VA 23140; 804-966-1266

**Martha Dandridge Woman's Club;** club house is located at 3120 New Kent Highway, New Kent, VA 23124

**Nellie Custis Junior Woman's Club;** 8201 Old Roxbury Road, Quinton, VA 23141

**NK4AR - New Kent for Amateur Radio;** [www.nk4ar.net](http://www.nk4ar.net)

**New Kent Chamber of Commerce;** 7324 Vineyards Parkway, New Kent, VA 23124; New Kent Visitors and Commerce Center. 804-966-8581. Meets at various locations.

## SERVICE AND CIVIC ORGANIZATIONS SERVING NEW KENT—Continued

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**New Kent Christmas Mother:** managed by the two local LaSertoma clubs. For assistance contact P.O. Box 25, New Kent, VA 23124 or call 804-966-9209.

**New Kent Democratic Party;** [www.vademocrats.org/golocal/new-kent](http://www.vademocrats.org/golocal/new-kent)

**New Kent Historical Society;** Headquarters and Museum at the Old Jail at New Kent County Courthouse, P. O. Box 24, New Kent, VA 23124, [www.newkenthistoricalsoc.com](http://www.newkenthistoricalsoc.com)

**New Kent Humane Society;** P.O. Box 104, Providence Forge, VA 23140; 804 966-7105 Dedicated to helping homeless animals.

**New Kent Junior Woman's Club;** Meets on the 2nd Monday at 7 pm at Wallace Manor in Providence Forge; P. O. Box 83, Providence Forge, VA 23140, Facebook page:  
<https://www.facebook.com/pages/New-Kent-Junior-Womans-Club/111508288864056?fref=ts>

**New Kent Lions Club;** Meets 1st and 3rd Thursdays at 7:00 pm at the Providence Forge Presbyterian Church on Boulevard in Providence Forge, P. O. Box 1, Providence Forge, VA 23140.

**New Kent in Motion** (A Running, Walking & Cycling Club); [www.triduo.com/nkim](http://www.triduo.com/nkim)

**New Kent County NAACP** 804-966-5806

**New Kent Red Cross:** New Kent is covered by the Greater Richmond Chapter, P. O. Box 655, Richmond, VA 23205 804-780-2250

**New Kent Republican Committee;** P.O. Box 831, Quinton, VA 23141

**New Kent Rotary;** [www.newkent.net/rotary.html](http://www.newkent.net/rotary.html)

**New Kent Woman's Club;** P.O. Box 88, Providence Forge, VA 23141

**Providence Forge Ruritan;** meets the 4<sup>th</sup> Thursday at 7:00 pm at the Providence Forge Community Center.

**Shore to Shore La Sertoma;** P.O. Box 25, New Kent, VA 23124; [www.lasertomava.org](http://www.lasertomava.org)

## SOCIAL SERVICES

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>New Kent Social Services</b> <a href="http://www.co.new-kent.va.us">www.co.new-kent.va.us</a>	7911 Courthouse Way, Suite 100 P.O. Box 229 New Kent, VA 23124	804-966-1853 Fax: 804-966-9170
<b>Charles City County Department of Social Services</b>	10600 Courthouse Road P.O. Box 98 Charles City, VA 23030	804-652-1708 Fax: 804-829-2430
<b>Central Regional Office Department of Social Services</b>	1604 Santa Rosa Road Suite 130 Richmond, VA 23229	804-662-9743 Fax: 804-662-7023
<b>Virginia Department for Aging and Rehabilitative Services (DARS)</b> <a href="http://www.dars.virginia.gov">www.dars.virginia.gov</a>		804-662-7000 Toll free TTY: 1-800-464-9950
<i>Effective 7-1-13, Adult Services and Adult Protective Services moved from the Virginia Department of Social Services to the Virginia Department for Aging and Rehabilitative Service (DARS).</i>		
<b>Virginia Department of Social Services Home Office</b> <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>	801 E. Main Street Richmond, VA 23219	804-726-7000

### NEW KENT SOCIAL SERVICES

New Kent Social Services is a County agency that is State supervised and locally administered. The purpose of the agency is to promote self-reliance and protection for citizens through community-based services. Staff is dedicated to providing advocacy and quality services to individuals and families to help them achieve self-sufficiency; to preserve and restore families; and, to protect the well-being of children and aged and adults with disabilities. The agency provides a variety of benefit and service programs. These program areas include assistance to eligible individuals and families for medical care, food, cash assistance, child and adult abuse/neglect, and out of home placement. For additional information, contact the agency directly at 804-966-1853. Office hours are Monday – Friday from 8:00 a.m. to 4:30 p.m.

### NEW KENT SOCIAL SERVICES PROGRAMS

#### **BENEFIT PROGRAMS: BASIC INFORMATION**

Benefit Programs are designed to help people overcome poverty and to shape strong futures for themselves and their families. Numerous programs provide financial assistance to those in need who meet the eligibility criteria.

## NEW KENT SOCIAL SERVICES PROGRAMS—Continued

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### **AUXILIARY GRANTS**

An Auxiliary Grant is an income supplement for individuals who receive Supplemental Security Income (SSI) and certain other aged, blind, or disabled individuals who reside in a licensed assisted living facility (ALF) or an approved adult foster care (AFC) home.

An AG payment is issued to an individual monthly, to be used with a designated amount of their monthly income to pay an ALF or AFC a maximum monthly rate. This rate is determined by the Virginia General Assembly and is adjusted periodically.

The AG Program is 80 percent state funded and 20 percent locally funded and is administered by the Virginia Department of Social Services. It is only for individuals who reside in an ALF licensed by the Virginia Department of Social Services' Division of Licensing Programs or in an AFC home approved by their local department of social services. Not all ALFs accept AG payments.

### **CHILD CARE ASSISTANCE**

The Child Care Subsidy Program provides financial assistance to eligible families to help pay for the cost of child care so they can work or attend education or training programs. The Child Care Subsidy Program services are child-centered and family-focused and support the broader objective of strengthening families' goals of economic self-sufficiency and quality early childhood programs for their children. Participating families may select any legally operating child day care facility eligible to participate in the program.

A list of child care facilities can be obtained from the Virginia Department of Social services website at [www.dss.virginia.gov](http://www.dss.virginia.gov). Go to Children and then Child Care Facilities.

Information is also available from the Virginia Child Care Resource and Referral network at <http://vachildcare.org>.

### **EMERGENCY SERVICES PROGRAM**

Emergency Services is a non-mandated "Local-Only" funds limited program.

Serving clients with emergency needs is very important part of our job at the New Kent Department of Social Services (NKDSS). It is not unusual for individuals and families to be in a position where they need emergency assistance. Emergency services will assist with stabilizing families/individuals so they can continue on their path to self-sufficiency.

Emergency Services will be offered by, but not limited to, all service workers, to include Employment Services, Adult Services, Child and Family Services and Foster Care. A social services worker will be responsible for completing the Service Application and/or assessment regarding the appropriateness of Emergency Services and coordinating funds or services with other community resources, if applicable. Appropriate agency paperwork will be completed. The worker will follow-up with vendors, such as power companies, pharmacies, landlords, etc. to ensure the need is met. Workers may deny Emergency Services based on the assessment outcome. Emergency Services funds may be received only once during the local fiscal year period, July 1 through June 30.

If applicable, individuals will be referred to other appropriate community resources.

## NEW KENT SOCIAL SERVICES PROGRAMS—Continued

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Individual income sustainability has no bearing on this population served since this program is a one-time only payment from the beginning of the local fiscal year to the end of that same local fiscal year (July 1 through June 30).

If found eligible, applicants/individuals may be required to attend a two-session money management course and/or make repayment.

Emergency services that can be provided by NKDSS include:

- Medicine or medical care
- Utilities
- Food
- Shelter (temporary, possibly a short-term hotel/motel)
- Transportation or vouchers
- Infant needs, i.e. diapers, formula
- Unusual emergencies that do not meet one of the areas above, as determined by the social worker
- Gift Cards or Goodwill Vouchers, if available

### ENERGY ASSISTANCE

The Energy Assistance Program is made up of the three components:

- **Fuel Assistance** component helps eligible households with the costs of heating their homes.
- **Crisis Assistance** component helps households in heating emergency situations with primary heat security deposits, utility heating bills, repair/replacement of heating equipment, primary heating fuel or emergency shelter.
- **Cooling Assistance** component helps with cooling equipment purchases or repairs and also with the electric bill.

In order to be eligible for any of the components a household's income must be less than the maximum allowed for the number of people in the home. Other requirements are as follows:

- Fuel Assistance: You must be responsible for paying the heating bill.
- Crisis Assistance: You must have a heating emergency.
- Cooling Assistance: You must have or be in need of cooling equipment and there must be an elderly person, disabled person or a child under 6 living in the home.

Applications are accepted at the local department of social services as follows:

- Fuel Assistance: the second Tuesday in October through the second Friday in November.
- Crisis Assistance: November 1 through March 15 for equipment related assistance, security deposits, and emergency shelter. First workday in January through March 15 assistance is available for primary heating fuel and payments for primary heating utility bills.
- Cooling Assistance: June 15 through August 15.

All Energy Assistance benefits are based on availability of funds.



### **MEDICAL ASSISTANCE PROGRAMS (MEDICAID)**

Medicaid provides comprehensive medical insurance and Medicare premium assistance for the aged, blind, or individuals with disabilities, or families with children who meet specific criteria. The New Kent Department of Social Services can determine if someone qualifies. Information is also available through The Statewide Information and Referral System at 1-800-230-6977 or visit

<http://dmasva.dmas.virginia.gov>.

### **VIRGINIA'S NEW HEALTH CARE COVERAGE FOR ADULTS (MEDICAID EXPANSION)**

Beginning January 1, 2019, more adults in Virginia will have access to quality, low-cost and no-cost health insurance. Virginians aged 19-64 can submit an application to get the health care they need so they do not have to worry about getting sick or having an accident. The new coverage includes hospital stays, doctor visits, preventive care, prescription drugs and much more.

#### **Ways to Apply For Medical Assistance:**

- Call the Cover Virginia Call Center at 1-855-242-8282 (TDD: 1-888-221-1590) to apply on the phone Mon - Fri: 8:00 am to 7:00 pm and Sat: 9:00 am to 12:00 pm
- Complete an online application at Common Help: [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)
- Complete an online application at The Health Insurance Marketplace: [www.healthcare.gov](http://www.healthcare.gov)
- Call the Virginia Department of Social Services Enterprise Call Center at 1-855-635-4370 (If you also want to apply for other benefits)
- Mail or drop off a paper application to New Kent Department of Social Services (Mailing may take longer than other methods of applying).

### **LONG TERM SERVICES AND SUPPORTS (LTSS)**

Long-Term Care is medical treatment and services directed by a licensed practitioner of the healing arts toward maintenance, improvement, or protection of health or lessening of illness, disability or pain that have been received, or are expected to be received, for longer than 30 consecutive days.

Long-Term Services and Supports are medical and/or personal care and supportive services needed by individuals who have lost some capacity to perform activities of daily living, such as bathing, dressing, eating, transfers, and toileting, and/or activities that are essential to daily living, such as light housekeeping and preparing meals.

Long-term services and supports can be received in the home or community, a medical facility, or a nursing facility. Long-term services and supports are provided to individuals who have been screened and meet the criteria *and* are eligible for Medicaid.

### **SNAP (SUPPLEMENTAL NUTRITIONAL ASSISTANCE PROGRAM)**

SNAP (formerly Food Stamps) can be used like cash to buy eligible food items from authorized retailers. Authorized retailers will display either the Quest logo or a picture of a Virginia Electronic Benefits Transfer (EBT) card.

A SNAP account is established for eligible households and automatic deposits are made into the account each month. To access the account, they will also receive an EBT Card, which will debit the account each time eligible food items are purchased. A confidential Personal Identification Number (PIN) is required to use the card.

## NEW KENT SOCIAL SERVICES PROGRAMS—Continued

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Items that can be purchased with SNAP include:

- Food or food products meant to be eaten by people
- Vegetable seeds and food producing plants, roots, and trees for family consumption
- Baby formula, diabetic, and diet foods
- Edible items used in preparing or preserving food such as spices and herbs, pectin, and shortening
- Water and ice labeled for human consumption
- Snack foods
- Meals delivered to elderly or disabled SNAP recipients if the organization providing the meal is authorized to accept EBT cards

Items that cannot be purchased with benefits include:

- Prepared hot foods in grocery stores
- Any prepared food (hot or cold) sold and meant to be eaten at the store
- Alcoholic beverages and tobacco
- Cleaning products, paper products, toiletries, and cooking utensils
- Pet foods
- Items for food preservation such as canning jars and lids, freezer containers, or food wrapping paper
- Medicines, vitamins or minerals
- Items for gardening such as fertilizer and peat moss

Retailers will not give cash change on an EBT purchase. The EBT card will not allow a person to receive cash from an Automated Teller Machine (ATM).

Food purchased with SNAP benefits is exempt from the state sales tax. However, sales tax is charged on the value of manufacturer's coupons that might be used in the transaction, and the sales tax must be paid in cash.

Example: An EBT cardholder's groceries add up to \$27.50. She has manufacturer's coupons which total \$3.50, to reduce her grocery bill to \$24.00. \$24.00 is deducted from her EBT account, and she will owe Virginia's food sales tax on the value of the coupons (2.5% food sales tax times \$3.50 equals 8.75 cents, rounded to 9 cents). When items that were purchased with SNAP benefits are returned to the store, the merchant credits the money back to the EBT account. Cash is not given back.

At the checkout counter, tell the cashier beforehand that you will pay with your EBT Card. Depending on the store, you may need to separate the items.

### STEPS TO APPLY

1. Complete screening for potential eligibility
2. Complete an online application or submit a written Application for Benefits to your local department of social services. Local offices also have copies of the written application, which you can ask to be mailed to you. The completed application can be mailed or e-mailed back to them if you so choose.

## NEW KENT SOCIAL SERVICES PROGRAMS—Continued

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Proof of identity (such as driver's license or picture I.D) and citizenship are required. You must also declare your gross income. An interview is also required. If you apply at your local department of social services, the interview may take place at a later date.

Applications for Temporary Assistance for Needy Families (TANF) or General Relief are considered an application for SNAP, unless you request otherwise.

If all members have applied for or get Supplemental Security Income (SSI), you may also apply for SNAP at the local Social Security office.

### **TANF (TEMPORARY ASSISTANCE TO NEEDY FAMILIES)**

The TANF program provides eligible families with a monthly cash payment to meet their basic needs. For a child to be eligible he/she must be:

- Under age 18, or if 18, will graduate from high school before age 19
- Going to school regularly if he/she is between the ages of five and 18
- Living with a parent or other relative
- A U.S. citizen or an eligible immigrant

The Code of Virginia, §63.2-600 et al, requires that the TANF program be administered in accordance with federal and state statutes and regulations and policies established by the State Board of Social Services.

Virginia's TANF program emphasizes personal responsibility. Participants may be provided with services such as job skills training, work experience, job readiness training, child care assistance, transportation and other work related expenses.

A child will not be eligible if born to or adopted by a TANF recipient more than 10 months after an applicant begins to receive TANF payments. The Division of Child Support Enforcement will send all support collected for this child directly to the family. This support will not count as income in the TANF program.

### **SERVICES PROGRAMS: BASIC INFORMATION**

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Services Programs within the local department of social services are designed to promote and support the development of healthy families and protects Virginia's children and adults from abuse and neglect. Services programs are dedicated to helping adults, children, seniors and families to find the help, support and resources they need. For more information visit: [www.dss.virginia.gov](http://www.dss.virginia.gov) or call 804-966-1853.

### **ADULT SERVICES**

The Adult Services Program assists elderly individuals or other adults who have an impairment and need services or support to enhance self-sufficiency and improve their quality of life. Services offered may include:

- Home-based services (companion, chore and homemaker services)
- Adult day care
- Case management

## NEW KENT SOCIAL SERVICES PROGRAMS—Continued

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- Nutrition
- Assessments for adults entering or residing in assisted living facilities
- Screenings for adults entering nursing facilities or who need Medicaid-funded home and community-based waivers

These services are provided by local departments of social services and are designed to help adults remain as independent as possible, preferably in their own home. The goal is to strengthen appropriate family and social supports and reduce the need for institutional placement.

An application for services is available at the local department of social services. It can be completed by the person seeking services or by someone acting on that person's behalf. The applicant's eligibility for services will be determined based on need, the availability of the services and funding, and any financial eligibility requirements that apply.

### **ADULT PROTECTIVE SERVICES (APS)**

*To report suspected adult abuse, neglect or exploitation, call your local department of social services or the Virginia Department of Social Services 24-hour, toll-free Adult Protective Services hotline at: (888) 832-3858.*

APS investigates reports of abuse, neglect, and exploitation of adults 60 years of age or older and incapacitated adults age 18 or older. If protective services are needed and accepted by the individual, local APS social workers may arrange for a wide variety of health, housing, social and legal services to stop the mistreatment or prevent further mistreatment. Services offered may include home-based care, transportation, adult day services, adult foster care, nutrition services and legal intervention in order to protect the adult. Services may also be arranged for individuals in emergency situations who lack the capacity to consent to services.

### **CHILD PROTECTIVE SERVICES (CPS)—CHILD ABUSE AND NEGLECT HOTLINE**

#### **Hotline Numbers:**

- In Virginia: (800) 552-7096
- Out-of-state: (804) 786-8536
- Hearing-impaired: (800) 828-1120

The Virginia Department of Social Services operates a statewide CPS Hotline 24/7 to support local departments of social services by receiving reports of child abuse and neglect and referring them to the appropriate local department of social services. The CPS Hotline is staffed by trained social workers.

Anyone can report suspected child abuse or neglect to a local department of social services or to the CPS Hotline. Callers will be asked to provide as much information as possible about the child, the alleged abuser and the incident. You are not required to give your name when you make the report, but if you do identify yourself, the local department of social services will be able to contact you for further information, if needed, and will be able to inform you of actions that were taken.

## NEW KENT SOCIAL SERVICES PROGRAMS—Continued

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Each report is evaluated by the local department of social services to determine if the report information meets the legal definition of child abuse or neglect and whether CPS has the authority and responsibility to conduct a family assessment or an investigation to determine the child's immediate safety needs, and to determine if the family needs services.

CPS Hotline staff may provide general information and educational materials about child abuse or neglect to callers from the general public, child care providers, school educators and medical professionals on recognizing and reporting suspected child abuse or neglect.

CPS Hotline staff is also trained to provide crisis counseling and intervention if needed, and can provide information and referral assistance to callers to locate prevention and/or treatment programs in their area.

### **Criteria for Child Abuse:**

- Alleged victim is under the age of 18 at the time of the report
- Alleged abuser is in a caretaking role
- Alleged abuse or neglect meets the definition of abuse or neglect as defined by the CPS laws, regulations and policy
- The Virginia Department of Social Services local agency has jurisdiction to respond to the report

### **CPS GOALS**

The goal of CPS is to identify, assess and provide services to children and families in an effort to protect children, preserve families, whenever possible, and prevent further maltreatment. CPS is non-punitive in its approach and is directed toward enabling families to provide adequate care for their children. Local departments of social services are responsible for receiving reports of abuse and neglect; screening information to determine the validity of the CPS reports; and providing services that enhance child safety and prevent further abuse and neglect to families and children.

CPS also develops statewide public awareness and education programs and administrates state and federal grants to prevent abuse and neglect.

### **FAMILY ENGAGEMENT**

Family engagement is one of the cornerstones of the Virginia Children's Services System Transformation, transforming Virginia's child welfare system. No longer are Virginia's social services agencies the sole decision makers for Virginia's children and families. Family engagement requires a shift from the belief that agencies alone know what is best for children and families to one that allows the family to fully participate in the decision-making process.

### **FOSTER CARE**

Ideally, at-risk children should remain with their actual families whenever possible. Although foster care services offered by the Commonwealth of Virginia make every effort to keep them together, it isn't always possible. Once it is determined that a child must leave the family unit and go into foster care, a host of other services becomes available to them, which are designed to promote child safety and well-being within a nurturing, family environment.

**Placement Services**

This involves placing a child with a foster family, group home, residential children's facility or an independent living arrangement.

**Teaching Independent Living Skills**

Services are designed to help foster kids ages 14-21 to develop the skills necessary to transition from foster care to self-sufficiency. Personal development skills such as self-esteem, communication skills, decision-making, conflict resolution and anger management are emphasized.

**Physical or Mental Health Treatment**

This service often includes help with:

- Substance abuse
- Depression
- Socialization
- ADHD
- Nutritional deficiency
- Pregnancy
- Physical disabilities

**Mentoring**

- Providing good role models for parents
- Role modeling such as Big Brother/Big Sister programs
- Tutoring

**Opportunity for a Permanent Living Situation**

This involves fostering relationships between children and relatives or previous caregivers. For older youth leaving care this might include helping find an apartment or a roommate.

**TITLE IV-E**

This is a federal program designed to provide funding to states to ensure proper care for eligible children in foster care and to provide ongoing assistance to eligible children with special needs receiving adoption subsidies. The program is authorized under Title IV-E of the Social Security Act and it is funded by federal and state/local matching funds. Administration is handled by state and local public child welfare agencies.

Title IV-E is not a grant. It is a program under which the Commonwealth of Virginia is entitled to reimbursement for certain foster care and adoption expenses. Although there is no cap on reimbursement, it is limited to three areas and the funding formula is different for each:

1. Maintenance (e.g. room, board and transportation to visit parents and siblings)
2. Administration (e.g. eligibility determination and case management activities)
3. Training (e.g. training for child welfare staff and foster and adoptive parents)

**ADOPTION**

Virginia's Adoption Program works to promote adoptions by increasing adoption awareness, by developing policies and procedures for adoption, and by improving the service systems that support adoption.

VDSS is committed to achieving adoption for all children in foster care. The vast majority of these children are older and/or members of minority races. They may also have siblings with whom they need to be placed or have physical, mental and emotional disabilities.

VDSS supports several adoption initiatives and issues that include recruiting prospective families, partnering with the media to feature waiting children, and offering financial assistance and other services that provide stability for adoptive families.

**Objectives:**

- Reducing the length of time children remain in the foster care system. The average length of time Caucasian children remain in the foster care system is 2.6 years. The average length of time African-American children remain in the foster care system is 3.2 years.

Over the last few years, VDSS has been successful in decreasing the length of time children remain in the foster care. Policies have been implemented that preclude agencies from delaying or denying placement of children based solely on race, culture or national origin, bringing Virginia closer to the national standard of a 32 percent adoption rate within 24 months of entering foster care.

- Providing services to stabilize adoptive families.

## TRANSPORTATION

*This list also includes companies that supply products to enhance mobility.*

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Bay Transit</b> <a href="http://www.baytransit.org">www.baytransit.org</a>	7911 Courthouse Way New Kent, VA 23124	804-966-8743 1-877-869-6046
<i>Curb-to-Curb service for all residents. To schedule, call Monday-Friday 6am to 6pm. Call as far in advance as possible; preferably 24-48 hours. Please have the following ready when you call: name and phone number, location for pickup, destination, and appointment time.</i>		
<b>Cornerstone Support Services</b> <a href="http://cornerstonesupportservices.com/">http://cornerstonesupportservices.com/</a>	8921 Pocahontas Trail Providence Forge, VA 23140	804-932-3333 FAX: 804-557-3941
<i>Cornerstone is a Medicaid transportation provider and provides transportation services to people in need of Non-Emergency medical transportation. For more information on Cornerstone Support Services transportation call 804-932-3333.</i>		
<b>Medicaid Transportation— LogisticCare</b>		1-866-386-8331
<i>Commonwealth Coordinated Care (CCC) Plus: Each health plan has a phone number for transportation services. Please contact your CCC Plus health care provider for provider for more information.</i>		
<b>Richmond, VA Mobility Supercenter</b> <a href="http://www.mobilitysupercenter.com">www.mobilitysupercenter.com</a>	7450 Midlothian Turnpike North Chesterfield, VA 23225	1-866-202-8607
<i>Source of mobility products for home, auto and lifestyle. This includes wheelchair accessible vehicles, handicap home customizations, industrial mobility products, stair lifts, and disability driving equipment.</i>		
<b>Richmond Ramps</b> <a href="http://www.RichmondRamps.com">www.RichmondRamps.com</a>		804-977-1784
<i>Sells and rents wheelchair ramps to businesses and homeowners; will also provide ramps under Medicaid waivers; based in New Kent County</i>		

*This list is for informational purposes and is not an endorsement of a particular agency or individual.*



## VETERANS AND FAMILY SERVICES

**VA Veterans Crisis Line 1-800-273-8255 (Press 1)  
IF YOU HAVE A MEDICAL EMERGENCY, DIAL 911.**

### VIRGINIA DEPARTMENT OF VETERANS SERVICES

[www.dvs.virginia.gov](http://www.dvs.virginia.gov)

Office of the Commissioner  
James Monroe Building  
101 North 14th street, 17th Floor  
Richmond, VA 23219  
804-786-0286  
Fax: 804-786-0302

*The Virginia Department of Veterans Services (DVS) connects Virginia's veterans and their families to federal and state benefits, support, quality care, and recognition they have earned. DVS is organized into six service delivery sections – benefits, veterans education, care centers, veterans cemeteries, the Virginia War Memorial, and the Virginia Veteran and Family Support Program.*

*The Virginia Department of Veterans Services (VDVS) operates 29 benefit offices that assist military veterans and their families in filing claims for federal veterans benefits; two long-term care facilities offering in-patient skilled nursing care, Alzheimer's/memory care and short-term rehabilitative care for veterans; and three cemeteries that provide an honored final resting place for veterans and their families. VDVS provides veterans and family members with direct linkages to services including behavioral healthcare, housing, employment, education and other programs.*

*To find your nearest Virginia Department of Veterans Service Benefits Office, please visit the following link <http://www.dvs.virginia.gov/benefits/> for contact options.*

### VIRGINIA DEPARTMENT OF VETERANS SERVICES— Williamsburg Office

203 Ironbound Road; Dillard Complex  
P.O. Box 8795  
Williamsburg, VA 23187  
757-221-1734  
Open Mon-Fri 8am to 4:30 pm

### VIRGINIA VETERAN AND FAMILY SUPPORT (VVFS)

[www.dvs.virginia.gov](http://www.dvs.virginia.gov)

Virginia Department of Veterans Services  
James Monroe Building  
101 North 14th street, 17th Floor  
Richmond, VA 23219  
1-877-285-1299

*The East Region of VVFS serves New Kent County veterans and their family members with access to behavioral health, rehabilitative, and supportive services. VVFS places special emphasis on assisting service members, veterans, and families on their road to recovery from the effects of stress-related injuries (such as combat stress, post-traumatic stress or military sexual trauma) or traumatic brain injuries. This includes:*

- *Veterans of any era who are Virginia residents*
- *Members of the Virginia National Guard not in active federal service*
- *Virginia residents in the Armed Forces Reserves not in active federal service*
- *Family members of veterans and members of Guard and Reserve not in active federal service*

*Referral and connection services are coordinated with Community Services Boards, brain injury service providers, VA medical facilities and other public and private agencies. Additionally, VVFS provides direct support via personalized care coordination, peer to peer mentoring, caregiver skill building and support groups.*

*Requests for urgent mental health services should be directed to local emergency services at the Community Services Boards or by calling #911 or the suicide prevention hotline 1-800-273-8255*

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## VETERANS AND FAMILY SERVICES —Continued

**NATIONAL GUARD FAMILY ASSISTANCE** Sandston Office:  
**24 hour emergency hotline: 1-800-542-4028** 1-540-292-2636 (yes, this number is correct)  
*Dedicated to providing assistance to any and all service members and their families during times of need regardless of deployment status or branch affiliation.*

**OFFICE OF THE ATTORNEY GENERAL OF VIRGINIA** 202 North 9<sup>th</sup> Street  
Military & Veteran Legal Resource Guide Richmond, VA 23219  
[www.ag.virginia.gov](http://www.ag.virginia.gov) 804-786-2071  
*A Military & Veteran Legal Resource Guide is available on this website. The Guide summarizes many of the legal rights and protections that are available to Virginia's veterans, military service members and their families.*

**NEW KENT VETS AND PATRIOTS** Email: [allambiase@hotmail.com](mailto:allambiase@hotmail.com)

**OPEN DOOR RESOURCE CENTER, INC.** 4009 Fitzhugh Avenue, Suite 203  
[www.odrcinc.org](http://www.odrcinc.org) Richmond, VA 23230  
804-658-2784  
*Open Door Resource Center, Inc. is a non-profit 501 (c)(3) organization committed to serving those who have served our country in the armed forces, those currently serving, and their families.*

**HABITAT FOR HUMANITY** 804-557-3990 for questions  
Peninsula & Greater Williamsburg (serves New Kent County)  
[www.HabitatPGW.org](http://www.HabitatPGW.org)

**TASK FORCE H.E.A.L.** (Hope, Education, Affirmation and the decision to Live) Email: [drcapps@cappschristiancounseling.com](mailto:drcapps@cappschristiancounseling.com)  
*A program of Capps Christian Counseling serving military, veterans and first responders; for more information, please contact Dr. Joseph Capps*

**USO** 1 Richard E. Byrd Terminal Drive; Box 92  
**Richmond International Airport USO Center** Richmond, VA 23150  
<https://hrcv.uso.org/richmond-international-airport> 804-236-7234

*This USO of Hampton Roads and Central Virginia Center, one of our newest additions, opened in July 2010. This center supports all active duty, disabled Veterans, Reservists, National Guard, retirees and their families traveling through the airport.*

**Hours of Operation:**

7 days a week; 365 days a year; open 8:00 am – 9:00 pm

**VIRGINIA WAR MEMORIAL** 621 S. Belvidere Street  
[www.vawarmemorial.org](http://www.vawarmemorial.org) Richmond, VA 23220  
804-786-2060

*The Virginia War Memorial in Richmond serves an integral role in supporting the mission of the Virginia Department of Veterans Services. The Memorial honors our fallen heroes by passing their extraordinary stories of sacrifice forward to future generations through many outreach and on-site educational programs. With regular patriotic events, educational seminars for students and teachers, historical museum exhibits, research library, first-person historical documentary videos, customized tours for schools and other groups, the Virginia War Memorial is heralded by many as the preeminent state memorial to honor its veterans in the United States.*

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## VETERANS AND FAMILY SERVICES—Continued

<b>HUNTER HOLMES McGUIRE VA MEDICAL CENTER</b>	1201 Broad Rock Boulevard Richmond, VA 23249 804-675-5000 Fax: 804-675-5581
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*Hunter Holmes McGuire VA Medical Center offers a variety of health services to meet the needs of our nation's Veterans. **IF YOU HAVE A MEDICAL EMERGENCY, DIAL 911.***

### **Telephone Care**

*Please contact the telephone care line if you need medical advice, have a question about your medication, or need to schedule a non-urgent appointment. Your location determines which number to use.*

- *Within Richmond metro area: 804-675-5000*
- *Outside of the Richmond calling area: Toll-free 1-800-784-8381*

<b>SITTER-BARFOOT VETERANS CARE CENTER</b>	1601 Broad Rock Boulevard Richmond, VA 23224 Admissions: 804-371-8000
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*Named for two Medal of Honor recipients—Colonel Van Barfoot and Colonel Carl Sitter—this care center provides the gold standard in quality care for Virginia's veterans.*

*The Sitter & Barfoot Veterans Care Center (SBVCC) is located on the campus of the McGuire VA Medical Center in Richmond, Virginia and is operated by the Virginia Department of Veterans Services. This single-level facility features 200 single-occupancy rooms in four nursing units: two 60-bed skilled nursing care units, one 40-bed skilled nursing care unit and one 40-bed secure dementia unit with enclosed courtyards.*

*SBVCC accepts payment from private insurers, Medicare and Medicaid. Most veterans also qualify for the VA per diem facility credit.*

### **Admission Criteria:**

- *Honorable discharge from the U.S. Armed Forces*
- *Virginia residency at the time of admission*
- *Meets medical requirements for nursing home care*

### **THE VA CHOICE PROGRAM**

<https://www.va.gov/opa/choiceact/>

*If you are already enrolled in VA health care, the Choice Program allows you to receive health care within your community. Using this program does NOT impact your existing VA healthcare, or any other VA benefit. Eligibility requirements are provided on the website listed above. Click on "For Veterans".*

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## WEBSITES

AGENCY NAME	WEB ADDRESS
<b>2-1-1 VIRGINIA</b> <i>2-1-1 Virginia is a free service that can help you find additional local resources. 2-1-1 is available 24 hours a day, 7 days a week.</i>	<a href="http://www.211virginia.org">www.211virginia.org</a>
<b>Alzheimer's Association</b>	<a href="http://www.alz.org/grva">www.alz.org/grva</a>
<b>Centers for Medicare and Medicaid Services</b>	<a href="http://www.cms.hhs.gov">www.cms.hhs.gov</a>
<b>Department of Medical Assistance Services (DMAS)</b>	<a href="http://www.dmas.virginia.gov">www.dmas.virginia.gov</a>
<b>Disability Services Agencies (service of DARS)</b>	<a href="http://www.vadsa.org">www.vadsa.org</a>
<b>Medicare</b>	<a href="http://www.medicare.gov">www.medicare.gov</a>
<b>National Center on Elder Abuse</b>	<a href="http://www.ncea.acl.gov">www.ncea.acl.gov</a>
<b>New Kent County</b>	<a href="http://www.co.new-kent.va.us">www.co.new-kent.va.us</a>
<b>New Kent Social Services</b>	<a href="http://www.co.new-kent.va.us">www.co.new-kent.va.us</a>
<b>Peninsula Aging &amp; Disability Resource Network</b>	<a href="http://www.padrn.org">www.padrn.org</a>
<b>Ready Virginia</b>	<a href="http://www.ReadyVirginia.gov">www.ReadyVirginia.gov</a>
<b>Senior Advocate</b>	<a href="http://www.senioradvocateonline.com">www.senioradvocateonline.com</a>
<b>Senior Navigator</b>	<a href="http://www.seniornavigator.org">www.seniornavigator.org</a>
<b>Social Security Administration</b>	<a href="http://www.ssa.gov">www.ssa.gov</a>
<b>Virginia Department for Aging and Rehabilitative Services (DARS)</b>	<a href="http://www.dars.virginia.gov">www.dars.virginia.gov</a>
<b>Virginia Department of Social Services</b>	<a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>
<b>Virginia Easy Access</b>	<a href="http://www.easyaccess.virginia.gov">www.easyaccess.virginia.gov</a>
<b>Virginia Employment Commission</b>	<a href="http://www.vec.virginia.gov">www.vec.virginia.gov</a>
<b>Virginia Health Information</b>	<a href="http://www.vhi.org">www.vhi.org</a>

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## 2-1-1 VIRGINIA

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*2-1-1 Virginia is a free service that can help you find additional local resources that you may need.  
Available 24 hours a day, seven days a week.*

2-1-1 is an easy to remember phone number connecting people with free information on available community services. When you dial 2-1-1, a trained professional will listen to your situation and suggest sources of help using one of the largest databases of health and human services in Virginia. Nonprofit organizations and federal, state and local government agencies are included in the database and you can access services in your community and statewide.

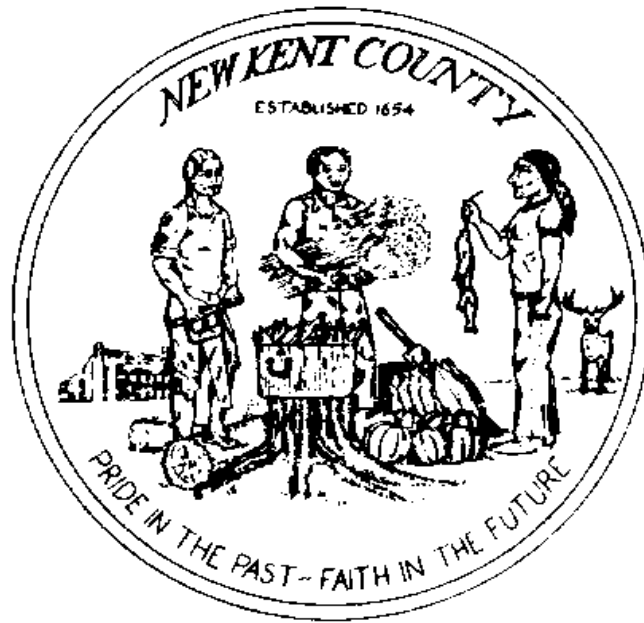
2-1-1 VIRGINIA provides information and referral for:

- Basic human needs:  
*Food banks, shelters, rent or utility assistance*
- Physical and mental health resources  
*Medicaid, Medicare, pre-natal care, children's health insurance programs, crisis intervention, support groups, counseling, alcohol and drug rehabilitation*
- Work initiatives:  
*Job training, English as a second language classes, GED preparation, financial and transportation assistance*
- Support for seniors and those with disabilities:  
*Adult day care, meals at home, respite care, home healthcare*
- Support for children, youth and families:  
*After-school programs, tutoring, mentorship programs, counseling, child care centers*
- Volunteering in your community:  
*Mentorship opportunities, locations to donate food, clothing, furniture, computers or other items*
- Disaster support services:  
*Up-to-date information on community and regional response, volunteer and donation coordination, crisis intervention and human service coordination*

### How to Reach **2-1-1 VIRGINIA**

Dial: 211

Visit: <http://www.211virginia.org>



*The New Kent Department of Social Services does not discriminate on the basis of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, or sexual orientation. We are committed to providing an inclusive and welcoming environment for our staff, clients, volunteers and vendors.*

*Although many organizational resources are available throughout the County, those included in this resource guide are intended to be lead resources and serve as a point of reference. The contents of this guide do not necessarily represent the policy of the New Kent County or New Kent Social Services and are not endorsements for a particular agency or resource.*

If any information needs to be added, corrected, or deleted, please contact Nancy Goodman at 804-966-1853 ext. 5123 or by email at [nancy.goodman@dss.virginia.gov](mailto:nancy.goodman@dss.virginia.gov)