

COASTAL COMMUNITY PARTNERS

Emergency Resource Guide

IMPORTANT NOTICE

This is a sample template document created for demonstration purposes.

Coastal Community Partners is a fictional organization used to showcase nonprofit website design.

However, all emergency hotlines, crisis numbers, and community resources listed in this guide are REAL and actively serving Virginia Beach and surrounding areas.

National hotlines (988, 211, etc.) are accurate and operational. Local Virginia Beach organizations listed are real, but please verify current phone numbers and addresses before use, as contact information may have changed.

If you or someone you know needs help, call 211 or visit 211virginia.org to be connected with current, verified resources.

Quick Access to Help When You Need It Most

For template purposes:
1234 Oceanfront Avenue
Virginia Beach, VA 23451
(757) 555-0123 (Not a real number)
info@coastalpartners.org

IMMEDIATE EMERGENCIES

CALL 911 FOR:

- Medical emergencies
- Fire
- Police emergencies
- Life-threatening situations

NATIONAL SUICIDE PREVENTION LIFELINE

988

24/7 crisis support | Free & confidential | Available in over 150 languages

NATIONAL DOMESTIC VIOLENCE HOTLINE

1-800-799-7233

24/7 support | Text "START" to 88788 | Free & confidential

CRISIS TEXT LINE

Text "HELLO" to 741741

24/7 crisis support via text | Free & confidential

24/7 HELPLINES

211 VIRGINIA

Dial 2-1-1 or Text your ZIP code to 898-211

Online: www.211virginia.org

Free, confidential connection to:

- Food assistance
- Housing help
- Utility assistance
- Healthcare
- Mental health services
- Childcare
- Employment resources
- Addiction services

Available 24/7 in over 200 languages

POISON CONTROL

1-800-222-1222

24/7 emergency poison help

CHILDHHELP NATIONAL CHILD ABUSE HOTLINE

1-800-422-4453

24/7 support for child abuse victims and concerned adults

NATIONAL HUMAN TRAFFICKING HOTLINE

1-888-373-7888

Text "HELP" to 233733 | 24/7 support in over 200 languages

SAMHSA NATIONAL HELPLINE (Substance Abuse)

1-800-662-4357

24/7 treatment referral and information service

FOOD ASSISTANCE

Coastal Community Partners Food Pantry

Address: 1234 Oceanfront Avenue, Virginia Beach, VA 23451

Phone: (757) 555-0123

Hours: Tuesday - Saturday, 9:00 AM - 4:00 PM

Services: Free groceries, hot meals, weekend food for kids

Eligibility: Virginia Beach residents, no income requirements

Foodbank of Southeastern Virginia

Phone: (757) 787-2557

Website: foodbankonline.org

Services: Emergency food boxes, meal sites, SNAP assistance

Food Locator: Text your ZIP code to 757-787-2557

SNAP (Food Stamps)

Phone: 1-855-635-4370

Website: commonhelp.virginia.gov

Apply Online: commonhelp.virginia.gov

Services: Monthly food benefits for eligible households

WIC (Women, Infants, Children)

Virginia Beach WIC: (757) 518-2780

Services: Nutrition assistance for pregnant women, new moms, and children under 5

HOUSING & SHELTER

Emergency Shelters - Call First for Availability

The Up Center (Formerly Samaritan House)

Phone: (757) 631-0710

Services: Emergency shelter for families

Hours: 24/7 intake

Union Mission

Phone: (757) 627-8686

Services: Emergency shelter, meals, case management

Hours: 24/7

Judeo-Christian Outreach Center (JCOC)

Phone: (757) 491-2846

Services: Shelter, food pantry, financial assistance

Hours: Monday - Friday, 9:00 AM - 4:00 PM

Beach Ministry Center (for homeless individuals)

Phone: (757) 491-2115

Services: Day shelter, showers, laundry, case management

Hours: Monday - Friday, 8:00 AM - 4:00 PM

Housing Assistance

Virginia Beach Housing Resource Center

Phone: (757) 385-5782

Services: Rental assistance, homeless prevention, housing counseling

Hours: Monday - Friday, 8:00 AM - 5:00 PM

Virginia Housing (formerly VHDA)

Phone: (877) 843-2123

Website: virginiahousing.com

Services: First-time homebuyer programs, foreclosure prevention

Fair Housing Rights

Phone: 1-800-669-9777

Services: Report housing discrimination

UTILITY ASSISTANCE

Virginia Beach Department of Social Services

Phone: (757) 385-3500

Services: Energy assistance, cooling assistance

Apply: Walk-in or call for appointment

LINK (Local Initiatives Networking for Community)

Phone: (757) 961-4423

Services: Emergency utility assistance

Hours: Monday - Thursday, 9:00 AM - 2:00 PM

Dominion Energy Payment Assistance

Phone: 1-866-366-4357

Website: dominionenergy.com/billhelp

Services: Payment plans, assistance programs

Virginia Gas Customer Assistance Program

Phone: 1-888-890-4532

Services: Payment plans, energy assistance

MENTAL HEALTH & CRISIS SERVICES

Virginia Beach Community Services Board (CSB)

Crisis Line: (757) 385-0888

General: (757) 385-0888

Services: Mental health crisis intervention, counseling, substance abuse treatment

Hours: Crisis line 24/7 | Office: Monday - Friday, 8:00 AM - 5:00 PM

Emergency Services - CSB

Phone: (757) 385-0888

Location: 289 Independence Blvd, Virginia Beach

Services: Psychiatric emergency services 24/7

Walk-ins accepted

YANA (You Are Never Alone)

Text or Call: (757) 201-9262

Services: Peer support for veterans and first responders

Hours: 24/7

Veterans Crisis Line

Call: 1-800-273-8255 (Press 1)

Text: 838255

Chat: veteranscrisisline.net

Services: 24/7 crisis support for veterans

DOMESTIC VIOLENCE & SEXUAL ASSAULT

Virginia Beach Victim/Witness Assistance Program

24/7 Hotline: (757) 385-4022

Services: Crisis intervention, safety planning, court advocacy, emergency shelter

Samaritan House (Domestic Violence Shelter)

24/7 Hotline: (757) 631-0710

Services: Emergency shelter, counseling, legal advocacy

Confidential location

RESPONSE (Rape & Sexual Assault Support)

24/7 Hotline: (757) 622-4300

Services: Crisis intervention, counseling, medical advocacy, legal support

Stalking Resource Center

Phone: 1-855-484-2846

Services: Information and referrals for stalking victims

HEALTHCARE

Sentara Community Health Center

Phone: (757) 395-8100

Location: 1012 Pacific Ave, Virginia Beach

Services: Primary care, sliding fee scale based on income
Hours: Monday - Friday, 8:00 AM - 5:00 PM

CHKD Health Center

Phone: (757) 668-7000
Services: Pediatric care, specialty services
Multiple locations

Virginia Beach Department of Public Health

Phone: (757) 518-2700
Services: Immunizations, STD testing, prenatal care, TB testing
Hours: Monday - Friday, 8:00 AM - 5:00 PM

Medicaid Enrollment

Phone: 1-855-242-8282
Website: coverva.org
Apply Online: commonhelp.virginia.gov

Free & Charitable Clinics of Hampton Roads

Phone: (757) 459-2255
Website: freeclinics.org
Services: Directory of free clinics in the area

Prescription Assistance

RxAssist: rxassist.org
NeedyMeds: needymeds.org
Services: Help finding medication assistance programs

LEGAL ASSISTANCE

Legal Aid Society of Eastern Virginia

Phone: (757) 627-5423
Toll-Free: 1-866-534-5243
Website: laseva.org
Services: Free legal help for low-income residents
Areas: Housing, family law, public benefits, consumer issues

Virginia Lawyer Referral Service

Phone: 1-800-552-7977

Services: Lawyer referrals, initial consultation (\$35)

Virginia Beach Bar Association

Phone: (757) 222-4040

Services: Lawyer referral service

EMPLOYMENT & FINANCIAL ASSISTANCE

Virginia Employment Commission (VEC)

Phone: 1-866-832-2363

Website: vec.virginia.gov

Services: Unemployment benefits, job search assistance

Virginia Beach Workforce Center

Phone: (757) 385-4625

Location: 2729 Dean Drive, Virginia Beach

Services: Job search, resume help, career counseling, training programs

Hours: Monday - Friday, 8:00 AM - 5:00 PM

Goodwill Industries

Phone: (757) 490-5627

Services: Job training, employment placement, career services

Virginia Beach Department of Social Services

Phone: (757) 385-3500

Services: TANF (cash assistance), SNAP, Medicaid, childcare assistance

Hours: Monday - Friday, 8:00 AM - 5:00 PM

CHILDCARE & FAMILY SUPPORT

Virginia Beach Department of Social Services - Childcare

Phone: (757) 385-3516

Services: Childcare subsidy for eligible families

Child Care Aware of Virginia

Phone: 1-866-543-7852

Website: va.childcareaware.org

Services: Childcare referrals, parent resources

Healthy Families Virginia Beach

Phone: (757) 518-2797

Services: Free home visiting program for new parents

Eligibility: Pregnant women and families with newborns

Parents as Teachers

Phone: (757) 263-6710

Services: Free home visits for families with children 0-5

TRANSPORTATION

Hampton Roads Transit (HRT)

Phone: (757) 222-6100

Website: gohrt.com

Services: Public bus service

****Reduced fare available for seniors, disabled, Medicare recipients**

STAR (Special Transportation for the Aging/Disabled)

Phone: (757) 222-6100

Services: Door-to-door transportation for eligible residents

RIDE Solution

Phone: (757) 222-6100

Services: Carpool matching, vanpool programs

Virginia Beach Human Services - Transportation

Phone: (757) 385-4521

Services: Medical transportation for eligible residents

SENIOR SERVICES

Virginia Beach Department of Human Services - Senior Services

Phone: (757) 385-4500

Services: Senior centers, meals, activities, case management

Hours: Monday - Friday, 8:00 AM - 5:00 PM

Meals on Wheels

Phone: (757) 385-4521

Services: Home-delivered meals for homebound seniors

Virginia Insurance Counseling and Assistance Program (VICAP)

Phone: 1-800-552-3402

Services: Free Medicare counseling

Adult Protective Services

Phone: (757) 385-3500

Services: Investigation and intervention for elder abuse, neglect, exploitation

Hours: 24/7 hotline

DISABILITY SERVICES

Virginia Department for Aging and Rehabilitative Services (DARS)

Phone: 1-800-552-5019

Website: vadars.org

Services: Vocational rehabilitation, independent living services

The Arc of Virginia

Phone: (804) 649-8481

Website: thearcofva.org

Services: Advocacy and support for people with intellectual/developmental disabilities

Social Security Disability

Phone: 1-800-772-1213

Website: ssa.gov/disability

Services: Disability benefits applications and information

VETERANS SERVICES

Virginia Beach Office of Veteran Services

Phone: (757) 385-8397

Location: 2393 Courthouse Drive, Building 17

Services: Benefits assistance, claims help, referrals

Hours: Monday - Friday, 8:00 AM - 5:00 PM

VA Hampton Medical Center

Phone: (757) 722-9961

Services: Healthcare for veterans

Emergency: 24/7

Volunteer Hampton Roads (formerly SEVAP)

Phone: (757) 671-4500

Services: Emergency financial assistance, food, counseling for veterans

IMMIGRANT & REFUGEE SERVICES

International Rescue Committee (IRC)

Phone: (757) 490-9213

Services: Refugee resettlement, job placement, English classes

Catholic Charities - Immigration Services

Phone: (757) 467-7707

Services: Legal immigration assistance, citizenship classes

Virginia Beach Human Rights Commission

Phone: (757) 385-4093

Services: Discrimination complaints, mediation

SUBSTANCE ABUSE TREATMENT

Virginia Beach Community Services Board

Phone: (757) 385-0888

Services: Outpatient treatment, residential referrals, medication-assisted treatment

McShin Foundation

Phone: (804) 249-1845

Services: Recovery support services, peer support

Al-Anon (for families of alcoholics)

Phone: (757) 563-1600

Website: vaalanon.org

Narcotics Anonymous

Phone: (757) 543-4357

Website: hrana.org

Alcoholics Anonymous

Phone: (757) 490-3980

Website: aavirginia.org

EDUCATION & LITERACY

Virginia Beach City Public Schools

Phone: (757) 263-1000

Website: vbschools.com

Services: Public education, special education, ESL

Adult Learning Center

Phone: (757) 648-6050

Services: GED classes, ESL, workforce skills

Cost: Free

Literacy Volunteers of Virginia Beach

Phone: (757) 464-5274

Services: Free tutoring for adults in reading and ESL

ADDITIONAL RESOURCES

United Way of South Hampton Roads

Dial 2-1-1

Website: unitedwayshr.org

Services: Resource referrals, volunteer opportunities

Virginia Cooperative Extension

Phone: (757) 385-8156

Services: Nutrition education, financial literacy, 4-H youth programs

Virginia Beach Public Library

Phone: (757) 385-0150

Website: vbgov.com/library

Services: Free computer access, job resources, programs

18 locations throughout Virginia Beach

IMPORTANT REMINDERS

When Calling for Help:

- Have your address and phone number ready
- Explain your immediate need clearly
- Ask about eligibility requirements
- Request information about required documents
- Get the name of the person helping you
- Write down case numbers or reference numbers
- Ask when you can expect a response

Documentation Often Needed:

- Photo ID

- Social Security cards for household members
- Proof of address (utility bill, lease)
- Proof of income (pay stubs, award letters)
- Birth certificates (for children's programs)

Stay Safe:

- Trust your instincts
- If you feel unsafe, call 911
- Save this guide in an accessible place
- Share resources with others who may need help

COASTAL COMMUNITY PARTNERS

We're here to help!

Address: 1234 Oceanfront Avenue, Virginia Beach, VA 23451

Phone: (757) 555-0123

Email: info@coastalpartners.org

Website: www.coastalpartners.org

Office Hours:

Monday - Friday: 9:00 AM - 5:00 PM

Saturday: 9:00 AM - 2:00 PM

Services:

- Emergency food assistance
- Emergency financial assistance
- Case management
- Youth programs
- Support groups
- Community resources

No appointment needed for food pantry

Walk-ins welcome

You are not alone. Help is available.

Keep this guide in a safe, accessible place.

Updated: January 2025