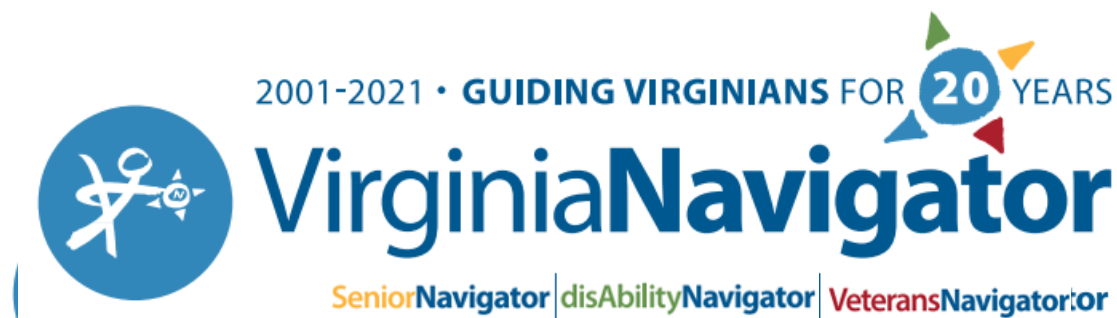


# VirginiaNavigator

*A Best-Practice Public/Private Partnership Non-Profit  
Connecting Virginia Families with Vital Community Supports  
& Information*



**Presentation for the Joint Commission on Healthcare  
May 18, 2021**

**Where Do I Start?**

**?**



# The VirginiaNavigator Family of Websites

2001-2021 • GUIDING VIRGINIANS FOR **20** YEARS



# VirginiaNavigator

SeniorNavigator | disAbilityNavigator | VeteransNavigator | or



# Why Use VirginiaNavigator?



➤ **Nonprofit Public/Private Partnership:** Our mission is to serve Virginians



➤ **Simple:** All the services you need in one place



➤ **Secure:** We don't store or sell your information



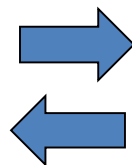
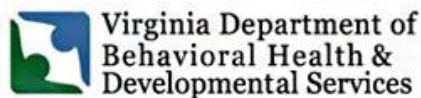
➤ **Current:** Listings constantly reviewed and updated



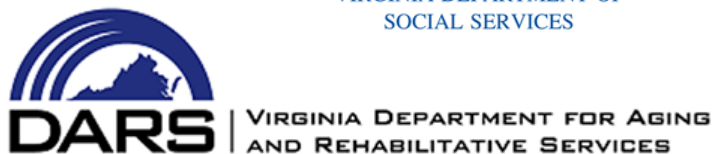
➤ **Comprehensive:** More than 26,000 resources, searchable by city, county, and Zip Code PLUS 1,000+ articles

# We Are Virginia's Central Resource Database

We partner with state agencies and programs, Area Agencies on Aging and local governments to ensure Virginians find the services they need.



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES



# VirginiaNavigator Family of Websites Stat & Demographic Information

## January 1, 2020 – December 31, 2020

**1,129,448 Visits to Family of Websites**

**(Monthly Avg: 94,121)**

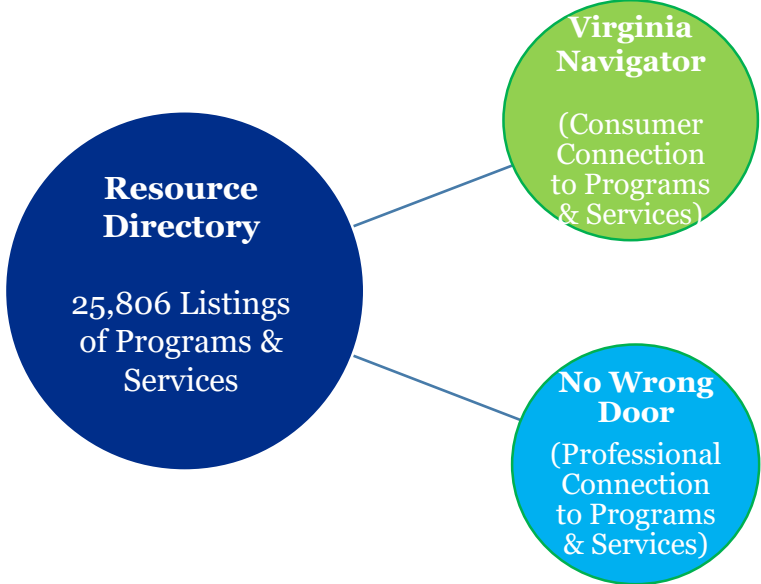
\*\*Note that each website's percent of visits are outlined in the chart below, along with additional demographic information for users of each website.

**82% New Visitors**  
**18% Returning Visitors**

**(Unique Visitors = 926,147)**

\*\*If a person visited one of our websites over 6 months ago, they would be considered a 'new visitor' even though they have been to our websites previously.

VirginiaNav	SeniorNav	disNav	VetNav
63% female 37% male	66% female 34% male	66% female 34% male	49% female 51% male
25-34; 45-54 top age groups (very close)	55-64 & 65+ top age groups (very close)	25-34 & 45-54 top age groups	25-34 & 35-44 top age groups
31% of visits to family of websites	40% of visits to family of websites	21% of visits to family of websites	8% of visits to family of websites



# www.SeniorNavigator.org



SeniorNavigator

A VirginiaNavigator Website

Login Register

Aging Well Caregiving Community Financial Housing Legal

Our Websites

Search local services for older adults and caregivers - in two steps!

1 City, County, or Zip 2 Popular Topics OR What do you need?

SEARCH



People age 65+ can use a NEW simplified form to file 2019 taxes...



Use Our ServiceNavigator Tool to Find Community Resources



FLU - What to do if you get sick...

I Want To...

- Learn More
- Make a Donation
- Ask an Expert
- Get E-Quicktips
- Community Calendar
- Provide Feedback



CAREGIVER TECH TOOL FINDER

CHOOSE TOPIC(S)

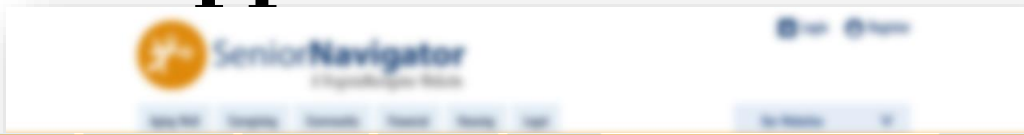


SEARCH



POWERED BY VirginiaNavigator

# Searching for Programs, Services & Support Information



🔍 Search local services for older adults and caregivers - in two steps!

1

Henrico County

2

Popular Topics



OR

assisted living

🔍 SEARCH





# Integrated Search Results



You searched for "assisted living" serving Henrico County

Programs & Services

Articles

Books

Links

Programs & Services

LOCAL

## Assisted Living Facilities:

Residences that include assistance with daily activities.



### Assisted Living

Westminster Canterbury Richmond  
1600 Westbrook Avenue, Richmond, VA  
23227

[See Map: Google Maps](#)

Main: (804) 264-6256

Fax: (804) 264-4579

Toll-Free: (800) 445-9904



### Assisted Living

Our Lady of Hope  
13700 North Gayton Road, Richmond, VA  
23233

[See Map: Google Maps](#)

Main: (804) 360-1960

Fax: (804) 364-0737

## Your Local Area Agency on Aging

Senior Connections, The Capital Area  
Agency on Aging

24 East Cary Street  
Richmond, VA 23219

Phone Main:  
(804) 343-3000

Phone Toll-Free:  
(800) 989-2286

Phone TTY/TTD:  
(804) 343-3008

## Your Local Center For Independent Living

Resources for Independent Living, Inc.

4009 Fitzhugh Ave, Suite 100  
Richmond, VA 23230

Phone Main:  
(804) 353-6503

Resources for Independent Living, Inc.

1845 A Fort Mahone Street  
Petersburg, VA 23805

# Comprehensive Information

## Westminster Canterbury Richmond

1600 Westbrook Avenue  
Richmond, VA 23227

[Google Maps](#)

Phone Main: (804) 264-6256

Phone Fax: (804) 264-4579

Phone Toll-Free: (800) 445-9904

<http://www.wcrichmond.org/>

<http://www.wcrichmond.org/assisted-living-richmond-va>

### Who We Are

Westminster Canterbury Richmond's Avalon and Pavilion residences provide residential assisted living care by providing residents with assistance in performing their daily living tasks. Residents enjoy cozy apartments, personalized assistance and access to all of Westminster Canterbury's amenities. The community is a Life Care continuing care retirement community that offers a variety of financial options that suit your lifestyle and budget. Pricing varies depending on choice of floor plan.

Licensed professionals on staff include: Licensed Assisted Living Facility Administrators, Registered Nurses, Licensed Practical Nurses, Certified Nursing Assistants, Registered Pharmacists, a Registered Dietician, Licensed Physical Therapists, Occupational Therapists, Speech Therapists and Massage Therapists.

Additional services and campus amenities include: rehabilitative services, nutritious meals, full service bank, beauty salon and barbershop. There are a range of social, educational, fitness and spiritual activities available to all residents, including regular performances held in our 335 seat theater. Fitness facility and indoor therapeutic pool. Additionally, five physicians, a podiatrist, an audiologist, and a dentist have office hours on site.

### Who We Serve

Languages Spoken: English

Service Area(s): Chesterfield County, Goochland County, Hanover County, Henrico County, Hopewell City, King and Queen County, New Kent County, Petersburg City, Richmond City

### Cost

Fee Structure: Fee Range

(Please check with your insurer to determine if this provider is in your network.)

- Program Name
- Address
- Telephone
- Fax
- Email/ Website
- Program notes
- Contact person
- Eligibility
- Fees
- Accessibility
- Languages spoken

# **Private/Grassroots: Non-Profit and For-Profit/Faith Based**

Independent, Assisted Living, CCRC, SNF

Companion, Personal, Home Health Care

Rehabilitation (OT, PT, Speech)

Insurance Providers/VICAP

Adult Day Care/PACE Programs

Respite Care

Hospice/Palliative Care

Concierge Services/Grocery Delivery

Home Modification & Equipment

Prescription Assistance

Social and Volunteer Opportunities

Estate Planning/Legal Services...Financial  
Planning/Retirement Svs.

# Grassroots Outreach and Training

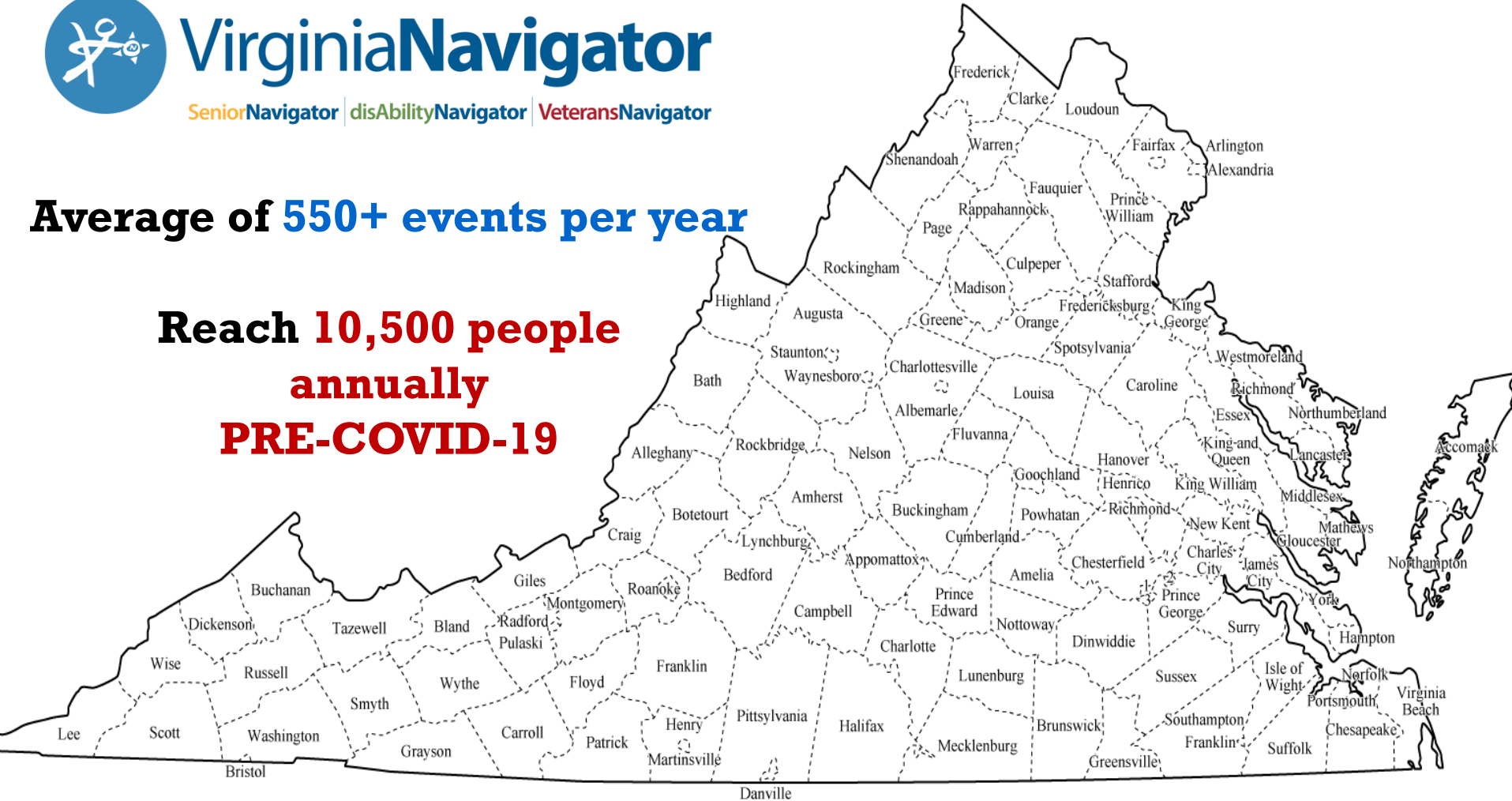


**VirginiaNavigator**

SeniorNavigator | disAbilityNavigator | VeteransNavigator

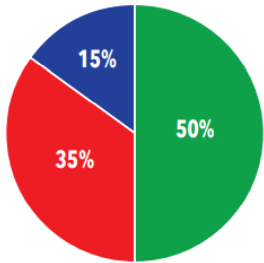
**Average of 550+ events per year**

**Reach 10,500 people  
annually  
PRE-COVID-19**

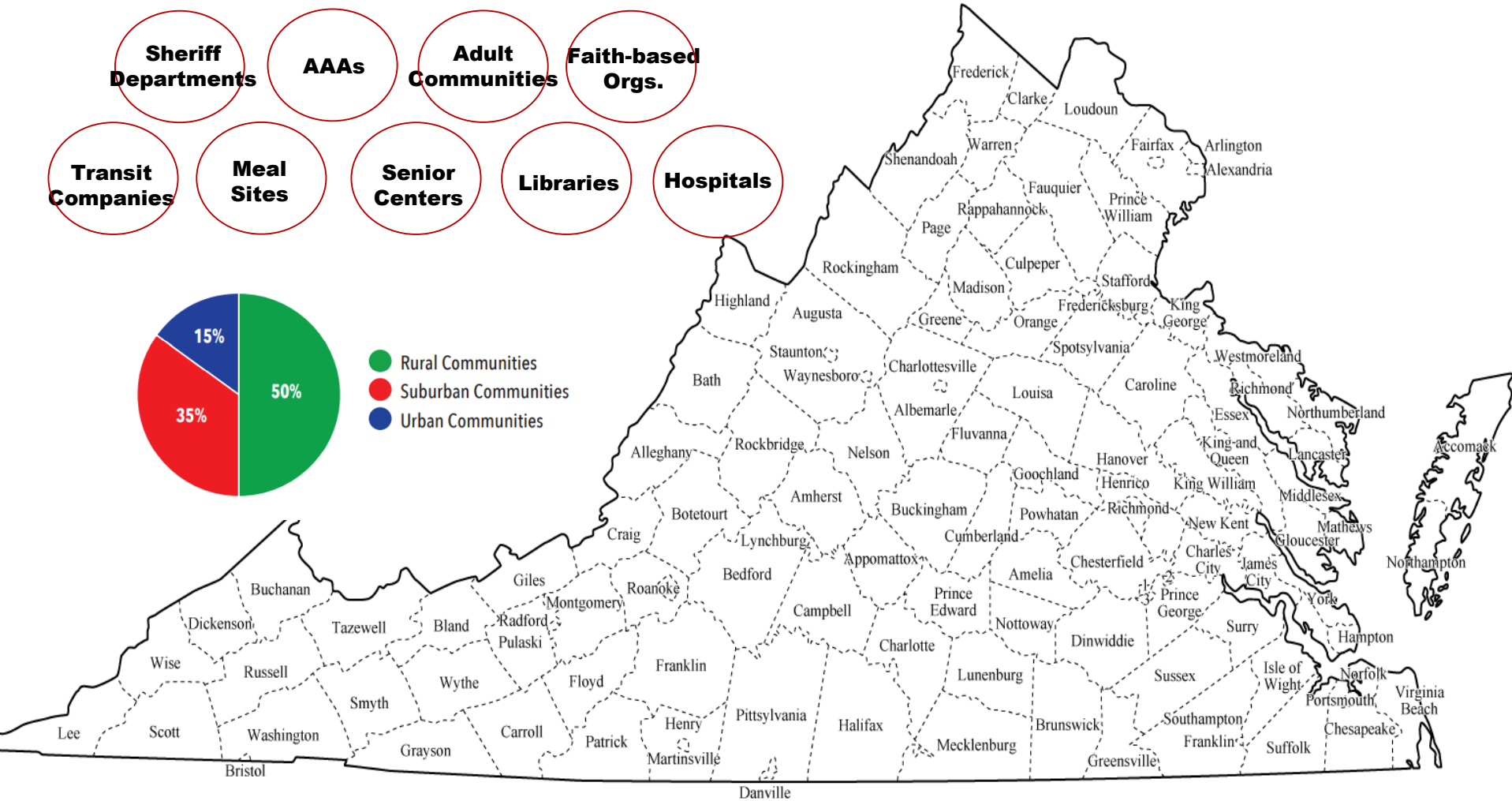


# 740+ 'Navigator Centers' Across Virginia

- Sheriff Departments
- AAAs
- Adult Communities
- Faith-based Orgs.
- Transit Companies
- Meal Sites
- Senior Centers
- Libraries
- Hospitals



- Rural Communities
- Suburban Communities
- Urban Communities



# Addressing Urgent COVID-19 Needs

**35,623**

Number of times Virginians turned to new COVID-19 resources during pandemic

---

**54**

New COVID-19 articles & guides developed to provide guidance for Virginians

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**158**

New COVID-19 program listings to address urgent needs created by pandemic

## Supporting **Struggling Caregivers** During Pandemic

### Top 3 COVID Resources Accessed:

- Comprehensive COVID-19 Resource Hub for People with Disabilities
- How Tech Tools Can Help Caregivers During COVID-19 and Social Distancing
- Essential COVID-19 Information for Older Adults, Caregivers, and Families



**Active state vaccine partner and  
Community Ambassador with VDH,  
DARS & Secretary Carey's office**

## Vaccine Outreach



**National campaign collaborator  
for CV19 CheckUp**

# The Lindsay Institute for Innovations in Caregiving (LIFIC)



Dr. Richard W. "Dick" Lindsay



Gordon Walker

65 million family caregivers in U.S.

Over 80% of elder care provided by informal caregivers

Caregiving takes a toll on caregiver – emotionally and physically

**Need to focus on the invisible patient – the CAREGIVER**