City of Richmond’s
Resource Guide for Older Adults
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Important Phone Numbers</td>
<td>4</td>
</tr>
<tr>
<td>Senior &amp; Special Needs Advocate</td>
<td>7</td>
</tr>
<tr>
<td>Senior Navigator</td>
<td>8</td>
</tr>
<tr>
<td>Richmond Office of Emergency Preparedness</td>
<td>9</td>
</tr>
<tr>
<td>Richmond Department of Finance</td>
<td>12</td>
</tr>
<tr>
<td>Richmond City Health District</td>
<td>16</td>
</tr>
<tr>
<td>Richmond Hispanic Liaison Office</td>
<td>18</td>
</tr>
<tr>
<td>Richmond Public Library</td>
<td>19</td>
</tr>
<tr>
<td>Richmond Dept. of Parks, Recreation &amp; Comm. Facilities</td>
<td>20</td>
</tr>
<tr>
<td>Linwood Robinson Senior Center</td>
<td>22</td>
</tr>
<tr>
<td>Richmond City Sheriff’s Office</td>
<td>23</td>
</tr>
<tr>
<td>Richmond Department of Social Services</td>
<td>23</td>
</tr>
<tr>
<td>Richmond Department of Utilities</td>
<td>26</td>
</tr>
<tr>
<td>Richmond Public Schools</td>
<td>27</td>
</tr>
<tr>
<td>Richmond Redevelopment &amp; Housing Authority</td>
<td>27</td>
</tr>
<tr>
<td>Richmond Behavioral Health Authority</td>
<td>29</td>
</tr>
<tr>
<td>Senior Connections</td>
<td>31</td>
</tr>
</tbody>
</table>
City of Richmond
Senior Citizens’ Resource Guide
www.RichmondGov.com

Important Phone Numbers

AARP .......................................................... (804) 424-3410
Better Business Bureau Elder Fraud .... (804) 780-2222

City of Richmond

Citizen’s Assistance....................... (804) 646-7000
Police- Non Emergency .............. (804) 646-5100
Fire-Non Emergency ................. (804) 646-5100
Hispanic Liaison Office .............. (804) 646-0145
Linwood Robinson Senior Center ... (804) 646-3115
Parks, Recreation and Comm. Fac. .. (804) 646-5733
Public Works................................. (804) 646-0999
Senior & Special Needs Advocate.... (804) 646-1082

Social Services ......................... (804) 646-7212
   Adult Protective Services .......... (804) 646-7405
   State APS Hotline (24 hrs/7 days) .. (888) 832-3858
Utilities ............................................. (804) 644-3000

Dominion Virginia Power ......... (888) 667-3000

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 Cafés ......................... (804) 343-3029
Home-Delivered Meals ............... (804) 343-3027
Information and Referral ............. (804) 343-3044
In-Home Respite ......................... (804) 343-3035
Insurance Counseling ....................... (804) 343-3014
Medicare Fraud/Abuse ..................... (804) 343-3053
Medication Assistance .................... (804) 343-3018
Money Management ...................... (804) 343-3055
Long-Term Care and Elder Rights ..... (804) 343-3057
Retired & Senior Volunteer Program.. (804) 343-3050

Virginia Dept. for Aging ................... (800) 552-3402
Virginia Dept. of Medical Assistance Services
................................................................ (804) 786-7933

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
www.aging.state.va.us
The goal of the Senior and Special Needs Advocate is to improve visibility of the City’s services and commitment to older adults as well as increase access and availability to services and programs in promoting an independent, healthy and safe environment for:

- Older adults who want to remain active, independent and vital contributors to their communities
- Older adults who may need assistance to remain as independent as possible
- Caregivers to older adults, including those who may themselves be older and need assistance

This office provides information and referrals to services and resources relating to older adult issues within the City, as well as with outside agencies. The Senior and Special Needs Advocate implements initiatives that will better serve the City’s aging population. The Senior and Special Needs Advocate promotes and coordinates services through regular meetings with City human services departments, not-for-profit organizations and private businesses to address the needs of older adults.

The Advocate identifies the needs of the City’s disabled population and works to enhance their quality of life, by addressing issues that affect their daily lives. The Advocate will also promote and serve as a spokesperson for older adults and persons with special needs at the local level.

Contact: Yvette Jones, City of Richmond Senior & Special Needs Advocate at 646-1082 or by e-mail at jonesey@ci.richmond.va.us.
City of Richmond and Senior Navigator: A Partnership for Healthy Aging

What: The City of Richmond and Senior Navigator have developed a partnership to address the needs of seniors and those who care for them. Our goal is to provide access to information on hundreds of services that help seniors remain independent and assist caregivers in meeting the challenges of elder care.

How It Works: Go to www.richmondgov.com/seniors and click on Senior Navigator.

Quick Search: Type the topic of interest and ZIP code or city into the blue box located in the left column.

Customized Search: Directly below the Quick Search box, click the Customized Search, select a topic or location from the menu, and add filters to refine your search.

Search by Subject: If your main interest is finding articles and links, click on one of the five main topic buttons located across the top of the homepage.

Additional Features of Senior Navigator
- Ask an Expert: One-on-one professional help with medical, legal, financial and housing concerns.
- E-Quicktips: Free informational e-mails, providing up to date aging and caregiving tips twice a month.
- Needs Assessment: An interactive guide to finding support services tailored to your own personal needs.

Don’t have a computer? Contact Senior Navigator to locate the nearest Senior Navigator Center where a trained professional can help you find the services you need.

Contact: Yvette Jones, City of Richmond Senior and Special Needs Advocate, 646-1082 or by e-mail at jonesey@ci.richmond.va.us
What: Plan Ahead
Older adults should have an individual emergency plan. You can prepare your individual emergency plan by thinking ahead; keeping in touch with your family and neighbors; and sharing your emergency information with others.

How: Older adults can help ensure their safety in case of an emergency by taking these steps:

- Have your emergency kit ready in case you need to evacuate your home or are directed to stay in your home.
- Know the location and phone number of your local emergency management and American Red Cross offices.
- Label any equipment, such as wheelchairs, canes or walkers you would need.
- List the style and serial numbers of medical devices such as pacemakers.
- Plan for transportation if you need to evacuate.
- Fill prescriptions before they run out.
- Know the telephone number of a 24-hour pharmacy for emergencies.
- Know the 24-hour emergency contact number for your doctor.
- Post emergency phone numbers near the phone.
- Keep a copy of important contact numbers and medical information in your wallet or purse.
- Plan and practice the best escape routes from your home.
Keep in Touch with Family and Neighbors and Share Your Emergency Information

Keep in touch with your family and neighbors and look out for each other by taking these steps:

- Share your emergency contact and medical information with your apartment building management or condo association.
- Give your emergency contact and medical information to your neighbors and family.
- Create a contact list of your neighbor’s addresses and phone numbers. Arrange for someone to check on you.
- Teach those who may need to assist you in an emergency how to operate necessary equipment.
- If you have home health care services, plan ahead with your agency for emergency procedures.
- Notify local police, fire, and rescue responders of special needs or mobility issues.

Be aware of potential emergency situations:
Listen to daily weather forecasts for severe summer or winter storms. Stay aware of other threats that may be of natural occurrence or a national security threat.

Emergency kit and supplies:
For safety and comfort, you should have emergency supplies packed and ready in one place before a disaster hits. Have enough supplies to last three days for each person in the house. Store supplies in an easy to carry container with an identification tag attached.

General supplies should include:

- Water supply (one gallon per person – per day- in unbreakable containers)
- Non-perishable food supply – include special foods you require
• Battery powered radio and flashlight with extra batteries
• Change of clothing, rain gear, and sturdy shoes
• Personal hygiene items
• Blanket or sleeping bag
• Extra set of keys
• Cash, credit cards, and change for pay telephones
• List of phone numbers of local relatives and friends
• Insurance agent’s name and number

Medical supplies:
• First-aid kit
• Prescription medicines, list of medications and dosage
• Extra eyeglasses
• Medical insurance and Medicaid cards
• List of doctors and person to notify if you are injured
• List style and serial numbers of medical devices such as pacemakers, etc.

Useful phone numbers for senior citizens:
Dial “2-1-1” – This new service by United Way connects you to information specialists who can provide referrals to services including food, housing, transportation, childcare, work initiatives, support for seniors, volunteer opportunities and more.

Get your Citizen’s Emergency Preparedness Guide:
A free copy of the Citizen’s Emergency Preparedness Guide is available from the City of Richmond’s Office of Emergency Management. The booklet provides important information to help you develop an action plan and prepare for an emergency situation.

Contact: You can download a copy online at RichmondGov.com or call 646-2504 for information.
What: 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 & 2 are the same: $1.29 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: $1,330 ($100,000 x $1.29 per $100 of assessed value)
Tax year 2: $1,330 ($100,000 x $1.29 per $100 of assessed value)

What have you saved in tax year 2 by applying for the Tax Freeze program? $129.
Full Tax Liability
  Tax Year 1 $1,330
  Tax Year 2 $1,459
  Taxes Saved - Year 2 $129 *

* Full tax liability of $1,459 - $1,330 (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 15. Failure to do so will void the tax freeze.

Contact: For more information call Tax Freeze Program at 646-5700.

What: 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 31, 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 1 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 excess 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 31 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 three-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 31 of the taxable year.

5). 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 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 15th 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

6). 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 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

7). 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.

8). 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 646-5700.

**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 by paid by June 15 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 646-5690.

**How To Apply:** Download an application from the website or call 646-5690 for a form. Mail your completed form to:
City of Richmond - Real Estate and Delinquent Collection
900 E. Broad Street Room 100, Richmond, VA 23219
The Richmond City Health District conducts activities everyday to protect the public’s health, prevent the spread of disease, and promote healthy life-styles. 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.

What: Health Education
The Richmond City Health District provides health education and public information to increase awareness of healthy lifestyle behaviors and prevention for chronic diseases such as diabetes, cancer, cardiovascular disease and obesity. Information is also provided on precautions against infectious diseases such as West Nile Virus and preparedness for emergency situations. In addition, requests can be made for information or educational sessions for groups of 10 or more. Contact: For more information call 646-3137.

What: Fitness and Physical Activity:
Professional fitness instructors from the Rock Richmond Fitness Program interact with senior citizens right in their own neighborhood to encourage active participation in developing a healthier lifestyle. Rock Richmond will help you look and feel your best, increase your energy level, reduce stress, develop healthy eating habits, improve cardiovascular fitness and put more fun in your life!
Contact: For more information call 646-3100.

What: Tenth Street Clinic:
The Richmond City Health District Tenth Street Clinic, located at 500 North Tenth 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. General health screening and referrals are provided Mondays, Wednesdays, and Fridays.  
Contact: For more information and clinic schedule call 646-6850.

What: 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 located in room 114 at the Tenth Street Clinic 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 646-6855.

What: 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 646-3150 or 646-3148

What: 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 info about lead poisoning, prevention, and testing; call 646-3300.

What: 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 a 
natural disaster requiring operation of emergency shelters, or 
a bioterrorist event requiring mass dispensing of medication 
to the Richmond population.

Contact: For info. on volunteer & training opportunities in the Medical 
Reserve Corps, call 646-5966 or e-mail colluramp@ci.richmond.va.us.

City of Richmond Hispanic Liaison Office / 
Oficina de Enlace Hispano de la Ciudad de Richmond
4100 Hull Street Road, (Southside Plaza), Richmond, VA 23224, 646-0145

La Oficina de Enlace Hispano 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 (HLO 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 HLO coopera con 
otras agencias de la ciudad para que fortalezcan las relaciones 
terculturales 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 Hispanic Liaison Office is located in 
the Southside Community Services Center at 4100 Hull Street 
Road, Richmond, VA 23234. The HLO promotes community 
information and education, citizen participation, and other 
initiatives that meet the needs of our culturally diverse community. 
The HLO 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.
Richmond Public Library
101 East Franklin Street, Richmond, VA  23219, 646-4867

All library locations have large print books and books on tape and schedule programming for adults.

What: Senior Navigator Centers
Belmont Library, 3100 Ellwood Avenue
Contact: 646-1139

Main Library, 101 E. Franklin St.
Contact: 646-4514

What: Computer Classes for Seniors:
Westover Hills Library, 1408 Westover Hills Boulevard
Contact: 646-8833

North Avenue Library, 2901 North Avenue
Contact: 646-6675

Main Library, 101 E. Franklin St.
Contact: 646-4514

Monthly art exhibits with First Friday Art Walk receptions; Gellman Room Concert Series; Richmond Writers Series are all offered at the Main Library.

For programs at other library locations, call for information:

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<tr>
<th>Library</th>
<th>Address</th>
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<tr>
<td>Belmont</td>
<td>3100 Ellwood Ave.</td>
<td>646-1877</td>
</tr>
<tr>
<td>West End</td>
<td>5420 Patterson Ave.</td>
<td>646-1877</td>
</tr>
<tr>
<td>North Avenue</td>
<td>2901 North Ave.</td>
<td>646-6675</td>
</tr>
<tr>
<td>Broadrock</td>
<td>4820 Warwick Rd.</td>
<td>646-8488</td>
</tr>
<tr>
<td>Ginter Park</td>
<td>1200 Westbrook Ave.</td>
<td>646-1236</td>
</tr>
<tr>
<td>Westover Hills</td>
<td>1408 Westover Hills</td>
<td>646-8833</td>
</tr>
<tr>
<td>East End</td>
<td>2414 R St.</td>
<td>646-4474</td>
</tr>
<tr>
<td>Hull Street</td>
<td>1400 Hull St.</td>
<td>646-8699</td>
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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. In addition to the listed activities and special events, senior recreation specialists assist and provide resources and services to senior clubs and the Affiliated Senior Citizens of Metropolitan Richmond. Activities and trips can be found on pages 16 - 24. Please note some activities are open to children and adults 18 years of age and older.

**Non-resident Fee for Activities and Trips**
All persons who do not live in the City of Richmond will be required to pay a $20 non-resident fee per trip or activity. All non-resident fees must be paid with a separate check or money order payable to City of Richmond. (Exemption: proof of ownership of property in the City.)

Contact: Senior Adult Staff
Charleta Shorts .......................................................... 646-1999
Angelyn Poe ................................................................. 646-1087
Charles Thornton ....................................................... 646-4347

**What: Exercise is for Everyone**
Don’t let a disability keep you from leading an active and healthy life. The department offers three different aerobic programs that can be practiced by individuals who are unable to withstand the stress that conventional aerobics puts on the legs. They include:
- Chair Aerobics,
- Walker Aerobics and
- Water Aerobics

Contact: For additional information on these programs, please call the dance unit at 646-3673 or the aquatics unit at 646-1174.
What: 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 citizens. Classes are offered for senior citizens ages 50 and older at Swansboro Pool, 3160 Midlothian Turnpike Monday through Thursday. Class I is from 8:30 - 9:30 a.m. and Class II is from 10:30 - 11:30 a.m.
Contact: For additional information, during any of the hours listed above, please call Swansboro Pool at 646-8088.

What: Dance Classes
The City Dance Program at Pine Camp Arts and Community Center, 4901 Old Brook Road, offers Country Line Dancing, Tai-Chi and Yoga for seniors.
Contact: For more details call 646-3673. Additional dance classes are offered at Hotchkiss Community Center, 701 E. Brookland Park Blvd. For more details call 646-4466.

Special Classes and Clubs
What: Piano Lessons
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 646-1087.

What: The Golden Moments Craft Club
The Golden Moments Craft Club at Pine Camp Arts and Community Center, 4901 Old Brook Road, invite seniors who enjoy craft work and everything from needlepoint to fabric crafts and jewelry to join this club. Members have input into what the club does and share their own expertise with the group. The club meets each Wednesday from 10 a.m. to noon and dues are $30 per year.
Contact: Come join the fun! For more information, call the Pine Camp Arts Unit at 646-3674.
Linwood Robinson Senior Center
700 North 26th Street, Richmond, VA  23223, 646-3115

Monday - Friday, 8 am – 5 pm
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 programs 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 our 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, call (804) 646-3115.
Richmond City Sheriff’s Office
1701 Fairfield Way, Richmond, VA  23223, 646-0911

What: TRIAD / Are You OK? Program
The Richmond City Sheriff’s Office Are You OK? 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 646-0911.

Richmond Department of Social Services
Marshall Plaza Building, 900 East Marshall Street, 3rd Floor, Richmond, VA 23219

What: 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
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, please call 646-7405 between the hours of 8 am and 5 pm. To report at night or on weekends, call 1-888-832-3858.

What: 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.

Contact: For more information, please call 646-7516 or 646-8865.

What: How can I apply for financial assistance?
You may call 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 St. Richmond, VA 23219

What: Cooling Assistance
Applications for Cooling Assistance are accepted at the Department of Social Services from June 15 through August 15 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 information on energy assistance, call 646-7046.

What: 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, or 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 applicant’s 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 on the Auxiliary Grants Program, call 646-7212.
The Richmond Department of Public Utilities (DPU) is committed to providing superior utility service to each of the department’s customers while creating exceptional value.

**What: Winter Service Assurance**
Suspends shut-off orders between December 1 – March 31.

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

**What: 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.

**What: 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.

**What: 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 644-3000. Two Walk-in Office Locations: • East District Building, 701 North 25th Street • City Hall, 900 East Broad Street, Room 115
Richmond Public Schools
301 North Ninth Street, 17th Floor, Richmond, VA 23219, 780-7710

What: 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 reading, essay writing, grammar, math and calculator skills to enable the learner to work on the five subjects GED Test.

Contact: Please call (804)780-8311 for information on registration, textbook and calculator fees.

Richmond Redevelopment and Housing Authority
901 Chamberlayne Parkway, Richmond, VA 23220, 780-4200

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

All buildings offer on-site services staff that provides referrals to services, recreational and cultural activities and other activities to help residents remain independent. Wellness pro-
grams, field trips and social activities help elderly residents stay active and involved. All buildings, except for Fox Manor and Decatur Street, are equipped with elevators, fire safety systems, free utilities including air conditioning, laundry facilities for residents, activity rooms, meeting space, vending machines and emergency alert systems.

Contact: For more information contact the Tenant Selection Office at (804) 780-4908 / (804) 225-0538 (TDD) or e-mail: info@rrha.state.va.us

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<th>Building Name</th>
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<th>Units</th>
<th>Floors</th>
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<td>Melvin C. Fox Manor</td>
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<td>3900 Old Brook Circle</td>
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<td>300 South Randolph St.</td>
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Richmond Behavioral Health Authority (RBHA)
107 South Fifth Street, Richmond, VA 23219, 819-4000

RBHA is licensed by the Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services and is the statutorily established public entity responsible for providing mental health, mental retardation, substance abuse and prevention services to the citizens of the City of Richmond. Integrated services are available for adults, children and families through a central intake unit. Services provided directly by staff of the Authority and through contracts with private providers in the community.

What: 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 Hours 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
What: Mental Retardation
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 Hour Emergency Service
• 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

What: Substance Abuse
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: For information about Mental Health, Mental Retardation, and Substance Abuse Services, call: 819-4000 and for crisis situations call 819-4100.

Senior Connections
24 East Cary Street, Richmond, VA 23219, 343-3000

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

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

The Capital Area Agency on Aging Inc.
24 East Cary Street
Richmond, VA 23219-3796
Toll-Free: 1-800-989-2286
Phone: 804-343-3000
www.seniorconnections-va.org