

**SENIOR QUICK GUIDE
Roanoke Region
Spring 2010**



SENIOR CITIZEN COORDINATING COUNCIL

— AWARENESS • EDUCATION • SUPPORT —

FOCUS ON ELDERCARE IN THE ROANOKE VALLEY

This guide is designed to help you locate resources in the Roanoke Valley to assist in your caregiving tasks. While not intended to be a comprehensive listing of all resources, this guide does include many helpful public and private sector services related to care for the elderly.

GENERAL CAREGIVING RESOURCES:

Organizations providing information on a broad range of services and programs.

Council of Community Services (Information & Referral)

2-1-1 (24 hours/day, 7 days/week – In Virginia)

(800) 354-3388 (out of state)

www.councilofcommunityservices.org

LOA Area Agency on Aging

(540) 345-0451

www.loaa.org

National Association of Professional Geriatric Care Managers

www.napgcm.org

National Eldercare Locator

(800) 677-1116

www.eldercare.gov

SeniorNavigator

(866) 393-0957

www.seniornavigator.org

Alzheimer's Association

(540) 345-7600

ABUSE/NEGLECT COMPLAINTS

Resources for reporting complaints of abuse, neglect, or exploitation of an elderly person. Also includes assistance for reporting rental property problems in Roanoke City.

Adult Protective Services Botetourt County	(540) 473-8210
Adult Protective Services Roanoke City	(540) 853-2245
Adult Protective Services Roanoke County/Salem	(540) 387-6087
Long-Term Care Ombudsman (LOA)	(540) 345-0451
Va. Dept. of Social Services, 24/7 Hour Hotline	(888) 832-3858
Rental Inspection & Complaints (Rke City only)	(540) 853-2344

HOME CARE NEEDS

Home-Based Services, including home health services, in-home companions, registered nurses, certified nursing assistants, and/or medical equipment and supplies (example wheelchairs, hospital beds, etc.)Note: Hospice also provides medical equipment & supplies.

Medical Equipment & Supplies

American Home Patient	(540) 375-3152
Apria Healthcare	(540) 772-0411
Advanced Home Care	(540) 343-4322
Botetourt Resource Center	(540) 254-1468
Carilion Home Care Services	(540) 224-4800
Foundation for Rehab. Equipment & Endowment	(540) 777-4929
Franklin Respiratory Services	(540) 483-3333
Generations Solutions	(540) 776-3622
Home Care Delivered	(888) 477-2386
Home Choice Partners	(540) 366-7001
Lincare, Inc.	(540) 344-8677
Medical Resource Solutions	(540) 989-0821
Rotech Home Medical Care	(540) 344-2184
Senior Home Repair (LOA)	(540) 345-0451
Sun Medical	(540) 389-3800
Veterans Administration	(540) 982-2463

Personal Caregivers and/or Home Health Services

A Plus Loving Care	(540) 387-9083
Amedisys Home Health Care	(540) 265-5980
American Red Cross (In-home Care Instruction)	(540) 985-3535
Apria Health Care	(540) 772-0411
Care Unlimited	(540) 265-2193
Carilion Home Care Services	(540) 224-4800

Companion Home Care, Inc. (Non-medical sitters)	(540) 981-2255
Family Service of Roanoke Valley (Adults Plus)	(540) 563-5316
Generation Solutions	(540) 776-3622
Gentiva Health Services	(540) 362-7578
Griswold Special Care	(540) 725-7575
Heartland Home Health Care	(540) 725-7600
Helpful Hands Home Care Services	(540) 342-3434
Home Instead Senior Care	(540) 966-3399
Interim Healthcare	(540) 774-8686
Maxim Health Care	(540) 265-5901
Meals on Wheels (LOA)	(540) 345-0451
Medi Home Health	(540) 342-6539
ResCare Home Care Services	(540) 772-0085
Veterans Administration	(540) 982-2463

HOSPICE & GRIEF / LOSS SUPPORT

Home or nursing home-based care for those with life-limiting illness. Hospices also provide supportive programs for grief/loss.

Amedysis Hospice of Salem	(540) 378-5281
Carilion Hospice Services of Roanoke	(540) 224-4753
Gentle Shepherd Hospice	(540) 989-6265
Good Samaritan Hospice, Inc.	(540) 776-0198
Medi-Home & Health Hospice	(540) 278-1322
Professional Healthcare	(540) 904-7880
Southern Care	(540) 366-0927

HOUSING

Housing needs for seniors are determined in part by the individual's mental and physical ability to care for himself or herself. Levels of care generally progress from independent living to assisted living to nursing home care.

Continuing Care Communities (Independent/Assisted Living/Nursing Home Care): *(These retirement communities offer housing on all three levels.)*

Bethel Ridge Assisted Living	(540) 992-6226
Brandon Oaks	(540) 776-2600
Carrington Place	(540) 966-0056
Friendship Retirement Community	(540) 265-2100
Richfield Retirement Community	(540) 380-6511
Roanoke United Methodist Home	(540) 344-7945

Independent Living (Handicapped Accessible):

Christian Village – Western VA	(540) 342-5232
Clearview Manor Apts.	(540) 342-5690
Brandon Oaks	(540) 776-2600
Edinburgh Square	(540) 366-1888
Elm Manor Homes	(540) 344-7192
Elm Park Estates	(540) 989-2010
Fairington Apartments	(540) 989-7731
Friendship Retirement Communities	(540) 265-2230
Hawthorne Towers (HUD approved)	(540) 362-5412
Hollins Manor 2	(540) 362-4416
Our Lady of the Valley	(540) 345-5111
Restin South, Inc.	(540) 774-9255
The Park-Oak Grove	(540) 989-9501
The Village on Pheasant Ridge	(540) 400-6482
Tinker Creek Manor Apartments (Section 8)	(540) 342-2333

(See also Continuing Care Communities)

Assisted Living

Brandon Oaks	(540) 776-2600
Candis Adult Care, Inc. (Auxiliary Grants)	(540) 343-8640
Eastwood Assisted Living	(540) 265-2244
Emeritus at Roanoke (Alzheimers/Dementia)	(540) 343-4900
Friendship Retirement Community	(540) 265-2020
Hamilton Haven of Roanoke	(540) 366-5355
Hollins Manor	(540) 563-1212
Loyalton of Roanoke (SW Roanoke)	(540) 772-7181
Magnolia Ridge Residential Care (Grandin area)	(540) 342-8861
Monticello Manor	(540) 366-3408
North Roanoke Assisted Living	(540) 265-2173
Our Lady of the Valley	(540) 345-5111
Pheasant Ridge Senior Living Community	(540) 725-1120
Restin South	(540) 774-9255
Roanoke United Methodist Home	(540) 767-6800
South Roanoke Nursing Home	(540) 344-4325
Summerville at Ridgewood Gardens (Salem)	(540) 387-4945
The Park – Oak Grove	(540) 989-9501
The Village on Pheasant Ridge	(540) 400-6482
Valley Retirement Home (all ages, inc. mental disabled)	(540) 563-9153
Virginia Veterans Care Center (veterans only)	(540) 982-2860
Virginia’s Assisted Living (all ages)	(540) 343-3330
Virginia Lutheran Homes, Inc.	(540) 562-5443

(See also Continuing Care Communities)

Nursing Homes (Skilled and Intermediate Care):

Avante at Roanoke Health Care Center	(540) 345-8139
Berkshire Health Care Center	(540) 982-6691
Brandon Oaks Nursing & Rehab	(540) 776-2616
Friendship Retirement Community	(540) 265-2100
Our Lady of the Valley Retirement Community	(540) 345-5111
Pheasant Ridge Nursing & Rehab Center	(540) 725-8210
Raleigh Court Health Care Center	(540) 342-9525
Roanoke Methodist Home	(540) 344-6248
Salem Health and Rehab Center	(540) 345-3894
Snyder Nursing Home	(540) 389-6305
South Roanoke Nursing Home	(540) 344-4325
Springtree Health & Rehab	(540) 981-2790
Virginia Veterans Care Center	(540) 982-2860

(See also Continuing Care Communities)

LEGAL SERVICES

Blue Ridge Legal Services Inc	(540) 344-2080
LOA Area Agency on Aging	(540) 345-0451
Virginia Academy of Elder Law Attorneys	www.vaela.org

LIFE ENHANCEMENT

Services designed to improve quality of life, including adult recreation and learning opportunities.

AARP Driver Safety Program (Driving classes)	(540) 389-1678
Blue Ridge Independent Living Center (Disabilities)	(540) 342-1231
Botetourt Parks and Recreation	(540) 473-8326
Botetourt Resource Center	(540) 254-1468
LOA Area Agency on Aging	(540) 345-0451
Are you OK?	
Congregate Meals/Diners Clubs & Senior Companion	
Look Good, Feel Better (Amer. Cancer Soc.)	(540) 774-2716
Retired & Senior Volunteer Program (CCS)	(540) 985-0131
Roanoke City Parks & Recreation	(540) 853-2236
Roanoke County Parks, Recreation & Tourism	(540) 387-6078
Salem Senior Center	(540) 375-3054
SeniorNavigator	(866) 393-0957 www.seniornavigator.org
VIVA (Carilion)	(540) 224-4961
Vinton Senior Center	(540) 983-0643
Voice of the Blue Ridge (For vision impaired)	(540) 985-8900
YMCA of Roanoke Valley	(540) 527-9622
YWCA Arthritis Aquatics	(540) 345-9922

MEDICAL CARE: INPATIENT & OUTPATIENT SERVICES

Community-based healthcare resource for treatment of medical conditions.

Hospitals

Carilion Clinic Roanoke Memorial	(540) 981-7000
Lewis-Gale Medical Center	(540) 776-4000
Veterans Administration Medical Center	(540) 982-2463

Outpatient Care & Other Healthcare Resources

Alzheimer's Association	(540) 345-7600
Alzheimer's Association (24/7 hour toll-free helpline)	(800) 272-3900
American Cancer Society	(540) 774-2716
Bradley Free Clinic of Roanoke Valley, Inc.	(540) 344-5156
Carilion Center for Healthy Aging	(540) 981-7653
Carilion Direct (Physician Referral/Service Information)	(540) 266-6000
Carilion Family Medicine of Buchanan	(540) 254-1239
Center for Outpatient Rehabilitation (Lewis-Gale Medical Center)	(540) 772-2816
Christian Free Clinic	(540) 353-0509
Deaf & Hard of Hearing Services Center	(540) 342-0031
Medline Free Physicians Referral (Lewis-Gale)	(540) 776-4863
Rehabilitation Center (Carilion)	(540) 981-7000

(See also Home Care Needs; Hospice)

MENTAL HEALTH RESOURCES

Blue Ridge Behavioral Healthcare Assessment Center	(540) 343-3007
Blue Ridge Beh. Health Crisis Services (24 hrs. a day)	(540) 981-9351
Carilion Center for Healthy Aging	(540) 981-7653
CONNECT (Carilion Info/Crisis & Referral, 24 hrs. a day)	(540) 981-8181
Family Service of the Roanoke Valley	(540) 563-5316
Lewis-Gale Center for Behavioral Health	(540) 772-2801
Mental Health America of Roanoke Valley	(540) 344-0931
RESPOND (Lewis-Gale Info/Crisis & Referral, 24 hrs. a day)	(540) 776-1100
Veterans Outreach Center	(540) 342-9726

RESPITE & DAY CARE

Facilities providing daytime care only for qualified elderly persons. See also Hospice & Home Care

Adult (Day) Care Center of Roanoke Valley	(540) 981-2350
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TRANSPORTATION

Botetourt Parks and Recreation Van	(540) 473-8326
Carilion Ambulance Service	(540) 345-7628
Liberty Cab	(540) 344-1776
Quality Cab	(540) 265-0467
RADAR/STAR Program Registration (Roanoke City)	(540) 982-2222
RADAR/CORTRAN Registration (Roanoke County)	(540) 776-7271
Road to Recovery (Cancer Patients)	(888) 227-6333
United Ambulance Services, Inc.	(540) 981-0400
Valley Metro Senior Citizen Discounts	(540) 982-0305
Virginia Medical Transport, Inc.	(540) 342-8838
Vital Service Transportation (LOA)	(540) 345-0451
Yellow Cab Services	(540) 345-7711

MISCELLANEOUS RESOURCES

American Association of Retired Persons (AARP)	(888) 687-2277
www.aarp.org	
AARP Driver Safety Program	
(Driving classes/Adjust auto insurance rate)	(540) 389-1678
Botetourt Resource Center	(540) 254-1468
Financial Assistance	2-1-1
Guardian Angel (Guardianship/Family Services)	(540) 563-5316
LOA	(540) 345-0451
Fan Care (AC Units/Fans for qualified persons)	
Health Insurance Counseling & Long Term Care	
Medic Alert/Safe Return (ID Bracelets for Memory Impaired)	(540) 345-7600
Medicaid	
Botetourt	(540) 473-8210
Rke City	(540) 853-2591
Rke County/Salem	(540) 387-6057
Medicare	(800) 633-4227
Smooth Transitions (Moving Assistance)	(540) 797-2354
Refugee and Immigration Services	(540) 342-7561
Roanoke Area Ministries	(540) 345-8850
Roanoke Interpreter Services	(540) 342-7561
US Social Security Administration	(866) 701-8179
Veterans Affairs	(800) 827-1000
Veterans Services	(540) 982-2463
Virginia's Senior Alert Program	(804) 674-6719

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