

**VIRGINIA**  
**LONG-TERM CARE OMBUDSMAN PROGRAM**

**List of Local Programs**

The Office of the State Long-Term Care Ombudsman is operated through the Virginia Association of Area Agencies on Aging under contract with the Virginia Department for the Aging.

**Planning  
Service**

<b><u>Area</u></b>	<b><u>AGENCY</u></b>	<b><u>AREAS SERVED</u></b>
1	Mountain Empire Older Citizens, Inc. Long-Term Care Ombudsman Program P.O. Box 888 Big Stone Gap, VA 24219-0888 Phone: 276-523-4202 FAX: 276-523-4208 Toll Free: 1-800-252-6362 Ombudsman: Deborah Collier E-mail: dcollier@meoc.org / www.meoc.org	Counties: Lee, Wise, & Scott. City: Norton.
2	Appalachian Agency For Senior Citizens Long-Term Care Ombudsman Program P.O. Box 765 Cedar Bluff, VA 24609-0765 Phone: 276-964-4915 FAX: 276-963-0130 Toll Free: 1-800-656-2272 Ombudsman Designee: Quintina Yates E-mail: qfields@aasc.org / www.aasc.org	Counties: Dickenson, Buchanan, Tazewell, & Russell
3	District Three Governmental Cooperative Long-Term Care Ombudsman Program 4453 Lee Highway Marion, VA 24354-4270 Phone: 276-783-8157 x.3131 FAX: 276-783-3003 Toll Free: 1-800-541-0933 Ombudsman: Maxine Dellinger E-mail: mcdellinger@smyth.net www.district-three@org	Counties: Washington, Smyth, Wythe, Bland, Grayson, & Carroll. Cities: Galax & Bristol.

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<b><u>Area</u></b>	<b><u>AGENCY</u></b>	<b><u>AREAS SERVED</u></b>
4	New River Valley Agency on Aging 141 East Main Street, Ste. 500 Pulaski, Virginia 24301 (540) 980-7720 Fax: (540) 980-7724 Toll-Free: 1-866-260-4417 Ombudsman: Janet Brennend E-mail: <a href="mailto:nrvaoa@psknet.com">nrvaoa@psknet.com</a>	Counties: Giles, Floyd, Pulaski, & Montgomery City of Radford.
5	LOA-Area Agency on Aging Long-Term Care Ombudsman Program P.O. Box 14205 Roanoke, Virginia 24038-4205 Phone: 540-345-0451 x. 3041 FAX: 540-206-0002 Ombudsman: Pam McAdams E-mail: <a href="mailto:ombudsman@loaa.org">ombudsman@loaa.org</a> Web site: <a href="http://www.loaa.org">www.loaa.org</a>	Counties: Roanoke, Craig, Botetourt, & Alleghany. Cities: Salem, Roanoke, Clifton Forge, & Covington.
6	Valley Program for Aging Services, Inc. Long-Term Care Ombudsman Program c/o Maury River Senior Center P.O. Box 415 2137 Magnolia Avenue Buena Vista, Virginia 24416 Phone: 540-458-0155 or 800-549-3104 FAX: 540-949-7143 Ombudsman: Mary Helen Brainard E-mail: <a href="mailto:LTCO@vpas.info">LTCO@vpas.info</a>	Counties: Rockingham, Rockbridge, Augusta, Highland, & Bath. Cities: Buena Vista, Lexington, Staunton, Waynesboro, & Harrisonburg.
7	Shenandoah Area Agency on Aging, Inc. Long-Term Care Ombudsman Program 207 Mosby Lane Front Royal, Virginia 22630-2611 Phone: 540-635-7141 ext. 211 FAX: 540-636-7810 Toll Free: 1-800-883-4122 Ombudsman: Ellie Cross E-mail: <a href="mailto:ellie.cross@shenandoahaaa.com">ellie.cross@shenandoahaaa.com</a>	Counties: Page, Shenandoah, Warren, Clarke, & Frederick City: Winchester.

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8 Northern Virginia Long-Term Care  
Ombudsman Program  
12011 Government Center Pkwy., Ste. 708  
Fairfax, Virginia 22035 - 1104  
Phone: 703-324-5861 FAX: 703-324-3575  
Ombudsman & Program Director:  
Laura Nichols  
Ombudsmen: Maimoona N. Bah  
Lisa Callahan  
Shannon Dodd  
Tanya Erway  
Laila Riaz

Counties: Arlington, Fairfax,  
Loudoun, & Prince William.  
Cities: Alexandria, Fairfax  
Falls Church, Manassas, &  
Manassas Park.

E-mail: [nvltcop@fairfaxcounty.gov](mailto:nvltcop@fairfaxcounty.gov)  
[www.fairfaxcounty.gov/ltcombudsman](http://www.fairfaxcounty.gov/ltcombudsman)

9 Rappahannock-Rapidan Community  
Services Board  
Long-Term Care Ombudsman Program  
P.O. Box 1568  
15361 Bradford Road  
Culpeper, Virginia 22701  
Phone: 540-825-3100 x. 3450  
FAX: 540-825-0392  
Ombudsman: Jennifer Stewart  
E-mail: [jstewart@rrcsb.org](mailto:jstewart@rrcsb.org)

Counties: Orange, Madison,  
Culpeper, Rappahannock, &  
Fauquier.

10 Jefferson Area Board For Aging  
Long-Term Care Ombudsman Program  
674 Hillside Drive, Suite 9  
Charlottesville, Virginia 22901  
Phone: 434-817-5222 FAX: 434-817-5230  
Ombudsman: Sue Drumm  
Ombudsman &  
Volunteer Specialist: Beth Hochstetler  
E-mail: [sdrumm@jabacares.org](mailto:sdrumm@jabacares.org)  
[bhochstetler@jabacares.org](mailto:bhochstetler@jabacares.org)  
[www.jabacares.org](http://www.jabacares.org)

Counties: Nelson, Albemarle,  
Louisa, Fluvanna, & Greene.  
City: Charlottesville.

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| 11 | <p>Central Virginia<br/>Area Agency on Aging, Inc.<br/>Long-Term Care Ombudsman Program<br/>3024 Forest Hills Circle<br/>Lynchburg, Virginia 24501<br/>Phone: 434-385-9070 FAX: 434-385-9209<br/>Toll-Free: 1-866-255-6868<br/>Ombudsman: June Harvie-McNamara<br/>E-mail: jharvie@cvaaa.com</p>   | <p>Counties: Bedford, Amherst,<br/>Campbell, &amp; Appomattox.<br/>Cities: Bedford, &amp;<br/>Lynchburg.</p>      |
| 12 | <p>Southern Area Agency on Aging<br/>Long-Term Care Ombudsman Program<br/>433 Commonwealth Boulevard<br/>Martinsville, Virginia 24112-4228<br/>Phone: 276-632-6442 FAX: 276-632-6252<br/>Toll Free: 1-800-468-4571<br/>Ombudsmen: Christine Stoneman<br/>                  Jan Bellard<br/>E-mail: stoneman@southernaaa.org<br/>          jbellard@southernaaa.org<br/>          www.southernaaa.org</p> | <p>Counties: Patrick, Henry,<br/>Franklin, &amp; Pittsylvania.<br/>Cities: Martinsville, &amp;<br/>Danville.</p>  |
| 13 | <p>Lake Country Area Agency on Aging<br/>Long-Term Care Ombudsman Program<br/>1105 West Danville, Street<br/>South Hill, Virginia 23970-3501<br/>Phone: 434-447-7661 x. 57<br/>FAX: 434-447-8760<br/>Toll Free: 1-800-252-4464<br/>Ombudsman: Linda Gage<br/>E-mail: lgagelcaaa@yahoo.com<br/>          www.lcaaa.org</p>  | <p>Counties: Halifax,<br/>Mecklenburg, &amp; Brunswick.<br/>City: South Boston.</p>                               |
| 14 | <p>Piedmont Senior Resources Area<br/>Agency on Aging, Inc.<br/>Long-Term Care Ombudsman Program<br/>P.O. Box 398<br/>Burkeville, Virginia 23922-0398<br/>Phone: 434-767-5588 FAX: 434-767-4608<br/>Ombudsman: Kay Young<br/>E-mail: psrkay@earthlink.net</p>  | <p>Counties: Nottoway, Prince<br/>Edward, Charlotte,<br/>Lunenburg, Cumberland,<br/>Buckingham, &amp; Amelia.</p> |

E-mail:  
bayaging\_ombudsman@yahoo.com

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15 Senior Connections -  
Capital Area Agency on Aging, Inc  
Long-Term Care Ombudsman Program  
24 East Cary Street  
Richmond, Virginia 23219-3796  
Phone: 804-343-3000 FAX: 804-649-2258  
Toll Free: 1-800-989-2286  
Ombudsman & Program Manager:  
Debbie Kopacki  
Ombudsman: Tracy Johnson  
E-mail: dkopacki@youraaa.org  
tjohnson@youraaa.org  
www.seniorconnections-va.org

16 Rappahannock Area Agency on Aging, Inc.  
Long-Term Care Ombudsman Program  
171 Warrenton Road  
Fredericksburg, Virginia 22405  
Phone: 540-371-3375 FAX: 540-371-3384  
Toll Free: 1-800-262-4012  
Ombudsman: Valerie Hopson-Bell  
E-mail: vhopsonbell@raaa16.org

17/18 Bay Aging  
& 21 Long-Term Care Ombudsman Program  
P.O. Box 610  
Urbanna, Virginia 23175-06410  
Phone: 804-758-2386 x. 44  
FAX: 804-758-5773  
Ombudsman: Lisa Walker  
E-mail: lwalker@bayaging.org  
www.bayaging.org

Ombudsman: Carol Turner  
Mailing Address: C/O C.E.A.G.H.  
P.O. Box 2913  
Williamsburg, Virginia 23187  
Street Address: 3435A John Tyler Highway  
Williamsburg, Virginia 23185  
Phone: 757-220-1577  
FAX: 757-220-1577

**AREAS SERVED**

Counties: Charles City,  
Chesterfield, Goochland,  
Hanover, Henrico, &  
Powhatan.  
City: Richmond.

Counties: Caroline,  
Spotsylvania, Stafford &  
King George.  
City: Fredericksburg

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

Counties: James City &  
York.  
Cities: Williamsburg,  
Newport News, Hampton, &  
Poquoson.

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19 Crater District Area Agency on Aging  
23 Seyler Drive  
Petersburg, Virginia 23805  
Phone: 804-732-7020 FAX: 804-732-7232  
Ombudsmen: Fletcher Cooke  
David Sadowski, Jr.  
E-mail: fcooke@cdaaa.org  
djrsadowski@cdaaa.org

Counties: Dinwiddie, Sussex,  
Greensville, Surry, &  
Prince George.  
Cities: Petersburg, Hopewell,  
Emporia, & Colonial Heights.

20 Hampton Roads Long-Term Care  
Ombudsman Program  
Senior Services of Southeastern VA  
5 Interstate Corporate Center  
6350 Center Drive, Suite 101  
Norfolk, VA 23502-4121  
Phone: 1-800-766-8059 FAX: 757-461-1068  
Ombudsman: Adrienne Rochelle  
Ombudsman Volunteer Coordinator:  
Willie Alston  
E-mail: adrienne@ssseva.org  
willie@ssseva.org  
www.ssseva.org

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

22 Eastern Shore Area Agency on Aging -  
Community Action Agency, Inc.  
Long-Term Care Ombudsman Program  
P.O. Box 415  
36282 Lankford Highway  
Colonial Square, Suite 13-D  
Belle Haven, Virginia 23306  
Phone: 757-442-9652  
FAX: 757-442-9303  
Toll-Free: 1-800-452-5977  
Ombudsman: Vickie Sams  
E-mail: vstaylor@verizon.net

Counties: Accomack &  
Northampton

**Office of the State Long-Term Care Ombudsman**

Virginia Association of Area Agencies on Aging (V4A)

24 East Cary Street, Suite 100

Richmond, VA 23219

Phone: (804) 565-1600 Fax: (804) 644-5640

Toll Free: 1-800-552-3402

State Ombudsman: Joani Latimer

Assistant State Ombudsman: Gail Shirley

LTC Ombudsman Associate: Brenda Mickens

E-mail: [jlatimer@thev4a.org](mailto:jlatimer@thev4a.org)

[gshirley@thev4a.org](mailto:gshirley@thev4a.org)

[bmickens@thev4a.org](mailto:bmickens@thev4a.org)

