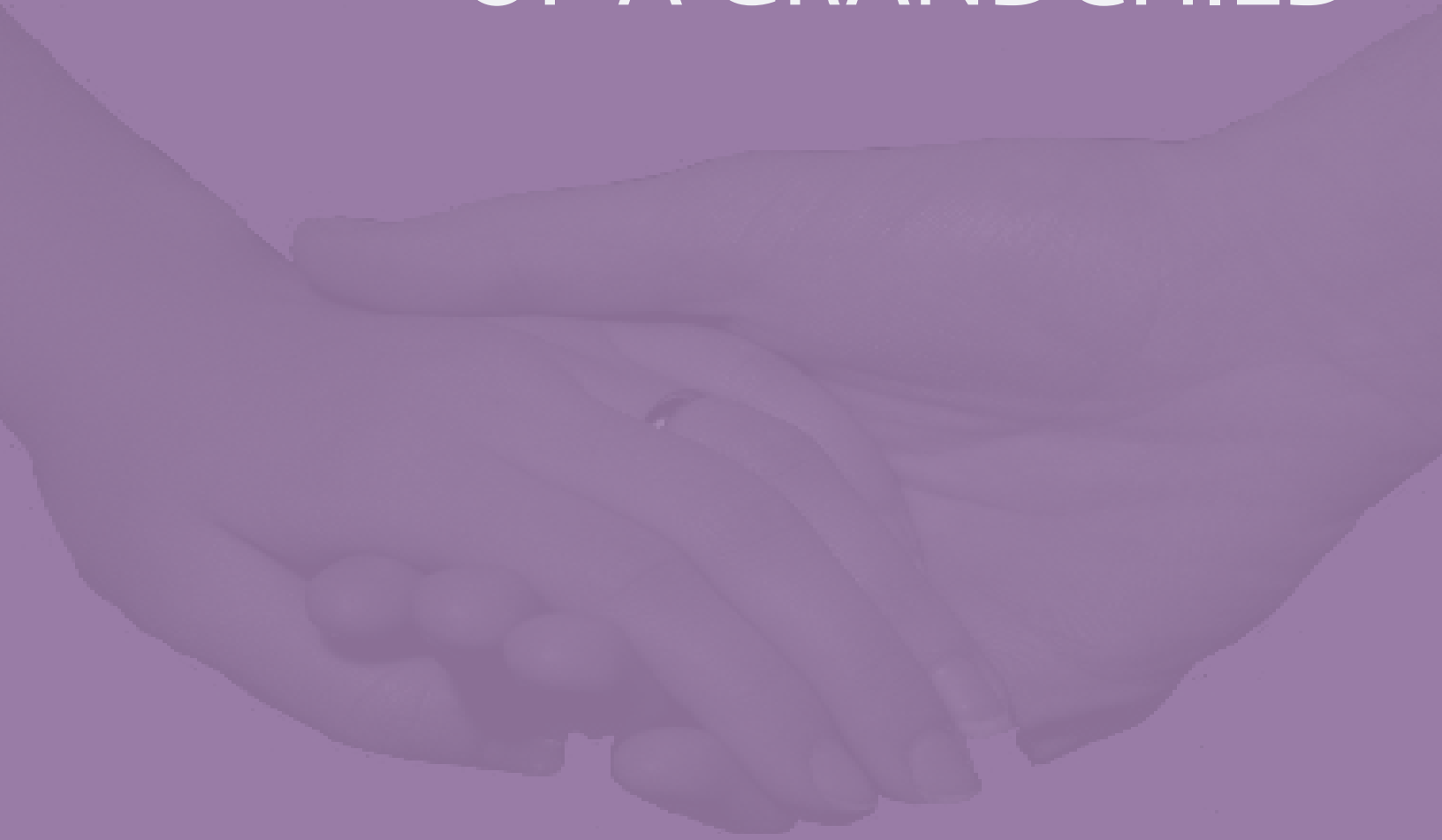


Taking Care

OF A GRANDCHILD



INTRODUCTION



As a grandparent, you may unexpectedly find yourself as the primary caregiver for one or more of your grandchildren. While this change may bring joy and fulfillment to you, it may also create stress and uncertainty. Identifying the financial, educational, legal, medical, and emotional resources you need to assist you can be difficult, especially if you find yourself in this role for the first time. This guide has been developed to help address any concerns you may have, and direct you towards services you may need as you begin to provide a safe, secure, and nurturing environment for your grandchild.

SERVICES & ASSISTANCE

A variety of services are available to help you take care of your grandchild, so you should consider what kind of assistance you need. Do you need help providing nutritious meals for the child? Do you need help providing transportation for the child? Individuals at your local area agency on aging can describe different types of services available in your area, and a list of these agencies can be found at the end of this book. The toll free number for the DARS is: 1-800-552-3402. The website is: vda.virginia.gov/.

GETTING STARTED

Each service will likely have different requirements and processes, so you should expect to provide various pieces of information when you first apply. To make the process as smooth as possible, prepare a list of questions before you contact an organization. A sample list is shown on page 68. Record the questions and the information you receive in a notebook so you can refer to it in the future.

Questions for Service Providers

A typical conversation might begin something like this:

“Hello, I would like some information about programs that can help me provide my grandchild with some assistance with X.” (Replace the X with the types of assistance you need, such as help with meals, transportation, etc.)
“Can you please answer some questions for me, or direct me to someone who can?”



1. What types of services do you provide?
2. Are there eligibility requirements for this service?
3. How can I receive an application?
4. If I can't complete the application by myself, can someone at your organization help me?
5. What documents will you need to verify my identity? (Driver's License, Social Security Card, Virginia ID Card, etc.)
6. What documents will you need to verify my level of income? (Paycheck stubs, Pension forms, Social Security check stubs, etc.)
7. If I don't have the documents I need to verify my identity or income level, can I provide them to you later?
8. If I don't have the documents, can someone at your organization help me get them?
9. What documents will you need to verify my grandchild's identity? (Birth Certificate, Social Security Card, Baptismal Certificate, etc.)
10. Does your organization charge a fee for providing the help I need?
11. Once I have completed the application, will I need to schedule an appointment to meet with someone so they can review it? (Make sure you write down the details of your appointment i.e., date, time, name and number of person you are meeting.)

If you make an appointment with the organization, plan to arrive 15 minutes before your meeting to fill out any forms they might need. Once the appointment is over, ask what the next step in the process will be, and how soon you can expect a decision.

IDENTITY DOCUMENTS FOR YOUR GRANDCHILD

You will need to get one or more of these documents before applying for assistance in caring for your grandchild.

Once you have them, **DO NOT MAIL IN THE ORIGINAL DOCUMENTS WITH AN APPLICATION.** Make photocopies of the documents, and submit the photocopies with the application. If you make an appointment to apply for services in person, take the original documents with you. Make sure that the person who meets with you makes photocopies of the original documents (if they need them) and then returns the original documents to you for safekeeping.

SOCIAL SECURITY CARD

As your grandchild's primary caregiver, you can apply to have a Social Security Number assigned to the child, or to have a replacement card issued if the original has been lost.

You can find the Social Security Administration Office in your area online at ssa.gov, or call toll-free 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday EST. If you have a touch-tone telephone, recorded information and services are available 24 hours a day, including weekends and holidays. People who are deaf or hard of hearing may call the toll-free TTY number, 1-800-325-0778, between 7 a.m. and 7 p.m. on Monday through Friday EST. Please have your Social Security number handy when you call. Information is also available on their web site at: ssa.gov.

As part of the application process, you will be required to show your grandchild's original or certified birth certificate as well as other proof of their identity. If you are signing the Social Security Application Form on behalf of your grandchild, you will need to provide them with proof of your identity as well.

BIRTH CERTIFICATE

One of the most important documents you will need as proof of your grandchild's identity is his or her birth certificate. If you do not have your grandchild's original or certified birth certificate, you should mail a signed request for a duplicate to the Office of Vital Records.

The request must include the following information:

- Your grandchild's full name;
- The full name of each of the parents, including the mother's maiden name;
- The date and place of the grandchild's birth;
- Your relationship to the child; and
- Payment of the fee for obtaining a birth certificate.

Contact the Office of Vital Records to determine the fee amount. Checks or money orders for the fee should be made payable to the Virginia Department of Health, as cash will NOT be accepted.

Mail requests to the following address:

Virginia Department of Health
Office of Vital Records & Health Statistics
P.O. Box 1000
Richmond, VA 23218-1000

If you need to contact the Office of Vital Records, call (804) 662-6200. Please note that this is not a toll-free number, and your telephone company will charge you for the call if it is not within your local calling area. Information can also be found on their web site at vdh.state.va.us/vitalrec/index.asp.

FINANCIAL ASSISTANCE

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

Temporary Assistance for Needy Families (TANF) is a federal program that provides financial assistance to children through their parents or other caregiving relatives. For you to receive TANF, your grandchild must be: (1) under age 18; or (2) if they are between 18 and 19, they must be attending a school of secondary equivalence (high school) and are expected to complete the school program before or in the month of their 19th birthday. The grandchild may also have to meet other eligibility criteria. You do not need to have legal custody of your grandchild in order to apply for assistance. However, you will be required to provide documents that prove you are the child's grandparent and his or her primary caregiver.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The same application that is used to apply for TANF can be used to apply for SNAP, which are electronic benefits that can be used like cash to buy food. SNAP is intended to help supplement your food dollars and assist you in serving healthy meals to your grandchild. The Virginia Department of Social Services will consider factors such as your income, your assets and the total number of persons living in your household when determining your eligibility for SNAP.



APPLYING FOR TANF AND SNAP

You can apply for these programs by requesting an "Application for Benefits" form from your local Department of Social Services. You can also download an application by visiting the Virginia Department of Social Services' web site at: dss.state.va.us/form/index.html, or call VDSS' toll-free number (1-800-552-3431) to request that an application be mailed to you.

After you have completed the application, you may either mail the form back to the local office, or drop it off.

You will need to provide copies of

identification documents along with your application. Different programs will require different documents, but some commonly requested forms of identification are:

- For Grandparent: Driver's License; Virginia ID Card; Social Security Card; Voter Registration Card; Birth Certificate, and Court Order giving you custody of your grandchild (if applicable).
- For Grandchild: Birth Certificate; Social Security Card; proof of income or resources; location of child's parents if you do not have custody of the child and, a parent's birth certificate as the parent must be related to the grandparent.

You must prove that your grandchild is related to you. You can provide proof by displaying a copy of your grandchild's birth certificate, a copy of your child's birth certificate (the grandchild's parent), and your birth certificate. Other documents such as family Bibles, notarized statements, and court/paternity records also may be acceptable.

You may be required to prove that your grandchild is living with you. Written statements from your neighbors or landlord, along with documents such as your grandchild's school records can be useful in this instance. After your application has been received, you may also be required to come into your local DSS office for an interview.

WIC AND OTHER NUTRITIONAL ASSISTANCE

If you do not have enough money to buy nutritious food for your grandchild, you may be eligible for assistance under the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Located within your local health department, it provides free food and nutritional information that can help you if your grandchild is less than five years of age.

You may be eligible for WIC if: You reside in Virginia; Your income level is within the specified guidelines; and Your grandchild meets the medical and/or nutritional requirements for the program.

The WIC program provides: Free healthy foods; Assistance in improving your grandchild's health; and answers to any questions you might have.

You do not need to have legal custody of your grandchild to receive WIC, but you may need to prove that your grandchild lives with you. To learn more about the WIC program, contact your local health department or call toll-free 1-888-942-3663. Additional information on helping your grandchild establish and maintain healthy eating habits can be obtained from your grandchild's doctor or school nurse. Your local health department may also be able to help you plan nutritious meals for the child.

CLAIMING GRANDCHILDREN AS DEPENDENTS FOR TAX PURPOSES

If your grandchild lives with you for at least half of the year, you may be able to claim him or her as a dependent on your income tax return. Contact the Internal Revenue Service (IRS) toll free at 1-800-829-1040 to receive information about tax credits or allowances that may be applicable. Information is also available in the IRS publications #503 "Child and Dependent Care Expenses" and #972 "Child Tax Credit". Both of these publications are available on the IRS' web site at irs.gov/formspubs/index.html.

Grandparents raising grandchildren may also be eligible to pay lower taxes. If you are a grandparent who had income from work and can claim a "qualifying child," you may qualify for any or all of the following tax credits:

THE EARNED INCOME TAX CREDIT (EITC)

Can provide tax credits to workers who are raising children, thereby reducing or eliminating federal income taxes. Some low income workers actually may receive money from the government. You must meet income requirements, which vary depending on how many children you are raising. You must also file a federal tax return. Eligible employed grandparents can file a W-5 form with their employer and receive advance payments during the year that increase the amount taken home in each paycheck. Check with your employer to get a copy of the W-5 form.

THE CHILD AND DEPENDENT CARE CREDIT

Helps families who must pay for child care in order to work or look for work. This credit reduces federal income tax. Unlike the EITC, it does not provide refunds to families who do not pay federal income tax. The dollar amount of the credit depends on the number of children, family income, and the amount paid for care. The Child Tax Credit can also be claimed on your federal income tax. This credit reduces the federal income tax but, like the Child and Dependent Care Credit, does not provide refunds over the amount of income tax paid. Grandchildren are identified as 'qualified' dependents. Grandparents can be eligible for both the Earned Income Credit and the Child Tax Credit.

SUPPLEMENTAL SECURITY INCOME (SSI)

Supplemental Security Income (SSI) is a form of Social Security that allows certain persons to receive monthly payments. To be eligible for SSI, you must:

BE		MEET		HAVE
Aged, Blind, or Disabled	AND	Citizenry and Residency Requirements	AND	Limited income and resources

You do not need to have legal custody of your grandchild to apply for SSI. For your grandchild to be eligible for SSI, he or she must be:

BE		MEET		HAVE
Under the Age of 18	OR	Between the Ages of 18-22	OR	Over the age of 18 and have a mental or physical disorder that prevents him or her from working and that is expected to last for at least one year.

The application process for SSI can take several months. However, special provisions can be made for children who have mental or physical disorders that are so severe they are “assumed” to be disabled. In these instances, children can begin receiving payments while their eligibility for SSI is still being determined. Some of the categories in which the Social Security Administration assumes a child to be disabled are:

- HIV Infection (AIDS);
- Blindness;
- Deafness (in some cases);
- Cerebral Palsy (in some cases);
- Down’s Syndrome;
- Muscular Dystrophy (in some cases);
- Significant Mental Retardation;
- Diabetes (with amputation of one foot); or
- Amputation of two limbs or amputation of a leg at the hip.

If your grandchild has not been able to receive SSI in the past, you may want to reapply. They may now qualify for SSI under some new disability rules written to cover children.

APPLYING FOR SSI

You can apply for SSI at the Social Security Administration office in your region. Call Social Security’s toll-free number (1-800-772-1213; hearing-impaired (1-800-325-0778) to find the office nearest you.

Recorded information is available 24 hours a day, and calls between 7 a.m. and 7 p.m. Eastern Standard Time (EST) on a business day will allow you to speak to a service representative.

To avoid delays, call at the end of the week and in the second half of the month. All calls will be kept confidential.

If you need assistance in completing the application form, a Social Security Administration staff member will help you fill it out or complete it for you. They can also tell you what documents to copy and attach to your application. If you do not have the necessary documents, they can help you obtain them if you would like their assistance.

Information is also available on their web site at:

ssa.gov

HEALTHCARE FOR GRANDCHILDREN



Keeping your grandchild healthy is important, as it will help him or her achieve their full potential in life. To assure that your grandchild stays as healthy as possible, you should make sure that he or she:

- Has health insurance
- Has regular physical and dental examinations
- Receives immunization shots to protect them from disease.

Learning about hazards such as lead poisoning and other dangers to which children are more susceptible than adults will also assist you in protecting your grandchild's health.

HEALTH INSURANCE COVERAGE

Having health insurance coverage is just as important for children as it is for adults. To determine

if your health insurance company can provide coverage for your grandchild, contact them and speak with a representative. If coverage is not available for your grandchild under your existing policy, the representative may be able to assist you in purchasing additional coverage that will include him or her. If your grandchild has coverage under another person or in another state, you would want to contact that entity.

HEALTHCARE FINANCIAL ASSISTANCE

If your grandchild does not receive assistance from Medicaid or does not have coverage under the Family Access to Medical Insurance Security Plan (FAMIS), you may want to submit an application to one or both of these programs. Medicaid and FAMIS pay health care costs for people who otherwise could not afford services, including immunization shots and dental care. To receive more information, contact your local Department of Social Services or call the Virginia FAMIS line toll-free at 1-855-242-8282.

IMMUNIZATION SHOTS

Immunization shots are safe and effective in helping to protect your grandchild from dangerous diseases that can hurt, disable, or kill him or her. Your grandchild should have begun an immunization program by the time he or she is two months old. If your grandchild never received immunization shots as an infant, he or she still needs them in order to attend kindergarten, day care, school, or summer camp. If you are not sure what immunization shots your grandchild has received, check with the child's parent(s) or their doctor. Call the Virginia Department of Health's Immunizations Hotline at 1-800-568-1929 for information about the shots your grandchild needs and how to obtain them.

LEAD POISONING AND OTHER HAZARDS

Lead-based paint is often found in older homes on walls, on floors, in plaster and on radiators. Your grandchild can get lead poisoning from eating paint chips or flakes, and from breathing paint dust. Lead poisoning from soil can also be a hazard when children play on bare soil, or when people bring soil containing lead into their house on their shoes. Lead in your grandchild's body can cause brain damage, blindness, learning disabilities, developmental delays and death.

You can help protect your grandchild from lead poisoning by:

- Keeping your floors clean and dust free;
- Keeping beds and cribs away from painted window sills, radiators, or other painted surfaces your grandchild might chew on; and
- Feeding your grandchild foods that are high in calcium and iron and low in fat.

If you suspect that your grandchild may have been exposed to lead by eating it, breathing it, or contacting it through the soil, have him or her tested for lead poisoning. Your grandchild's doctor can perform this simple test, or you can contact your local health department for information on how to have your grandchild tested. You can also contact the Lead Poisoning Prevention Program at the Virginia Department of Health toll-free at 1-877-668-7987.

MENTAL HEALTH

You and your grandchild may benefit from programs designed to help maintain emotional and mental health. Fees charged by these programs may be partially or totally covered by your insurance or Medicaid plan. Some programs will charge a set fee, while others will have a sliding fee scale based on your ability to pay. Contact your doctor or your local community services board to find out what types of programs are offered in your community. The number for your local community services board will be listed in the telephone book or online at: dbhds.virginia.gov/community-services-boards-csbs. You may also contact your local Area Agency on Aging (AAA) for information.

SUPPORT GROUPS

Many grandparents have benefited from the understanding and friendship they have gained by becoming members of a grandparents support group. Though you may be able to take care of your grandchild on your own, joining a support group where you can learn parenting tips and receive information about programs or services could benefit both you and your grandchild. There are Grandparents, Parents, and Kinship Care Support Groups throughout Virginia.

Your local AAA can help you determine if a support group is present in your community.

SCHOOL ENROLLMENT REQUIREMENTS

If you are caring for a grandchild who is of “school age,” you may find that things have changed significantly since your children were young. Registration, special education classes, parent-teacher conferences, and residency status are just a few of the topics with which you will need to become familiar.

By law, your grandchild must begin attending school if he or she turns five years old on or before September 30th. If your grandchild will reach the age of five after that date, but you feel that he or she will be ready to begin school, contact your local school district office to inquire about their “early admission” policy. Your grandchild will be assigned to attend a public school in the district in which you live. Call your local school district office to determine which school your grandchild will attend. You can find the number in your local telephone book listing. You should also ask if the school system requires that you (the grandparent) have legal custody of the child in order to register him or her.

REGISTERING YOUR GRANDCHILD FOR SCHOOL

Once you know which school your grandchild will attend, contact the school office to ask how to register him or her. Different schools may have varying requirements, but you will likely need the following but you will likely need the following four items:

- Proof of residency
- Copies of your grandchild’s immunizations (shots) and medical records
- Your grandchild’s Social Security Number (not required but usually preferred).

If your grandchild was enrolled in a school in another district prior to coming to live in your home, you may need additional information to enroll your grandchild in the new school. Contact the office at the child’s new school to determine what you will need.

PHYSICAL EXAMINATIONS AND MEDICAL RECORDS

If your grandchild is entering kindergarten, you will need to have proof that he or she has had a physical examination by a doctor within the previous twelve months. Contact the child’s physician to receive documentation of the exam. If your grandchild is older and previously attended school elsewhere, contact the previous school and ask that his or her records be sent to the new school. These records should include the documentation of a physical exam and the child’s immunization records.

OTHER IMPORTANT INFORMATION

To help your grandchild's new school meet his or her educational needs, you need to make the school personnel aware of any significant changes in the child's life. Big changes, like coming to live with you, can affect your grandchild's behavior in school as well as his or her ability to learn or concentrate in class. Contact the office at the new school and give them any information you think might be important.

You should also tell your grandchild's teacher(s) and principal if you suspect that the child's parents might try to take him or her out of school for any reason. The school personnel are concerned for your grandchild's safety and well-being, and they should be encouraged to contact you if the child is experiencing any problems. If you have legal custody of your grandchild, you have the authority to tell the school personnel about any court orders or other information that might affect the child.

SPECIAL EDUCATIONAL NEEDS

If you believe that your grandchild has special educational needs, contact their teacher or the school's guidance counselor and request a meeting. Ask the school to give the child special tests or evaluations to determine if he or she needs help in school. If they determine that your grandchild needs special educational services, the school will provide them. As your grandchild's primary caregiver, you have the right to make the request. If your grandchild is determined to have a physical, emotional or mental disability, he or she is legally entitled to receive help.

EDUCATIONAL INVOLVEMENT

Do not wait for your grandchild's teacher to contact you about problems they may be having before you become involved. Call the child's teacher and set up a time to visit the school and introduce yourself. Keep in contact with the teacher throughout the school year. Being active in the PTA or other parent-teacher organization is another great way to stay involved. Some schools also encourage grandparents to volunteer to aid teachers in their classrooms. Becoming involved in your grandchild's educational experience will help him or her do their best in school.

EARLY INTERVENTION PROGRAMS

In most school districts, there are early intervention programs for children with disabilities or for those who need special help. These programs help the child reach his or her potential. To ask about these programs, call his or her teacher or the school office. If a program is available, then testing and evaluation for the program should be available for your grandchild.

HOMEWORK ASSISTANCE

Some schools offer special programs, tutoring services, and telephone numbers that may help your grandchild with his or her homework. Call your grandchild's teacher or the school office to learn about the types of help available in your community.

LEGAL INFORMATION

Grandparents caring for their grandchildren may need assistance with legal questions or in providing proof of their relationship to the child. While obtaining legal custody may make it easier for you to receive assistance in meeting your grandchild's needs, it is not the only option available and it is not the answer in every situation. Each family and set of circumstances is different, so it is best to get legal advice about your particular situation.

LEGAL OPTIONS

The following legal options are open to all grandparents caring for grandchildren in Virginia:

- Legal Custody;
- Adoption;
- Guardianship; and
- Special Powers of Attorney.

Due to the complex nature of the other options, this guidebook will only focus on the first option, legal custody. To obtain more information about adoption, guardianship and special powers of attorney, contact any of the organizations listed under "Legal Resources" in this guidebook. They can provide you information geared to your specific situation.

LEGAL CUSTODY

After assuming responsibility for your grandchild, it may be necessary to obtain legal custody of the child in order to receive the types of assistance you need. Legal custody is a court order that gives a grandparent the power to make important decisions about the grandchild's life. As your grandchild's legal custodian, you will have most of the powers parents would have regarding their children.

Legal custody can be obtained in the Juvenile and Domestic Relations Court in the city, county or state where the grandchild lives. If the grandchild lives in another city, county or state, you will need to ask the court in that location for custody. If a grandchild has been living with you for at least six months, you can ask the court in your location to grant you custody of the grandchild.

You and your grandchild's parents may agree that it is best for you to raise your grandchild (called "consent"). In this case, all of you will need to go to the Juvenile and Domestic Relations Court and fill out a Uniform Child Custody Form. If possible, have both of the child's parents accompany you so that they can tell the court they want the child to live with you. If the location of one of the child's parents is unknown, you will be asked to fill out a form called an "Affidavit" stating that you do not know where that parent is living.

Bring your grandchild's birth certificate and Social Security Card with you. In many courts, an intake worker will help you complete the form. After the consent forms are completed, they will be sent to a judge. If the judge approves the form, he or she will sign a court order granting custody of the child to you. A copy of the form will be mailed to you.

If you are requesting custody of your grandchild without his or her parent's consent, you must go to the Juvenile Domestic Relations Court in the location where your grandchild lives and petition for custody. Once all the necessary forms are complete, a date will be set for the court to hear your case. The court will then send a written notice to both parties of the child. The notice will inform the parents that you have petitioned for custody and will let them know the date and time of the court hearing.

You will not need a lawyer to obtain custody unless either of the child's parents objects to your getting custody of the child. If this happens, a lawyer may be able to help you obtain custody despite the parent's objections. If you cannot afford a lawyer, call your local legal aid office to see if they can assist you. A list of telephone numbers is included at the end of this section for your information.

The judge will make a decision about what is best for the child. According to Virginia law, it is usually best for the child to live with his or her parent(s) if possible. You will need to tell the judge why your grandchild should live with you and not with his or her parents. The judge will also look at what living situation would be best to meet the child's physical, emotional, educational, and moral needs. In some courts, the judge may order a social worker to visit both the parent's home and your home to see which provides the best environment for the child.

The parent(s) will need to prove that they are able to care for the child and that the situation which raised the issue of custody no longer exists. You will need to prove to the judge that it would be in the child's best interests if you had custody. Keep a diary or notebook with information about the situation(s) that led you to seek custody of your grandchild. Also, record information about the parent's behavior that can help the judge reach a decision, and be sure to give the information to the court. If the Department of Social Services has custody of your grandchild, you will need to work with the department in the county or city where your grandchild lives in order to obtain custody. Contact the department and tell them you want to obtain custody of your grandchild. You may need to speak directly with your grandchild's social worker, who will tell you what steps to take to gain custody of your grandchild.

Once you have custody of your grandchild, if the parent(s) want to regain custody, they will need to file papers with the court that issued the custody order asking the judge to return custody to them. To regain custody, the parent(s) would need to prove that:

- Major changes in their situation(s) have occurred that might alter the judge's decision about what is best for the child; and
- Due to these changes, it would be best for the child to return to live with the parent(s).

PARENTS' VISITATION RIGHTS

The judge will allow the child's parent(s) to visit him or her if the judge believes it will be in the child's best interest. Visitation rights are usually defined in the custody order, including how and when the parent can visit the child. If the parent(s) do not obey the rules set out in the custody order, you can ask the court that issued the custody order for assistance. You can do this by going to the court clerk's office and filing a petition. Keep a diary or notebook and record the date and time of each visit by the child's parent(s). Also record what took place during the visit, and your grandchild's emotional state (happy, upset, scared, etc.) after the visit. The information in your diary or notebook can be useful if you need help changing parental visitation rights in the future. Do not try to stop the parents from visiting if the court has given permission for them to visit the child. This could negatively affect your grandchild and could cause the judge to remove legal custody of your grandchild from you.

CHILD AT RISK DURING VISITS

If you are concerned about your grandchild's safety during parental visits, you should ask the judge to limit the number and length of the visits. The judge can also require that a representative of the court be present during parental visits.

If you think the parent is putting your grandchild in danger or is hurting the child in some way, call the Child Abuse and Neglect hotline at 1-800-552-7096 (24 hours a day, seven days a week). This number is toll-free only inside Virginia. Persons outside Virginia should call (804) 786-8536, which is not a toll-free call. Describe the situation and ask for information on how to best protect the child.

VIRGINIA LAWYER REFERRAL SERVICE

If you think you have a problem which may require the services of a lawyer, you can call the Virginia Lawyer Referral Service (VLRS). VLRS is a service provided by the Virginia State Bar. Your call will be answered by a referral specialist who will request your name and a brief description of your problem. Based on this information, you will be provided with the name and telephone number of a lawyer in your community who has indicated an interest in handling your type of problem. The lawyer will be licensed and a member in good standing with the Virginia State Bar. It will then be your responsibility to call the lawyer to schedule an appointment. If it appears that you do not need a lawyer, you will be directed to an agency or organization that may be able to assist you. Any information that you provide will be kept strictly confidential.

If you are referred to a lawyer, you will be entitled to consult with him or her for up to one half hour for a fee of \$35. You should be prepared to pay the lawyer at the time of your appointment. This initial consultation may answer your questions and enable you to solve your problem without further legal action.

If your problem requires additional time and work, you will be responsible for paying any additional legal fees. The lawyer with whom you consult will be glad to discuss with you his or her fees and the cost of services beyond the initial half-hour consultation. However, there is no obligation for either you or the lawyer to continue to work together beyond the half-hour consultation.

Virginia Lawyer Referral Service

1111 E. Main Street, Suite 700

Richmond, VA 23219-0026

Toll-free: 1-800-552-7977 (Nationwide)

Phone: (804) 775-0808

TDD/Voice Line for Hearing-Impaired: (804) 775-0502

Fax: (804) 775-0501

Web site: vsb.org/vlrs.html

Hours of Operation - Monday - Friday, 9:00 a.m. to 5:00 p.m.

EST. Closed on state holidays.

VIRGINIA LEGAL AID SOCIETY (VLAS)

Is a not-for-profit law firm that provides free civil legal services to income-eligible residents in 20 counties and 7 cities in Central, Southside, and western Tidewater Virginia. VLAS serves the entire community by providing free information, advice and representation in such areas as housing, healthcare, economic self-sufficiency, education, public benefits, consumer purchases, and family relations.

VLAS Statewide

Toll-Free Client Access Number(s): 1-866-LegalAid (1-866-534-5243)

KNOW YOUR RIGHTS!

GRANDPARENTS' VISITATION RIGHTS

Legal rights to visit your grandchildren must be obtained from the Juvenile and Domestic Relations Court in the locality where they reside. You may need to prove that you have a close relationship with your grandchild and that it would be in his or her best interest for you to be allowed to visit. If the Department of Social Services has custody of your grandchild, contact the child's social worker to obtain legal permission to visit the child. The social worker will tell you how to obtain the necessary permission.

TRAVELING

TIPS FOR TRAVELING WITH CHILDREN

- Always secure children under age eight in an approved child safety seat or booster seat, even if you plan to take only a short trip.
- Children from birth to age 12 months must ride in their safety seat, with the seat facing the back of the car.
- Children ages one through five should ride facing forward in a child safety seat or booster seat.
- The safest place to install a child safety seat is in the center of the back seat. NEVER place a rear-facing infant seat in the front seat of a vehicle that has a passenger-side air bag in the front dashboard.
- Numerous child safety seat checks are held in localities across Virginia. Attend one of these checks to make sure that your child's safety seat is installed correctly.
- Never hold a child in your lap. In a crash, the child may be flung through a window or crushed between your body and the dashboard.
- Make sure that all car doors are securely closed and locked before driving. Don't allow children to play with door handles or locks. If you must open a door, pull the vehicle off the road and come to a complete stop before opening it.
- Never allow children to ride in the luggage area of hatchbacks, station wagons or vans. It is illegal to transport children under the age 16 in the bed of a pickup truck, even if the truck is equipped with a truck cap or camper shell.
- Never leave a hatchback open when a child is riding in the back seat.



Because child safety seats can be expensive, the Commonwealth of Virginia has the Child Safety Seat Education & Distribution Program, a statewide program that is available to families who otherwise might not be able to afford a child safety seat. Over 9,000 seats are provided each year with funding from the Child Restraint Special Device Fund and are distributed at 120 distribution sites statewide. Ongoing regular training, assistance and refresher courses are provided to educate parents, foster parents and legal guardians about the correct way to install and use a child safety seat. To qualify for a free child safety seat, applicants must be:

- Eligible for Medicaid;
- Legal residents of Virginia;
- The parent, legal guardian, or foster parent of a child, or (in the case of expectant mothers), in the last trimester of pregnancy (at the earliest).

Recipients must attend a class that will teach them how to install and correctly use the child safety seat. Class attendees must also sign a waiver of liability release form. For more information concerning the program, or for other technical assistance on child passenger protection and resources, contact:

Virginia Department of Health Center for Injury & Violence Prevention Office of Family Health Services
Phone: (804) 864-7737
Website: vdh.virginia.gov/child-passenger-safety/

Taking Care

CAREGIVER RESOURCES



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AGENCY ON AGING

Eastern Virginia AAAs

Agency on Aging	Counties Served	Contact Information	Website
Bay Aging	Essex, Gloucester, Lancaster, King & Queen, King William, Mathews, Middlesex, Northumberland, Richmond, and Westmoreland	5306 Old Virginia Street, P.O. Box 610, Urbanna, VA 23175 Phone: (804) 758-2386 Fax: (804) 758-5773	bayaging.org
Eastern Shore Agency on Aging	Accomack and Northampton	5432 Bayside Road, Exmore, VA 23350 Toll-Free: 1-800-452-5977 Phone: (757) 442-9652 Fax: (757) 442-9303 E-mail: info@esaaacaa.org	esaaa-caa.net/
Penninsula Agency on Aging	James City and York. Cities of Hampton, Newport News, Poquoson and Williamsburg	739 Thimble Shoals Blvd., Exec. Center, Building 1000, Suite 1006, Newport News, VA 23606 Phone: (757) 873-0541 Fax: (757) 873-1437 E-mail: information@paainc.org	paainc.org
Senior Services of Southeastern Virginia	Isle of Wight, and Southampton. Cities of Chesapeake, Franklin, Norfolk, Portsmouth, Suffolk and Virginia Beach	Interstate Corporate Center, Bldg. 5, 6350 Center Drive, Suite 101, Norfolk, VA 23502 Phone: (757) 461-9481 Fax: (757) 461-1068 E-mail: services@ssseva.org	ssseva.org

Central Virginia AAAs

Agency on Aging	Counties Served	Contact Information	Website
Crater District	Dinwiddie, Greensville, Prince George, Surry and Sussex. Cities of Colonial Heights, Emporia, Hopewell and Petersburg	23 Seyler Drive, Petersburg, VA 23805 Phone: (804) 732-7020 Fax: (804) 732-7232 E-mail: craterdist@aol.com	cdaaa.org
Lake Country Area Agency on Aging	Brunswick, Halifax and Mecklenburg. City of South Boston	1105 West Danville St., South Hill, VA 23970 Toll-Free: 1-800-252-4464 Phone: (434) 447-7661 Fax: (434) 447-4074 E-mail: lakecaaaa@lcaaaa.org	lcaaaa.org
Piedmont Senior Resources	Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway and Prince Edward	1413 South Main Street, P.O. Box 398, Burkeville, VA 23922-0398 Phone: (434) 767-5588 Fax: (434) 767-2529 E-mail: psr@psraaaa.org	psraaaa.org
Senior Connections: The Capital Area Agency on Aging	Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent and Powhatan. City of Richmond	24 E Cary Street, Richmond, VA 23219 Phone: (804) 343-3000 Fax: (804) 649-2258 E-mail: seniorconnections@youraaa.org	seniorconnections-va.org

Northern Virginia AAAs

Agency on Aging	Counties Served	Contact Information	Website
Alexandria Office of Aging and Adult Services	City of Alexandria	6101 Stevenson Avenue, Alexandria, VA 22304 Phone: (703) 746-5999 TDD: (703) 836-1493 E-mail: DAAS@AlexandriaVA.gov	ci.alexandria.va.us/dhs/community_partners/aging_network.html
Arlington Agency on Aging	County of Arlington	2100 Washington Boulevard, 4th Floor, Arlington, VA 22204-5703 Phone: (703) 228-1700 TTY: (703) 228-1788 Fax: (703) 228-1174 E-mail: arlaaa@arlingtonva.us	aging-disability.arlingtonva.us/
Fairfax Agency on Aging	County of Fairfax. Cities of Fairfax and Falls Church	12011 Government Center Parkway, Suite 708, Fairfax, VA 22035 Phone: (703)-324-7948. Fax: (703) 449-9552	fairfaxcounty.gov/familyservices/olderadults
Loudoun County Area Agency on Aging	County of Loudoun	742 Miller Drive SE, Leesburg, VA 20175 Phone: (703) 777-0257 Fax: (703) 771-5161 E-mail: prcs@loudoun.gov	co.loudoun.va.us/prcs/aaa/index.htm
Prince William Area Agency on Aging	Prince William. Cities of Manassas and Manassas Park	5 County Complex. Suite 240 Woodbridge, VA 22192 Phone: (703) 792-6400 TDD: 7-1-1 for Virginia Relay System Fax: (703) 792-4734	pwcgov.org/aoa/

Northwest Virginia AAAs

Agency on Aging	Counties Served	Contact Information	Website
Jefferson Area Board for Aging	Albemarle, Fluvanna, Greene, Louisa, and Nelson. City of Charlottesville	674 Hillsdale Drive, Suite 9, Charlottesville, VA 22901 Phone: (434) 817-5222 Fax: (434) 817-5230 E-mail: info@jabacares.org	jabacares.org
Healthy Generations Area Agency on Aging	Caroline, King George, Spotsylvania, and Stafford. City of Fredericksburg	460 Lendall Lane, Fredericksburg, VA 22405 Phone: (540) 371-3375 Fax: (540) 371-3384 E-mail: info@healthygenerations.org	healthygenerations.org
Rappahannock-Rapidan Community Services Board and Area Agency on Aging	Culpeper, Fauquier, Madison, Orange, and Rappahannock	15361 Bradford Road, P.O. Box 1568, Culpeper, VA 22701 Phone: (540) 825-3100 TDD: (540) 825-7391 Fax: (540) 825-6245 E-mail: rrcsb@rrcsb.org	rrcsb.org

Shenandoah Area Agency on Aging	Clarke, Frederick, Page, Shenandoah, and Warren. City of Winchester	207 Mosby Lane, Front Royal, VA 22630-2611 Toll-Free: 1-800-883-4122 Phone: (540) 551-5615 Fax (540) 636-7810 E-mail: saaa@shenandoahaaa.com	shenandoahaaa.com/
Valley Program For Aging Services	Augusta, Bath, Highland, Rockbridge and Rockingham. Cities of Buena Vista, Harrisonburg, Lexington, and Waynesboro	325 Pine Avenue, P.O. Box 14205, Waynesboro, VA 22980-0603 Toll-Free: 1-800-868-8727 Phone: (540) 949-7141 Fax: (540) 949-7143 E-mail: vpas@vpas.info	vpas.info

Southwest Virginia AAAs

Agency on Aging	Counties Served	Contact Information	Website
Appalachian Agency for Senior Citizens	Buchanan, Dickinson, Russell and Tazewell	216 College Ridge Road, Wardell Industrial Park, P.O. Box 765, Cedar Bluff, VA 24609 Toll-Free: 1-800-656-2272 Phone: (276) 964-4915 Fax: (276) 963-0130 E-mail: aasc@aasc.org	aasc.org
Central Virginia Area Agency on Aging	Amherst, Appomattox, Bedford and Campbell. Cities of Bedford and Lynchburg	501 12th Street, Suite A, Lynchburg, VA 24504 Phone: (434) 385-9070 Fax: (434) 385-9209 E-mail: cvaaa@cvaaa.com	cvaaa.com
District Three Senior Services	Bland, Carroll, Grayson, Smyth, Washington, and Wythe. Cities of Bristol and Galax	4453 Lee Highway, Marion, VA 24354 Toll-Free: 1-800-541-0933 Phone: (276) 783-8150 Fax: (276) 783-3003 E-mail: district-three@smyth.net	district-three.org
LOA Area Agency on Aging	Allegheny, Botetourt, Craig, and Roanoke. Cities of Covington, Roanoke and Salem	4932 Frontage Road NW, P.O. Box 14205, Roanoke, VA 24038-4205 Phone: (540) 345-0451 Fax: (540) 981-1487 E-mail: info@loaa.org	loaa.org
Mountain Empire Older Citizens	Lee, Scott, and Wise. City of Norton	1501 3rd Avenue East, P.O. Box 888, Big Stone Gap, VA 24219-0888 Toll-Free: 1-800-252-6362 Phone: (276) 523-4202 Fax: (276) 523-4208 E-mail: info@meoc.org	meoc.org
New River Valley Agency on Aging	Floyd, Giles, Montgomery, and Pulaski. City of Radford	6226 University Park Drive, Suite 3100, Fairlawn, VA 24141 Toll-Free: 1-866-260-4417 Phone: (540) 980-7720 Fax: (540) 980-7724 E-mail: nrvaooa@nrvaooa.org	nrvaooa.org
Southern Area Agency on Aging, Inc.	Franklin, Henry, Patrick and Pittsylvania. Cities of Danville and Martinsville	204 Cleveland Avenue, Martinsville, VA 24112 Toll-Free: 1-800-468-4571 Phone: (276) 632-6442 Fax: (276) 632-6252 E-mail: info@southernaaa.org	southernaaa.org

CENTERS FOR INDEPENDENT LIVING (CIL)

CILs	Areas Served	Contact Information	Website
Junction Center for Independent Living	Counties: Lee, Wise, & Scott City: Norton	1520 Third Avenue East Big Stone Gap, VA 24219 Phone: (276) 524-4081 Fax: (276) 524-1510 E-mail: jcil1@junctioncenter.org	junctioncenter.org/
Clinch Independent Living Services	Counties: Dickenson, Buchanan, Tazewell, & Russell	1176 Boothe Branch Road Grundy, VA 24614 Phone: (276) 935-6088 Fax: (276) 935-6342 E-mail: cils@clinchindependent.org	cilsonline.org/
Appalachian Independence Center	Counties: Washington, Smyth, Wythe, Bland, Grayson, & Carroll Cities: Galax & Bristol	230 Charwood Drive Abingdon, Virginia 24210 Phone: (276) 628-2979 Fax: (276) 628-4931 E-mail: aicinfo@aicadvocates.org	aicadvocates.org
New River Valley Disability Resource Center	Counties: Giles, Floyd, Pulaski, & Montgomery Cities: Radford	61 Staples St. Radford, VA 24141 Phone: (540) 266-1435 Fax: (540) 251-3451 E-mail: info@nrvdrc.org	nrvdrc.org/
Blue Ridge Independent Living Center	Counties: Roanoke, Craig, Botetourt, & Alleghany Cities: Salem, Roanoke, & Covington	1502-B Williamson Road NE Roanoke, Virginia 24012 Phone: (540) 342-1231 Fax: (540) 342-9505 E-mail: brilc@brilc.org	brilc.org
Valley Associates for Independent Living	Counties: Rockingham, Rockbridge, Augusta, Highland, & Bath Cities: Buena Vista, Lexington, Staunton, Waynesboro, & Harrisonburg	23 Seyler Drive, Petersburg, VA 23805 Phone: (804) 732-7020 Fax: (804) 732-7232 E-mail: craterdist@aol.com	govail.org/
Access Independence, Inc.	Counties: Page, Shenandoah, Warren, Clarke, & Frederick City: Winchester	324 Hope Drive Winchester, Virginia 22601 Phone: (540) 662-4452 Fax: (540) 662-4474 E-mail: askai@accessindependence.org	accessindependence.org/
Endeppence Center of Northern Virginia	Counties: Arlington, Fairfax, & Loudoun Cities: Alexandria, Fairfax, & Falls Church	2300 Clarendon Boulevard, Suite 250 Courthouse Plaza II Arlington, Virginia 22201 Phone: (703) 525-3553 Fax: (703) 525-3585 E-mail: info@ecnv.org	ecnv.org
Independence Empowerment Center	Counties: Prince William & Fauquier Cities: Manassas & Manassas Park	8409 Dorsey Circle, Suite 101 Manassas, VA 20110 Phone: (703) 257-5400 Fax: (703) 257-5043 E-mail: info@ieccil.org	

CILs	Areas Served	Contact Information	Website
Independence Resource Center	Counties: Nelson, Albemarle, Louisa, Fluvanna, & Greene City: Charlottesville	815 Cherry Avenue Charlottesville, VA 22903-3448 Phone: (434) 971-9629 Fax: (434) 971-8242 E-mail: tvandever@lumos.net	charlottesvilleirc.org
Lynchburg Area Center for Independent Living	Counties: Bedford, Amherst, Campbell, & Appomattox Cities: Bedford & Lynchburg	500 Alleghany Avenue, Ste. 520 Lynchburg, VA 24501 Phone: (434) 528-4972 Fax: (434) 528-4976 E-mail: LACIL@lacil.org	LACIL.org
Disability Rights & Resource Center	Counties: Franklin, Henry, Patrick, Pittsylvania Cities: Danville, Martinsville	300-B Pell Avenue Rocky Mount, VA. 24151 Phone: (540) 482-0752 Fax: (540) 482-0640 E-mail: info@drrcva.org	drrcva.org/
Resources for Independent Living, Inc.	Counties: Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, & Powhatan City: Richmond	4009 Fitzhugh Avenue Richmond, Virginia 23230 Phone: (804) 353-6583 Fax: (804) 358-5606 E-mail: info@RIL-VA.org	ril-va.org
disAbility Resource Center	Counties: Roanoke, Craig, Botetourt, & Allegany Cities: Salem, Roanoke, & Covington	409 Progress Street Fredericksburg, Virginia 22401 Phone: (540) 342-1231 Fax: (540) 342-9505 E-mail: drc@cildrc.org	cildrc.org
Loudoun Endependence Center Satellite		215 Depot Ct, Suite #203 Leesburg, VA 20175 Phone: (703) 342-7651 Fax: (703) 485-7381 E-mail: lend@ecnv.org	ecnv.org/ aboutlend
Middle Peninsula Satellite Center for Independent Living	Counties: Richmond, Essex, Middlesex, Mathews, King & Queen, King William, & Gloucester	c/o Peninsula Center for Independent Living 2021-A Cunningham Drive, Suite 2 Hampton, VA 23666 Phone: (757) 827-8800 Fax: (757) 827-0655 E-mail: info@drrcva.org	hvacil.org/
Crater District Satellite CIL	Counties: Dinwiddie, Sussex, Greensville, Surry, & Prince George Cities: Petersburg, Hopewell, Emporia, & Colonial Heights	1845 A Fort Mahone Street Petersburg, VA 23805-2403 Phone: (804) 862-9338 Fax: (804) 862-6177 E-mail: info@ril-va.org	ril-va.org
Eastern Shore Center for Independent Living	Counties: Accomack & Northampton	Colonial Square Shopping Center 36282 Lankford Highway, Suite 13-D Belle Haven, VA 23306 Phone: (757) 414-0080 Fax: (757) 414-0205 E-mail: info@vaescil.org	vaescil.org/

CILs	Areas Served	Contact Information	Website
Independence Center, Inc.	Counties: Southampton & Isle of Wight Cities: Franklin, Suffolk, Portsmouth, Chesapeake, Virginia Beach, & Norfolk	6300 E. Virginia Beach Boulevard Norfolk, VA 23502 Phone: (757) 461-7527 Fax: (757) 455-8223 E-mail: ecinorf@independence.org	independence.org
Peninsula Center for Independent Living	Counties: James City & York Cities: Williamsburg, Newport News, Hampton, & Poquoson	2021-A Cunningham Drive, Suite 2 Hampton, VA 23666 Phone: (757) 827-8800 Fax: (757) 827-0655 E-mail: iepcil@hvacil.org	hvacil.org/

DRIVING RESOURCES

Program	Contact Information	Program
Alert Driver Training of Vinton Driver Improvement Program	2102 Hardy Road Vinton, VA 24179 Phone: (540) 890-0347	- defensive driving techniques - review new traffic laws - bookwork - on-the-road training
Driving Assessment And Education CJW Medical Center Comprehensive Outpatient Therapy	Chippenham Campus 7101 Jahnke Road Richmond, VA 23225 Phone: (804) 267-6725	- on-the-road driving evaluations and instructions - both simulated and actual driving settings
Hampton VA Medical Center Rehabilitation Medical Service	Hampton VAMC Hampton, VA 23667 Phone: (757) 222-9961 ext. 2202	- on-the-road evaluations - van evaluations - high-tech equipment evaluations - on-the-road training
Riverside Rehabilitation Institute	120 Kings Way # 2550 Williamsburg, VA 23185 Phone: (757) 928-8040	- on-the-road evaluations - van evaluations - high-tech equipment evaluations
Hunter Holms McGuire VA Medical Center Rehabilitation Medicine Services	1201 Broad Rock Road Richmond, VA 23249 Phone: (804) 675 -5000	- on-the-road evaluations - van evaluations - high-tech equipment evaluations - on-the-road training
Lampshire Driving School	17997 Dumfries Shopping Plaza Dumfries, VA 22026 Phone: (703) 221-0222	- on-the-road evaluations - on-the-road training
National Rehabilitation Hospital	102 Irving Street, NW Washington, DC 20010 Phone: (703) 288-8260	- on-the-road training (has left foot accelerator and steering devices; will train with hand controls in individual's personal vehicle; works with Mount Vernon Hospital.
Roanoke Medical	4508 Starkey Road Roanoke, VA 24018 Phone: (540) 725-8725	- on-the-road training - on-the-road evaluations
Sentara Therapy Center	Attn: Front Desk Fort Norfolk Plaza Medical Building 301 Riverview Ave, Suite 202 Norfolk, VA 23507 Phone: (757) 252-9420	- Requires physician referral - evaluation of vision - driving knowledge - driving ability assessed - cognitive-motor skills tested
Winchester Rehabilitation Center	333 W Cork Street # 230 Winchester, VA 22601 Phone: (540) 536-5113	- on-the road training - on-the-road evaluations
Woodrow Wilson Rehabilitation Center	Occupational Therapy Dept. 243 Woodrow Wilson Avenue Fishersville, VA 22939 Phone: (540) 332-7117	- on-the-road evaluations - van evaluations - high-tech equipment evaluations - on-the-road training - bookwork

HEALTH AND HUMAN RESOURCES

Agency	Contact Information	Website
Department for Aging and Rehabilitative Services	1610 Forest Avenue, Suite 100 Richmond, VA 23229 Nationwide Toll-Free: 1-800-552-3402 Richmond area: (804) 662-9333 Fax: (804) 662-9354 E-mail: aging@dars.virginia.gov	vda.virginia.gov
Department for the Blind and Vision Impaired	397 Azalea Avenue Richmond, VA 23227-3623 Toll-Free (in Virginia only): 1-800-622-2155 Phone: (804) 371-3151 (Voice/TTY)	vdbvi.org
Department for the Deaf and Hard of Hearing	1602 Rolling Hills Drive, Suite 203 Richmond, VA 23229-5012 Toll-Free: 1-800-552-7917 (Voice/TTY) Phone: (804) 662-9502 (Voice/TTY)	vddhh.org
Office of Protection and Advocacy Serving Persons with Disabilities	1910 Byrd Street, Suite 5 Richmond, VA 23230 Toll-Free in VA: 1-800-592-3962 Phone: (804) 225-2042	vopa.state.va.us
Department of Health	109 Governor Street Richmond, Virginia 23219 Phone: (804) 864-7000 Fax: (804) 862-7022	vdh.virginia.gov
Department of Health Professions	9960 Mayland Drive Suite 300 Richmond, VA 23233-1461 Phone: (804) 367-4400 Complaints (Toll-Free) 1-800-533-1560	dhp.virginia.gov
Department of Medical Assistance Services	600 East Broad Street Richmond, VA 23219 Phone: (804) 786-7933 TDD (Toll-Free): 1-800-343-7933	dmas.virginia.gov
Department of Behavioral Health & Developmental Services	1220 Bank Street Richmond, VA 23219 Phone: (804) 371-8977 (Voice/TDD) Phone: (804) 786-3921 Fax: (804) 371-6638	bdhs.virginia.gov/#
Department of Social Services	801 E. Main Street Richmond, VA 23219 Phone: (804) 726-7000 (Main Agency) Phone: (800) 552-3431 (SNAP Hotline) E-mail: citizen.services@dss.virginia.gov	dss.virginia.gov/

COMMUNITY SERVICE BOARDS

CSB	Counties Served	Website Link
Alexandria Community Services Board	City of Alexandria	alexandriava.gov/CSB
Alleghany Highlands Community Services Board	Alleghany, Covington, Clifton Forge, Iron Gate	ahcsb.org
Arlington County CSB	Arlington	health.arlingtonva.us/behavioral-healthcare/
Blue Ridge Behavioral Healthcare	Botetourt, Craig, Roanoke, Roanoke City, Salem	brbh.org
Chesapeake Integrated Behavioral	City of Cheapeake	cityofchesapeake.net/page2085.aspx
Chesterfield Community Services Board	Chesterfield	chesterfield.gov/878/Mental-Health-Support-Services
Colonial Behavioral Health	James City, York, Poquoson, Williamsburg	colonialbehavioralhealth.org
Crossroads	Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, Prince Edward	crossroadscsb.org
Cumberland Mountain	Buchanan, Russell, Tazewell	cmcsb.com/
Danville-Pittsylvania	Pittsylvania, City of Danville	dpcs.org
Dickenson County	Dickenson	dcbhs.com
District 19	Dinwiddie, Greensville, Prince George, Surry, Sussex, Colonial Heights, Emporia, Hopewell, Petersburg	d19csb.com
Eastern Shore CSB	Accomack, Northhampton	escsb.org
Fairfax-Falls Church CSB	Fairfax, City of Falls Church, City of Fairfax	fairfaxcounty.gov/community-services-board/#gsc.tab=0
Goochland-Powhatan	Goochland, Powhatan	gpcsb.org
Hampton-Newport News CSB	City of Hampton, City of Newport-News	hnnscsb.org
Hanover County CSB	Hanover	hanovercounty.gov/358/Community-Services-Board
Harrisonburg-Rockingham CSB	Rockingham, City of Harrisonburg	hrscsb.org
Henrico Area Mental Health and Developmental Services	Henrico, New Kent, Charles City	henrico.us/mhds
Highlands CSB	Washington, City of Bristol	highlandscsb.org
Horizon Behavioral Health	Amherst, Appomattox, Bedford, Campbell, City of Lynchburg	horizonbh.org

COMMUNITY SERVICE BOARDS CONTINUED

Loudoun County Department of Mental Health, Substance Abuse and Developmental Services	Loudoun	loudoun.gov/index.aspx?NID=121
Middle Peninsula-Northern Neck CSB	Essex, Gloucester, King & Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, Westmoreland.	mpnnscsb.org
Mount Rogers Community Services	Bland, Carroll, Grayson, Smyth, Wythe, City of Galax	mtrogerscsb.com
New River Valley Community Services	Floyd, Giles, Montgomery, Pulaski, City of Radford	nrvc.org
Norfolk CSB	City of Norfolk	norfolk.gov/index.aspx?NID=996
Northwestern CSB	Clarke, Frederick, Page, Shenandoah, Warren, City of Winchester	nwcsb.com
Piedmont CSB	Franklin, Henry, Patrick, City of Martinsville	piedmontcsb.org
Planning District One Behavioral Health Services	Lee, Scott, Wise, City of Norton	pd1bhs.org
Portsmouth Behavioral Healthcare Services	Portsmouth	portsmouthva.gov/149/Behavioral-Healthcare
Prince William County CSB	Prince William, City of Manassas Park, City of Manassas	pwcgov.org/government/dept/cs/Pages/default.aspx
Rappahannock Area CSB	Caroline, King George, Spotsylvania, City of Fredericksburg	rappahannockareacs.org
Rappahannock-Rapidan CSB	Culpeper, Fauquier, Madison, Orange, Rappahannock	rrcsb.org
Region Ten CSB	Albemarle, Fluvanna, Greene, Louisa, Nelson, City of Charlottesville	regionten.org
Richmond Behavioral Health Authority	City of Richmond	rbha.org
Rockbridge Area CSB	Bath County, Rockbridge County, City of Buena Vista, City of Lexington	racs.org
Southside Behavioral Health	Brunswick, Halifax, Mecklenburg	sscsb.org
Valley Community Services Board	Augusta, Highland, City of Staunton, City of Waynesboro	myvalleycsb.org
Virginia Beach Human Services	City of Virginia Beach	vb.gov/government/departments/human-services/Pages/default.aspx
Western Tidewater CSB	Isle of Wight, Southampton, City of Franklin, City of Suffolk	wtcsb.org

INTERNET RESOURCES

Website	Useful For	Link
Service Locators		
VirginiaNavigator	A family of websites that connects you with all sorts of resources close to you! These sites allow you to search for services by zip code, city or county to locate service providers near you.	virginiannavigator.org
disAbilityNavigator	The best way to find disability services in Virginia, including personal assistance, accessible housing, benefits and more.	disabilitynavigator.org
Eldercare Locator	Website run by the U.S. Administration on Aging which connects you to services for older adults and their families.	eldercare.acl.gov/Public/Index.aspx
SeniorNavigator	The trusted guide to healthy aging in Virginia. Search for housing options, transportation programs, caregiving resources, and other services for seniors.	seniornavigator.org
VeteransNavigator	Helps Virginia veterans and their families navigate post-military life with resources related to benefits assistance, health care, employment training and more.	virginiannavigator.org
Virginia Office for Aging Services (OAS)	Connects you with resources in the state of Virginia.	vda.virginia.gov
VDA Find Your Local Virginia AAA	Allows you to learn which local Area Agency on Aging you should contact.	vda.virginia.gov/findservicesintro.htm
Find Your Local Virginia Department of Social Services	Allows you to learn which local Social Services you should contact.	dss.virginia.gov/localagency/index.cgi
Caregiving		
Aging Together	Works to develop programs and services that make sense at the local level.	agingtogether.org
AARP Family Caregiving	Has valuable information about handling medical issues, health records and advance directives, home safety, financial and legal issues, caregiver life balance and much more.	aarp.org/caregiving

Website	Useful For	Link
Caregiver Action Network	Allows you to connect anonymously with other family caregivers in the Care Community to receive encouragement and advice.	caregiveraction.org/join
Beard Center on Aging	Programs focus on community education and outreach involving students and faculty with older individuals of Central Virginia.	
Riverside Caregiver Commons	Programs for caregivers in the Commonwealth of Virginia to include counseling and education.	riversideonline.com/cealh/services/caregiver-commons.cfm
Full Circle of Care	Online PDF book about mental health and caregiving.	caregiving.org/circleofcare
VA Caregiver Support	Provides resources, education and support to caregivers of Veterans.	caregiver.va.gov
Family Caregiver Alliance	Services include assessment, care planning, direct care skills, wellness programs, respite services, and legal/financial consultation vouchers.	caregiver.org
National Family Caregiver Support Program	Provides grants to states and territories to fund various supports that help family and informal caregivers care for older adults in their homes for as long as possible.	acl.gov/programs/support-caregivers/national-family-caregiver-support-program
Caregiver Action Network	A non-profit organization providing education, peer support, and resources to family caregivers across the country free of charge	caregiveraction.org
Abuse & Neglect		
National Center on Elder Abuse	Provides education on elder abuse and neglect.	ncea.acl.gov
Virginians Against Domestic Violence	Get information on the Virginia coalition to end domestic violence and links to available resources for domestic violence victims.	nrd.gov/resource/detail/15099032/Virginians+Against+Domestic+Violence
Virginia Adult Protective Services (APS)	Allows you to figure out which local APS agency to report abuse and neglect to.	dss.virginia.gov/localagency/index.cgi

Website	Useful For	Link
Aging Education/Resources		
Administration for Community Living (ACL)	Provides information about ACL and the services and programs they offer.	acl.gov/about-acl/administration-aging
American Geriatrics Society	Provides education on geriatrics and older adults.	americangeriatrics.org
National Council on the Aging (NCOA)	Discovering community programs and services, getting online help, and learning about advocacy issues.	ncoa.org
National Institute on Aging	Offers information about the science of healthy aging, and Alzheimer's disease and Alzheimer's disease-related dementia.	nia.nih.gov
Virginia AARP	Find your local AARP chapter and get connected to resources.	states.aarp.org/virginia
Alzheimer's Disease & Dementia		
AlzPossible - Virginia's New Virtual Center on Alzheimer's Disease	Serves as a virtual center for providing training and resources for professionals about Alzheimer's Disease and dementia in the Commonwealth of Virginia.	alzpossible.org
Alzheimer's Association (National Chapter)	Provides education, awareness, and support related to Alzheimer's Disease.	alz.org
Alzheimer's Disease Education & Referral Center	Serves as an educational resource about Alzheimer's Disease and dementia.	nia.nih.gov/health/about-adear-center
DARS Dementia Services	Provides information about dementia and Alzheimer's as well as connects you to services in the Commonwealth of Virginia.	vda.virginia.gov/dementia.htm
Insight Memory Care Clinic	A memory clinic located in Northern Virginia that provides specialized care, support, and education for persons with Alzheimer's and dementia.	insightmcc.org/welcome.html
No Wrong Door	A free service that helps you find the local resources you need in the Commonwealth of Virginia.	211virginia.org/consumer/index.php

Website	Useful For	Link
VCU Medical Center Aging Brain Center	Provides training, education, and resources related to abuse in later life, dementia, Geriatric Education, and Lifelong Learning.	vcoa.chp.vcu.edu
Autism Services and Supports		
Autism Speaks	Educational resources on autism as well as connections with services and supports.	autismspeaks.org
Autism Society	Find autism related resources	ascv.org/resources/resource-directory
DARS Autism Services	Get connected with vocational training for persons with autism	autismspeaks.org
Individual and Family Support Program	Get counseling on waived services for persons with developmental disabilities.	dbhds.virginia.gov/developmental-services/ifsp
Brain Injury Services		
Brain Injury Association of Virginia	Provides access to Neuro-Resource Facilitation, Support Groups, and Camp Bruce McCoy (an overnight camp experience) for persons with a brain injury.	biav.net/services
Brain Injury Connections of the Shenandoah Valley	provides adult and pediatric case management, Community Support Services (life skills training), and Support Groups for individuals with brain injury.	bicsv.org
Brain Injury Services, Inc.	provides adult and pediatric case management and operates a clubhouse program in Alexandria (ADAPT).	braininjurysvcs.org
Brain Injury Services of Southwest Virginia	provides adult and pediatric case management, Community Support Services (life skills training), and a unique telesupport program known as the Community Living Connection (CLiC) for survivors of brain injury.	bisswva.org
Community Brain Injury Services, Inc.	provides adult case management and operates two clubhouse programs - The Mill House in Richmond and Denbigh House in Newport News.	communitybraininjury.org

Website	Useful For	Link
Eggleston Services, Inc.	provides adult case management and operates a clubhouse (Beacon House) in Virginia Beach.	egglestonservices.org
No Limits Eastern Shore	provides adult case management and operates No Limits day program.	nolimitseasternshore.com
The Bridgeline	provides adult case management and operates a clubhouse The BridgeLine in Charlottesville.	thebridgeline.org
Virginia Supportive Housing	provides case management for residents of two community homes for people with brain injury: Independence House in the Fulton Hill community, and Bliley Manor in Southside Richmond.	virginiassupportivehousing.org
Cooling & Heating Assistance		
Dominion Virginia Power's FanCare & EnergyShare Programs	Helps qualified customers pay energy bills for any type of heating and cooling source.	dominionenergy.com/virginia/billing/billing-options-and-assistance/energyshare
Senior Cool Care	Sponsored by Dominion Energy and administered by DARS that helps low-income older citizens in Virginia keep cool during summer months	vda.virginia.gov/seniorcoolcare.htm
Virginia Department of Social Services' Energy Assistance Programs	Helps eligible low-income households offset expenses associated with heating and/or cooling their home.	dss.virginia.gov/benefit/ea/index.cgi
Commonwealth of Virginia		
Commonwealth Calendar	Allows you to search for events in the Commonwealth of Virginia.	virginia.org/directory/Events
State Agency List	List of state agencies in the Commonwealth of Virginia.	virginia.gov/agencies
Virginia Governor	The website for the governor of Virginia.	governor.virginia.gov

Website	Useful For	Link
Virginia Regional Directory	Provides access a categorized list of organizations that are located in Virginia.	regionaldirectory.us/virginia.htm
Disability Resources		
disAbility Navigator	The best way to find disability services in Virginia, including personal assistance, accessible housing, benefits and more.	disabilitynavigator.org
Centers for Independent Living (CILS)	Non-residential places of action and coalition designed and operated by people with disabilities. Promotes leadership and independence as well as works with local communities to remove barriers to independence.	vadars.org/cbs/cils.htm
DARS Traumatic Brain Injury Services	Serves as a point of contact for internal and external customers seeking general or agency-specific information about brain injury resources.	vadars.org/cbs/biscis.htm
PAS Program	Program which assist an individual with a disability to perform activities of daily living and other every day activities.	vadars.org/cbs/pas.htm
Supported Decision Making	Provides information related to FAQ's on Supported Decision Making.	aclu.org/sites/default/files/field_document/faq_about_supported_decision_making.pdf
Driving - Mature Driver Safety		
Virginia GrandDriver Program	Provides information about Virginia GrandDriver Program.	granddriver.net
Virginia Department of Motor Vehicles' Mature Driver Safety	Provides information about mature driver safety.	dmv.virginia.gov/safety/#programs/mature/index.asp
Demographics		
Virginia Department of Health's Center for Health Statistics	Developed to provide a convenient access point for health-related data for Virginia.	vdh.virginia.gov/data
U.S. Bureau of the Census	Provides data related to the U.S. Census.	census.gov

Website	Useful For	Link
U.S. Center for Health Statistics	Provides statistical information that will guide actions and policies to improve the health of the American people.	cdc.gov/nchs/index.htm
Emergency Response		
Virginia Department of Emergency Management	Gives information about emergency preparedness in the Commonwealth of Virginia.	vaemergency.gov
Virginia Department of Health's Emergency Preparedness & Response Programs	Provides information about emergency preparedness and how to effectively respond to an emergency that impacts public health in the Commonwealth of Virginia.	vdh.virginia.gov/central-virginia/emergency-preparedness-response-epr
National Fire Protection Association (NFPA)	Provides information about fire safety.	nfpa.org
Falls Prevention		
Centers for Disease Control STEADI	Provides tools and materials that help identify patients at low, moderate, and high risk for a fall; identify modifiable risk factors; and offer effective interventions.	cdc.gov/steady
DARS Falls Prevention	Information about Falls Prevention programs in the Commonwealth of Virginia.	vda.virginia.gov/vaFallsprevention.htm
National Council on Aging	Provides education on Falls prevention.	ncoa.org/FallsPrevention
National Institute on Aging	Provides information and resources on exercise and healthy aging.	nia.nih.gov/health/exercise-physical-activity
Fraud		
Better Business Bureau	Provides information about the quality of a company before you do business with it.	bbb.org
Virginia Attorney General's Office	Website for the Virginia Attorney General.	oag.state.va.us

Website	Useful For	Link
Virginia Department of Professional & Occupational Regulation	Agency which issues professional credentials, licenses, certificates or registrations.	dpor.virginia.gov
Federal Government Agencies		
U.S. Administration on Aging (AOA)	Principal agency of the U.S. Department of Health and Human Services designated to carry out the provisions of the Older Americans Act of 1965 (OAA)	acl.gov/about-acl/administration-aging
U.S. Consumer Product Safety Commission	Agency charged with protecting the public from unreasonable risks of injury or death associated with the use of the thousands of types of consumer products	cpsc.gov
U.S. Center for Disease Control & Prevention	Principle public health agency in the U.S. Department of Health and Human Services.	cdc.gov
U.S. Department of Health and Human Services (HHS)	Agency which enhances and protect the health and well-being of all Americans.	hhs.gov
U.S. Social Security Administration	Agency responsible for administering programs such as medicare, retirement, supplemental security income, and disability benefits.	ssa.gov
U.S. Veterans Affairs Department	Agency responsible for veteran health-care and veteran benefits.	va.gov
Grandparents Caring for Grandchildren		
AARP Guide for GrandFamilies	Connects you to tips, tools and resources. Also connects you to services and supports you need to take care of yourself and your family.	aarp.org/relationships/friends-family/info-08-2011/grandfamilies-guide-getting-started.html
Brookdale Foundation	Provides information about the Relatives as Parents Program (RAPP) which provides extensive services, primarily to relative caregivers caring for children outside the foster care system.	brookdalefoundation.org
Generations United Database	Connects you to intergenerational programs in your area.	gu.org/ig-program-database

Website	Useful For	Link
Grand Living the Ageless Life	Provides information and education on raising grandchildren. Includes information on school, ADHD, and other issues effecting children.	grandmagazine.com/ournews/you-and-your-grandkids/grandparents-raising-grandchildren-2
Home Care		
Homecare Online - the National Association for Home Care	Provides education on homecare as well as information about services and resources in your area.	nahc.org
National Private Duty [Homecare] Association (NPDA)	Assists you in finding a home health-care provider in your area.	privatedutyhomecare.org
Hospice Care		
Medicare's Hospice Benefits	Provides information on the medicare hospice care program.	medicare.gov/coverage/hospice-care
Virginia Association for Hospices	Provides education on hospice for professionals and caregivers.	virginiahospices.org
Housing		
U.S. Department of Housing and Urban Development (HUD) Information for Seniors	Assists you in finding information related to affordable senior housing.	hud.gov/topics/information_for_senior_citizens
Virginia Department of Housing & Community Development	Provides a list of all housing programs in the state of Virginia.	dhcd.virginia.gov/all-programs
Insurance		
Federal Long-Term Care Insurance Program (FLTCIP) for Federal Employees	Provides information about the Federal Long Term Care Insurance Program (FLTCIP).	opm.gov/insure/ltc
Affordable Care Act Marketplace	Allows you to enroll in ACA healthcare plans, change plans, and see what you are eligible for in terms of insurance.	healthcare.gov
National Association of Insurance Commissioners (NAIC) "Get Smart About Insurance"	Provides information on FAQ's related to healthcare reform.	content.naic.org/index_health_reform_faq.htm

Website	Useful For	Link
Legal Issues & Services		
American Bar Association's (ABA's) "Find Legal Help.org"	Helps you find legal help in your area.	abanet.org/legalservices/findlegalhelp/home.html
Equal Employment Opportunity Commission	Agency responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy, transgender status, and sexual orientation), national origin, age (40 or older), disability or genetic information.	eeoc.gov
National Center on Poverty Law	Advocacy group that works to build a future free from racism, poverty, and the interlocking systems designed to keep those inequities alive.	povertylaw.org
VaLegalaid.org	Assists you in finding legal help in the Commonwealth of Virginia.	valegalaid.org/find-legal-help
Virginia Legal Aid Society	Assists Virginian's in getting legal help related to various topics such as elder law, medicaid access, special education, and guardianship.	vlas.org
Virginia Poverty Law Center	Breaks down systemic barriers that keep low-income Virginians in the cycle of poverty through advocacy, education, and litigation.	vplc.org
Long-Term Care		
Help Guide	A comprehensive, easy to use directory of nursing homes, assisted and independent living facilities, Alzheimer's care facilities and continuing care retirement communities.	helpguide.org/articles/alzheimers-dementia-aging/senior-housing.htm
Virginia Department of Social Services Assisted Living Facility	Provides information on assisted living facilities in the Commonwealth of Virginia.	dss.virginia.gov/facility/alf.cgi
Long-Term Care Ombudsman Program		
Office of the State Long Term Care Ombudsman	Ombudsmen advocate for older persons receiving long term care services, whether the care is provided in a nursing home or assisted living facility, or through community-based services to assist persons still living at home.	elderrightsva.org

Website	Useful For	Link
Medicare		
Official U.S. Government Site for Medicare	General website which provides information about Medicare.	medicare.gov
Medicare Rights Center	Provides education and counseling on medicare.	medicarerights.org
Virginia Insurance Counseling & Assistance Program (VICAP)	Connects you to the VICAP insurance counseling program that is available for Virginians.	vda.virginia.gov/vicap.htm
Medicaid		
Cover Virginia	Provides detailed information about medicaid services in Virginia.	coverva.org/medic-aid/#home.
The Centers for Medicare & Medicaid Services	General website which provides information about medicaid.	cms.gov
Medication		
AARP Prescription Discounts	Gives access to prescription drugs at a discounted price.	aarppharmacy.com
Generic Drugs: The Unadvertised Brand	Provides information about how to save money on medications.	theunadvertisedbrand.com
Health Assistance Partnership (HAP)	Counsels and educates Medicare beneficiaries so we can make informed health care decisions	hapnetwork.org
Medicare Drug Discount Card Guide	Provides information about drug cards such as eligibility, how to use them, and where to use them.	payingforseniorcare.com/pharmaceutical-assistance/drug-cards
The Medicine Program	Nationwide program that helps people of all ages who cannot afford their prescription medication	themedicineprogram.com
U.S. Food and Drug Administration's Generic Drug Information	Gives information of generic drugs.	fda.gov/drugs/buying-using-medicine-safely/generic-drugs

Website	Useful For	Link
Mental Health		
Mental Health America	The nation's leading community-based nonprofit dedicated to addressing the needs of those living with mental illness and promoting the overall mental health of all.	mhanational.org
National Alliance on Mental Illness - Virginia	Provides education, support, information, training, and resources, and engage in systems change policy advocacy.	namivirginia.org
Depression and Bipolar Support Alliance	Provides hope, help, support, and education to improve the lives of people who have mood disorders.	dbsalliance.org
Anxiety and Depression Association of America (ADAAA)	Provides education about the disorders and helps people find treatment, resources, and support.	adaa.org
SAMHSA's National Helpline	The agency within the U.S. Department of Health and Human Services that leads public health efforts to advance behavioral health.	samhsa.gov
Nursing Homes		
Medicare's Nursing Home Comparison page	Nursing Home Compare has detailed information about every Medicare and Medicaid certified nursing home in the country.	medicare.gov/nursinghomecompare/search.html?
Virginia Health Care Association	Allows you to find nursing homes in your area.	vhca.org/locator
Virginia Health Information	Allows you to find nursings homes in your area.	vhi.org/Nursing/default.asp
Nutrition		
DARS Nutrition Services	Get connected to nutrition programs in your area such as home-delivered meals and congregate meals.	vda.virginia.gov/nutrition.htm
healthfinder®	Provides information and education on proper nutrition.	health.gov/myhealthfinder/topics/everyday-healthy-living/nutrition
Nutrition.gov	Offers credible information to help you make healthful eating choices.	Nutrition.gov
U.S. Food and Drug Administration	Agency which regulates food, drugs, medical devices, vaccines, and more.	www.fda.gov

Website	Useful For	Link
Virginia Cooperative Extension at Virginia Tech	Assists you in finding a local cooperative extension program near you.	ext.vt.edu/offices.html
Olmstead Plan for Virginia		
Olmstead in Virginia	Provides information about the Olmstead plan in the Commonwealth of Virginia.	olmsteadva.com
Socialization Programs for Older Adults		
Lifelong Learning Institute in Chesterfield	A member-supported organization designed to meet the educational and social enrichment needs of adults age 50 and “better.”	vcoa.chp.vcu.edu/programs/life-long-learning-institute
Senior Center Directory	List of senior centers in Virginia	seniorcenterdirectory.com/virginia
Taxes		
AARP Foundation Tax Aid	Helps you find online and in-person options for getting help with your taxes.	aarp.org/money/taxes/info-2018/aarp-tax-help-fd.html
IRS	The official website with information about taxes.	irs.gov



To learn more about services and programs available to older Virginians and their families, or to learn how to contact your local Area Agency on Aging (AAA), contact the Virginia Department for the Aging and Rehabilitative Services using the information provided below.

Virginia Department for Aging and Rehabilitative Services
Office for Aging Services
1610 Forest Avenue, Suite 100, Richmond, VA 23229
Toll-Free: 1-800-552-3402 (Nationwide Voice/TTY)
Phone: (804) 662-9333
E-mail: aginginfo@dars.virginia.gov
Web Site: vda.virginia.gov

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**VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES**