



VIRGINIA DEPARTMENT FOR AGING  
AND REHABILITATIVE SERVICES

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## Programs and Services for Older Virginians and their Families Provided by Area Agencies on Aging

**Adult day care** provides supervised activities in a community center or other location for older adults who cannot remain alone at home during the day.

**Care Transitions** is the movement of individuals between health care providers and settings as their condition and care needs change during the course of a chronic or acute illness. It involves a set of actions designed to ensure the coordination and continuity of health care as individuals transfer between different locations, such as hospital and home.

**Case management/Care coordination** assesses an individual's needs and assists them and/or their family members with locating, applying for, receiving, and coordinating needed services and supports.

**Checking (telephone reassurance)** is a phone call to check on the individual to make sure they are well and safe in their residence.

**Chronic Disease Self-Management Education** helps individuals coping with chronic diseases, such as arthritis, high blood pressure and diabetes, to take steps to improve their overall health and maintain an active and fulfilling lifestyle through a series of six free 2½ hour weekly workshops. Participants are given tools and information about exercise, healthy eating and appropriate use of medications to help them manage their chronic illnesses.

**Communication, Information and Referral Assistance** provides information about local resources to help older adults, individuals with disabilities, caregivers, and/or families understand their choices and access long-term care services to meet their needs.

**Disease Prevention and Health Promotion** provide older adults with counseling and educational materials which help them adjust their lifestyles and physical activities in order to prevent many of the physical losses commonly experienced in old age.

**Elder abuse prevention** assists individuals who, because of advanced age, impaired health, or physical disability, are unable to care for themselves or their affairs and are at risk of abuse, neglect, or exploitation.

**Employment assists** older adults age 55 and over who seek part-time or full-time employment.

**Homemaker services** provide assistance with household tasks, essential shopping, meal preparation, and other household activities which enable an individual to remain at home.

**Legal Assistance** provides legal advice, assistance, and representation in areas of public benefits, wills, long-term care planning, protective services and age discrimination.



**Meals and Nutrition Services** provide hot and cold meals, as well as nutrition education, to older adults. These meals may be served at a community center or other central location or delivered to the homes of those individuals who cannot leave their homes.

**No Wrong Door** is a statewide initiative designed to help people navigate a complex system of long-term care services, avoid unnecessary trips to the hospital and/or nursing home and support individual choice.

**Ombudsman serves** as an advocate for individuals who receive long-term care services. The program investigates and resolves complaints made by, or on behalf of, older persons in long-term care facilities, such as nursing homes and licensed adult homes, or who receive community-based long-term care services.

**Options Counseling** is an interactive decision-support process where individuals, with support from family members, caregivers, and /or significant others, are supported in their

deliberations to make informed long-term support choices based on their individual preferences, strengths, needs, values and circumstances.

**Personal Care services** provide assistance with critical activities of daily living such as bathing, dressing, eating and toileting.

**Transportation transports** older adults to and from needed community facilities and resources. Unassisted transportation is typically curb to curb while assisted transportation is door to door.

**Virginia Insurance Counseling and Assistance Program** assists Medicare eligible persons to evaluate their insurance needs; choose a Medicare plan; choose a Medicare supplemental policy, if needed; review long-term care insurance policies; and apply for low income subsidies and Medicare savings plans.

**Volunteer programs develop opportunities and recruit and supervise individuals who want to do volunteer work in aging programs and services.**

**Find your local Area Agency on Aging:**  
[www.vda.virginia.gov/aaalist.asp](http://www.vda.virginia.gov/aaalist.asp)



For more information about DARS, visit [www.vadars.org](http://www.vadars.org)  
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