

LOUDOUN COUNTY



AREA AGENCY ON AGING



PROGRAMS & SERVICES



FOR OLDER ADULTS WITH DISABILITIES













LOUDOUN



elcome to Loudoun County, Virginia, a picturesque, dynamic county with an outstanding quality of life, located just 40 miles from Washington, DC. Bordered by the Blue Ridge Mountains and Potomac River, Loudoun is widely known for its beautiful scenery, rich history, and strong sense of community.

As Loudoun County's older adult population grows, the need for services increases. We are proud of the multiple programs and services we offer as a county government agency and as an Aging and Disability Resource Center, in collaboration with numerous private and non-profit organizations. We strive to continually assess community needs and develop and implement services that benefit Loudoun's older residents, people with disabilities, and their caregivers. Our senior centers and adult day centers are filled with engaging activities, and the senior trips program is often booked months in advance. The Area Agency on Aging receives thousands of calls annually requesting information and assistance, Medicare counseling, caregiver support, and health education.



This guide is a handbook of the current programs and services available to older adults, people with disabilities, and caregivers of Loudoun County. The guide focuses on commonly requested services and information provided directly by Loudoun County, and we have included services provided by non-profit and private organizations. Every attempt has been made to ensure the information is accurate and up-to-date, however, please understand that information about services and contact information can frequently change.

Please contact the Loudoun County Area Agency on Aging at 703-777-0257 or via email at aaa@loudoun.gov for assistance.





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Adult Day Centers

The licensed adult day centers are designed to provide special programming to engage seniors who may have physical limitations or memory loss. The centers offer a safe, social, home-like environment while providing respite and support for caregivers. Fees are sliding-scale based on participant's (or couple's) income. Hours are Monday through Friday from 7:30 a.m. until 5:30 p.m.

Programs and services include:

- · Caring, friendly, experienced staff
- Mentally stimulating activities
- Physical activities and exercise
- Assistance with personal care needs
- · Health monitoring
- Medication administration
- Music, art, and pet therapy
- Nutritious hot lunch and snacks
- Limited bus transportation

For more information, please contact the centers:

Eastern Loudoun Adult Day Center 45140 Bles Park Drive, Ashburn, VA 20147	571-258-3232
Loudoun County Adult Day Center at Leesburg 16501 Meadowview Court, Leesburg, VA 20175	703-771-5334
Mac Brownell Adult Day Center 200 Willie Palmer Way, Purcellville, VA 20132	571-258-3402

To view an online video about the adult day centers, visit loudoun.gov/adultday.



Senior Centers

There are five full-service senior centers for adults 55 and older. The centers, located throughout Loudoun County, provide a variety of recreational and educational programs, cultural activities, and classes in a socially supportive environment. Daily hot lunches are available with a 24-hour reservation.

Annual membership allows participation at all Loudoun County senior centers. Visitors and non-members pay a daily drop-in fee in order to attend a senior center. Daily door-to-door transportation is available for members, however, transportation is not available in all areas.

For more information, please contact the centers:

Ashburn Senior Center 20880 Marblehead Drive Ashburn, VA 20147	571-367-8340
Carver Center 200 Willie Palmer Way Purcellville, VA 20132	571-258-3400
Dulles South Senior Center 24950 Riding Center Drive South Riding, VA 20152	571-258-3883
Loudoun County Senior Center at Cascades 21060 Whitfield Place Sterling, VA 20165	571-258-3280
The Senior Center of Leesburg 102 North Street NW Leesburg, VA 20176	703-737-8039



Communication, Referral, Information & Assistance

Communication, Referral, Information and Assistance (CRIA) is the first call or stop for anyone seeking information about services to support older adults (60+), people with disabilities (18+), and their families or caregivers. Aging program specialists assess the needs of the individual seeking assistance, link the individual to specific services, and offer follow-up, if needed.

Elder Resources Staff provide:

- Prompt personal response to inquiries
- Brief assessment of care and service needs
- Referrals and help with locating services and programs
- Access to a lending library on aging-related issues, programs, and services
- Presentations about Area Agency on Aging programs





Communication, Referral, Information & Assistance

Referrals may be made to the following services:

- Adult Day Centers
- Caregiver Support & Training
- Case Management Services
- Disease Prevention and Health Promotion
- Elder Abuse Prevention and Intervention
- Home Delivered Meals

- Housing
- Legal Assistance
- Long-Term Care Providers
- Long-Term Care Ombudsman
- Medicare Counseling
- Personal Care
- Senior Centers
- Transportation

If you would like to speak with an aging program specialist, call 703-777-0257 or email aaa@loudoun.gov.

For more information, please visit loudoun.gov/aaa.





Case Management Services

Case management services are an invaluable resource in maintaining independence and enriching quality of life. This service supports older adults (60+) and people with disabilities (18+) who live in Loudoun County.

Programs

Senior Outreach to Services (S.O.S) provides confidential, supportive assistance, linking residents over the age of 60 to services and supports in the community.

Options Counseling is a person-centered, decision-support process that empowers older adults and people with disabilities to make informed long-term-support choices with the assistance of a case manager.

Services may include:

- Initial eligibility screening
- Comprehensive in-person assessment
- Coordination of service
- Information & referral assistance
- On-going monitoring of client's status and follow-up as needed
- Supportive counseling

Who may need services:

- Older adults who require coordination of multiple services
- Older adults whose family or friends live outside of the area, or who are unable to coordinate and oversee services
- Older adults living alone and unable to access services without help

For more information about case management services, call 703-777-0257.



Medicare Counseling Program

The Virginia Insurance Counseling and Assistance Program (VICAP) offers free confidential help and advice about Medicare health insurance. Depending on the need, counseling may be provided by telephone or in person (by appointment). The federal name for this program is State Health Insurance Assistance Program (SHIP).

Trained staff and volunteers are not associated with any insurance company and are not licensed to sell insurance.

Certified counselors:

- Provide basic Medicare information
- Assist in understanding Medicare claims
- Assist with comparing and understanding Medicare supplemental policies, Medicare managed care plans, and Medicare Part D drug plans
- Educate clients regarding Medicare/Medicaid fraud and abuse
- Screen for financial assistance program eligibility

To receive information or to schedule an appointment with a certified Medicare counselor, please call 703-777-0526 or 571-258-3414.



Medicare Counseling Program

Related Links

- Centers for Medicare and Medicaid Services www.medicare.gov
- Military Health Benefits www.tricare.mil
- Virginia Bureau of Insurance www.scc.virginia.gov/division/boi

Senior Medicare Patrol

The Senior Medicare Patrol (SMP) is an educational program to help beneficiaries identify, report, and prevent fraud and abuse in Medicare and Medicaid programs. SMP volunteers are available to provide presentations in the community.





Disease Prevention & Health Promotion

Disease Prevention and Health Promotion provides educational opportunities and information about prevention, treatment, and reduction of the effects of chronic conditions for older adults and their caregivers. The goal of this program is to empower older adults to improve health and prevent disease by taking control of their health through lifestyle and behavioral changes.

Falls Prevention

Visit loudoun.gov/aaa, call 703-777-0257 or email aaasupport@loudoun.gov for information on upcoming classes.

SAIL (Stay Active and Independent for Life)

The SAIL exercise class is a strength, balance, and fitness program for older adults that meets two to three times per work for one hour. Performing exercises that improve strength, balance, and fitness is the single most important activity adults can do to stay active and reduce their chances of falling. The entire curriculum of activities in the Stay Active and Independent for Life (SAIL) program can help improve strength and balance.





Disease Prevention & Health Promotion

Tai Chi Quan[©]: Moving for Better Balance

Stay active and independent by increasing your strength, improving your balance, and preventing falls. Classes meet two times a week for 12 weeks.

Visit loudoun.gov/aaa, call 703-777-0257 or email aaasupport@loudoun.gov for information on upcoming classes.





Elder Abuse Prevention & Intervention

At least 1 in 10 older adults are abused, exploited, or neglected each year. The Loudoun County Area Agency on Aging has taken a stand against elder abuse through a variety of prevention and intervention activities including:

- Information, assistance, referrals, and support for survivors or those at risk of abuse and neglect
- World Elder Abuse Awareness Day (WEAAD) events
- Presentations about the signs and symptoms of elder abuse, neglect, and exploitation
- Community Ambassador Program

 Loudoun County Ambassadors serve as peer-to-peer confidants
 within their own communities to help combat fraud and abuse.
 For information about becoming an Ambassador,
 please call 703-777-0505.

To learn more about elder abuse prevention, call 703-777-0257 or email aaasupport@loudoun.gov.





Emergency Cell Phone Program

In an effort to support safety and security for older adult residents of Loudoun County, the Area Agency on Aging participates in the "Secure the Call" program. The program accepts donated cell phones from the community and after refurbishing, the cell phones are provided to eligible older adults.

Calls can be made, free-of-charge, to 911 services for emergency purposes only. Cell phone chargers are provided and individuals may keep the cell phone as long as needed.

For more information or to receive a free cell phone, call 703-777-0257 or email aaa@loudoun.gov.





Senior Cool Care

Summer heat and humidity can be physically stressful and dangerous to older adults. To help reduce the risk from exposure to extreme heat conditions, the Area Agency on Aging provides electric fans and air conditioners (depending on availability) through the Senior Cool Care program. This distribution program, sponsored by Dominion Virginia Power and the Virginia Department for Aging and Rehabilitative Services, runs from June through September.

To be eligible, the older adult must be 60 or older, have a need for cooling assistance, meet monthly income guidelines, and live in Loudoun County.

To learn more or to apply for Senior Cool Care, call 703-777-0257 or email aaa@loudoun.gov.





Home-Delivered Meals

Home-delivered meals are available to older adults (60+) in Loudoun County who are at nutritional risk and unable to leave home without assistance.

Volunteers deliver a hot, nutritious, noontime meal Monday through Friday. Frozen meals are available for eligible older residents who live outside of the delivery area.

Eligibility is determined by an in-home assessment.

For more information about home-delivered meals, call 703-771-5012.





Chore Corps

Chore Corps provides simple repairs and chores in and around the house for older adults and adults with disabilities. Loudoun Volunteer Caregivers (LVC), a local nonprofit, and Loudoun County Area Agency on Aging, a local government agency, partner to offer this program to help program recipients maintain independence and quality of life. Chore Corps is not a replacement for professional, contracted work.

Requested chores must be pre-approved by LVC. Options may include:

- Simple carpentry work
- Weather stripping
- Lawn and yard maintenance
- Snow shoveling
- Packing for a move
- Trash or recycle removal

There is no fee for any service provided; however, recipients cover the cost of any needed materials. Donations are accepted.

For more information, call Loudoun Volunteer Caregivers at 703-779-8617 or the Area Agency on Aging at 703-777-0257.





Long-Term Care Ombudsman Program

The purpose of the Northern Virginia Long-Term Care Ombudsman Program is to promote the highest possible quality of life and care for individuals who reside in long-term care settings, such as nursing homes and assisted living facilities. The program covers the cities of Alexandria, Fairfax, Falls Church, and the counties of Arlington, Fairfax, and Loudoun.

The Ombudsman Program is comprised of professionals and trained volunteers who provide services for those searching for a long-term care facility as well as those residing in long-term care facilities.

Volunteer Ombudsman provide:

- Information about facilities and services
- Virginia Department of Health license inspection report
- Questions to ask and features to look for during the search
- What to expect in the admissions process
- Telephone counseling with long-term care facility residents about how to best handle a concern
- Mediation to resolve dispute
- Formal complaint investigation aimed at achieving a resolution
- Regular visits and/or assistance from a volunteer ombudsman

For more information, call 703-324-5861. To view ratings for nursing homes in your area, go to www.medicare.gov to locate the nursing home and home health care compare link.



Caregiver Services

The Loudoun County Area Agency on Aging provides direct support to caregivers through the National Family Caregiver Support Program.

Caregiver Services assist family caregivers or other individuals who provide unpaid care to an older adult (60+) or a person with dementia (any age).

Services include:

- Caregiver education and training

 Community presentations to address the difficult decisions facing individuals and their loved ones.
- Support Groups

 Monthly support groups are held throughout Loudoun County.
- Information and Referral Speak to an aging program specialist about next steps in providing care. Referrals to local agencies and organizations to provide respite care.
- Caregiver Book Club Monthly book club for caregivers to take a break, engage in discussion, and meet new people.
- SHARE for Dementia A 5-session program that works alongside caregivers and persons living with early stage dementia to enhance the well-being of both parties.

For more information, call 703-777-0257 or email aaasupport@loudoun.gov. A listing of current programs for caregivers can be found online at loudoun.gov/aaa.



Senior Trips Program

The Senior Trips Program is designed for independent adults 55 and older. Day and overnight trips are available. Transportation is provided by senior center and chartered buses. Registration is required for all trips and may be handled at most Loudoun County Parks, Recreation and Community Services facilities. Fees apply.

Sample of trips:

- Newfoundland
- Cape Cod and Martha's Vineyard
- Biltmore and Blue Ridge
- Smithsonian Museums, National Zoo, Cherry Blossom Festival
- Hollywood Casino, Charles Town, West Virginia
- Bay cruise to St. Michael's Maryland
- Various shows at Olney Theater, Ford's Theater, National Theater

For more information, call 571-258-3050.





Commission on Aging

The Commission on Aging, appointed by the Board of Supervisors, serves as an advisory board to the Loudoun County Area Agency on Aging, the Board of Supervisors, and other Loudoun County agencies on matters affecting older residents.

To view minutes or meeting information, visit www.loudoun.gov/aaa.

For more information about the Commission, call 703-777-0257 or email aaa@loudoun.gov.



Volunteer Services

The Volunteer Program offers a variety of opportunities to provide support and assistance to Area Agency on Aging programs and services. It also includes assignments at local hospitals, libraries, museums, parks, and thrift shops. We offer opportunities for all ages and provide:

- Flexibility
- Limited insurance coverage
- Social and recognition events
- Lifelong learning and friendships
- Mileage reimbursement (55+ with limited income only)

What to expect as a volunteer:

- Information and training, including a clear understanding of position responsibilities and a written job description
- Trust and respect from agency staff and co-workers
- Ongoing support and supervision
- Recognition and contributions
- Professional and safe work environment

Volunteer Sampler

- Community ambassador
- Home-delivered meals driver
- Information help desk
- Instructor
- Interpreter
- Performing arts usher
- Handyperson helper
- Medicare advisor

- Museum docent
- Long-term care ombudsman
- Park attendant
- Activity leader
- Tax preparer
- Thrift shop assistant
- Chronic Disease Self-Management Program leader

If you are interested in learning more about volunteer opportunities, call 703-777-0505.



Emergency Resources

Emergency/ Police/ Fire & Rescue	911
Loudoun County Sheriff's Department	703-777-0407
Adult Protective Services Loudoun County Department of Family Services After hours and weekends	703-777-0437 888-832-3858
Loudoun Abused Women's Shelter	703-777-6552
Loudoun County Homeless Services	703-777-0420
Loudoun County Information and Referral	703-777-0420
Adult and Aging Intake (Dept. of Family Services) Companion Services Program, Guardianship, Services and Supp	703-771-5742 ports Screenings
ElderSafe Center	301-816-5099
Area Agency on Aging Services	
Loudoun County Area Agency on Aging	703-777-0257
Caregiver Services	703-777-0257
Case Management Services	703-777-0257
Disease Prevention and Health Promotion Services	703-777-0257
Home Delivered Meals	703-771-5012
Medicare Counseling	703-737-8036
Senior Trips Program	571-258-3050
Volunteer Services	703-777-0505

Adult Day Centers	
Eastern Loudoun Adult Day Center (Ashburn)	571-258-3232
Loudoun County Adult Day Center at Leesburg	703-771-5334
Mac Brownell Adult Day Center (Purcellville)	571-258-3402
Senior Centers	
Ashburn Senior Center	571-367-8340
Carver Center (Purcellville)	571-258-3400
Dulles South Senior Center (South Riding)	571-258-3883
Loudoun County Senior Center at Cascades	571-258-3280
The Senior Center of Leesburg	703-737-8039
Employment and Training	
Crossroads Jobs	703-771-4112
Loudoun County Workforce Resource Center	703-777-0150
Virginia Dept. of Aging and Rehabilitative Services (<i>Leesburg office</i>)	703-771-4775
Food and Financial Assistance	
rood and Financial Assistance	
Catholic Charities, Leesburg Office	703-443-2481
	703-443-2481 703-507-2795
Catholic Charities, Leesburg Office	
Catholic Charities, Leesburg Office Dulles South Food Pantry	703-507-2795

The Salvation Army	703-771-3371
Tree of Life	540-441-7920
Home Repair/ Home Modification	
Assistive Technology Loan Fund Authority	866-835-5976
Chore Corps (Loudoun Volunteer Caregivers and Loudoun County Area Agency on Aging)	703-779-8617
Live in Place	703-433-0380
Habitat for Humanity	703-737-6772
Home Repair Program for the Elderly and People with Disabilities	703-777-0506
Loudoun County Housing Services	703-737-8323



Rebuilding Together	703-771-7186
Schaffer Construction Designs for Life	703-443-1861
Legal and Consumer Assistance Services	
2-1-1 Virginia (information and referral)	211
AARP	888-687-2277
Better Business Bureau	703-276-0100
Internal Revenue Service	800-829-1040
Legal Services of Northern Virginia	703-778-6800
Loudoun Cares (information and referral)	703-669-4636
Loudoun County Commissioner of the Revenue	703-777-0260
Loudoun Volunteer Caregivers (money management program)	703-779-8617
Senior and DisAbility Navigator (information and referral)	866-393-0957
Virginia Department of Consumer Affairs	804-786-2042
Virginia Department of Taxation	804-367-8031
Virginia Lawyer Referral Service (Virginia State Bar Association)	800-552-7977
Medical and Mental Health Services	
Affordable Dentures	800-336-8873

Alzheimer's Association	703-359-4440
Blue Ridge Hospice	540-313-9200
Brain Injury Services	703-737-3150
Capital Caring Health (hospice)	800-869-2136
HealthWorks for Northern Virginia	703-443-2000
INOVA Loudoun Hospital	703-858-6000
Loudoun County Department of Family Services (Medicaid, food stamps, personal care, financial assistance	7 03-777-0353 <i>e, transportation)</i>
Loudoun County Health Department	703-777-0234
Loudoun County Mental Health	703-771-5155
Loudoun County Mental Health Emergency Service	703-777-0320
Loudoun Free Clinic	703-779-5416
Northern Virginia Resource Center for Deaf and Hard of Hearing	703-352-9055
StoneSprings Hospital Center	571-349-4000
University of Virginia Health System	434-924-0000
Veterans Affairs Medical Center (Washington, DC)	202-745-8000
Veterans Affairs Medical Center (Martinsburg, W. Va.)	304-263-0811
VITAS Healthcare (hospice and palliative)	855-972-4496

Recreation/Leisure/Education

Loudoun County Department of Parks,	703-777-0343
Recreation and Community Services (PRCS)	

Osher Lifelong Learning Institute at George Mason University	703-503-3384	
Transportation		
Loudoun County Community Support Program (Department of Family Services)	703-777-0420	
Loudoun County Commuter Bus Service	703-771-5665	
Loudoun Volunteer Caregivers	703-779-8617	
Red Top/Yellow Cab-Senior Taxi Coupon Books	703-525-0900	
Virginia Regional Transit (ADA/paratransit services in Western Loudoun)	540-338-1610	
Loudoun County Transit (ADA/paratransit services in Eastern Loudoun)	571-258-3464	
ADA Ride (registration/application to access County paratransit Eastern Loudoun)	877-232-7433 <i>services in</i>	
For more information about paratransit bus service in Loudoun County, visit www.loudoun.gov/paratransit		
Housing for Older Adults in Loudoun County		
Independent Living		
Ashby Ponds (Ashburn)	703-723-1999	
Cascades Village (Sterling)	703-896-9771	

Loudoun County Public Library Outreach Services 703-771-5621

Central Parke at Lowes Island (Sterling)

703-435-3800

Falcons Landing (Sterling)	703-404-5100
Heritage Highlands (Lovettsville)	877-785-3662
Hessler Heights (Lansdowne)	703-688-9963
Lansdowne Woods	703-723-1501
Levis Hill House (Middleburg)	540-687-3402
Llewellyn Village Apartments (Middleburg, HUD subsidized)	540-687-3402
Loudoun View Senior Living (Sterling)	571-568-7649
Madison House (Leesburg, HUD subsidized)	703-777-5510
Potomac Green (Ashburn)	703-723-5320
Sommerset Retirement Community (Sterling)	703-450-6411
Waltonwood at Ashburn	571-266-1810
William Watters House (Sterling, HUD subsidized)	703-406-0611
Wingler House (Ashburn)	703-858-9507
The Woods at Birchwood (Ashburn, HUD subsidized)	703-722-2763
Assisted Living Facilities	
Ashby Ponds (Ashburn)	703-723-1999
Ashleigh at Lansdowne	703-729-4870
Birmingham Green (District Home for Adults in Manassas)	703-257-0935
The Johnson Center and West Falls at Falcons Landing (Sterling)	703-404-5100

The Lovettsville Home	540-822-3824
Meadow Glen of Leesburg	703-737-6149
Morningside House of Leesburg	703-777-2777
Pacifica Senior Living	703-896-9590
Spring Arbor of Leesburg	703-777-9300
Reflections (Leesburg)	703-777-1971
Sunrise at Countryside (Sterling)	703-430-0681
Waltonwood at Ashburn	571-266-1810
Memory Care	
Ashleigh at Lansdowne	703-729-4870
Lansdowne Heights	703-936-7300
Poet's Walk (Leesburg)	571-224-9516
Tribute at OneLoudoun (Ashburn)	571-252-8292
Waltonwood at Ashburn	571-266-1810
Nursing Care Facilities	
Ashby Ponds	703-723-1999
Birmingham Green (District Home for Adults in Manassas)	703-257-0935
Heritage Hall Nursing and Rehabilitation Center	703-777-8700
The Johnson Center at Falcons Landing	703-404-5204
Loudoun Rehabilitation and Nursing Center	703-771-2841

Potomac Falls Health & Rehabilitation Center	703-834-5800
Resources for People with Disabilities	
ENDependence Center of Northern Virgina	703-525-3268
Loudoun County Disability Services Board	571-258-3282
Disability Navigator dis	866-393-0957 abilitynavigator.org

National Resource Centers

National Resource Center on LGBT Aging	212-741-2247 lgbtagingcenter.org
National Center on Elder Abuse	855-500-3537 ncea.acl.gov
People with Disabilities	866-633-7365 disability.gov



Additional Resources

Eldercare Locator Community assistance for

seniors, anywhere, nationwide

800-677-1116 eldercare.acl.gov

800-394-9990

Positive Aging Sourcebook

Information on senior residences positiveagingsourcebook.com in the Metro area and related issues:

Guide to Retirement Living magazine

Comprehensive Lists of Programs and Services throughout Virginia

Senior Navigator, Virginia's Resource for Health and Aging

866-393-0957 seniornavigator.org

Information and Resources for Seniors and People with Disabilities Virginia Easy Access 211

easyaccess.virginia.gov

Loudoun County Area Agency on Aging Resources

703-777-0257 loudoun.gov/aaa aaa@loudoun.gov

Other Languages

The Loudoun County Area Agency on Aging has an interpreter line to speak with you in your language. We also have a listing of our basic services in the following languages: Hindi, Punjabi, Chinese, Spanish, Farsi, Korean, and Urdu.



Notes

DISCLAIMER

The Loudoun County Area Agency on Aging (AAA) has created this guide to inform older adults, caregivers, and aging network professionals about available resources in the community. Inclusion in this guide does not constitute endorsement of an agency's program or the quality of its services, nor does exclusion imply an unfavorable judgement of a particular agency or organization. The AAA recommends that users of this guide conduct their own research of any organization, product, or service listed. The information in this guide was accurate at the time of printing; however, changes to services and contact information may have occurred since time of publication.

LOUDOUN COUNTY AREA AGENCY ON AGING

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