

Taking Care



**A Resource Guide for
Caregivers**

Taking Care

This guide was created by the Virginia Caregiver Coalition (VCC). It is composed of public, private and non-profit organizations and individual caregivers. The VCC is dedicated to improving the caregiving experience through education, advocacy and resource accessibility so that caregivers are valued and supported. The founding members of the VCC are (in alphabetical order):

AARP Virginia

Adult Care Center of Central Virginia

Alzheimer's Association - Greater Richmond Chapter

Bon Secours Richmond Health System

Caregivers Community Network, James Madison University

Crater Community Hospice

District Three Senior Services

Susan Estes, Caregiver, Richmond, Virginia

Fairfax Area Agency on Aging

Instructive Visiting Nurse Association

Mountain Empire Older Citizens, Inc.

South Richmond Adult Day Care Center

Senior Connections - The Capital Area Agency on Aging

SeniorNavigator.com

Urban League of Greater Richmond, Inc.

Virginia Association of Area Agencies on Aging (V4A)

Virginia Department for the Aging (VDA)

Virginia Department for the Blind & Vision Impaired (VDBVI)

Virginia Department of Medical Assistance Services (DMAS)

Virginia Department of Social Services (DSS)

Virginia Poverty Law Center

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Introduction

Are you a caregiver?

If you are helping a spouse, relative, friend or neighbor with some of their activities of daily living, then you are a caregiver. Caregivers are the backbone of the long-term care system, providing assistance and support to those who need help.

What does a caregiver do?

Caregivers typically provide any of the following types of assistance:

- Help with paying bills;
- Help with household chores such as shopping, cooking, laundry and/or home maintenance;
- Help with personal care (dressing, bathing, feeding toileting, etc.);
- Help moving around the house or outside the house (transportation);
- Help with taking medications;
- Help with making or receiving telephone calls;
- Help arranging or coordinating services outside the home; and
- Companionship through personal visits or by telephone.

What are caregivers like in Virginia?

- The average caregiver's age is 43;
- 80% of caregivers provide transportation-related help;
- 77% of caregivers are employed;
- 71% assist with grocery shopping, managing finances or help with housework;
- 60% prepare meals;
- 55% are female;
- 46% give medicines, pills or injections;
- 36% are age 50 or older;
- 34% aid the care recipient with mobility in and out of beds and chairs;
- 29% arrange or supervise caregiving services; and
- 23% help with activities of daily living (ADLs) such as toileting, dressing and bathing.¹

¹ Caregiving in the U.S.: Spotlight on Virginia, National Alliance for Caregiving and AARP, 2004, p.1 & p. 3

The Two Sides of Caregiving

Being a caregiver is difficult, as it requires adding another set of responsibilities to those you already have to your job, your spouse, your children, your friends, etc. In addition, the nature of your relationship with the person needing care is changing. Many caregivers eventually find themselves unable to cope with the rising levels of stress in their life, resulting in “burnout,” depression, anxiety and even physical ailments that threaten their health. To avoid or minimize the negative effects of caregiving, at the outset your plans should address **the two sides of caregiving**:

- Plans that will help you to take care of another person; and
- Plans to ensure that you continue to take care of yourself.

Taking Care of Another Person

1. Decide what kind of assistance your loved one needs

Each person is different, and their circumstances and resources reflect that. A person who is aging may need different types of services than a younger person who is disabled. In addition, people who need care may be affected physically, mentally, socially, occupationally or financially, or they may be experiencing changes in several of these areas. However, a variety of services exist to help you and your loved one cope with these changes.

Service examples:

- Home-delivered meals;
- Congregate meals (group meals served at a particular location);
- Adult day care programs;
- Care management (also referred to as case management);
- In-home aide service;
- Therapy (physical, speech, occupational, etc.);
- Senior center programs;
- Transportation;
- Health and wellness promotion;
- House cleaning and home maintenance;
- Medication management;
- Abuse, neglect or exploitation education and awareness;
- Information and assistance about other resources; and
- Respite care (to help both the individual and the caregiver).

Taking Care of Another Person - Continued:

2. Develop a care plan

In developing a care plan, you must HONESTLY assess the type(s) of care that you can provide, and what types of care others (such as relatives, friends or service professionals) will have to provide. It is best, when developing a care plan, to actually underestimate your own abilities, so that if an illness or an emergency occurs, it will be easier to put a backup plan into place. For example, no one person can provide care for an individual 24 hours a day, 7 days a week. To create a care plan based on this unrealistic expectation is to assure that the plan will fail, placing both the care recipient and the caregiver at risk. To help you decide which types of services your loved one may need, review the chart below. Your selection of the phrase(s) that fit your loved one's situation will help you determine what kind of services are needed.

| The person I am caring for... | Service They Need | Where To Find Help |
|---|--|--|
| A. Really needs to get out and socialize. | Socialization or volunteering programs. | Senior centers, adult day care, friendly visitors, city recreation department, Faith in Action. |
| B. Is grieving over the death of a loved one. | Bereavement support - dealing with the normal grieving process. | Bereavement Support Programs, hospice programs, hospitals, local funeral homes. |
| C. Cannot drive or use public transportation and taxicabs are too expensive or unavailable. | Transportation for older persons. | Local Area Agencies on Aging (AAAs), private transportation services, transportation for people with disabilities. |
| D. Is unable to remain in his or her present housing situation. | Special housing options available for the elderly. | Local housing authority, local AAAs, geriatric care managers. |
| E. Needs help with food preparation and/or housekeeping and/or laundry. | Homemaker services - non-medical services that help seniors remain in their homes. | Private homemaker services, personal care agencies, local AAAs. |

Taking Care of Another Person - Continued:

| The person I am caring for... | Service They Need | Where To Find Help |
|---|--|--|
| F. Needs help with personal care (bathing, dressing, grooming, toileting, etc.) | Home Health or Personal Care Aides provide basic and/or personal health care. | Home health agencies, public health nurses, geriatric care managers or personal care agencies. |
| G. Needs skilled nursing care or occupational, speech or physical therapy. | Skilled nurse or therapist. | Home health agencies, public health nurses, geriatric care managers. |
| H. Needs 24-hour supervision even though he or she resists it. | Private Home Care or Nursing Home Care that provides 24-hour medical supervision. | Personal care agencies, home health agencies, local AAAs, geriatric care managers. |
| I. Cannot be left alone during the day. | Monitoring/Safety - Volunteers who visit with the person, or a facility which provides constant supervision. | Adult day care, live-in attendant, local AAAs, home health agencies, geriatric care managers. |
| J. Has health care costs which are overwhelming. | Reduction in the cost of quality health care. | Medicare, Medicaid, local AAAs, Virginia Insurance Counseling & Assistance Program (VICAP). |
| K. Is depressed/angry/suspicious all of the time, and just sits around the house. | Talk with their primary care physician. A mental health evaluation may be necessary to assess their psychological stability. | Mental health departments, geriatric care managers, psychiatric hospitals, emergency rooms. |
| L. Has a terminal illness and wants to die at home. | Hospice care - medical and social services designed for terminally ill patients. | Hospice organizations, American Cancer Society, faith-based organizations. |

Taking Care of Another Person - Continued:

3. Gather information on services and resources

Once you develop an idea of what kind of services your loved one needs and have a rough idea of what you can realistically contribute, the next step you will need to take is gathering information about services and resources available in your area that can assist you. You **will** need assistance of some kind, whether it be from friends, relatives, volunteers or service professionals, so it is best to explore options at the beginning of the caregiving process. In Virginia, there are several avenues you can take to identify resources in your local area, as follows:

- A. Contact your local Area Agency on Aging (AAA).** To determine which AAA serves your community, turn to page 30 of this guide and follow the instructions under the map of Virginia.
- B. Use the Internet.** If you have internet access, you can use the ElderCare Locator web site located at: <http://www.eldercare.gov>. You can also use the SeniorNavigator web site located at <http://www.seniornavigator.com>. This site allows you to search for services by zip code, city or county to locate service providers near you. If you do not have access to the internet, there are many SeniorNavigator Centers that can help you. Call toll-free 1-866-393-0957 to find the SeniorNavigator Center nearest you.
- C. Call the Virginia Department for the Aging.** VDA has a nationwide, toll-free number (1-800-552-3402 Voice/TTY) that operates Monday through Friday from 8:30 a.m. to 5:00 p.m. Eastern Standard Time (excluding major holidays). VDA staff will be happy to refer you to resources in your area.
- D. Use your telephone yellow pages.** Look under subject headings like:

| | |
|-------------------------------------|------------------------------|
| Adult Care | Home Health Services |
| Alarm Systems/Medical Alert Systems | Hospices |
| Alternative Health/Therapy | Hospital Equipment/Supplies |
| Alzheimer's disease | Lawyers (Elder Law, etc.) |
| Ambulance Services | Medical Equipment & Supplies |
| Counselors - Human Relations | Medical Transportation Svcs |
| Churches or Temples | Mental Retardation |
| Day Care Centers - Adult | Nurses/Nurses Registries |
| Developmentally Disabled Services | Nursing Homes & Care |

The list shown above is not comprehensive. Additional information on resources and services can be found in the "Resources" section at the end of this book.

Taking Care of Another Person - Continued:

4. Contact service organizations

Once you have decided which services to contact, get a notebook or pad where you can record contact information for each organization, such as:

- Name and address of the organization;
- Date and time of your telephone call or visit;
- Days and hours of normal operation (when they are open for business);
- The name of the person you spoke to; and
- The person's telephone number.

Sample questions to ask

When you call a service organization, the conversation might be like this: "Hello, I would like some information about programs that can help me provide my loved one with some assistance with X." (Replace the X with the type 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?"

- A. What types of services do you provide?
- B. How can I receive an application for these services?
- C. If I can't complete the application by myself, can someone at your organization help me complete it?
- D. What documents will you need to verify my and/or my loved one's identity? (Driver's license, Social Security card, Virginia ID card, etc.)
- E. What documents will you need to verify my or my loved one's level of income? (pay stubs, pension forms, Social Security check stubs, etc.)
- F. What documents will you need to verify my loved one's medical condition, mental status, medication levels, etc.? Will you contact his doctor(s), therapists or pharmacists?
- G. What type of documents can you provide to me to verify that your organization and your employees are properly screened, licensed, trained and insured?

Taking Care of Another Person - Continued:

Sample questions to ask - continued:

- H. If I don't have the documents I need to verify my or my loved one's identity or income level, can I provide them to you at a later time?
 - I. If I don't have the necessary documents or medical records, can someone at your organization help me get them?
 - J. Does your organization charge a fee for providing the help I need?
 - If so, how much will it be?
 - Does your organization have a "sliding fee scale" based upon a person's income level and ability to pay?
 - Will I need to pay you "up front" or will you send me a bill?
 - What forms of payment will you accept (check, credit card, etc.)?
 - Must I pay the whole fee at once or can I pay in installments?
 - Will any interest be charged if I pay in installments?
 - If I am unable to pay the fee, can it be waived?
 - K. Is any or all of the fee covered by my private insurance, Medicare or Medicaid?
 - L. Will your organization seek approval from, and/or file claims with my private insurance, Medicare or Medicaid, or will I need to do it myself?
 - M. What type of service schedule(s) does your organization offer? (i.e., visits twice a week, every day, etc.) What is your company's policy in case of inclement weather?
- 5. Present the information you have gathered to other relatives, friends or potential caregivers for your loved one, and discuss the options.**

Together, make decisions that will shape the care plan. If everyone who will be involved in caring for your loved one (or paying for them to receive care from service professionals) has a chance to provide input at the beginning of the caregiving process, they are less likely to have concerns about it later.

Taking Care of Another Person - Continued:

6. Draft a final care plan and distribute it

Write down the final version of the plan, and make sure that all the information on it is correct. Make sure that the plan includes instructions for inclement weather, power outages, fires, medical emergencies, etc. Include the number for the CDC's poison control center, 911, doctor's and dentist's numbers, etc. Also include the names of each caregiver, along with their address, telephone numbers (work, home, etc.), pager numbers, cell phone numbers, fax numbers and e-mail addresses.

Give each caregiver several copies of the plan, and ask them to let you know if any of their information needs to be corrected or updated. Place a copy of the list in an easy-to-find place (on your refrigerator or a bulletin board, etc.), and pick several dates (such as the beginning and ending of Daylight Savings Time in the spring and fall) to check the list's accuracy.

7. Communicate effectively with physician(s)

Effective and ongoing communication with your loved one's doctor(s) can enhance your relationship with the physician(s). It is helpful to be as prepared for a visit as possible, as it will tell the doctor that you value your loved one's health. It will also encourage him or her to keep you informed. The following are some tips for improving communication with your loved one's doctor(s):

- Write down any symptoms your loved one may be experiencing, along with other pertinent information (time of day, what food or liquid they received and when, their emotional state at the time, etc.). Also write down any questions you may want to ask, or any concerns that you have.
- Regardless of how insignificant you feel the doctor may think it is, ASK THE QUESTION! You are guarding your loved one's health, and the doctor may not know about your concerns if you do not discuss them.
- Ask the doctor if the treatment he or she is prescribing is standard for your loved one's condition, or if it is new, controversial or experimental.
- Be sure to discuss the medications that your loved one may take. Ask about any side effects they may experience while taking medication prescribed by the doctor.

Taking Care of Another Person - Continued:

7. Communicate effectively with physician(s) - continued:

- Make sure you know the correct spelling of the name of each medication that your loved one is taking, as well as how many times a day they take it, and what amount they take each time (the dosage). Make a list of all of your loved one's current medications (both prescription and over-the-counter (OTC) medicines,) as well as vitamin and mineral supplements. Give a copy of the list to each physician, as well as to all individuals who care for your loved one. Post a copy of the list in a conspicuous place (like the refrigerator) in case it is needed by other caregivers or emergency personnel.
- Ask if a new medication will interact negatively with your loved one's current medications (both prescription and over-the counter (OTC) medicines,) as well as any vitamin, mineral or herbal supplements.
- Ask for recommendations regarding taking a medication - should it be taken with food, at what times, and what to do if a dose is missed.
- Ask if medications can be obtained in "generic" form, as they cost less than brand-name medications.
- Ask for storage instructions for each medication, i.e., keep in the refrigerator, in a medicine cabinet, etc.
- Ask the pharmacist for special packaging, such as easy-open caps or child-proof caps, liquids or capsules versus tablets, etc.
- Never give prescription medications to anyone other than the individual for which they were prescribed.
- Be sure to dispose of all medications that are out of date. Make sure that the discarded medications cannot be taken by a child, a pet, etc. by disposing of them properly.

Taking Care of Yourself

Your needs and feelings are important too! Caregivers are very susceptible to stress and can become “burned out”. In order to be a reliable caregiver for another person, **you (the caregiver) should make taking care of yourself a top priority at the very beginning.** Listed below are some ways to help you accomplish this:

- 1. Seek help early** - Caregivers who seek help early in the caregiving process are, on average, able to provide better care for a longer period of time.
- 2. Eat well** - Each day, try to eat a variety of foods from the 5 food groups:
 - Starches - bread, cereal, rice and pasta;
 - Vegetables;
 - Fruit;
 - Dairy - milk, yogurt and cheese; and
 - Protein - meat, poultry, fish, dry beans, eggs and nuts.
- 3. Exercise regularly** - Exercise can help you stay fit and maintain a healthy weight. Try to get 30 minutes or more of moderate physical activity on most (if not all) days of the week. Remember to try exercises that will help you maintain your cardiovascular fitness, your strength and flexibility.
- 4. Discuss your feelings** - There will always be many demands on your time and attention - your job, your family, caring for your loved one, etc. Feelings of helplessness, anger, fear and guilt may occur. When these feelings arise, or when conflicts occur, discuss them with the individuals involved or with a support group or mental health provider.
- 5. See your health care provider(s)** - Remember to have checkups regularly, including dental and vision exams. Take care of any health problems you might have as soon as possible. If you believe that you are becoming depressed, see a mental health professional as soon as possible.
- 6. Plan free time** - Do something you enjoy every day - indulge a hobby, visit a friend, see a movie, read, etc.) Make plans to get away occasionally for a weekend or a longer vacation.

Taking Care of Yourself - Continued:

7. Ask for assistance

Ask other family members for help when you need it, or contact organizations that help the elderly. Consider joining a support group (see below) for care providers. Mental health centers can also help you deal with any difficult feelings you may have.

8. Join or form a support group

Support groups can be found across Virginia. Many are designed to assist caregivers of people with specific diseases, such as Alzheimer's disease. In some instances, these support groups are sponsored by national or state associations, such as the Alzheimer's Disease Association or the American Parkinson's Disease Association. Contact information on these organizations can be found in the Appendices at the end of this book.

There are also general caregiver support groups, which are often sponsored by a local aging service provider or a faith-based organization such as a church or temple. A growing number of groups offer support online as an option for caregivers who have Internet access but limited time or ability to attend group meetings. Support groups allow caregivers to:

- Discuss their concerns and frustrations;
- Receive and offer emotional encouragement; and
- Share practical solutions to caregiving situations.

Taking Care of Yourself - Continued:

9. Pay attention to your emotions

Just as hunger lets you know that you need food, emotions can let you know when you need assistance or support. Often, when caregivers feel angry, frustrated, sad or inadequate, they try to make the feelings go away instead of figuring out what their emotions are telling them that they need. **Having these feelings is completely normal**, and almost every caregiver experiences them at some point in the caregiving process. Obtaining the support you need **early** in the process will benefit both you and your loved one.

Grief

Grief is the mixture of feelings we experience when we have lose something or someone dear to us. Most people associate grief with the feelings you have when a loved one dies. However, as a caregiver, you may experience many losses over your caregiving journey - including the loss of the relationship you had with the person you are caring for, social relationships that you have put on hold, and the progressive loss of independence that your loved one is going through. Grief lets us know that we need to acknowledge the changes and mourn the losses that we feel along the way, so that we can go on. To cope, talk about your feelings. Be as patient and understanding with yourself through this grieving process as you would be with others in the same circumstances.

Anger

There will probably be times as a caregiver when you are angry at everything and every one. When your anger is "all over the place," you may be using anger to mask other emotions, like sadness or fear. If you can identify one or two specific things that you are angry at, it may be that those things need to be re-adjusted. Maybe you need to get help from other family members or talk to a friend to "vent." Talking will help you feel that you are not alone, and help you realize that your efforts are both supported and appreciated.

Anger tells you that you need something, so you should not feel selfish just because you have needs. To cope with your anger, try looking at it objectively. Direct your anger at the illness or disability rather than at the person for whom you are caring. Use the energy that anger can give you in positive ways - to make changes, to exercise, to get things done that might otherwise have been neglected.

Taking Care of Yourself - Continued:

Loneliness

When the person with whom you have shared years of love and memories is no longer capable of sharing those things with you, you may feel lonely and alone. You may also feel isolated from your friends and community. Loneliness tells you several things. First, you are starting to grieve over the loss of a relationship. Second, you may need to spend more time with other people. To cope, try talking, praying or writing about your loss. You can choose to join a support group, arrange to spend time with friends or attend services at your spiritual community. You may find nurturing relationships where you least expect them.

Inadequacy

During your time as a caregiver, you will probably feel inadequate at some point. Feeling inadequate is often the result of being unable to meet the expectations placed upon you by both yourself and others. Feeling inadequate may be telling you that you need help from other sources, or that you need to learn new skills, or you need to change your expectations. You may be feeling inadequate because your loved one's health continues to decline. This is part of the caregiving process and not something over which you have control. To cope, try to accept yourself and appreciate your strengths. Allow others to help you, as it will give you additional support and will help you feel more in control.

10. Sources of help

Health Care Providers can answer your questions about your loved one's physical health, medications, diet, etc.

Senior Centers can provide you with opportunities to take part in outings, lectures, games, and other activities which offer companionship. Some centers also offer counseling and referral services.

Social Service Organizations in your community may provide:

- Transportation services
- Meals - either in a congregate (group) setting or in your loved one's home
- Regular nursing care at home
- Home Health Aides - individuals who assist with shopping, meal preparation and other household tasks. They often charge a fee based on the customer's ability to pay (called a "sliding scale.")

Taking Care of Yourself - Continued:

10. Sources of help - continued:

Social Service Organizations - Continued:

Both your local AAA and the Virginia Department for the Aging can refer you to social service organizations in your area that can assist you. See page 5 of this book for information on how to contact them. You can also search the Internet and/or look in the community services section of your telephone yellow pages under the headings “Senior Citizens” and “Elder Services.”

Local Churches and Synagogues may offer special activities, counseling services and meal programs for disabled or elderly people. They may also offer support groups for caregivers.

Volunteer Programs - individuals may perform repairs or do household cleaning chores. Students and others may offer companionship through visits.

Adult Day Care Centers provide activities for people who don't require nursing home services, but do require some help with activities of daily living. Centers can also provide a break for the caregiver(s) or their family members.

11. Recognize the symptoms of “caregiver burnout”

A caregiver may be experiencing "burnout" if:

- Their body weight either increases or decreases.
- Their personal appearance or the appearance of their environment changes.
- They sleep for unusually long periods or short periods of time.
- They feel "boxed in" by their responsibilities and feel that they have no options.
- They frequently lose their temper and exhibit anger towards the person receiving care, their family members, their doctors, or service providers.
- They cry for no apparent reason, feel depressed, or no longer take pleasure in activities they once enjoyed.

Taking Care of Yourself - Continued:

11. Recognize the Symptoms of “Caregiver Burnout” - Continued:

- Their sex life suffers due to stress.
- Their caregiving duties are interfering with their work and social life to an unacceptable degree.

If you suspect that you or someone you know is suffering from “caregiver burnout”, you should seek assistance immediately. The person suffering from “burnout” can talk with their doctor, call their local Area Agency on Aging, contact their local chapter of the Alzheimer's Association, or get in touch with their local community mental health center.

Other Useful Information

Advance care planning

Advance care planning is a process through which people decide what kind of care they want administered to them at the end of their life. Advance directives are the legal document(s) that individuals share with their health care providers and appropriate family members to make sure that they get the kind of medical treatment they want if they become unable to speak for themselves at any point in their lives.

In an advance medical directive (often called a Living Will), a person can:

- Direct that a specific procedure or treatment be provided, such as artificially administered hydration (fluids) or nutrition (feeding);
- Direct that a specific procedure or treatment be withheld; or
- Appoint a person to act as their agent in making health care decisions for them, if it is determined that the person is unable to make health care decisions for himself or herself. This includes the decision to make anatomical gifts of a specific part or parts of their body via organ and tissue donation, or of all of the body.

According to a survey conducted by AARP, 20-30% of all adults are estimated to have advance directives, yet in nearly 35% of those cases, the documents containing the directives cannot be found when they are needed. Make sure that (if possible) the person you are caring for has an advance medical directive, and that up-to-date copies are provided to their doctor(s) and family members.

Section 54.1-2984 of the Code of Virginia contains "suggested" text to be used for an advance medical directive form in Virginia. The form can be completed without the assistance of a lawyer, but individuals often consult one to ensure that the form has been completed correctly. Blank copies of the form are available on the Virginia Department for the Aging's web site at: <http://www.vda.virginia.gov/publications.htm>. You can also call VDA toll-free at 1-800-552-3402 (Nationwide Voice/TTY) to request that a copy be sent to you, or request a copy by e-mail to aging@vda.virginia.gov.

You can also document your wishes for the future in areas of your life other than medical care. This process is often referred to as "Personal Planning." VDA has materials to help guide you through this process, as follows:

- Personal Planning Checklist
- Power of Attorney Materials
- Special "Power of Attorney for Child Care" Materials
- Retirement & Finances Guide
- Tools For Life Planning Guide

Other Useful Information - Continued:

Abuse & neglect - prevention & reporting

There are many kinds and varying degrees of abuse and neglect, but they are all painful and destructive. Vigilance is needed to protect disabled and elderly people in the same way that children should be protected.

Abandonment is defined as the desertion of an person by an individual who has assumed responsibility for providing care for that person, or by a person who has physical custody of that person.

What to look for - A person may have been abandoned if:

- They have been deserted at a hospital, a nursing facility, or a similar institution;
- They have been deserted at a shopping center or other public place; or
- They report that they have been abandoned.

Neglect is the failure of a caregiver to provide goods or services necessary for the person receiving care to avoid physical harm, mental anguish or mental illness. Examples of neglect are abandoning the care recipient, denying a care recipient food or liquid, or denying them health-related services.

What to look for - A person may be suffering from neglect if:

- Dirt, the smell of feces and or urine, or other health and safety hazards are present in their living environment;
- They have rashes, sores, or lice on their body;
- They are inadequately clothed;
- If they are malnourished or dehydrated; or
- They have a medical condition that has not been treated.

Financial or material abuse or exploitation is defined as the illegal or improper use of another person's funds, property, or assets. Examples include but are not limited to: cashing another person's checks without their authorization or permission; forging another person's signature; misusing or stealing another person's money or possessions; coercing or deceiving another person into signing any document (such as a contract or will); and the improper use of a conservatorship, guardianship, or power of attorney.

Other Useful Information - Continued:

Abuse & neglect - prevention & reporting - continued:

What to look for - a person may be suffering from financial abuse or exploitation if:

- There is unusual or inappropriate activity in their bank or other accounts;
- The signatures on checks or other documents do not resemble the account holder's signature, or they are unable to write;
- A power-of-attorney has been given to a person, or recent changes have been made to their will, and the individual being cared for is not capable of making those kinds of decisions;
- A caregiver expresses unusual concern that an excessive amount of money is being expended on the recipient's care;
- There are numerous unpaid bills or overdue rent when a caregiver is supposed to be paying their bills;
- The care recipient is placed in a nursing home or other residential care facility that does not "agree" with the alleged size of their estate;
- They lack amenities, such as TV, personal grooming items or appropriate clothing that their estate could well afford;
- They are missing personal belongings such as art, silverware, jewelry or collections of value; or
- They are deliberately isolated from their friends and family, resulting in the caregiver alone having total control.

Physical abuse is the willful infliction of physical pain or injury. Examples of this type of abuse include slapping, hitting, kicking, bruising or restraining.

What to look for - a person may be suffering physical abuse if they have:

- Cuts, lacerations, puncture wounds, bruises, welts or skin discolorations;
- Any injury that is incompatible with their history;
- Any injury which has not been properly cared for;
- Any injury that is hidden on areas of their body normally covered by clothing;
- Poor skin condition or poor skin hygiene;
- An absence of hair and/or hemorrhaging below their scalp;
- Dehydration and/or malnourishment without an illness-related cause;
- Weight loss;
- Burns - these may be caused by cigarettes, caustic substances, acids or friction (from restraints, ropes, chains, or contact with other objects); or
- Soiled clothes or bedding.

Other Useful Information - Continued:

Abuse & neglect - prevention & reporting - continued:

Psychological or emotional abuse is defined as the infliction of anguish, pain, or distress through verbal or nonverbal acts. Psychological abuse includes but is not limited to verbal assaults, insults, threats, intimidation, humiliation, and harassment. Treating an older or disabled person like an infant; isolating an individual from family and friends; and enforced social isolation are also examples of this type of abuse.

What to look for - a person may be suffering from psychological abuse if they:

- Express helplessness, anger, or fear;
- Are hesitant to talk openly;
- Seem confused, disoriented or withdrawn;
- Exhibit unusual behavior usually attributed to individuals with dementia (such as sucking, biting, rocking);
- Appear agitated or depressed; or
- Report being verbally or emotionally mistreated.

Self-abuse or neglect is the failure of an individual to provide for himself or herself because of inattention or a decline in their ability to care for themselves.

What to look for - a person may be suffering from self-abuse or neglect if they:

- Are unable to manage their personal finances - for example, they hoard or squander money, they give money away or they fail to pay their bills;
- Are unable to manage activities of daily living, such as personal care, shopping, meal preparation or housework;
- Have self-destructive tendencies, such as considering or attempting suicidal acts, wandering away, refusing medical attention, isolating themselves from family and friends or engaging in alcohol or substance abuse;
- Live in dangerous or unsanitary conditions, - for example, they lack toilet facilities, utilities (electricity, heat, etc.,) or their living environment is infested with animals or insects;
- Have poor personal health and/or appearance, indicated by the presence of chronic untreated rashes or sores, the smell of feces or urine, by their being inadequately clothed, malnourished or dehydrated, etc.;
- Have changes in intellectual functioning, e.g. confusion, inappropriate or no response, disorientation as to time and place, memory failure, incoherence, etc.; or
- Does not keep medical appointments necessary to treat serious illnesses or conditions.

Other Useful Information - Continued:

Abuse & neglect - prevention & reporting - continued:

Sexual Abuse is the infliction of nonconsensual sexual contact of any kind. Sexual contact with any person incapable of giving consent is also considered sexual abuse. It includes but is not limited to unwanted touching; all types of sexual assault or battery, such as rape or sodomy; coerced nudity; and sexually explicit photographing.

What to look for - a person may be suffering from sexual abuse if:

- Their caregiver displays inappropriate affection towards them, flirts with them, acts coy, or makes sexual suggestions or lewd comments to them;
- Their caregiver has a history of abuse or molestation of others;
- There are conflicting accounts of incidents between them and their caregiver;
- They have bruises around their breasts or genital area;
- They have unexplained venereal disease or genital infections;
- They have unexplained vaginal or anal bleeding;
- Their underclothes are torn, stained, or bloody; or
- They report being sexually assaulted or raped.

What to do if you suspect abuse or neglect

If there is immediate danger to the care recipient, find a telephone and dial 911. An emergency exists and you need the assistance of police and/or rescue personnel.

If no immediate danger exists, you still need to report the abuse or neglect. Contact the Virginia Department of Social Services' Adult Protective Services (APS) 24-Hour Hotline toll-free at 1-888-832-3858. For more information on Adult Protective Services, or on reporting abuse to APS, you can request a copy of the materials shown below:

- Adult Protective Services (APS) Brochure
- How to Report Abuse to APS

These materials can also be obtained by visiting the VDA web site at: <http://www.vda.virginia.gov/publications.htm>. You can also call your local Department of Social Services and ask for "Adult Protective Services" department. You can find their telephone number in the "blue pages" section of your local telephone directory. You can also contact the Virginia Department for the Aging (VDA) by calling toll-free 1-800-552-3402 (Nationwide Voice/TTY), or by e-mail to aging@vda.virginia.gov.

Other Useful Information - Continued:

Family and medical leave

Under the federal Family and Medical Leave Act (FMLA) of 1993, employees who meet certain eligibility requirements can take up to 12 weeks of unpaid, job-protected leave in a 12-month period to care for an ill family member. Check with your employer if you have questions about your eligibility, or visit the federal Department of Labor's web site at: <http://www.dol.gov/elaws/fmla.htm>.

Fall prevention

Falls are serious public health problems among older Virginians. In 2000, they were the leading cause of hospitalizations for injuries to people aged 65 and older, accounting for 71% of the total injury hospitalizations for this age group.

Twenty-two percent (22%) of fall injuries for people aged 65 and older happened when the individual slipped or tripped on a level surface. Falls from stairs or steps accounted for 5% of fall injuries, and falls from chairs or beds accounted for 2%.

Tips to prevent falls

1. Look out! To help prevent falls, have a vision check at least once a year. At night, use night lights to brighten often used paths, such as between the bedroom and bathroom.
2. Step carefully! Be especially careful when going up or down steps, and make sure that stairways are well lighted at both the top and the bottom.
3. Don't slip! Be very careful on or around surfaces that may be wet. Use nonskid mats or appliqués on bathtub and shower floors. Install grab bars or railings next to toilets, showers and bathtubs.
4. Exercise! To maintain strength and flexibility, exercise regularly. Ask a physician about the best type of exercise.
5. Slow down! Rushing or being distracted increases the chance of falling.
6. Keep it clear! Halls, stairs and walkways should be kept free of obstacles and clutter, both inside and outside the home.

Other Useful Information - Continued:

Tips to prevent falls - continued:

7. Throw it out! "Throw rugs" can literally "throw you", so make sure that rugs have a rubber, nonskid backing. If not, or if in doubt, get rid of them.
8. Step on it! Footwear is important in helping to maintain balance, so shoes should fit well. They should also be sturdy and low-heeled with non-slip soles.

Fire prevention

People age 65 and older are twice as likely to die in a home fire as the population at large. You can reduce this risk by following the simple tips shown below.

Tips to prevent fires

1. Give smokers a large, deep ashtray. Also, wet cigarettes, cigars and ashes before emptying ashtrays into a trash can. Smokers should never smoke when they are drowsy, in bed or lying down.
2. Leave adequate space around space heaters. They should be kept at least 3 feet away from anything that can burn, including people and pets. Unplug heaters when you shut them off, go to bed, or leave the house.
3. Be smart in the kitchen. Wear tight-fitting, rolled-up or short sleeves when cooking. Use oven mitts or pot holders to handle hot pans. Never leave food that is cooking unattended. If a pan of food catches fire, slide a lid over it and turn off the burner. Don't cook if you are drowsy from alcohol or medication.
4. Remember to Stop, Drop & Roll! If your clothing catches on fire, STOP, don't run. DROP gently to the ground and cover your face with your hands. ROLL over and over to smother the flames. If you can't do this, smother the flames with a towel or blanket. Immerse burns in cool water for 10 to 15 minutes. Do not apply butter, lotion or any type of ointment to the burns. If the burns are severe, seek medical help immediately.

Other Useful Information - Continued:

Tips to prevent fires - continued:

5. Get smoke alarms, and keep their batteries fresh. Have smoke alarms installed outside all sleeping areas and on each level of the home. Test each alarm once a month by pushing the test button. Make sure that everyone in your home can hear the alarms. If a person in your home is hearing-impaired, get visual (flashing) alarms installed as well as audio (sound) alarms. Consider getting and installing carbon monoxide detectors as well.
6. Plan and practice escape routes, including a predesignated meet-up point. Know two ways out of every room in the home. Make sure windows and doors open easily, and get emergency escape ladders if necessary. Buy reflective stickers for windows if pets or disabled individuals are in the house, and exchange keys and/or information with trusted neighbors.
7. If the house catches on fire, get out and stay out! If the house is filled with smoke, crawl out as the air nearest to the floor will be the most clear.
8. Know your local emergency telephone number. It may be 911 or the fire department's telephone number. Once you have escaped from a fire, call the fire department from a neighbor's telephone or a cell phone. Do not go back into a burning house.
9. Plan an escape to fit your abilities. Have a telephone in the bedroom and keep the emergency telephone number near it in case someone is trapped by a fire.

Legal services

Some disabled and older people experience problems that threaten their autonomy, dignity, health, income, rights and/or security. Many of these problems can either be avoided or resolved by legal intervention. If you or your loved one is experiencing such a problem, you can call the Virginia Lawyer Referral Service's nationwide toll free number 1-800-552-7977 to get a list of lawyers in your area that may be able to assist you. You can also contact the Virginia Department for the Aging (VDA) for information by calling toll-free 1-800-552-3402 (Nationwide Voice/TTY), or by e-mail to aging@vda.virginia.gov.

Other Useful Information - Continued:

Mature driver safety - Virginia's GrandDriver Program

While most older drivers are good drivers, the physical changes associated with aging can ultimately affect a person's ability to drive safely. Drivers age 65 and older actually have the lowest per capita crash rate. However, the number of crashes that occur per mile driven does increase with age after 65, as does the fatality rate per capita and per mile driven. Drivers in the age 85 and older group have the highest fatality rates per capita among all drivers. To help make people aware of this, Virginia has implemented the GrandDriver Program.

The GrandDriver Program provides information about aging and its effects on driving. It urges the driving public - particularly drivers over 65 and their loved ones - to learn more about the effects of aging on their ability to drive and to talk about the issues involved. For example, older drivers have a different set of driving problems than do other age groups. Accidents involving older drivers tend to happen during daylight, in good weather, at low speeds, and close to their homes. They rarely involve alcohol. They often happen at intersections where the older driver is attempting to turn left, across oncoming traffic. Other common problems older drivers experience include:

- Difficulty changing lanes;
- Difficulty backing up;
- Problems turning at intersections;
- Poor judgment about the right-of-way at intersections;
- Impaired interpretation of visual and spatial clues while driving; and
- Impaired interpretation of traffic signs.

In addition, some types of driving are more dangerous than others for older persons, including:

- Driving at dusk, night, and early mornings (dawn);
- Driving in rain, snow, ice, fog, or glare;
- Driving on interstate highways where high speeds are expected and driving too slowly creates a hazard;
- Driving during rush hour or when the roadways are especially congested;
- Driving for long distances where an older driver can become fatigued or disoriented; and
- Driving on two-lane roads that require increased driving skills to pass slower moving vehicles.

Other Useful Information - Continued:

Warning signs

Many older drivers find that by limiting or stopping driving in these situations, they are able to continue to drive to the grocery store, doctor's office, pharmacy, or church as needed without putting themselves or others unduly at risk. Some signs that you, an older relative or friend may be having problems driving safely are that you/they:

- Are generally nervous about driving;
- Have problems maneuvering through intersections (the lane and turn markings or the various traffic signals are confusing);
- Are nervous about high speed driving, Interstate highway driving, or making left turns at busy intersections;
- Are nervous and have problems safely merging into traffic;
- Have started to bump the curb when turning corners or are having difficulty parking;
- Get lost driving on once-familiar roads;
- React more slowly to traffic situations than you did when you were younger;
- Find gaps in traffic harder to judge;
- Fail to notice traffic lights, stop signs, or other critical highway warning signs, or do not see them until it is too late to respond;
- Are now finding yourself driving on the wrong side of the road or the wrong way down one-way streets; and
- Feel generally overwhelmed in trying to pay attention to traffic lights, road signs, other cars, and pedestrians all at the same time.

Driver education, evaluation & rehabilitation programs

There are a number of organizations that can conduct driver evaluations, or "competency tests" for an older driver. These organizations can assess a driver's physical and mental ability to drive safely. They may also be able to recommend simple changes in driving habits that will make driving safer and also recommend simple devices (such as a wide-angle rearview mirror) that can help drivers continue to drive safely. Usually, these programs are not available to drivers free of charge. Most programs will charge a fee for this service.

AARP's Driver Safety Program is the nation's first and largest classroom driver refresher course specially designed for motorists age 50 and older. Last year, more than 10,000 Virginians attended over 450 classes across the state.

Other Useful Information - Continued:

Driver education, evaluation & rehabilitation programs - continued:

The course helps drivers refine their existing skills and develop new defensive driving techniques, and is open to the public. To find a class near you, visit the AARP WebPlace Driver Safety Program web site at:

https://wpp.aarp.org/vmis/programs/dsp/internet_course_locator.jsp

You can also locate a class near you by calling **1-888-AARP-NOW (1-888-227-7669)** and following the prompts to find a class by phone. The call is toll-free. You should be ready to give your 5-digit zip code. A local volunteer will call you back within 3-5 business days to help you locate the course nearest you. A partial listing of **Driver Education & Evaluation Services in Virginia** (with contact information) can be found in the “Resources” section at the end of this book.

Turning 80? Go see DMV!

Effective July 1, 2004 drivers age 80 and older are required to appear in person at DMV and pass a vision screening before they renew their driver's licenses. Customers have two vision screening options: they can either take their vision test at DMV or present a screening report completed by an ophthalmologist or optometrist. The screening must have been conducted within 90 days before the renewal. With or without corrective lenses, a person's vision must be 20/40. If a person has vision problems in one eye, an individual must have 20/40 vision in the other eye, with or without corrective lenses.

Drivers screened at DMV will be asked to look into a machine to read lines of letters or numbers. This test determines whether a person's eye sight and peripheral vision meets Virginia's standards to safely operate a motor vehicle. Persons whose vision does not meet the required standards have the option of visiting an eye care professional. For more information, contact the DMV branch nearest you, or:

Virginia Department of Motor Vehicles
2300 West Broad Street
Richmond, VA 23220
Web Site: <http://www.dmvnow.com>
E-mail: use secure form on DMV web site

Toll Free: 1-866-DMVLIN
(1-866-368-5463) or
1-800-435-5137
Fax: (804) 367-6631
TDD: 1-800-272-9268

Other Useful Information - Continued:

Medicare

Medicare is the national health insurance program for people age 65 and older and for some younger persons with disabilities. Medicare only covers a portion of medical costs such as hospitalizations, visits to the doctor, and diagnostic tests. In some cases, it may cover short-term care in a skilled nursing facility and limited home health care. Medicare-approved home health care may include the services of a nurse, physical, speech or occupational therapist, medical social worker or home health aide. Medicare coverage is divided into two parts, as follows:

Medicare Part A helps pay for care in a hospital or nursing home, limited home health services, and hospice care. There are usually no costs (called premiums) to pay for Medicare Part A, but there is a set amount that each individual must pay each year (called a deductible) before Medicare Part A will begin paying for health care costs. Once an individual has met their deductible, Medicare Part A will begin to pay some of their health care costs. However, the person who has Medicare Part A will still have to pay a portion of each health care cost (called a coinsurance payment.)

Medicare Part B helps pay for doctor's services, outpatient hospital care and other medical services that Part A does not cover.

Many people believe that Medicare will cover the cost of long-term care, but it does not. There is no long-term non-medical care coverage under Medicare. Medicare does provide limited short-term care after a hospital stay, and will provide home health care services under certain conditions. Coverage is not available for long-term care for chronic illnesses.

Medicare's hospice benefit

Medicare does provide a hospice benefit for persons with a terminal diagnosis. The benefit covers all non-curative services and medications administered under the hospice benefit. Medicare also provides a hospice benefit for persons with limited life expectancy. The hospice benefit covers medications related to the life-limiting diagnosis, nursing, home health aides, medical equipment social work, and chaplain services. For more information on Medicare coverage and benefits, contact your local Area Agency on Aging (AAA) - a list can be found in the "Resources" section at the end of this book. You can also visit Medicare's web site at <http://www.medicare.gov>.

Other Useful Information - Continued:

Medicaid

Medicaid is a program that provides health care insurance for low-income older and disabled adults. It also covers nursing home care for eligible individuals. For more information, call the Centers for Medicare & Medicaid Services (CMS) toll-free at 1-800-662-9651.

Private insurance

Since Medicare does not cover all health care costs, most Medicare beneficiaries have additional private insurance coverage through either their former employer(s) or with a Medicare Supplemental Insurance policy, often referred to as a “Medigap” policy. Additional long-term care insurance can be purchased to cover some of the costs of home care and nursing facility care. There are limits on both of these types of insurance, as well as state laws to protect the consumer. For insurance counseling and assistance, contact your local AAA (a list can be found in the “Resources” section at the end of this guide book) and ask to speak to a VICAP counselor.

Taxes

Federal tax credit

You may be able to claim a tax credit if you pay someone to care for your spouse or a dependent who is not able to care for himself or herself. The credit can be up to 30% of your expenses. For further information, contact the Internal Revenue Service (IRS) or visit their web site at <http://www.irs.gov>.

Assistance with filing tax returns

AARP’s Tax Aide and the IRS’ Volunteer Income Tax Assistance (VITA) programs offer free assistance in preparing tax returns. For more information, contact AARP Tax-Aide by calling toll-free 1-888-227-7669, or visit their web site at <http://www.aarp.org/taxaide>. For VITA call toll-free 1-800-829-1040 or visit their website at <http://www.irs.gov>.

Resources

Eastern Virginia AAAs

Agency

Bay Aging

5306 Old Virginia Street
P.O. Box 610
Urbanna, VA 23175-0610
Phone: (804) 758-2386
Fax: (804) 758-5773
Web site: <http://www.bayaging.org>

Eastern Shore Agency on Aging/ Community Action Agency, Inc.

36282 Lankford Highway
Colonial Square, Suite 13-D
P.O. Box 415
Belle Haven, VA 23306-0415
Toll-Free: 1-800-452-5977
Phone: (757) 442-9652
Fax: (757) 442-9303
E-mail: esaaacaa@intercom.net

Peninsula Agency on Aging, Inc.

739 Thimble Shoals Blvd., Exec. Center
Building 1000, Suite 1006
Newport News, VA 23606-3585
Phone: (757) 873-0541
Fax: (757) 873-1437
E-mail: information@paainc.org
Web site: <http://www.paainc.org>

Senior Services of Southeastern Virginia

Interstate Corporate Center, Bldg. 5
6350 Center Drive, Suite 101
Norfolk, VA 23502-4101
Phone: (757) 461-9481
Fax: (757) 461-1068
E-mail: services@ssseva.org
Web site: <http://www.ssseva.org>

Service Area

Counties of Essex,
Gloucester, Lancaster,
King & Queen, King William,
Mathews, Middlesex,
Northumberland, Richmond
and Westmoreland.

Counties of Accomack and
Northampton.

Counties of James City
and York.
Cities of Hampton, Newport
News, Poquoson and
Williamsburg.

Counties of Isle of Wight
and Southampton.
Cities of Chesapeake,
Franklin, Norfolk,
Portsmouth, Suffolk and
Virginia Beach.

Central Virginia AAAs

Agency

Crater District Area Agency on Aging

23 Seyler Drive
Petersburg, VA 23805-9243
Phone: (804) 732-7020
Fax: (804) 732-7232
E-mail: craterdist@aol.com
Web site: <http://www.cdaaa.org>

Lake Country Area Agency on Aging

1105 West Danville St.
South Hill, VA 23970-3501
Toll-Free: 1-800-252-4464
Phone: (434) 447-7661
Fax: (434) 447-4074
E-mail: lakecaaaa@lcaaaa.org
Web site: <http://www.lcaaaa.org/>

Piedmont Senior Resources Area Agency on Aging, Inc.

Inverness Road & Route 624
P.O. Box 398
Burkeville, VA 23922-0398
Toll-Free: 1-800-995-6918
Phone: (434) 767-5588
Fax: (434) 767-2529
E-mail: psraaaa@earthlink.net

Senior Connections

The Capital Area Agency on Aging, Inc.

24 E Cary Street
Richmond, VA 23219-3796
Toll-Free: 1-800-989-2286
Phone: (804) 343-3000
Fax: (804) 649-2258
Web site: <http://www.seniorconnections-va.org>

Service Area

Counties of Dinwiddie,
Greensville, Prince George,
Surry and Sussex.
Cities of Colonial Heights,
Emporia, Hopewell and
Petersburg.

Counties of Brunswick,
Halifax and Mecklenburg.

Counties of Amelia,
Buckingham, Charlotte,
Cumberland, Lunenburg,
Nottoway and
Prince Edward.

Counties of Charles City,
Chesterfield, Goochland,
Hanover, Henrico,
New Kent and Powhatan.
City of Richmond.

Northern Virginia AAAs

Agency

Service Area

Alexandria Office of Aging and Adult Services

City of Alexandria.

2525 Mount Vernon Avenue, Unit 5

Alexandria, VA 22301-1159

Phone: (703) 838-0920

TDD: (703) 836-1493

Fax: (703) 838-0886

Web site: http://ci.alexandria.va.us/dhs/community_partners/aging_netwk.html

Arlington Agency on Aging

County of Arlington.

c/o Department of Human Services

3033 Wilson Boulevard, Suite 700B

Arlington, VA 22201-3843

Phone: (703) 228-1700

TTY: (703) 228-1788

Fax: (703) 228-1148

E-mail: arlaaa@co.arlington.va.us

Web site: <http://www.co.arlington.va.us/dhs/services/aging/aaa/index.htm>

Fairfax Area Agency on Aging

County of Fairfax.

12011 Government Center Parkway, Suite 708

Cities of Fairfax and

Fairfax, VA 22035-1104

Falls Church.

Toll-Free: 1-866-503-0217

Phone: (703) 324-5411

TTY: (703) 449-1186

Fax: (703) 449-8689

E-mail: fairfax_aaa@fairfaxcounty.gov

Web site: <http://www.fairfaxcounty.gov/service/aaa>

Loudoun County Area Agency on Aging

County of Loudoun.

215 Depot Court SE, 2nd Floor

Leesburg, VA 20176-3017

Phone: (703) 777-0257

Fax: (703) 771-5161

E-mail: prcs@loudoun.gov

Web site: <http://www.co.loudoun.va.us/prcs/aaa/index.htm>

Northern Virginia AAAs - Continued:

Agency

Prince William Area Agency on Aging

7987 Ashton Ave., Ste. 231

Manassas, VA 22109-8212

Phone: (703) 792-6400

TDD: (703) 792-6444

Fax: (703) 792-4734

Web site: <http://www.pwcgov.org/aoa/>

Service Area

County of Prince William.

Cities of Manassas and

Manassas Park.

Northwest Virginia AAAs

Agency

Jefferson Area Board for Aging

674 Hillsdale Drive, Suite 9
Charlottesville, VA 22901-1799
Phone: (434) 817-5222
Fax: (434) 817-5230
E-mail: info@jabacares.org
Web site: <http://www.jabacares.org>

Rappahannock Area Agency on Aging, Inc.

171 Warrenton Road
Fredericksburg, VA 22405-1343
Toll-Free: 1-800-262-4012 (Virginia only)
Phone: (540) 371-3375
Fax: (540) 371-3384
E-mail: raaa@infionline.net
Web site: <http://raaa.home.infionline.net>

Rappahannock-Rapidan Community Services Board and Area Agency on Aging

15361 Bradford Road
P.O. Box 1568
Culpeper, VA 22701-1568
Phone: (540) 825-3100
TDD: (540) 825-7391
Fax: (540) 825-6245
E-mail: rrcsb@rrcsb.org

Shenandoah Area Agency on Aging, Inc.

207 Mosby Lane
Front Royal, VA 22630-3029
Toll-Free: 1-800-883-4122
Phone: (540) 635-7141
Fax (540) 636-7810
E-mail: saaa@shenandoahaaa.com
Web site: <http://www.shenandoahaaa.com/>

Service Area

Counties of Albemarle,
Fluvanna, Greene, Louisa
and Nelson.
City of Charlottesville.

Counties of Caroline,
King George, Spotsylvania
and Stafford.
City of Fredericksburg.

Counties of Culpeper,
Fauquier, Madison, Orange
and Rappahannock.

Counties of Clarke,
Frederick, Page,
Shenandoah and Warren.
City of Winchester.

Northwest Virginia AAAs - Continued:

Agency

Valley Program For Aging Services, Inc.

325 Pine Avenue

P.O. Box 817

Waynesboro, VA 22980-0603

Toll-Free: 1-800-868-8727

Phone: (540) 949-7141

Fax: (540) 949-7143

E-mail: vpas@ntelos.net

Service Area

Counties of Augusta, Bath,
Highland, Rockbridge and
Rockingham.

Cities of Buena Vista,
Harrisonburg, Lexington
and Waynesboro.

Southwest Virginia AAAs:

Agency

Appalachian Agency for Senior Citizens
216 College Ridge Road, Wardell Industrial Park
P.O. Box 765
Cedar Bluff, VA 24609-0765
Toll-Free: 1-800-656-2272
Phone: (276) 964-4915
TTY: (276) 964-5765
Fax: (276) 963-0130
E-mail: aasc@aasc.org
Web site: <http://www.aasc.org>

Central Virginia Area Agency on Aging, Inc.

3024 Forest Hills Circle
Lynchburg, VA 24501-2312
Phone: (434) 385-9070
Fax: (434) 385-9209
E-mail: cvaaa@cvaaa.com
Web site: <http://www.cvaaa.com>

District Three Senior Services

4453 Lee Highway
Marion, VA 24354-4269
Toll-Free: 1-800-541-0933
Phone: (276) 783-8157
Fax: (276) 783-3003
E-mail: district-three@smyth.net
Web site: <http://www.district-three.org>

LOA Area Agency on Aging, Inc.

706 Campbell Avenue SW
P.O. Box 14205
Roanoke, VA 24038-4205
Phone: (540) 345-0451
Fax: (540) 981-1487
E-mail: info@loaa.org
Web site: <http://www.loaa.org>

Service Area

Counties of Buchanan,
Dickinson, Russell and
Tazewell.

Counties of Amherst,
Appomattox, Bedford and
Campbell.
Cities of Bedford and
Lynchburg.

Counties of Bland, Carroll,
Grayson, Smyth, Washington
and Wythe.
Cities of Bristol and Galax.

Counties of Allegheny,
Botetourt, Craig, and
Roanoke.
Cities of Covington,
Roanoke and Salem.

Southwest Virginia AAAs - Continued:

Agency

Mountain Empire Older Citizens, Inc.

Block 1-A Industrial Park Road

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: meoc@meoc.org

Web site: <http://www.meoc.org>

Service Area

Counties of Lee, Scott
and Wise.

City of Norton.

New River Valley Agency on Aging

141 East Main Street

Pulaski, VA 24301-5029

Toll-Free: 1-866-260-4417

Phone: (540) 980-7720 or (540) 639-9677

Fax: (540) 980-7724

E-mail: nrvaoa@psknet.com

Counties of Floyd, Giles,
Montgomery and Pulaski.

City of Radford.

Southern Area Agency on Aging, Inc.

433 Commonwealth Boulevard E, Suite A

Martinsville, VA 24112-2020

Toll-Free: 1-800-468-4571

Phone: (276) 632-6442

Fax: (276) 632-6252

E-mail: saaa@southernaaa.org

Web site: <http://www.southernaaa.org>

Counties of Franklin, Henry,
Patrick and Pittsylvania.

Cities of Danville and
Martinsville.

Caregiver Resources

- Barg, Gary. **The Fearless Caregiver: How to Get the Best Care for Your Loved One and Still Have a Life of Your Own.** Capital Books Inc, 2001, \$15.95, 264 pages. Defines the family caregiver's role in decision making for your loved one's care plan.
- Berman, Claire. **Caring for Yourself While Caring for Your Aging Parents: How to Help, How to Survive.** 2nd Edition. Owl Books, 2001, \$16, 251 pages. Updated resource guide for a variety of caregiver situations.
- Briggs, Rick. **Caregiving Daughters: Accepting the Role of Caregiver for Elderly Parents.** Garland Publishing, 1998, \$65, 250 pages. A guide for daughters providing care for their elderly parents.
- Bruce, Hank. **The Family Caregiver's Journal: A Guide to Facing the Terminal Illness of a Loved One.** Petals & Pages, 1998, \$14.95, 260 pages. Provides support, information, and advice to the family caregiver.
- Caston, Ann. **Circles of Care: How to Set Up Quality Care for Our Elders in the Comfort of Their Own Home.** Shambhala, 2001, \$14.95, 128 pages. Practical advice for caring for a loved one.
- Cohen, Donna, and Eisendorfer, Carl. **Caring for Your Aging Parents: A Planning and Action Guide.** Tarcher/Putnam, 1995, \$10.95, 272 pages. Prioritizing problems, overcoming denial, managing emotions, taking control in a crisis, letting go and moving on; checklists, resources.
- The Educated Caregiver**, a three tape set. LifeView Resources, Inc., 1998, \$49.95. Designed to help the caregiver cope with difficult situations and provide practical advice.
- Icardo, Joseph A. and Rothman, Carole R. **Are Your Parents Driving You Crazy? How to Resolve the Most Common Dilemmas with Aging Parents.** VanderWyk & Burnham, 2001, \$14.95, 240 pages. Provides a simple problem solving model to handling issues with caring for a difficult parent.
- Icardo, Joseph A., and Rothman, Carole, R. **I'll Take Care of You: A Practical Guide for Family Caregivers.** New Harbinger Publications, 1999, \$12.95, 220 pages. Provides inventories, self quizzes, and examples on being a caregiver.

Caregiver Resources - Continued:

- Kuebelbeck, Julie, and O'Conner, Victoria. **Caregiver Therapy**. Abby Press, 1995, \$4.95, 38 pages. Thirty-eight lessons for caregivers.
- Lebow, Grace, and Kane, Barbara. **Coping with Your Difficult Older Parent: A Guide for Stressed- Out Children**. Avon Books, 1999, \$12, 203 pages. Common-sense guide on how to smooth communications with a challenging parent. Filled with practical tips for handling contentious behaviors.
- Lieberman, Trudy. **Consumer Reports Complete Guide to Health Service for Seniors: What Your Family Needs to Know About Finding and Financing, Medicare, Assisted Living, Nursing Homes, Home Care, Adult Day Care**. Three Rivers Press, 2000, \$19.95, 592 pages. Hands-on, practical advice to navigating the health care system.
- Loverde, Joy. **The Complete Eldercare Planner, Second Edition: Where to Start, Which Questions to Ask, and How to Find Help**. Three Rivers Press, 2000, \$35.90, 336 pages. Practical guide on common issues, with checklists and action planning guides.
- Lynn, Joanne, and Harrold, Joan. **Handbook for Mortals: Guidance for People Facing Serious Illness**. Oxford University Press, 2001, \$15.05, 256 pages. Excellent resource for caregivers and persons facing the end of life.
- Marcell, Jacqueline. **Elder Rage, or Take My Father... Please!: How to Survive Caring for Aging Parents**. 2nd Edition. Impressive Press, 2001, \$19.95, 368 pages. Self help book with solutions for managing challenging older adults.
- Marosy, John Paul. **Elder Care: A Six Step Guide to Balancing Elder Care and Work**. Bringing Elder Care Home Publishing, 2002, \$14.95, 82 pages. Easy to read guide to balancing caregiving and employment.
- McFarlane, Rodger, and Bashe, Philip. **The Complete Bedside Companion**. Simon & Schuster, 1998, \$27, 544 pages. Chapters explain the health care team, dealing with doctors, essential nursing skills, caring for the caregiver.
- McLeod, Beth Witrogen. **Caregiving: The Spiritual Journey of Love, Loss, and Renewal**. John Wiley & Sons, 2000, \$15.95, 272 pages. Explores medical and financial problems as well as spiritual issues, stress and depression.

Caregiver Resources - Continued:

- Meyer, Maria M., Derr, Paula, and Hatfield, Mark O. **The Comfort of Home: An Illustrated Step-By-Step Guide for Caregivers, 2nd Edition.** Care Trust Publications LLC, 2002, \$23 (free from Senior Connections- the Capital Area Agency on Aging), 364 pages. A guide to care at home. Takes the fear out of caring for a loved one.
- Miller, James E. **The Caregiver's Book: Caring for Another, Caring for Yourself.** Augsburg Fortress Publishers, 1996, \$14.99. An exploration of the caregiver's role, giving practical affirming suggestions.
- Morris, Virginia, and Butler, Robert. **How to Care for Aging Parents.** Workman Publishing Company, 1996, \$15.95, 544 pages. Provides guidance for adult children caring for aging parents.
- National Family Caregivers Association. **The Resourceful Caregiver: Helping Family Caregivers Help Themselves.** Mosby, 1996, \$14.95, 208 pages. Lists local and national services.
- Pearson, Cynthia, and Stubbs, Margaret L. **Parting Company: Understanding the Loss of Loved One: The Caregiver's Journey.** Seal Press, 1999, \$18.95, 350 pages. Shows what caregivers should expect and how to cope.
- Schomp, Virginia. **The Aging Parent Handbook.** Hareper Paperbacks, 1997, \$24, 427 pages. Chapters include first steps, staying at home, housing, financial and legal matters, healthy aging, death, caring for caregivers, and resources.
- Schonhoff, Shelly, and Speaker, Joanna. **Family Caregivers Guide: A Comprehensive Handbook for Caring for Your Loved One at Home.** Simon & Kolz Publishing, 1998, \$10.95, 146 pages. Practical guide for providing care to persons at home.
- Silin, Peter S. **Nursing Homes: The Family's Journey.** Johns Hopkins University Press, 2001, \$44.90, 304 pages. Provides practical advice and emotional support in decision making about nursing home placement.
- Thompson, Gretchen. **God Knows Caregiving Can Pull You Apart: 12 Ways to Keep it All Together.** Sorin Books, 2002, \$11.95, 160 pages. Provides assurance, spiritual, and psychological support to caregivers who are not prepared for the situation they find themselves in.

Caregiver Resources - Continued:

- West, Jeffery. **The Complete Guide for the Family Caregiver.** Lifeline Press, 2002, \$29.95, 768 pages. Comprehensive resource to support and inform caregivers.
- West-Rodriguez, Helen, and Dennis, Carolyn King. **When Mom and Dad Grow Old: Step-by-Step Planning for Families and Caregivers.** Brown Books, 2003, \$22.95, 143 pages. Addresses the entire continuum of aging with care plan worksheets and other practical advice.

Driver Education, Evaluation & Rehabilitation Services in VA (Partial List)

| Center | Program(s) |
|--|---|
| <p>AARP Driver Safety Program Toll-Free: 1-888-227-7669</p> | <ul style="list-style-type: none"> · defensive driving techniques · review new traffic laws |
| <p>Alert Driver Training of Vinton Driver Improvement Program Attn: Norman G. Gulbreth P. O. Box 1176 2102 Hardy Road Vinton, VA 24179 Phone: (540) 890-0347</p> | <ul style="list-style-type: none"> · bookwork · on-the-road training |
| <p>Danville Driving School Attn: Kathleen Roach 626 North Ridge Street, Suite C Danville, VA 24541 Phone: (434) 792-0402</p> | <ul style="list-style-type: none"> · bookwork · on-the-road training (will train with hand controls/steering device in individual's personal vehicle) |
| <p>Driving Assessment and Education CJW Medical Center Johnston-Willis Campus Occupational Therapy Program 1401 Johnston-Willis Drive Richmond, VA 23235 (804) 330-2068</p> | <ul style="list-style-type: none"> · on-the-road driving evaluations and instructions · both simulated and actual driving settings |
| <p>Gest Educational Services Attn: Karen Gest 1145 River Road Charlottesville, VA Phone: (434) 978-3680</p> | <ul style="list-style-type: none"> · bookwork · on-the-road training (mainly mentally-retarded (MR) and learning-disabled (LD)) |
| <p>Hampton VA Medical Center Rehabilitation Medical Service Attn: George Skinner/Matt Pagels Hampton VAMC, Room 117 Hampton, VA 23667 Phone: (757) 722-9961 ext. 2202/2056</p> | <ul style="list-style-type: none"> · on-the-road evaluations · van evaluations · high-tech equipment evaluations · on-the-road training |

Driver Education, Evaluation & Rehabilitation Services in VA - Continued:

| Center | Program(s) |
|--|---|
| <p>Hunter Holmes McGuire VA Medical Center Rehabilitation Medicine Services Attn: John H. Vaughter, Jr. 1201 Broad Rock Road Richmond, VA 23249 Phone: (804) 675-5273</p> | <ul style="list-style-type: none"> · on-the-road evaluations · van evaluations · high-tech equipment evaluations · on-the-road training |
| <p>Lampshire Driving School Attn: Brad Lampshire 17997 Dumfries Shopping Center Dumfries, VA 22026-2101 Phone: (703) 221-0222 or (703) 360-7337</p> | <ul style="list-style-type: none"> · 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) |
| <p>On-The-Road Again Wilmington Regional Medical Center Attn: Kim Johnson 1 Medical Park Boulevard Bristol, TN 37620 Phone: (423) 844-4148</p> | <ul style="list-style-type: none"> · on-the-road evaluations · on-the-road training |
| <p>National Rehabilitation Hospital Attn: Glen Dignam 102 Irving Street, NW Washington, DC 20010 Phone: (202) 877-1531 or (202) 877-1705</p> | <ul style="list-style-type: none"> · on-the-road evaluations · van evaluations · high-tech equipment evaluations |
| <p>Riverside Rehabilitation Institute Attn: Karl Hoffman, OTR 245 Chesapeake Avenue Newport News, VA 23607 Phone: (757) 928-8050</p> | <ul style="list-style-type: none"> · on-the-road training · on-the-road evaluations |

Driver Education, Evaluation & Rehabilitation Services in VA - Continued:

| Center | Program(s) |
|---|--|
| <p>Roanoke Medical 4508 Starkey Road Roanoke, VA 24018 Phone: (540) 725-8725</p> | <ul style="list-style-type: none"> · on-the-road evaluations · on-the-road training |
| <p>Therapy Center of Ghent, The Attn: Paula Naudziumas, OTR 400 B West 21st Street Norfolk, VA 23517 Phone: (757) 668-4114</p> | <ul style="list-style-type: none"> · Requires physician referral · evaluation of vision · driving knowledge · driving ability assessed · cognitive-motor skills tested |
| <p>Winchester Rehabilitation Center Debbie Bender, OTR 333 W Cork Street Winchester, VA 22601 Phone: (540) 536-5113</p> | <ul style="list-style-type: none"> · on-the-road evaluations · on-the-road training |
| <p>Woodrow Wilson Rehabilitation Center Occupational Therapy Dept. Box W-477, PO Box 1500 Fishersville, VA 22939 Phone: (540) 332-7117</p> | <ul style="list-style-type: none"> · on-the-road evaluations · van evaluations · high-tech equipment evaluations · on-the-road training · bookwork |

Health & Human Resource Agencies in Virginia

Department for the Aging

1610 Forest Avenue, Suite 100
Richmond, VA 23229
Nationwide Toll-Free: 1-800-552-3402
(Voice/TTY)
Richmond area: (804) 662-9333
Fax: (804) 662-9354
E-mail: aging@vda.virginia.gov
Web Site: <http://www.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
(Voice/TTY)
Phone: (804) 371-3140 (Voice/TTY)
Fax: (804) 371-3351
Web Site: <http://www.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)
Fax: (804) 662-9718
Web Site: <http://www.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
(Voice/TTY)
Phone: (804) 225-2042 (Voice/TTY)
Fax: (804) 662-7057
E-mail: generalvopa@dsa.state.va.us
Web Site: <http://www.vopa.state.va.us>

Department of Health

109 Governor Street
Richmond, Virginia 23219
Phone: (804) 864-7000
Fax: (804) 862-7022
Web Site: <http://www.vdh.virginia.gov>

Department of Health Professions

6603 West Broad Street, 5th Floor
Richmond, VA 23230-1712
Phone: (804) 662-9900
TDD: (804) 662-7197
Fax: (804) 662-9943
Complaints (Toll-Free) 1-800-533-1560
License Info: (804) 662-7636
Web Site: <http://www.dhp.virginia.gov>

Department of Medical Assistance Services

600 East Broad Street
Richmond, VA 23219
Phone: (804) 786-4231
TDD (Toll-Free): 1-800-343-0634
Web Site: <http://www.dmas.virginia.gov>

Department of Mental Health, Mental Retardation and Substance Abuse Services

1220 Bank Street
Richmond, VA 23218-1797
Toll-Free: 1-800-451-5544
Phone: (804) 371-8977 (Voice/TDD)
Phone (804) 786-3921
Fax: (804) 371-6638
Web Site: <http://www.dmhmrzas.virginia.gov>

Internet Resources

There are many resources on the Internet to help caregivers. However, randomly searching the internet can result in an overwhelming amount of information. To find information for the state of Virginia, it is best to use smaller search engines such as Eldercare Locator (<http://www.eldercare.gov>) or SeniorNavigator (<http://www.seniornavigator.com>). **All of the sites listed below can be reached by visiting the VDA “Links” page at <http://www.vda.virginia.gov/links.htm>.**

Abuse & Neglect - Reporting & Prevention

- National Center on Elder Abuse - <http://www.elderabusecenter.org>
- Virginians Against Domestic Violence — <http://www.vadv.org/>
- Virginia Department of Social Services’ Adult Protective Services page - <http://www.dss.state.va.us/family/aps.html>

Aging in Virginia

- Federal Long-Term Care Insurance Program (FLTCIP) for Federal Employees - <http://www.opm.gov/insure/ltc/>
- Virginia Department for the Aging (VDA) - <http://www.vda.virginia.gov>
- VDA’s web page that can help you find the local area agency on aging (AAA) that serves your community - <http://www.vda.virginia.gov/findservicesintro.htm>
- VDA’s list of all local Area Agencies on Aging in Virginia, listed in alphabetical order - <http://www.vda.virginia.gov/AAAlist.htm>

Aging - General Information

- AARP - <http://www.aarp.org>
- American Geriatrics Society - <http://www.americangeriatrics.org/>
- Children of Aging Parents, a National Organization for Caregivers - <http://www.caps4caregivers.org/>
- Eldercare Locator - <http://www.eldercare.gov/Eldercare/Public/Home.asp>
- National Council on the Aging (NCOA) - <http://www.ncoa.org>
- National Institute on Aging - <http://www.nia.nih.gov/>
- SeniorNavigator - <http://www.seniornavigator.com/>
- U.S. Administration on Aging (AoA) - <http://www.aoa.dhhs.gov/>
- U.S. Consumer Product Safety Commission - <http://www.cpsc.gov/>
- U.S. Department of Health and Human Services (HHS) - <http://www.os.dhhs.gov/>
- U.S. Social Security Administration -<http://www.ssa.gov/>
- U.S. Veterans Affairs Department - <http://www.va.gov/>

Internet Resources - Continued:

Alzheimer's Disease & Dementia

- AlzPossible - Virginia's New Virtual Center on Alzheimer's Disease - <http://www.alzpossible.org/>
- Alzheimer's Association (National Chapter) - <http://www.alz.org/>
- Alzheimer's Disease Education & Referral Center - <http://www.alzheimer'sdisease.org/>
- Aging Brain Center at VCU Medical Center - <http://www.nph.nsc.vcu.edu/>

Caregiving

- Full Circle of Care -<http://www.fullcirclecare.org/states/va.htm>
- National Family Caregivers Association - <http://www.nfcacares.org/>
- National Private Duty [Homecare] Association (NPDA) - <http://www.privatedutyhomecare.org/>

Cooling & Heating Assistance

- Dominion Virginia Power's FanCare & EnergyShare Programs - <http://www.dom.com/>
- Virginia Department of Social Services' Energy Assistance Programs - <http://www.dss.state.va.us/benefit/energyasst.html>

Commonwealth of Virginia

- Commonwealth Calendar - <http://www.vipnet.org/portal/cgi-bin/calendar.cgi>
- Commonwealth of Virginia home page - <http://www.vipnet.org/cmsportal/>
- Governor's Web Page - <http://www.governor.virginia.gov/>
- State Agency Web Site List - http://www.vipnet.org/portal/government/state_website_list.htm
- Virginia Regional Directory - <http://www.virginia-discovered.com/index.html>

Complaints

- Better Business Bureau - <http://www.bbb.org/>
- Virginia Attorney General's Office - <http://www.oag.state.va.us/>
- Virginia Department of Professional & Occupational Regulation - <http://www.state.va.us/dpor/>
- U.S. Consumer Product Safety Commission - <http://www.cpsc.gov>
- U.S. Federal Citizen Information Center - <http://www.pueblo.gsa.gov/>

Dementia - see "Alzheimer's Disease & Dementia"

Internet Resources - Continued:

Demographics - Links for Aging-Related Demographic Research

Ageing Programs & Gerontology

- University of Southern California Gerontology Library - <http://www.usc.edu/isd/libraries/locations/gerontology/>
- U.S. Administration on Aging (AoA) - <http://www.aoa.gov/>

Census Data

- University of Virginia's Weldon Cooper Center for Public Service's Virginia Statistics - <http://www.coopercenter.org/publications/VA%20STATISTICS/>
- U.S. Bureau of the Census - <http://www.census.gov/>
- Virginia Employment Commission Census Data - <http://www.vec.virginia.gov/vecportal/lbrmkt/2000census.cfm>

Health Statistics

- University of Michigan Documents Center - Health Statistics - <http://www.lib.umich.edu/govdocs/sthealth.html>
- U.S. Center for Disease Control & Prevention - <http://www.cdc.gov/>
- U.S. Center for Health Statistics - <http://www.cdc.gov/nchs/default.htm>
- U.S. Federal Statistics - <http://www.ahcpr.gov/>
- Virginia Department for Health Professions - <http://www.dhp.state.va.us/listhome.htm>
- Virginia Department of Health - Local District Offices - <http://www.vdh.state.va.us/distdir/dirmap.htm>
- Virginia Department of Health's Center for Health Statistics - <http://www.vdh.state.va.us/healthstats/index.asp>

Public Assistance Programs

- Centers for Medicare & Medicaid Services - <http://www.cms.hhs.gov/researchers/statsdata.asp>
- Virginia Department of Medical Assistance Services - <http://www.dmas.virginia.gov/>

Search Engine for Federal Government Statistics

- U.S. Federal Statistics - <http://www.fedstats.gov/>

Internet Resources - Continued:

Demographics - continued:

Virginia Residential Care Options for Senior Citizens

- Virginia Bureau of Insurance - Information on Continuing Care Retirement Centers -
<http://www.scc.virginia.gov/division/boi/webpages/coinfoaccess/cc.htm>
- Virginia Health Information - <http://www.vhi.org/>

Driving - Mature Driver Safety

- American Automobile Association (AAA) - MidAtlantic Region -
<http://www.aaamidatlantic.com/>
- Virginia GrandDriver Program - <http://www.granddriver.net/>
- Virginia Department of Motor Vehicles' Mature Driver Safety web site -
<http://www.dmvnow.com/webdoc/general/safety/maturedriver/index.asp>

Educational & Special Needs Sites

- American Library Association's site lists over 700 education-related great sites for kids - <http://www.ala.org/parentspage/greatsites>
- ADD Action Group is a non-profit organization that provides alternative solutions for coping with attention deficit disorder, dyslexia, learning differences and autism -
<http://www.addgroup.org>
- U.S. Consumer Product Safety Commission - <http://www.cpsc.gov>

Emergency Response

- Virginia Department of Emergency Management -
<http://www.vaemergency.com/>
- Virginia Department of Health's Emergency Preparedness & Response Programs -
<http://www.vdh.state.va.us/bt/pubinfo/guide.html>

Fraud

- Better Business Bureau - <http://www.bbb.org/>
- Virginia Attorney General's Office - <http://www.oag.state.va.us/>
- Virginia Department of Professional & Occupational Regulation -
<http://www.state.va.us/dpor/>
- U.S. Federal Citizen Information Center - <http://www.pueblo.gsa.gov/>

Internet Resources - Continued:

Grandparents Caring for Grandchildren

- AARP - <http://www.aarp.org/grandparents/>
- Brookdale Foundation - <http://www.brookdalefoundation.org>
- Foundation for Grandparenting - <http://www.grandparenting.org>
- Grandsplace - <http://www.grandsplace.com>
- Grandparent Again - <http://www.grandparentagain.com%09/>
- Grandparent World - <http://www.grandparentworld.com>
- GrandmaBetty.com - <http://www.grandmabetty.com>
- National Dissemination Center for Children with Disabilities - <http://www.nichcy.org>
- Off Our Rockers-Grandparents Being Parents Again - <http://www.sonic.net/thom/oor/>
- Generations United - <http://www.gu.org/>

Health & Wellness - also see "Nutrition"

- Centers for Disease Control & Prevention (CDC) - <http://www.cdc.gov/>
- Centers for Medicare & Medicaid Services (CMS) - <http://www.cms.hhs.gov/>
- National Association for Continence - <http://www.nafc.org/>
- National Hospice & Palliative Care Organization -
<http://www.nhpco.org/templates/1/homepage.cfm>
- National Institutes of Health (NIH) - <http://www.nih.gov/>
- National Institute of Mental Health (NIMH) - <http://www.nimh.nih.gov/>
- National Stroke Association - <http://www.stroke.org/>
- Sexuality Information and Education Council of the U.S. - <http://www.siecus.org/>
- U.S. Department of Health & Human Services (HHS) - <http://www.dhhs.gov/>

Health Savings Accounts

- US Department of the Treasury Page - Information on Health Savings Accounts -
<http://www.treasury.gov/offices/public-affairs/hsa/>

Home Care

- Homecare Online - the National Association for Home Care - <http://www.nahc.org/>
- National Private Duty [Homecare] Association (NPDA) -
<http://www.privatedutyhomecare.org/>

Hospice Care

- Medicare's Hospice Benefits web page -
<http://www.cms.hhs.gov/medicaid/services/hospice.asp?>
- Virginia Association for Hospices - <http://www.virginiahospices.org/>

Internet Resources - Continued:

Housing

- U.S. Department of Housing and Urban Development (HUD) Information for Seniors - <http://www.hud.gov/groups/seniors.cfm>
- Virginia Department of Housing & Community Development - <http://www.dhcd.virginia.gov/>

Identity Theft

- Federal Trade Commission - <http://www.ftc.gov/>
- Virginia Attorney General's Office - <http://www.oag.state.va.us/>
- Virginia Bureau of Insurance - <http://www.scc.virginia.gov/division/boi/index.htm>
- Virginia Department of Agriculture & Consumer Affairs' Office of Consumer Affairs - <http://www.vdacs.virginia.gov/consumers/index.html>
- Virginia State Corporation Commission's Bureau of Financial Institutions - <http://www.scc.virginia.gov/division/banking/index.htm>

Insurance

- Federal Long-Term Care Insurance Program (FLTCIP) for Federal Employees - <http://www.opm.gov/insure/ltc/>
- National Association of Insurance Commissioners (NAIC) “Get Smart About Insurance” page - <http://www.naic.org/gsw/>
- State Long-Term Care Insurance Program for State Employees (Aetna) - <http://www.aetna.com/group/commonwealthva/>
- Virginia Bureau of Insurance - <http://www.scc.virginia.gov/division/boi/index.htm>
- Virginia Insurance Counseling & Assistance Program (VICAP) - <http://www.vda.virginia.gov/vicap.htm>

Legal Issues & Services

- American Bar Association's (ABA's) "Find Legal Help.org" - <http://www.abanet.org/legalservices/findlegalhelp/home.html>
- Association for Conflict Resolution, The - <http://www.acrnet.org/>
- Center for Social Gerontology, The - <http://www.tcsg.org/>
- Equal Employment Opportunity Commission - <http://www.eeoc.gov/>
- Employee Benefits Security Administration - <http://www.dol.gov/ebsa/>
- National Center on Poverty Law — <http://www.povertylaw.org/>
- Pension Benefit Guaranty Corporation - <http://www.pbgc.gov/>
- VaLegalaid.org - <http://www.valegalaid.org/VA/index.cfm>
- Virginia Legal Aid Society - <http://www.vlas.org/>
- Virginia Poverty Law Center — <http://www.vplc.org>

Internet Resources - Continued:

Long-Term Care

- ElderLivingSource - a comprehensive, easy to use directory of nursing homes, assisted and independent living facilities, Alzheimer's care facilities and continuing care retirement communities. Includes information on selecting, evaluating and paying for a long-term residential care solution - <http://www.elderlivingsource.com/>
- Joint Commission on Accreditation for Health Organizations - <http://www.jcaho.org/>
- Medicare's Hospice Benefits web page - <http://www.cms.hhs.gov/medicaid/services/hospice.asp?>
- National Association of Professional Geriatric Care Managers - <http://www.caremanager.org/>
- Virginia Association for Hospices - <http://www.virginiahospices.org/>
- Virginia Department of Social Services Assisted Living Facility Information page - <http://www.dss.state.va.us/facility/search/alf.cgi>
- Virginia Health Information - <http://www.vhi.org/>

Long-Term Care Ombudsman Program

- Office of the State Long Term Care Ombudsman - <http://www.vaaaa.org/longterm.html>
- Virginia Department for the Aging (VDA's) LTC Ombudsman web page - <http://www.vda.virginia.gov/ombudsman.htm>

Mediation Services

- Association for Conflict Resolution - <http://www.acrnet.org/>
- Center for Social Gerontology - <http://www.tcsg.org/>

Medicare

- Medicare Drug Discount Card Guide - <http://www.themedcard.info/>
- Medicare.gov - the official U.S. Government Site for People with Medicare - <http://www.medicare.gov/>
- Medicare Rights Center - <http://www.medicarerights.org/>

Medicaid

- Medicaid - the Centers for Medicare & Medicaid Services page - <http://www.cms.hhs.gov/medicaid/default.asp?>

Internet Resources - Continued:

Medication

- Generic Drugs: The Unadvertised Brand - <http://www.theunadvertisedbrand.com/>
- FreeMedicineFoundation.com - <http://www.freemedicinefoundation.com/>
- Health Assistance Partnership (HAP) - <http://www.healthassistancepartnership.org/>
- Medicare Drug Discount Card Guide - <http://www.themedcard.info/>
- Needymeds.com provides information about prescription drug patient assistance programs and other programs for individuals who can't afford medication - <http://www.needymeds.com/>
- The Medicine Program - nationwide program that helps people of all ages who cannot afford their prescription medication - <http://www.themedicineprogram.com/>
- Together Rx Access™ Card Program - <http://www.togetherrxaccess.com/>
- U.S. Food and Drug Administration's Generic Drug Information - http://www.fda.gov/cder/consumerinfo/generic_equivalence.htm

Normal Pressure Hydrocephalus (NPH)

- Aging Brain Center at VCU Medical Center - <http://www.nph.nsc.vcu.edu/>

Nursing Homes

- Joint Commission on Accreditation for Health Organizations - <http://www.jcaho.org/>
- Medicare's Nursing Home Comparison page - <http://www.medicare.gov/NHCompare/Include/DataSection/Questions/SearchCriteria.asp?>
- National League for Nursing Accrediting Commission, Inc.- <http://www.nlnac.org/home.htm>
- Virginia Department of Health - <http://www.vdh.virginia.gov/>
- Virginia Department of Social Services -<http://www.dss.virginia.gov/>
- Virginia Health Information - <http://www.vhi.org/>

Nutrition

- healthfinder® - <http://www.healthfinder.gov/>
- Nutrition.gov - <http://www.nutrition.gov/>
- U.S. Department of Health and Human Services (HHS) - <http://www.hhs.gov/>
- U.S. Food and Drug Administration - <http://www.fda.gov/>
- Virginia Cooperative Extension at Virginia Tech University - <http://www.ext.vt.edu/resources/>

Olmstead Plan for Virginia

- “One Community - Draft Final Report of the Task Force to Develop an Olmstead Plan for Virginia” - <http://www.olmsteadva.com/reports.htm>

Internet Resources - Continued:

Personal Safety

- National Fire Protection Association (NFPA) - <http://www.nfpa.org/>
- Virginia Department of Emergency Management - <http://www.vaemergency.com/>
- Virginia Department of Health's Emergency Preparedness & Response Programs - <http://www.vdh.state.va.us/bt/pubinfo/guide.html>

Prescription Drugs - see "Medication"

Retirement

- Employee Benefits Security Administration - <http://www.dol.gov/ebsa/>
- Federal Long-Term Care Insurance Program (FLTCIP) for federal employees - <http://www.opm.gov/insure/ltc/>
- Pension Benefit Guaranty Corporation - <http://www.pbgc.gov/>
- U.S. Social Security Administration - <http://www.ssa.gov/>
- U.S. Veterans Affairs Department - <http://www.va.gov/>
- Virginia Retirement System administers benefits for Virginia's current and retired public employees - <http://www.varetire.org/>

Statistics - see "Demographics"

Taxes

- AARP's Tax Aide Program provides free assistance to seniors in preparing their taxes - <http://www.aarp.org/taxaide>
- ICAN EITC On-line tax preparation - Do your taxes for free by following a step-by-step tutorial - <http://www.icanefile.org>
- U.S. Internal Revenue Service's Volunteer Income Tax Assistance (VITA) program offer free assistance in preparing tax returns - <http://www.irs.gov/>
- Virginia Department of Taxation - <http://www.tax.virginia.gov/>

West Nile Virus

- American Mosquito Control Association - <http://www.mosquito.org/>
- U.S. Centers for Disease Control and Prevention - <http://www.cdc.gov/>
- Virginia Department of Health's Office of Epidemiology - <http://www.vdh.virginia.gov/epi/newhome.asp>

Public Service Telephone Numbers in Virginia

| | |
|--|-----------------------------------|
| General Information | (804) 786-0000 |
| Adult Protective Services (Toll-Free) | 1-888-832-3858 (1-888-83ADULT) |
| Aging Information (Toll-Free Nationwide Voice/TTY) | 1-800-552-3402 |
| Long-Term Care Ombudsman Program (Toll-Free Voice/TTY) | 1-800-552-3402 |
| Alcohol And Drug Abuse - | |
| CADRE-Alcohol and Drug information (Toll-Free) | 1-800-451-5544 |
| Drug Violation Hotline (Toll-Free) | 1-800-553-3673 |
| Consumer Services - | |
| Complaints Against Health Care Providers (Toll-Free) | 1-800-533-1560 |
| Consumer Complaints (Toll-Free) | 1-800-552-7945 |
| Consumer Hotline - Attorney General's Office (Toll-Free) | 1-800-451-1525 |
| Education (Toll-Free TDD Only) | 1-800-422-1098 |
| Faith-Based & Community Initiatives (Toll Free) | 1-800-777-8293 |
| FAMIS (Family Access to Medical Insurance Security) (Toll-Free) | 1-866-873-2647 |
| Family Violence/Sexual Assault (Toll-Free) | 1-800-838-8238 |
| Handicapped/Disabled (All numbers listed are Toll-Free) - | |
| Blind and Vision Impaired | 1-800-622-2155 |
| Deaf and Hard of Hearing (Voice/TDD) | 1-800-552-7917 |
| Developmental Disabilities Grants Program | 1-800-846-4464 |
| Library & Resource Center for the Blind | 1-800-552-7015 |
| Office of Protection and Advocacy (Voice/TTY) | 1-800-592-3962 |
| Social Services (TDD/Deaf/Hearing Impaired) | 1-800-828-1120 |
| Health Care (All numbers listed are Toll-Free) - | |
| AIDS Hotline | 1-800-533-4148 |
| Complaint Hotline | 1-800-955-1819 |
| Radon Information | 1-800-468-0138 |
| Information & Referral (Statewide Toll-Free) | 1-800-230-6977 |

Public Service Numbers in Virginia - Continued:

Information Lines (All numbers listed are Toll-Free) -

Equal Employment Opportunity Hotline 1-800-533-1414
Medicaid Providers Hotline 1-800-552-8627

Legal Services -

Virginia Lawyer Referral Service (Toll-Free) 1-800-552-7977

Licensing Information (Toll-Free)

1-800-543-7545

Rehabilitation (All numbers listed are Toll-Free) -

Rehabilitative Services 1-800-552-5019
Virginia Assistive Technology Information and Referral 1-800-435-8490

Social Services -

Citizen Services (Toll-Free) 1-800-552-3431
Fraud Hotline (Toll-Free) 1-877-553-3636

State Police -

Emergency Assistance 911
Emergency assistance when using a cell phone #77
Assistance-Appomatox (Voice/TDD) 1-800-552-0962
Assistance-Chesapeake (Voice/TDD) 1-800-582-8350
Assistance-Culpeper (Voice/TDD) 1-800-572-2260
Assistance-Fairfax (Voice/TDD) 1-800-572-4510
Assistance-Richmond (Voice/TDD) 1-800-552-9965
Assistance-Salem (Voice/TDD) 1-800-542-5959
Assistance-Wytheville (Voice/TDD) 1-800-542-8716

Other -

Crime Victim's Compensation (Toll-Free) 1-800-552-4007

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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 using the information shown below.

Virginia Department for the Aging

1610 Forest Avenue, Suite 100

Richmond, VA 23229

Toll-Free: 1-800-552-3402 (Nationwide Voice/TTY)

Phone: (804) 662-9333

E-mail: aging@vda.virginia.gov

Web Site: <http://www.vda.virginia.gov>

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