Resource Guide for Older Adults

City of Richmond
Office on Aging & Persons with Disabilities
Office of the Deputy Chief Administrative Officer for Human Services
Resource Guide for Older Adults

BUILDING THE BEST RICHMOND

CITY OF RICHMOND
OFFICE ON AGING & PERSONS WITH DISABILITIES
OFFICE OF THE DEPUTY CHIEF ADMINISTRATIVE OFFICER FOR HUMAN SERVICES
Dear Residents and Friends,

As our city’s population ages, the demand for programs and services continues to increase. In response to this growing need, I am pleased to present the City of Richmond’s Resource Guide for Older Adults. This guide has been developed to increase the access to city services and programs and is designed specifically for persons ages 55 and older.

The Office on Aging and Disabilities is dedicated to serving seniors and promoting independent, healthy and safe living environments. With renewed attention and resources, we are providing improved access and availability to services and programs through guides such as this, outreach to residents, online resources, and a senior helpline, (804) 646-1082. Our objective is to provide residents with valuable information to enable them to make the best possible choices for their well-being.

I look forward to working with you as we “Build a Better Richmond.”

Sincerely,

Dwight C. Jones
Mayor
Table of Contents

Important Phone Numbers ................................................................. 1
Richmond Office on Aging & Persons with Disabilities ....................... 4
Capital Area Partnership Uplifting People (CAPUP) .......................... 6
Central Virginia Food Bank ........................................................................ 6
Linwood Robinson Senior Center ....................................................... 6
Meals on Wheels Central Virginia ...................................................... 7
Richmond Behavioral Health Authority ............................................. 8
Richmond City Health District ........................................................ 10
Richmond City Sheriff’s Office .......................................................... 12
Richmond Department of Finance .................................................... 13
Richmond Department of Parks, Recreation &
    Community Facilities .......................................................................... 16
Richmond Department of Social Services ........................................ 19
Richmond Department of Utilities .................................................... 22
Richmond Office of Multi-cultural Affairs ....................................... 23
Richmond Office of Emergency Management .................................. 24
Richmond Police Department ........................................................... 27
Richmond Public Schools .................................................................... 28
Richmond Redevelopment & Housing Authority ............................ 28
Richmond Public Library ..................................................................... 30
Senior Connections ............................................................................. 31
Office on Aging & Persons with Disabilities Mailing List .................. 32
Important Phone Numbers

AARP ................................................................. 1.866.542.8164
Better Business Bureau Elder Fraud ....................... 804.780.2222
Central Virginia Legal Aid Offices ......................... 804.648.1012

CITY OF RICHMOND

Citizen’s Assistance ............................................. 804.646.7000
Emergency Management .................................... 804.646.2504
Finance ................................................................... 804.646.5690
Fire-Non Emergency ........................................... 804.646.5100
Office of Multi-Cultural Affairs ............................. 804.646.0145
Linwood Robinson Center .................................... 804.646.3115
Office on Aging & Persons with Disabilities .......... 804.646.1082
Parks, Recreation & Community Facilities .............. 804.646.5733
Police-Non Emergency ......................................... 804.646.5100
Public Works ........................................................ 804.646.0999
Social Services ..................................................... 3-1-1

Adult Protective Services ...................................... 804.646.7405
State APS Hotline (24hours/7 days) ....................... 888.832.3858
Utilities ............................................................. 804.646.7000 or 3-1-1

Dominion Virginia Power ..................................... 804.819.2000
Meals on Wheels of Greater Richmond .................. 804.673.5035
Senior Connections Capital Area Agency on Aging .... 804.343.3000

Adult Day Care ...................................................... 804.343.3035
Case Management ............................................... 804.343.3025
Community Choice .............................................. 804.261.5287
Emergency Services ........................................... 804.343.3025
Employment Services........................................ 804.343.3021
Foster Grandparent Program............................. 804.343.3047
Friendship Cafes............................................. 804.343.3029
Home-Delivered Meals .................................... 804.343.3027
Information and Referral .................................. 804.343.3044
In-Home Respite ............................................ 804.343.3035
Insurance Counseling ...................................... 804.343.3018
Money Management ........................................ 804.343.3055
Long-Term Care and Elder Rights....................... 804.343.3057
Retired & Senior Volunteer Program ................. 804.343.3050

STATE AGENCIES
Virginia Department of Medical Assistance Services ... 804.786.7933
Office of the Attorney General ............................. 804.786.2071
   Virginia TRIAD Resources ................................ 804.786.2071
   Medicaid Fraud Control .................. 804.371.0779/800.371.0824
Virginia Department of Behavioral Health
   and Developmental Services ............................ 804.786.3921/800.451.5544
Virginia Department of Social Services... 804.726.7000/800.552.3402
Virginia Office of Consumer Affairs ..................... 804.786.2042
Virginia State Corporation Commission . 804.371.9967/800.552.7945
Virginia Department for the Aging
   and Rehabilitative Services ............................. 804.662.9333/800.552.3402
Virginia Department for the Blind
   and Vision Impaired .......................... 804.371.3140/800.622.2155
Virginia Department for the Deaf
   and Hard of Hearing ..................................... 800.552.7917
Virginia Fair Housing Office ....................... 804.367.8530/888.5541.3247
Virginia Department of Health ......................... 804.864.7001
Virginia Logisticare/Medicaid Transportation .......... 866.386.8331
Virginia Department of Medical Assistance Services.... 804.786.7933
   Richmond Helpline .................................... 804.786.6273/800.552.8627
Virginia Department of Professional
   and Occupational Regulations.............................. 804.367.8500
   Hotline for Older Virginians............................... 804.367.2178
Disability Law Center of Virginia ...... 804.225.2042 or 800.552.3962

FEDERAL AGENCIES
Administration on Aging ................................. 202.619.0724 or 800.677.1116
Center for Medicare and
   Medicaid Services ........................................ 410.786.3000 or 877.267.2323
Social Security Administration ................................ 800.772.1213
Department of Veterans Affairs ................................ 804.675.6546

WEBSITES
City of Richmond
www.RichmondGov.com

AARP
www.aarp.org

National Senior Citizens Law Center
www.nsclc.org

Senior Connections
www.seniorconnections-va.org

Virginia Department for Aging and Rehabilitative Services
www.vadrs.org
Overview
The goal of the Office on Aging and Persons with Disabilities is to increase access and awareness of programs and services for older adults 55 and older, as well as for persons with physical and sensory disabilities in an effort to promote independent, healthy and safe environments. The program supports aging in place through a well coordinated community base level of services for older adults who choose to remain active, independent and vital contributors to their communities, and older adults who may need additional assistance to remain independent. The program is also committed to persons with disabilities, both youth and adults, in ensuring equal access to services and programs that will support independence; as well as support to the caregivers of older adults and persons with disabilities.

Programs/Services
- Senior Help Line - The help line (804.646.1082) designed to assist older adults in their quest for services within city departments, as well as services with outside agencies
- Home Visitation
- Community Outreach
- Aging and Disabilities Advisory Board
- Inter-generational Programs
- Well-Being Checks/Cooling Program
- Centenarian Celebration
- Veterans and Family Resource Fair
- Senior Friendly Visitor’s Volunteer Program
- Seniors Engaged in Active Lifestyles (S.E.A.L.) Programs

Civic & Community Engagement
Senior Book Club
Introduction to Writing Your Story
GED/Literacy Programs
Neighbor-to-Neighbor Volunteer Opportunities
Author Chat and Luncheon
Health & Wellness
Gourmet Cooking Classes
Nutrition Classes
Fitness Classes
Health Fairs/Screenings
Health Seminars

Arts & Cultural
Richmond’s Museum Experience
Theatrical Performances
Concerts
Day Trips and Excursions

Workforce & Finance
Financial Assistance
Senior Employment Assistance
Financial Seminars

Contact: For additional information on these programs, call 804.646.1082.
Capital Area Partnership Uplifting People (CAPUP)
1021 Oliver Hill Way • Richmond, VA 23219 • 804.788.0050

Capital Area Partnership Uplifting People, Inc. is a private non-profit agency that was established under the Economic Opportunity Act of 1964 to combat the problems associated with poverty in the Richmond Metropolitan Area. CAPUP serves two major functions.

1. It acts as a bridge between poverty areas of surrounding cities, counties and social service agencies.
2. It develops and institutes new and innovative projects to meet the needs of the impoverished.

Additional, emphasis is placed on providing community residents with resources to help themselves.

Contact: For more information, please call 804.788.0050.

Central Virginia Food Bank
1415 Rhoadmiller Street • Richmond, VA 23220 • 804.521.2500

The Central Virginia Food Bank, a FeedMore organization, fights hunger in our region by providing food and grocery products to an extensive network of partner agencies who serve individuals and families in need.

Serving children, families and seniors experiencing food insecurity.

Contact: To receive food assistance, please call us at 804.521.2500 or visit www.feedmore.org.

Linwood Robinson Senior Center
700 North 26th Street • Richmond, VA 23223 • 804.646.3115

Monday - Friday • 8 a.m. -5 p.m. • Ages 60 and older • FREE

Do you enjoy interacting and socializing with others of your age with similar interests? Do you long to be around other caring people? Then come and enjoy the safe and pleasant atmosphere of the Linwood Robinson Senior Center. The Center provides citizens, age 60 and
older, with diversified services and leisurely program that include day trips, tours, religious outreach, and educational sessions. In addition, opportunities are available to senior citizens for community involvement, cultural enrichment (including piano instruction), health and wellness information, continuing education, nutritional services and obtaining referrals to community resources.

Employment opportunities, counseling, youth & senior citizen mentoring, advocacy and opportunities to volunteer are just a few of the many additional benefits of attending the center. Lunches are provided (through the Friendship Café) for individuals who are age 60 and older by Senior Connections, an affiliate of the Capital Area Agency on Aging (CAAA), one of four partner agencies.

Donations are accepted by Senior Connections to support and expand their services to seniors. The center is monitored for safety by professionally trained and certified staff.

A screening assessment/interview is required. Daily transportation for city residents is available upon request.

**Contact: For more information, please call 804.646.3115.**

**Meals on Wheels Serving Central Virginia**

1415 Rhoadmiller Street • Richmond, VA 23220 • 804.521.2500

Meals on Wheels, a FeedMore organization, fights hunger in our region by delivering balanced, nutritious and appealing meals to seniors, people with disabilities and disadvantaged populations. We strive to improve the physical and mental health of those served buy providing, either directly or through cooperation with other organizations, a range of goods and services that improve quality of life. Serving homebound and disabled adults in Central Virginia.

**Contact: To apply for service, please call 804.521.2500 or visit www.feedmore.org.**
Richmond Behavioral Health Authority (RBHA)

107 South Fifth Street • Richmond, VA 23219 • 804.819.4000

RBHA is licensed by the Virginia Department of Behavioral Health & Developmental Services and is the statutorily established public entity responsible for providing mental health, intellectual disability, and substance abuse disorder and prevention services to the citizens of the City of Richmond.

**Mental Health Services**

Mental Health Services are provided primarily to individuals with a serious mental illness, seriously emotionally disturbed and at-risk children and individuals in crisis.

Services provided:

- 24 Hour Emergency Services
- Assessment and Referral
- Community Case Management
- Assertive Community Treatment
- Intensive In-Home Services
- Youth Day Treatment Services
- Counseling and Support
- Individual and Family Therapy
- Psychosocial Rehabilitation
- Residential Services
- Older Adult Services
- Nursing, Medication and Pharmacy
- Outpatient Psychiatric Services
- Assisted Living Facilities Specialized Program
- Homeless Services
- Integrated primary and behavioral health
- Care Project
• Juvenile Detention Center-Based Services
• Residential Crisis Stabilization

**Intellectual Disabilities Services**

RBHA provides quality services to individuals with mental retardation and infants/toddlers with serious development delays through a directly operated case management unit and multiple provider agreements with community agencies.

Services provided:

• 24 Hours Emergency Services
• Assessment and Referral
• Case Management Services

Through community agencies, RBHA provides:

• Early Intervention Services
• Vocational Services
• Residential Services
• Respite Care
• Specialized Child Care
• Behavioral Intervention
• Day Support Services

**Substance Use Disorder Services**

RBHA provides a full continuum of quality services for individuals, adults and adolescents with substance addiction or other substance use disorders.

Services provided:

• 24 Hours Emergency Services
• Assessment and Referral
• Case Management
• HIV Early Intervention
• Community Based Outreach
• Alcohol and Drug Abuse Programs for Offenders
• Gender Specific Women and Children’s Services
• Case Management Services for Adjudicated Youth
• Substance Abuse and Violence Prevention Services
• Education and Support Services for Families of Adolescent Consumers
• Motivational Interventions
• Outpatient Groups for Special Populations

Through contracted and partner agencies, RBHA provides:

• Residential Treatment and Rehabilitation Services
• Outpatient and Intensive Outpatient Services
• Medical Detoxification Services
• Social Detoxification Services
• Methadone Detoxification Services
• Opioid Replacement Therapy
• Outpatient Treatment for Adjudicated youth
• Vocational Support Services for Recovering Individuals
• Prevention Services

Contact: Department of Behavioral Health & Developmental Services, 804.819.4000 and for 24/7 crisis situations, call 804.819.4100.

Richmond City Health District
400 E. Cary Street • Richmond, VA 23219 • 804.205.3500

The Richmond City Health District conducts activities every day to protect the public’s health, prevent the spread of disease, and promote healthy lifestyles. Services that benefit Richmond citizens of all ages include inspection and regulation of city restaurants, control of infectious disease, clinical health services, providing health information and education, and emergency preparedness and response.
Clinical Services

The Richmond City Health District Clinics, located at 400 E. Cary Street provides clinical services to uninsured and underinsured city residents. Services for senior citizens include influenza and pneumonia vaccinations. Screening and treatment is also provided for tuberculosis.

Contact: For more information and clinic schedule, call 804.482.5500.

Sexually Transmitted Disease Treatment and Prevention

Taking precautions to prevent contracting and spreading sexually transmitted disease is important to persons of all ages. The STD clinic at 400 E. Cary Street provides free services to prevent the spread of STDs and HIV/AIDS through education and treatment. Counseling and referral service is also provided to infected persons and partners. The STD clinic is conducted Mondays, Wednesdays and Fridays.

Contact: For more information and clinic schedule, call 804.482.5500.

Long-term Care Eligibility Screening

Medicaid pre-admission screening visits are provided at your home to determine if those persons in need of long-term in-home assistance qualify for Medicaid programs to help with daily living activities.

Contact: For more information, call 804.205.3718.

Lead Poison Screening for Caregivers of Children

If you live in a home built before 1978, it could be at risk for exposure to lead poison from lead-based paint used in older homes before it was banned. Children under the age of six that regularly visit grandparents or live in homes with lead-based paint could potentially be exposed to lead poisoning from lead dust, paint chips, or even the soil in the yard around the house. Lead can cause damage to a young child’s nervous system and organs.

Contact: For more information about lead poisoning, prevention, and testing, call 804.205.3500, ext. 7.

Medical Reserve Corps (Volunteers)

Senior citizens and adults are welcome to join the Medical Reserve Corps (MRC). The mission of the MRC is to develop and maintain a
trained and ready force of medical and support volunteers to perform
tasks and assist as needed in a public health emergency. A variety of
medical and non-medical personnel would be needed to supplement
the Health District’s workforce in the event of an emergency such as a
natural disaster requiring mass dispensing of medication to the
Richmond population.

Contact: For more information on volunteer & training opportunities
in the Medical Reserve Corps, call 804.205.3737 or email
amy.vincent@vdh.virginia.gov

Richmond City Sheriff’s Office
1701 Fairfield Way • Richmond, VA 23223 • 804.646.4464

TRIAD/Are you OK? Program
The Richmond City Sheriff’s Office Are You Okay? Program partners
deputies with the community as they check on the welfare of
Richmond’s senior citizens who are in poor health and have no one to
check on their condition. Volunteering deputy sheriffs have the
pleasure of visiting a senior resident in the community. Visits help to
ensure that the senior is in a safe environment and to check whether
the deputy may assist with any problems or concerns. The visit allows
the senior an avenue to express concerns, or to simply say “I am ok
today.”

The Richmond Sheriff’s Office can assist in the best interest of the
senior when there may be no one else to do so. By creating this vital
link between law enforcement and the senior community, we reduce
the terrible effects of isolation and loneliness.

Those who are “shut in” and have no one to regularly check on them
are the people whom the TRIAD seeks to serve with this program.

Contact: For more information, please call the Richmond City Sheriff’s
Office Community Relations Division at 804.646.0924.
Tax Freeze Program

The Tax Freeze is an option that provides an exemption for those taxpayers who are either age 65 or older on December 31 of the preceding tax year or are permanently and totally disabled. The eligibility requirements regarding income, net worth and income of others in the household, for the Tax Freeze program are the same as the eligibility requirements for the tax relief for the elderly and disabled noted below.

What does the Tax Freeze offer me?

1. A choice. You may apply for either the Tax Freeze or Tax Relief Program, but not both; and,

2. A total exemption of the increase in your real estate taxes from the date you first apply and qualify for this tax exemption.

For example: You, or your spouse, are age 65. The assessed value of your home at the time you apply for the exemption, is $100,000 (tax year 1). In the next tax year (tax year 2), the assessed value of your home increases 10% to $110,000. The tax rates for tax years 1 and 2 are the same: $1.20 per $100 of assessed value.

In tax year 1, you apply for the Tax Freeze program. What is your tax liability in tax years 1 and 2?

Tax year 1: $1,200 ($100,000 x $1.20 per $100 of assessed value)
Tax year 2: $1,200 ($100,000 x $1.20 per $100 of assessed value)

What have you saved in tax year 2 by applying for the Tax Freeze Program? $120.

Full Tax Liability

Tax Year 1 $1,200
Tax Year 2 $1,320
Taxes Saved - Year 2 $120 *

* Full Tax Liability of $1,320 - $1,200 (tax year 2 liability frozen at tax year 1 amount)
**Important Note:** To keep the benefits of the tax freeze program, the taxpayer must pay their portion of the real estate taxes by the tax due date of June 15th. Failure to do so will void the tax freeze.

Contact: For more information, call the Tax Freeze Program at 804.646.5690.

**Tax Relief for the Elderly & Disabled**

(Eligibility Requirements - For All Applicants)

Tax Relief is available to qualifying elderly and disabled individuals. The completed form is due by March 31st, unless it is a first-time hardship case - in which it would then be due by June 15th.

1. The title of the property for which exemption is claimed must be held, or partially held, on January 1st of the taxable year, by the person or persons claiming exemption.

2. The gross combined income of the owner during the year immediately preceding the taxable year shall be an amount not to exceed $50,000. Gross combined income shall include all income from all sources of the owner and spouse, and income in exceed of $10,000 for each relative living in the dwelling for which the exemption is claimed.

3. The total combined net financial worth of the owners as of December 31st of the year immediately preceding the taxable year shall be an amount not to exceed $200,000. Total net financial worth shall include all assets of the owner of the dwelling for which exemption is claimed, and shall exclude the value of the dwelling and the land, not exceeding one acre, upon which the dwelling is situated. The Director of Finance makes the final determination of both the income and net worth once the application is processed.

4. In lieu of the filing of an annual application, once a taxpayer is determined to be eligible, an application may be filed on a 3-year cycle. The taxpayer shall file an annual certification that no information on the last application has changed as to violate the limitations and conditions provided therein. Such annual certification must be filed no later than March 31st of the taxable year.
In order to avoid the payment of penalty on the full amount of the taxes, the person or persons to whom an exemption determination letter has been issued shall, on or before June 15\textsuperscript{th} of the year for which such exemption is issued, present to the Collector the payment of the difference between the full amount of the taxes levied on the property for which the exemption is issued and the amount of the exemption. Failure to remit the payment for the difference between the full amount of the taxes levied and the amount of the exemption on or before June 15\textsuperscript{th} of the tax year for which the exemption is issued shall void the tax exemption previously granted for that tax year.

**For Applicants Seeking Relief Because of Age**

The head of the household occupying the dwelling and owning title, or partial title thereto must be 65 years old or older on December 31\textsuperscript{st} of the year immediately proceeding the taxable year. Such dwelling must be occupied as the sole dwelling of the person 65 years of age or older.

**For Applicants Seeking Relief Because of Permanent and Total Disability**

1. The head of the household occupying the dwelling and owning title, or partial title thereto must be permanently and totally disabled and younger than 65 years of age.

2. There must be, attached to the application, a sworn affidavit by two medical doctors, licensed to practice medicine in the Commonwealth of Virginia, to the effect that such person is permanently and totally disabled.

Send Tax Relief for the Elderly & Disabled Form to:

Finance Department - Collections Division
900 E. Broad Street, Room 100
Richmond, VA 23219

Go to www.RichmondGov.com for a form or call 804.646.5690

**Tax Escrow Payment Program**

The City will establish a budget payment schedule. The money you pay into this tax escrow account will earn interest using a fixed market investment rate. This interest and the amount you paid will be applied to your taxes in May of each tax year. The City will send you a statement which shows what your taxes for the year are and how
much you have paid through the program. Your payments into the program are completely voluntary. You may pay more or less than your budgeted amount, but you will be billed for any balance due. Any balance due must be paid by June 15th to avoid penalty and interest. Should you sell your home or other listed properties, the money you have paid into your account will be refunded to you upon application.

Contact: For more information, please call 804.646.5690.

How to apply: Download an application from the website or call 804.646.5690 for a form. Mail your completed form to:
Richmond - Real Estate and Delinquent Collection
900 E. Broad Street, Room 100
Richmond, VA 23219

Richmond Department of Parks, Recreation and Community Facilities (PRCF)
1209 Admiral Street • Richmond, VA 23220 • 804.646.5733

Senior adults age 55 years and older are invited to participate in the City of Richmond Department of Parks, Recreation and Community Facilities senior programs.

—Non-resident Fee for Activities and Trips—

All persons who do not live in the City of Richmond will be required to pay an additional $20 non-resident fee per trip or activity.

In additional to the Community-based programs listed below, we offer a variety of trips and city-wide activities.

Contact: 804.646.1999 for additional information. You may also visit us on the web: www.richmondgov.com/parks and view our program guide.
**Water Aerobics**

These fun-filled classes are great for your health. Soothe those aching joints in warm water and have loads of fun in the process! Water aerobics is good for the heart, weight loss, arthritis, and other ailments common to senior adults. Classes are offered for seniors ages 50 and older at:

Swansboro Indoor Pool, 3160 Midlothian Turnpike: Monday - Thursday; Class I is from 8:30 a.m. - 9:30 a.m. and Class II is from 10:30 a.m. - 11:30 a.m.

Bellmeade Community Center Indoor Pool, 1800 Lynnhaven Avenue: Monday and Wednesday, 9:00 a.m. - 11:30a.m.

For additional information during any of the hours listed above, call Swansboro Pool at 804.646.8088 or Bellmeade at 804.646.8235.

**Social Clubs and Special Fitness Classes**

Senior Low-Impact Aerobics
Humphrey Calder Community Center, 414 North Thompson Street
Thursdays, 10:00 a.m. - 11:00 a.m.

For more information, call 804.646.1780

Battery Park Senior Group, 2803 DuPont Circle
3rd Thursday of the Month, 11:00 a.m. - 1:00 p.m.
Age 55 and older
Free of cost except where indicated

If you enjoy socializing and being active, then this is the place for you! All seniors are welcome. For more information, call 804.646.0944.

Bellemade Senior Program, 1800 Lynnhaven Avenue
Mondays and Wednesdays, 10:00 a.m. - 2:00 p.m.
Age 55 and older
Free, except where indicated

This program offers a variety of fun and innovative activities for our senior population. Programming includes fitness, art & crafts, games, line-dance, informational sessions, social recreation, trips and much, much more. Come out and play with us!

For more information call 804.646.8235
Fun & Fitness Program for Active Adults  
Hotchkiss Community Center, 701 East Brookland Park Boulevard  
Tuesday and Fridays, 1:00 p.m. - 4:00 p.m.  
Free, except where indicated  

Have fun while getting fit and meeting new friends. This program is for adults age 50 and older, and is great for regular leisure, educational and fitness opportunities. Leisure activities include: table games (a variety of individual & group games - checkers, dominoes, chess, Mexican train, chicken foot, card games, etc. taught by an instructor). Bingo, arts & crafts, day outings (small fee may apply).  

Fitness activities include:  
Indoor walking, Low-Impact Aerobics, Line Dancing, and more.  

**For more information call 804.646.5733**  

The Golden Age Club  
Active Adults and Senior Program  
Randolph Community Center  
1415 Grayland Avenue  
Wednesday, September - June, 10:00 a.m. - 2:00 p.m.  
Free except where indicated (a contribution may be made to cover costs of coffee, etc.)  
Age 50 and over  

Members of the Golden Age Club enjoy social get-togethers and plenty of fun while doing a wide variety of activities, classes, and trips. Meet new friends and expand your leisure fun by participating in any or all of the following activities: Chair Aerobics, Computer Classes, Trail Walks, Weight Room fitness, Movies, monthly Luncheon Outings, out of town trips, Crafts, Bingo, Quilting, Cards, Dominos, and other games.  

Throughout the year, service agencies will come to share helpful information. A hot and nutritious lunch is provided every Wednesday for members age 60 and over through Friendship Café with Senior Connections. An application needs to be filled out to have free lunch.  

**Contact: Martha Jones-Carter, 804.646.1999-Administrative Offices, or 804.646.1080 at Randolph Community Center for additional information.**
Linwood Robinson Senior Center  
700 North 26th Street  
Richmond, VA 23223  
804.646.3115

Monday - Friday, 8:00 a.m. - 5:00 p.m.  
Ages 60 and older  
Free

If you enjoy interacting and socializing with others of your age with similar interests, then come and enjoy the safe and pleasant atmosphere of the Linwood Robinson Senior Center. The Center provides citizens, age 60 and older, with diverse services and leisurely programs that include day trips, tours, fitness, social events, and educational sessions. In addition, opportunities are available to senior citizens for community involvement, cultural enrichment, health and wellness information, continuing education, nutritional services and obtaining referrals to community resources.

Lunches are provided (through the Friendship Café) for individuals who are ages 60 and older by Senior Connections, an affiliate of the Capital Area Agency on Aging (CAAA), one of our partner agencies. Donations are accepted by Senior Connections to support and expand their services to seniors. A screening assessment/interview is required.

For more information, call 804.646.3115.

Special Classes and Clubs

If you’ve always wanted to move beyond “Chopsticks,” here is your chance. Join instructor Jim Pettis for 12 weeks of music.

Contact: For details and deadline information, call 804.646.4347.

Richmond Department of Social Services (RDSS)  
Marshall Plaza Building • 900 E. Marshall Street, 3rd Floor • Richmond, VA 23219

Adult Protective Services

The Department of Social Services investigates reports of abuse, neglect and exploitation of adults age 60 and older and incapacitated adults age 18 and older. In order to be eligible, individuals must be City residents and the incident must have occurred or have been
discovered in the city. Adult Protective Services is provided without regard to income or resources. Through this program, social services staff will address emergencies to minimize the risk of neglect, abuse and exploitation. A wide range of services are available including companion care in the home, assistance with financial management, counseling, emergency assistance, a change of housing, and legal assistance in obtaining guardianship. Adult Protective Services is also responsible for reviewing all reports filed by guardians of incapacitated persons residing in the city.

Contact: For more information or to report suspected abuse, neglect or exploitation of an adult, call 804.646.7405 between the hours of 8 a.m. - 5 p.m.; at night or on weekends, call 1-888-832-3858.

Adult Stabilization

Single adults who are disabled, elderly, homeless or those displaced due to code enforcement actions can receive assistance in order to become self-sufficient and independent. Through this program, social services staff will address emergencies to enable adults to remain in their own homes and/or to maintain their independent functioning to the greatest extent possible. A social worker will assess the current situation and make a referral to the appropriate community resource or agencies. Some of the available services are offered without regard to income. However, most services require customers to meet State income guidelines. Program also includes any adults who are 18 years of age or older who need the following services such as assistance with rent, utilities, transportation, help with assisted living facility placements, reassessments in adult homes, referrals for mental health services, clothing, furniture, medicines, budget counseling and referrals for Adult Decision Making sessions. We also counsel individuals on how to become self-sufficient and self-supportive.

Contact: For more information, please call 804.646.7291.

How can I apply for financial assistance?

You may call 804.646.7212 and request an application by mail. Forms and applications are also available on the website at www.RichmondGov.com. Be sure you sign the application. An appointment will be scheduled for you. You may also visit one of three
locations below to file an application in person and have a face-to-face interview:

- 900 E. Marshall Street, Richmond, VA 23219
- 4100 Hull Street Road, Richmond, VA 23224
- 701 N. 25th Street, Richmond, VA 23223

Mail applications to: Richmond Department of Social Services, 900 E. Marshall Street, Richmond, VA 23219

**Cooling Assistance**

Applications for Cooling Assistance are accepted at the Department of Social Services from June 15\(^{th}\) through August 15\(^{th}\) to help eligible households with their cooling needs. To be eligible for any type of Cooling Assistance, fuel eligibility criteria must be met, the household must contain at least one vulnerable person and there must be a cooling need. Criteria of a vulnerable person includes an individual who is age 60 or older, disabled or under age 6. The following types of assistance are available if eligibility conditions are met: purchase of a portable or installed fan, purchase and installation of an air conditioner, payment of an electric utility security deposit, or payment of the electric bill to operate the cooling equipment.

**Contact:** For more information on energy assistance, call 804.646.7046.

**Auxiliary Grants**

This program offers benefits as a supplement to the recipient’s income to help pay for housing. Auxiliary grants are offered to City residents who are age 65 or older, blind, or disabled and living in a licensed home for adults. Grant recipients also receive a personal needs allowance and full Medicaid coverage. A representative from the Adult Stabilization Program must certify the applicants need for adult home placement, and they must meet certain income and resource requirements. Once in the adult home, medications are administered and transportation is provided to and from appointments. Meals, laundry services and recreation are also arranged.

**Contact:** For information please call 804.646.7291.

**How can I apply for financial assistance?**

You may call 804.646.7212 and request an application by mail.
Richmond Department of Public Utilities (DPU)
900 East Broad Street, Room 115 • Richmond, VA 23219 • 804.646.7000

The Richmond Department of Public Utilities (DPU) is committed to providing superior utility service to each department customers while creating exceptional value.

**Winter Service Assurance**
Suspends shut-off orders between December 1\(^{st}\) - March 31\(^{st}\).

**No Senior Late Fees**
Public Utilities customers whose accounts are marked with the distinction of senior citizenship will not incur late fees.

**Security Deposit Waiver**
In areas where deposits are normally required (i.e., transferring and restoring services, etc.) deposits for seniors will be waived. The department offers several programs specifically designed to address the heating bill needs of its senior customer base located in the Richmond metropolitan community.

**Weatherization Kit Giveaway**
DPU coordinates a yearly event and distributes weatherization kits to senior customers. Kits may contain energy saving items such as insulating weather stripping, a low flow shower head, and draft stopping outlet covers.

**Third Party Notification**
Allows a customer to designate a third party to receive a copy of every bill originated from the utility for review. If the customer has a past due balance or if any questions arise, the third party can inquire on behalf of the customer.

**Contact:** For more details on DPU services, call 804.646.7000 or 3-1-1.

**Walk-in Office Locations:**
East District Building, 701 North 25th Street
City Hall, 900 East Broad Street, Room 115
Southside Community Center, 4100 Hull Street
City of Richmond Office of Multicultural Affairs/
Oficina de Asuntos Multiculturales de la Ciudad de Richmond

4100 Hull Street Road (Southside Plaza) • Richmond, VA 23224 • 804.644.0145

La Oficina de Asuntos Multiculturales de la Ciudad de Richmond está ubicada el Centro de Servicios Comunitarios de Southside, en el 4100 Hull Street Road, Richmond, VA 23224. La Oficina (OMA por sus siglas en inglés) promueve información y educación para la comunidad, alienta la participación cívica y otras iniciativas que satisfacen las necesidades de la comunidad y su diversidad cultural. La OMA coopera con otras agencias de la ciudad para que fortalezcan las relaciones interculturales con la comunidad. Si usted necesita asistencia en español en cuanto a los servicios de la Ciudad o recursos comunitarios, por favor comuníquese al 646-0145.

The City of Richmond’s Office of Multicultural Affairs is located in the Southside Community Services Center at 4100 Hull Street Road, Richmond, VA 23234. The OMA promotes community information and education, citizen participation, and other initiatives that meet the needs of our culturally diverse community. The OMA supports City agencies in developing internal capacities to strengthen cross-cultural relationships with the community.

Contact: If you need assistance in Spanish regarding City of Richmond services or community resources, please call 646-0145.
The likelihood that you and your family will recover from an emergency tomorrow depends on the planning and preparation that is done today. By planning ahead and taking into consideration your individual needs older adults can help ensure their safety in case of an emergency by taking these simple steps:

1. **Get Kit of Emergency Supplies**

   The first step is to consider how an emergency may impact your life. Think about having to be on your own for three days with little access to medical facilities, transportation, or drugstores.

   Basic Supplies:
   
   - **Water** One gallon per person per day for drinking and sanitation
   - Non-perishable food three day supply
   - Flashlight with extra batteries
   - **Cash** ATMs will not work during a power outage
   - **Radio** choose battery power or hand crank with extra batteries
   - First Aid Kit
   - **Whistle** to signal for help
   - Filter mask or cotton shirt to help filter the air
   - Moist towelettes, garbage bags and plastic ties for personal sanitation
   - **Wrench or pliers** to turn off utilities
   - **Manual can opener** for any canned food
   - Plastic sheeting and duct tape, to shelter in place
   - Important family documents
   - Pet food
   - Medications
If you take medicine or use a medical device daily, be sure to have what you need to make it on your own for at least a week and keep a copy of your prescriptions to include dosage and treatment information.

Emergency Documents stored in a waterproof container:

- Health insurance or Medicaid
- Medical records
- Wills and/or deeds
- Driver’s license or social security card for personal identification
- Bank account information

Emergency Contact numbers

- Important relatives or friends local and out of town
- Doctors
- Insurance providers: home or renters, health, property

2. **Make a plan for what you will do in an emergency**

   A disaster or emergency may result in lack of access to those places or things that you rely on every day. To plan in advance you need to think through your everyday life.

   - **Create a personal Support network:** If you will need assistance during a disaster, talk to family, friends, and neighbors about being part of your plan. Share your needs and your plans to evacuate. Have an out of town contact that would not be impacted by the same disaster to assist if necessary. Share information on where your emergency supplies are, and consider providing them a copy of your emergency documents listed above.
Have a Communications Plan: Identify how you will contact each other during an emergency or disaster when the communications systems may be impacted. Consider an out of town contact outside of the impacted area that may be able to receive emails or phone calls from your separated family members. Also consider a phone tree if communications systems are functioning.

Know your Providers Plan: If you rely on regular medical treatments, care, or transportation consider discussing with your provider what their plan is during an emergency. Have a back up for any transportation that you depend on and know what the ability to assist during an emergency.

Consider your pets: If you evacuate, consider taking your pets with you but know that emergency shelters will only allow service animals inside the shelter. While assistance may be available for your pet, this will likely be off site with limited access. Consider planning in advance and have a place to go with your pet such as a friend or relative. Research local and out of town hotels to determine the ones that allow pets.

3. Stay Informed

Tune into 97.3 FM WRIR for current up to date warnings and notification. The Office of Emergency Management has an agreement with 97.3 FM to disseminate warnings, while you will likely receive information from other media outlets 97.3 will provide the most current and accurate information.

Listen to local forecasts and be aware of what may impact your area.

Follow instructions from local officials, such as shelter in place or evacuate. The City of Richmond has your best interest when advising residents during a disaster, please listen!
TRIAD

TRIAD is a program involving law enforcement and older Americans. Assessing the needs of the community is a priority of TRIAD and programs are developed according to the results of the assessments or surveys. Areas with more serious crime problems may focus on crime prevention and victim assistance. Areas where older persons are not often targets for crime may implement reassurance programs, training for law enforcement and involving volunteers within the law enforcement agencies.

TRIAD consists of a three-way effort among: the Richmond Police Department, The Richmond Sheriff’s Office and the Office of the Attorney General. They agree to work together to reduce the criminal victimization of older citizens and enhance the delivery of law enforcement services to older persons. It provides an opportunity for the exchange of information between law enforcement and senior citizens. It focuses on reducing unwarranted fear of crime and improving the quality of life for seniors.

A major purpose of TRIAD is to develop, expand and implement effective crime prevention and education programs for older community members.

Activities center on both pre-victimization (victim/witness assistance) aspects and free safety trainings to senior groups or organizations.

Meetings are held every 2nd Wednesday, from 9:00 a.m. to 10:00 a.m. at the Police Training Academy, located at 1202 W. Graham Road.

For more information, contact the Richmond Police Department, Community Care Unit - TRIAD Coordinator at 804.646.4069.
Email: RPDCares@richmondgov.com • Twitter: @RPDCares
Adult Basic Education Classes (ABE)

Courses are offered to adults 20 years and older who do not complete their education in the traditional time and manner. Instruction stresses remediation in reading comprehension, vocabulary enrichment, spelling, writing, grammar and mathematics. Emphasis is also placed on the basic skills of everyday life situations. Upon completion of the Adult Basic Education program, students may enter the G.E.D. preparatory program. The major goal of the Adult Basic Education Program is to produce better citizens, parents and workers.

Internet and academic software are only a few vehicles used to give leverage, empower, and elevate today’s ABE student.

GED Preparation: GED preparation includes courses that focus on skills to enable the learner to work on the four subject GED Test.

Contact: Please call 804.780.8311 for information on registration, textbook and calculator fees. Classes are held at Richmond Alternative School, 119 West Leigh Street, Richmond, VA 23220.

Richmond Redevelopment & Housing Authority

RRHA provides affordable housing for independent living for eligible seniors. RRHA maintains seven buildings for low income elderly and disabled Richmonders that meet federal and RRHA requirements - age, disability and income.

All buildings are equipped with fire safety systems, free utilities including air conditioning, laundry facilities for residents, activity rooms, meeting space, vending machines and emergency alert systems. All buildings, except for Fox Manor Apartments, which are garden-style/one-story apartments, are equipped with elevators.
Contact: For more information, contact the Tenant Selection Office at 804.780.4908 / DIAL 711 (TDD) or email: info@rrha.com

<table>
<thead>
<tr>
<th>Building</th>
<th>Units</th>
<th>Floors</th>
<th>Year Built</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frederic A. Fay Towers</td>
<td>200</td>
<td>11</td>
<td>1971</td>
<td>804.780.4806</td>
</tr>
<tr>
<td>1201 N. 1st Street</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Melvin C. Fox Manor</td>
<td>50</td>
<td>Garden</td>
<td>1986</td>
<td>804.780.4804</td>
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<tr>
<td>18-A West 27th Street</td>
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<td></td>
</tr>
<tr>
<td>Stonewall Place Apts.</td>
<td>70</td>
<td>7</td>
<td>1978</td>
<td>804.780.8810</td>
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<td>1920 Stonewall Street</td>
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<tr>
<td>1611 4th Avenue</td>
<td>105</td>
<td>8</td>
<td>1977</td>
<td>804.780.4791</td>
</tr>
<tr>
<td>1200 Decatur Street</td>
<td>22</td>
<td>2</td>
<td>1971</td>
<td>804.780.8814</td>
</tr>
<tr>
<td>3900 Old Brook Circle</td>
<td>25</td>
<td>2</td>
<td>1978</td>
<td>804.780.4798</td>
</tr>
<tr>
<td>700 S. Lombardy Street</td>
<td>75</td>
<td>3</td>
<td>1978</td>
<td>804.780.8741</td>
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Contact: For more information, contact the Tenant Selection Office at 804.780.4908 / DIAL 711 (TDD) or email: info@rrha.com
All library locations have large print books, books on tape and schedule programming for adults.

**Senior Navigator Centers**

Access to the Senior Navigator web site is available on public computers at all library locations. A special computer workstation for seniors is located at Hull Street Library.

**Contact: 804.646.8699**

**Computer Classes for Adults**

<table>
<thead>
<tr>
<th>Library Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broad Rock Library</td>
<td>4820 Warwick Road</td>
<td>804.646.8488</td>
</tr>
<tr>
<td>East End Library</td>
<td>2414 R. Street</td>
<td>804.646.4474</td>
</tr>
<tr>
<td>Hull Street Library</td>
<td>1400 Hull Street</td>
<td>804.646.8699</td>
</tr>
<tr>
<td>Westover Hills Library</td>
<td>1408 Westover Hills Boulevard</td>
<td>804.646.8833</td>
</tr>
<tr>
<td>Main Library</td>
<td>101 E. Franklin Street</td>
<td>804.646.2551</td>
</tr>
<tr>
<td>Belmont Library</td>
<td>3100 Ellwood Avenue</td>
<td>804.646.1139</td>
</tr>
<tr>
<td>West End Library</td>
<td>5420 Patterson Avenue</td>
<td>804.646.1877</td>
</tr>
</tbody>
</table>

For programs at other library locations, call for additional:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belmont</td>
<td>3100 Ellwood Avenue</td>
<td>804.646.1139</td>
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<td>4820 Warwick Road</td>
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<tr>
<td>East End</td>
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<tr>
<td>Ginter Park</td>
<td>1200 Westbrook Avenue</td>
<td>804.646.1236</td>
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<tr>
<td>Hull Street</td>
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<td>804.646.8699</td>
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<tr>
<td>North Ave</td>
<td>2901 North Avenue</td>
<td>804.646.6675</td>
</tr>
<tr>
<td>West End</td>
<td>5420 Patterson Avenue</td>
<td>804.646.1877</td>
</tr>
<tr>
<td>Westover Hills</td>
<td>1408 Westover Hills</td>
<td>804.646.8833</td>
</tr>
</tbody>
</table>
Senior Connections, The Capital Area Agency on Aging can serve as your primary source in planning for and making decisions later in life. Senior Connections programs and services help identify and locate the most appropriate solutions based on individual needs. These programs include:

- Access to home and community-based services for seniors to remain in their homes as long and as independent as possible
- Home-delivered meals for seniors unable to prepare their own meals and Friendship Cafés where seniors congregate for food, fun, fellowship and information
- Financial assistance for emergency needs such as home modification, medication assistance, medical supplies or utilities
- Assistance with identifying nursing homes and assisted living facilities and advocacy for rights of persons receiving long-term care services
- Insurance counseling to identify options through Medicare, Medicaid, Long-Term Care and Supplemental Insurance
- Planning to increase financial security by re-entering the workforce with existing skills or developing new job skills
- Finding new purpose after retirement by serving the community as a volunteer

**Senior Connections Local Areas Served:** City of Richmond, Counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent and Powhatan.

Senior Connections, The Capital Area Agency on Aging is dedicated to helping seniors maintain quality of life and independence as they age.

**Contact:** For more information, call 804.343.3000 or Toll-Free 1.800.989.2286.

Visit the web at: www.seniorconnections-va.org
Aging & Persons with Disabilities Mailing List

The Office on Aging and Persons with Disabilities is committed to providing programs and services to meet the needs of Richmond’s older adults, who may want to remain active and engaged in the community. If you would like to be added to the mailing list to receive information on upcoming events, please complete the form below and return to the address listed.

Name: ________________________________
Address: ______________________________
Phone: ________________________________
Email: ________________________________

Please return form to:

Office on Aging & Persons with Disabilities
City of Richmond
701 North 25th Street, 2nd Floor
Richmond, VA 23223
804.646.1082