

Thrift Savings Plan ★ Managing Money
Education
er Awareness ★ Savings
Data ★
ploc
ptu
tes
ouse
★ Re
DUC
toddler
oreign
Enhancing Step Plan
New ★ Parenting
Neighborhoods ★ Reunion
am ★ The Manager
How
★ Sp
main
mit
ces
N
Plan
view
Assis
Training ★
n AM
Te
Lea
y M
ist T
mon

Hampton Roads RESOURCE GUIDE

Info and resources
at your fingertips



NAVY MID-ATLANTIC REGION
FLEET & FAMILY READINESS
FFR



Table of Contents



2 Newcomers Information

4 Fleet & Family Support Centers (FFSC)

14 Morale Welfare & Recreation (MWR)

19 Child & Youth Programs (CYP) and Resources

22 Galleys

22 Housing

24 Lodging

25 Military Base Services

32 Community Services



Military One Source 1-800-342-9647
en español 1-877-888-0727

www.militaryonesource.mil

Unless indicated, all telephone numbers are located in the 757 area code.
Resources and phone numbers are subject to change without notice.

Newcomer Information



Welcome to Hampton Roads, Virginia

This area is home to more than twenty percent of the entire United States Navy! Hampton Roads, Virginia, consists of the “Southside” and the “Peninsula.”

Southside cities:

- Norfolk
- Portsmouth
- Chesapeake
- Virginia Beach
- Suffolk

Peninsula cities:

- Hampton
- Newport News
- Yorktown
- Williamsburg

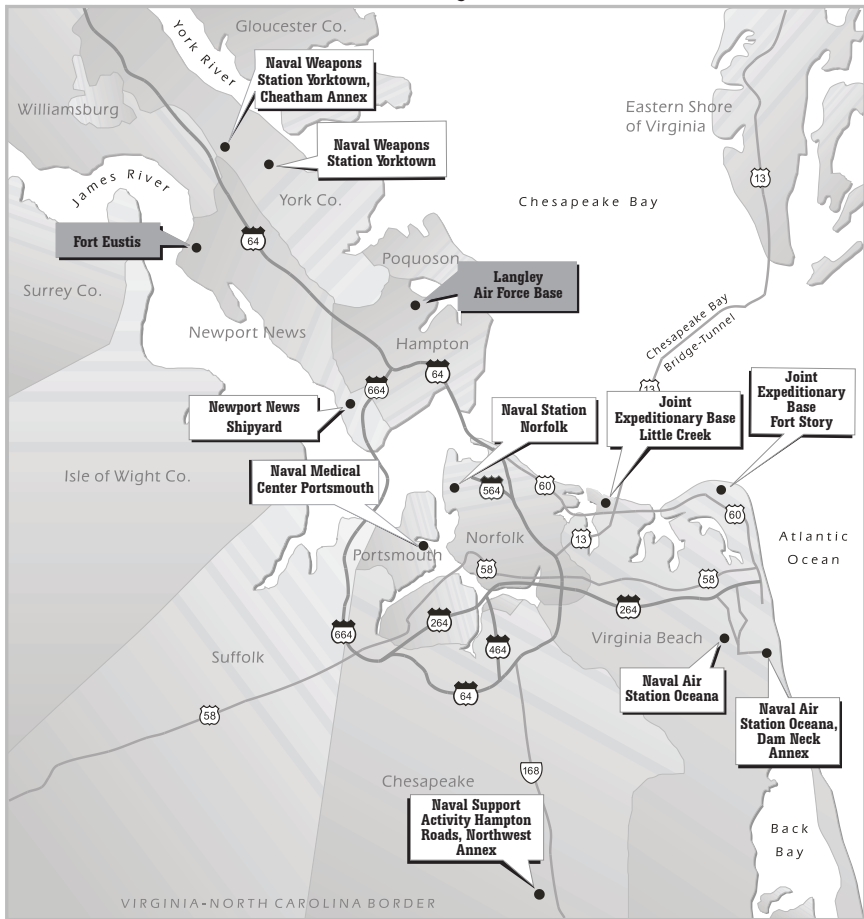
Norfolk and Portsmouth are cities with limited land and tightly concentrated populations. Chesapeake and Virginia Beach seem like counties, with much larger land areas and less defined city centers, although the City of Virginia Beach has recently developed a Town Center near Pembroke Mall. Suffolk is rural. Hampton and Newport News are located on the Peninsula, as are the historic towns of Williamsburg, Yorktown, and Jamestown.

Approximately 1.6 million people live in Hampton Roads, and activities abound which may interest you. Fishing, camping, historic sites, amusement parks, concerts, theaters, opera, ballet, symphonies, zoo, museums, and more are available. The climate is generally moderate, and there are four distinct seasons. Winters see occasional light snowfalls while summers tend to be hot and humid.

When making your move to Hampton Roads, get to know the dedicated team at Fleet and Family Support Centers, MWR, Child & Youth Programs, Galleys, and Housing & Lodging who are available to serve you with a full range of quality services to enhance your military experience in Hampton Roads.

Visit your Fleet & Family Readiness Programs and Services at:
www.cnic.navy.mil/navylifema

Hampton Roads, Virginia Area Bases



Naval installations include:

Norfolk

- Naval Station Norfolk (NS Norfolk)

Portsmouth

- Naval Medical Center Portsmouth (NSAHR - Portsmouth)
- Norfolk Naval Shipyard

Virginia Beach

- Joint Expeditionary Base Little Creek-Fort Story (JEB Little Creek, JEB Fort Story)
- Naval Air Station Oceana (NAS Oceana)
- Naval Air Station Oceana, Dam Neck Annex (Dam Neck Annex)

Chesapeake

- Naval Support Activity Hampton Roads Northwest Annex (NSA HR Northwest Annex)

Newport News/Yorktown/Williamsburg

- Newport News Shipyard
- Naval Weapons Station Yorktown (NWS Yorktown)
- NWS Yorktown, Cheatham Annex (Cheatham Annex)

In addition, there are many other Navy, Marine Corps, Army, Air Force, and Coast Guard installations in the area.

Fleet Family Support Centers

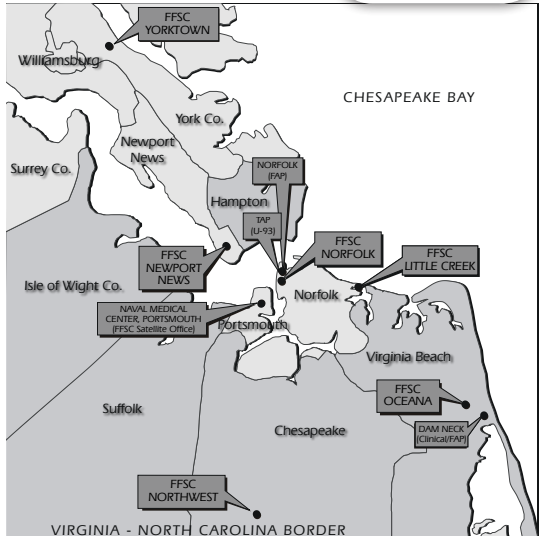


Fleet and Family Support Centers (FFSC) of Hampton Roads

www.cnlic.navy.mil/navylifema

Fleet and Family Support Center (FFSC) is your one-stop shop for free Parenting and Life Skill programs, Financial programs, Deployment support, Transition and Employment assistance, Relocation assistance, Counseling and Victim Assistance, Exceptional Family Member Support, Information and Referral, and many more programs to promote quality of life for military personnel and their families.

Visit the nearest Fleet and Family Support Center for further information on base and community services. FFSC is here to welcome you and assist during your time in Hampton Roads.



FFSC Dam Neck Office
2073 Tartar Avenue
Virginia Beach, VA 23461
492-6342

FFSC Newport News
2600 Washington Avenue
Suite 201
Newport News, VA 23607
688-6289

FFSC Oceana
1896 Laser Road
Virginia Beach, VA 23460
433-2912

FFSC Fort Story
517 Solomans Road
Virginia Beach, VA 23451
422-7311

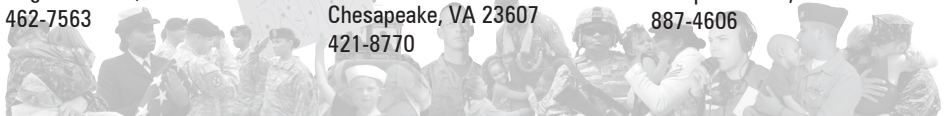
FFSC Norfolk
7928 14th Street
Norfolk, VA 23505
444-2102

FFSC Portsmouth Office
28 Effingham Street
Portsmouth, VA 23708
953-7801

FFSC Little Creek
1450 D. Street
Virginia Beach, VA 23459
462-7563

FFSC Northwest
4504 Relay Road
Chesapeake, VA 23607
421-8770

FFSC Yorktown
1949 Von Steuben Drive
Newport News, VA 23603
887-4606



Counseling

Anger Management

Fleet and Family Support Centers provide education/skill-building workshops on anger management for active duty personnel & spouses.

Fleet and Family Support Centers

FFSC Little Creek-Fort Story	462-7563
FFSC Newport News.....	688-6289
FFSC Norfolk	444-2102
FFSC Northwest	421-8770
FFSC Oceana - Dam Neck	433-2912
FFSC Portsmouth	953-7801
FFSC Yorktown.....	887-4606

Counseling Resources

These agencies can assist individuals access counseling services.

Chaplain Duty Offices

Dam Neck Annex	492-6602
Hampton Roads Duty Chaplain (24 hrs/ 7 days)	438-3822
JEB Fort Story.....	422-7665
JEB Little Creek.....	462-7427
NAS Oceana.....	433-2871
NSAHR - Portsmouth (24 hours).....	953-5550
NS Norfolk	444-7361/7363
NSAHR - Northwest Annex	421-8204/8205
NWS Yorktown	887-4711

Community Services Boards

Chesapeake Integrated Behavioral Self-care	547-9334
Colonial Behavioral Health.....	(757) 220-3200
Colonial Behavioral Health Yorktown/Poquoson	898-7926
Hampton/Newport News	788-0300
Norfolk	823-1600
Portsmouth Behavioral Healthcare Service.....	393-8618
Virginia Beach Mental Health/Substance Abuse.....	385-0866
Virginia Beach Mental Retardation	385-0600

Department of Social/Human Services

Camden County, North Carolina	(252) 331-4787
Chesapeake	382-2000
Currituck County, North Carolina.....	(252) 232-3083
Hampton	727-1800
James City County.....	(757) 259-3100
Newport News	926-6300
Norfolk.....	664-6000
Pasquotank County/Elizabeth City, North Carolina	(252) 338-2126
Portsmouth	405-1800
Suffolk.....	514-7450
Virginia Beach.....	437-3200
Williamsburg	(757) 220-6161

York County/Poquoson	890-3787
Fleet and Family Support Centers	
FFSC Fort Story	422-7311
FFSC Little Creek	462-7563
FFSC Newport News	688-6289
FFSC Norfolk	444-2102
FFSC Northwest	421-8770
FFSC Oceana - Dam Neck	433-2912
FFSC Portsmouth	953-7801
FFSC Yorktown	887-4606
Information Services Division of the Planning Council "211 Virginia"	622-9268
Spiritual Fitness Center (formerly CREDO)	444-7654
TRICARE Mental Health Care (North Region)	1-877-747-9579

Family Violence Prevention & Awareness

The Navy Family Advocacy Program is designed to address prevention, identification, treatment, follow-up, and reporting of child abuse, neglect, and spouse abuse. SECNAV INSTRUCTION, requires all military agencies, departments, and individuals to report known or suspected child or known spouse abuse. Commands are required to have an officer or senior enlisted member designated as the unit point of contact for Family Advocacy case referrals and liaison for monitoring cases. Military and civilian agencies are available to provide assistance to families experiencing domestic violence. Fleet and Family Support Centers are available for command consultation and command briefs on the Family Advocacy Program.

National Domestic Violence Hotline 1-800-799-SAFE

Navy Family Advocacy

Dam Neck Annex	492-6342
Family Advocacy (after hours)	438-4180
JEB Little Creek	462-7563
Family Advocacy (after hours)	438-4180
NAS Oceana	433-2912
Family Advocacy after hours)	438-4180
NS Norfolk	444-2230
Family Advocacy after hours)	438-4180
NSAHR - Northwest	421-8770
Family Advocacy after hours)	(757) 438-4180
NSAHR - Portsmouth	953-7801
NWS Yorktown	887-4606
Virginia Family Violence and Sexual Assault Hotline	1-800-838-8238
Virginia Peninsula Transitions Family Violence Services Hotline	723-7774

Child Abuse

Department of Social Services/Child Protective Services

Camden County, North Carolina	(252) 331-4787
Chesapeake	382-2020
Currituck County, North Carolina	(252) 232-3083
Hampton	727-1885
James City County	(757) 259-3100
Newport News	926-6600

Norfolk	664-6022
Pasquotank County/Elizabeth City, North Carolina	(252) 338-2126
Portsmouth	393-9500
Suffolk	514-7458 (Option 3)
Virginia Beach (24-hour)	437-3400
Williamsburg	(757) 220-6161
York County/Poquoson	890-3787
National Child Abuse Hotline (Child Help)	1-800-422-4453
Statewide Child Abuse Hotline (24-hour)	1-800-552-7096

Sexual Assault, Rape, Incest

The following agencies provide supportive assistance, advocacy, and counseling to rape victims and their families. Professional workshops, consultations, and child sexual abuse prevention workshops are also available.

Albemarle Mental Health Center Crisis Line	1-866-437-1821
The Center for Sexual Assault Survivors, Peninsula	CALL THE STATE HOTLINE
Family Violence & Sexual Assault Virginia Hotline	800-838-8238

Fleet and Family Support Centers

FFSC Little Creek-Fort Story	462-7563
FFSC Newport News	688-6289
FFSC Norfolk	444-2102
FFSC Northwest	421-8770
FFSC Portsmouth	953-7801
FFSC Oceana - Dam Neck	433-2912
FFSC Yorktown	887-4606

Marine Corps Forces Command (MARFORCOM)	(757) 630-9333
--	----------------

Navy Family Advocacy (incest, marital rape, or assault)

JEB Little Creek	462-7563
NAS Oceana	433-2912
NS Norfolk	444-2230
NSAHR - Northwest	421-8770
NSAHR - Portsmouth	953-7801
NWS Yorktown	887-4606

Sexual Assault Prevention & Response (SAPR)	CONTACT ANY FFSC
--	------------------

YWCA Response, Southside (Hotline)	226-9922
---	----------

Stress Management

The following organizations provide educational presentations or workshops.

Fleet and Family Support Centers

FFSC Little Creek-Fort Story	462-7563
FFSC Newport News	688-6289
FFSC Norfolk	444-2102
FFSC Northwest	421-8770
FFSC Oceana - Dam Neck	433-2912
FFSC Yorktown	887-4606

Norfolk Crisis Hotline (Emergency Services/Crisis Counseling 24 Hours)	664-7690
---	----------

Suicide Prevention

Military and community support is available to help a service member or family member through the moment of crisis. Help with ongoing concerns can be obtained through Fleet and Family Support Centers or your local Chaplain's office.

Albermarle Mental Health Center Crisis Line	1-866-437-1821
CSB/Mental Health Emergency Services	664-7690
TRICARE Mental Health Care (Behavioral Health Care)	1-877-747-9579

Chaplain Duty Offices

Dam Neck Annex	492-6602
Hampton Roads Duty Chaplain (24 hrs/ 7 days)	438-3822
JEB Little Creek	462-7427
JEB Fort Story.....	422-7665
NAS Oceana.....	433-2871
NSAHR - Portsmouth.....	953-5550
NS Norfolk	444-7363/61
NWS Yorktown	887-4711

Fleet and Family Support Centers

FFSC Little Creek-Fort Story	462-7563
FFSC Newport News.....	688-6289
FFSC Norfolk.....	444-2102
FFSC Northwest.....	421-8770
FFSC Oceana - Dam Neck	433-2912
FFSC Portsmouth	953-7801
FFSC Yorktown	887-4606

Suicide Hotline Number	1-800-273-TALK (8255)
-------------------------------------	-----------------------

Family Support

Bicultural Family Resources

The blending of cultures into one family often has its own unique challenges. Check with your local Fleet and Family Support Center for more information.

Fleet and Family Support Centers

FFSC Little Creek-Fort Story	462-7563
FFSC Newport News.....	688-6289
FFSC Norfolk.....	444-2102
FFSC Northwest.....	421-8770
FFSC Oceana - Dam Neck	433-2912
FFSC Portsmouth	953-7801
FFSC Yorktown.....	887-4606

Exceptional Family Member Program

EFMP is a mandatory enrollment program that provides detailers information they need in order to assign families to duty stations that can support their special needs.

NSAHR - Portsmouth (FFSC EFMP Liaison)	953-7805
---	----------

Branch Medical Clinics EFMP Coordinators (Contact the EFMP Liaison, see FFSCs listed below)

EFMP Office at NAVPERSCOM	1-866-827-5672 (Option 1)
---------------------------------	---------------------------

Community Services Boards

Chesapeake Integrated Behavioral Self-care	547-9334
Hampton/Newport News (Admin Office).....	788-0300
Norfolk	823-1600
Portsmouth (Behavioral Health Care).....	393-8618
Virginia Beach (Department of Human Services)	385-3200
York County (Colonial Behavioral Health).....	898-7926

EFMP Family Members Support Groups

FFSC EFMP Liaison (NMCP).....	953-7805
USMC EFMP Program Manager.....	445-6876

Fleet and Family Support Centers EFMP Case Liaisons

FFSC Little Creek-Fort Story	462-7563
FFSC Newport News.....	688-6289
FFSC Norfolk	444-2102
FFSC Northwest.....	421-8770
FFSC Oceana - Dam Neck	433-2912
FFSC Yorktown	887-4606

Information Center, S.E. Virginia (or dial "211" from a land line)..... 1-800-230-6977

Parent Resource Centers for Public Schools

Chesapeake	482-5923
Hampton	727-2000
Newport News.....	591-4527
Norfolk	628-2495 ext. 3019
Norfolk (Rosemont Center).....	852-4674 (Option 6)
Portsmouth	393-8751
Suffolk	925-5785
Virginia Beach (Special Education Annex).....	263-2066

Social Security Administration

1-800-772-1213

Transportation

HRT Handi-Ride (M.V. Transportation).....	455-8010/222-6087
---	-------------------

Virginia Department of Rehabilitative Services

1-800-552-5019

Hampton/Newport News	865-4863
Norfolk	451-7101
Portsmouth	686-5004
Virginia Beach.....	451-7101
Williamsburg.....	(757) 253-4817

New Parent Support (Navy)

The New Parent Support Home Visitation Program (NPSHVP) is a voluntary, early intervention program for military parents who are expecting and/or have children up to the age of three years. The program is designed to promote positive early family interactions, to nurture child development, and to prevent child abuse.

NPSHVP Regional Office (Intake)..... 462-7563

FAP/SAPR Victim Assistance

Family Advocacy Program's Victim Assistance

FAP RESTRICTED Reporting:		
	Command NOT notified	
	Law Enforcement NOT notified	
	Domestic Violence victim receives medical treatment and counseling	
To make a RESTRICTED REPORT Contact:		
	Domestic Abuse Victim Advocate (after hours)	757-438-4180
	Licensed Health Care Provider	
	FFSC Counselor	
	Family Advocacy Program (FAP) Counselor	
<i>Call your local Fleet & Family Support Center</i>		
FAP UNRESTRICTED Reporting:		
	Command IS notified	
	Domestic Violence Victim received medical treatment and counseling	
To make an UN RESTRICTED REPORT Contact:		
	Your Command FAP POC	
	Family Advocacy Program (FAP) at your Fleet & Family Support Center	

Sexual Assault Prevention & Response (SAPR) Victim Assistance

SAPR After Hours Victim Advocates

JEB Little Creek-Fort Story	438-3455
Norfolk Installations/NMCP/Norfolk Naval Shipyard	438-3504
NAS Oceana/Dam Neck Annex	438-3260
Newport News/NWS Yorktown/Cheatham Annex (<i>Peninsula</i>)	438-4011
NSAHR - Northwest Annex	803-8621

Sexual Assault Response Coordinator

JEB Little Creek-Fort Story	-462-7563
Norfolk Installations/NMCP/Norfolk Naval Shipyard	-444-2230
NAS Oceana/Dam Neck Annex/Northwest Annex.....	433-2912
Newport News/NWS Yorktown/Cheatham Annex (<i>Peninsula</i>)	887-4606

SAPR Unrestricted Reporting:		
	Command IS notified	
	Sexual assault victim receives medical treatment and counseling	
SAPR Restricted Reporting:		
	Command NOT notified	
	Law Enforcement NOT notified	
	Sexual assault victim receives medical treatment and counseling	



DoD Sexual Assault 24/7 Safe Helpline
877-995-5247

Finance

Financial/Debt Management, Counseling & Financial Education

The first resource used for short-term counseling should be a trained Command Financial Specialist. If not available, or if consultation is required, the Fleet and Family Support Centers and/or the Navy-Marine Corps Relief Society can provide this service on a referral basis.

Fleet and Family Support Centers

FFSC Little Creek-Fort Story	462-7563
FFSC Newport News.....	688-6289
FFSC Norfolk.....	444-2102
FFSC Northwest.....	421-8770
FFSC Oceana - Dam Neck	433-2912
FFSC Portsmouth.....	953-7801
FFSC Yorktown	887-4606

Navy-Marine Corps Relief Society

JEB Little Creek/Fort Story	462-1596
NAS Oceana	433-3383/3384
NSAHR - Portsmouth.....	953-5956
Norfolk	322-1171/3134
Northwest (Call Oceana office if no answer)	433-3383/3384

Individual Augmentation (IA)

The Navy sends IAs to assist commands in other branches of the service, primarily the Army and Marine Corps. These assignments are not on ships, but on the ground in places like Iraq, Afghanistan, Guantanamo Bay or Africa. IAs can be sent anywhere in the world that they are needed. Service Members fulfilling these assignments may also be called Individual Deployers (IDS).

Expeditionary Combat Readiness Center (ECRC)

Established to be a conduit for information for Sailors and their families during an IA assignment.

COMECRC
Norfolk Naval Base
1683 Gilbert Street
Norfolk, VA 23511

Family Care Line (24-hour)	1-877-364-4302
ECRC IA Help Desk.....	ecrc.hq.fct@navy.mil
Family Readiness Help Desk.....	ecrc.fs.fct@navy.mil
IA handbooks for the Sailor and for family members are available on the ECRC website.	http://www.ecrc.navy.mil/
Quarterdeck.....	462-4744, ext. 147

Additional IA Resources

ECRC 24-hour Staff Duty Officer	763-8640
---------------------------------------	----------

Headquarters Automated Switchboard	462-4744
Fleet and Family Support Centers	
FFSC Little Creek-Fort Story	462-7563
FFSC Newport News.....	688-6289
FFSC Norfolk	444-2102
FFSC Northwest.....	421-8770
FFSC Oceana - Dam Neck	433-2912
FFSC Portsmouth	953-7801
FFSC Yorktown	887-4606

Other IA Resources

Military One Source	http://www.militaryonesource.com
Military Homefront	http://www.militaryhomefront.dod.mil
National (DOD) Resource Directory for Wounded Warriors, Families, and Caregivers	
.....	http://www.nationalresourcedirectory.org
Wounded Warrior Resource Center/Military One Source	1-800-342-9647

Other Resources

Employment

The Virginia Employment Commission provides listings of federal, state, and local full- and part-time job opportunities. Career Development Resource Centers at Fleet and Family Support Centers offer transitioning military personnel, retirees, and their family members access to Virginia Employment Commission information and services, as well as job search skill development, counseling, and support. Each FFSC Career Development Resource Center (CDRC) has many resources for job seekers and transitioners. Internet use is available to clients looking for work or wishing to post their resumes. CDRCs offer information about local employers, career search, resume writing, and local job fairs. Individual employment assistance is also available.

FFSC also presents employment workshops to include:

- Career Planning
- Interview Techniques
- Effective Resume Writing
- Job Network
- The Federal Employment System
- Job Search Strategies

Career Development Resource Centers at Fleet and Family Support Centers

FFSC Little Creek-Fort Story	462-7563
FFSC Newport News.....	688-6289
FFSC Norfolk	444-2102
FFSC Northwest.....	421-8770
FFSC Oceana - Dam Neck	433-2912
FFSC Portsmouth	953-7801
FFSC Yorktown	887-4606

Ombudsman Program

The Navy Family Ombudsman Program was created in 1970 as a direct, official link between commands and families. The Ombudsman is a volunteer who is appointed by the Commanding Officer and serves as a liaison between the Commanding Officer and the families and is available to provide information and assistance to family members. Your local Fleet and Family Support Center maintains current rosters of all Ombudsmen assigned in the Hampton Roads area.

Ombudsman Coordinator 444-2102
..... <https://www.cnic.navy.mil/NorfolkSTA/FleetFamilyReadiness/SupportServices/MilitarySupport/Ombudsman/index.htm>

Relocation Assistance

Fleet and Family Support Centers and area agencies offer services to assist mobile military families entering or leaving the Hampton Roads area. Active duty personnel and their family members are encouraged to take advantage of the Relocation Assistance Program (RAP) which provides services and resources to assist military members and their families in all aspects of relocation. Information on many military bases worldwide, housing, cost of living, schools, taxes, employment, unique area information, and more is available.

Fleet and Family Support Centers, Relocation Assistance Program

FFSC Little Creek-Fort Story 462-7563
FFSC Newport News 688-6289
FFSC Norfolk 444-2102
FFSC Northwest 421-8770
FFSC Oceana - Dam Neck 433-2912
FFSC Yorktown 887-4606

Military Homefront Installations information <http://www.militaryhomefront.dod.mil>
(then click on Military Installations on the lower left side panel)

Transition Assistance Management Program (TAMP)

The TAMP program provides services to assist military members and their families with an effective transition into the civilian work force or a military relocation.

Transition GPS (Goals, Plans, Success)

A five-day class for retirees, separatees, and their spouses addresses managing transitional change, financial planning, veterans benefits, career and job search techniques, resume writing, interview techniques, and many other aspects associated with transition from the military. To attend this seminar, contact your command career counselor.

Career Development Resource Center (CDRC)

Offers computerized employment and career information systems: local job banks, job search seminars for military and family members, individual employment and career counseling, and a reference library.

Fleet and Family Support Centers

FFSC Little Creek-Fort Story 462-7563
FFSC Newport News 688-6289
FFSC Norfolk 444-2102
FFSC Northwest 421-8770
FFSC Oceana - Dam Neck 433-2912
FFSC Portsmouth 953-7801

Volunteer Program

The Volunteer Program provides opportunities within Fleet and Family Support Centers or the community for individuals to grow and develop through volunteer work, and to provide volunteer support to augment FFSC programs in the military community. We welcome all active duty service members, retirees, and their family members, and civilians interested in volunteer opportunities within the FFSC network or the community. Volunteers under the age of 18 are accepted if volunteering through the auspices of a school partnership program or under direct parental supervision.

Fleet and Family Support Centers

FFSC Fort Story.....	422-7311
FFSC Little Creek.....	462-7563
FFSC Norfolk.....	444-2102
FFSC Northwest.....	421-8770
FFSC Oceana.....	433-2912

Morale Welfare & Recreation (MWR)



www.discovermwr.com

MWR's mission is to provide quality support and recreational services that contribute to the retention, readiness and mental, physical and emotional well being of our Sailors and their families. These programs and services provide active duty, reserve and retired personnel and their family members with sports, physical fitness and recreation activities, child development and youth programs, and a variety of food and beverage services.

Auto Skills

The Auto Skills program provides indoor and outdoor stall space and appropriate tools for authorized patrons to work on personal vehicles. These centers are not intended to be full-service stations, but rather facilities where customer self-help is fostered and automotive skills are learned. Guidance, when necessary, is provided by trained MWR professionals.

NAS Oceana.....	433-3403
NS Norfolk.....	444-1130
Norfolk Naval Shipyard.....	396-5871

Bowling Centers

Bowling Centers offer open and league bowling, special youth programs, pro shops and food & beverage areas. Many centers have upgraded their facilities to offer "cosmic bowling" with glow-in-the-dark balls, pins and other equipment. Birthday parties and an assortment of family-oriented activities are also available.

Dam Neck Annex.....	492-6341
JEB Little Creek.....	462-7952
NAS Oceana.....	433-2167
NS Norfolk.....	451-0600
NWS Yorktown.....	887-4207
NSAHR - Northwest Annex.....	421-8267
Norfolk Naval Shipyard.....	396-3808

Catering & Conference Centers

Hampton Roads operates a multitude of food and beverage operations in bowling centers, golf clubhouses, recreation centers and catering and conference centers.

Cheatham Annex.....	887-7514
Dam Neck Annex.....	492-6146
JEB Little Creek - Fort Story.....	462-2414
Joint Forces Staff College.....	423-2169
NAS Oceana.....	433-3197
NSAHR - Portsmouth.....	953-5081
NS Norfolk.....	444-6320
NSAHR - Northwest Annex.....	421-8250
Norfolk Naval Shipyard.....	396-5053
WPNSTA Yorktown.....	887-4555

Deployed Forces

Deployed Forces support enhances the quality of life of our military at sea and forward deployed ground forces. Sports, recreational programs, physical fitness equipment, social activities and tours are just a few of the morale-enhancing opportunities that are offered.

Mid-Atlantic Region.....	444-6565
--------------------------	----------

Fitness & Sports

The goal of the Navy Fitness Program is to create "Fitness for Life" for the entire Navy population including active duty, family members and DoD civilians.

Aquatics

Aquatics programming includes lap swim, lessons and specialty programs such as water aerobics.

Cheatham Annex.....	887-7868
Dam Neck Annex.....	492-7183
JEB Little Creek - Fort Story.....	462-8280
NAS Oceana.....	433-2825
NSAHR - Portsmouth.....	953-5946
NS Norfolk.....	444-2134
NSAHR - Northwest Annex.....	421-8268
Norfolk Naval Shipyard.....	396-7480

Gymnasiums/Fitness Centers

Cheatham Annex.....	887-7453
Dam Neck Annex.....	492-6101
JEB Fort Story.....	422-7975
JEB Little Creek.....	462-8280
Joint Forces Staff College.....	443-6110
NAS Oceana.....	433-2695/3928
NSAHR - Portsmouth.....	953-7024/8106
NS Norfolk.....	444-0629/4016/1267
NSAHR - Hampton Roads.....	836-1812
NSAHR - Northwest Annex.....	421-8303/8263
Newport News Shipyard, Huntington Hall.....	688-7553
Norfolk Naval Shipyard.....	967-2495
WPNSTA Yorktown.....	847-7828

Golf Courses

Four golf courses in the Metro Hampton Roads area are open to eligible customers and guests to perfect their game and sharpen their skills. These golf courses offer open play, tournament play, pro shops, driving ranges, cart rentals, putting greens and snack bars, as well as classes and personalized lessons from Professional Golf Association (PGA) certified instructors all at reasonable prices.

Cheatham Annex (Deer Cove).....	887-6539
JEB Little Creek (Eagle Haven Golf Course).....	462-8526
NAS Oceana (Aeropines Golf Course).....	433-2866
NSAHR - Headquarters (Sewells Point Golf Course).....	444-5572

Libraries

Our Libraries offer a wide variety of books and periodicals, computer resources and programs that enhance opportunities for educational research and recreational reading.

JEB Fort Story.....	422-7548
JEB Little Creek.....	462-7691

Liberty/Recreation Centers

Liberty is a worldwide MWR program that positively impacts the quality of life and contributes to the fleet readiness of single and unaccompanied military personnel. Liberty Centers offer in-house activities from pool tournaments and free BBQ events to life skills workshops, free Internet computer stations, and computer game stations, as well as trips and adventures.

Cheatham Annex.....	887-4555
Dam Neck Annex.....	492-6806
JEB Little Creek - Fort Story.....	462-7793
NAS Oceana.....	433-2112
NSAHR- Portsmouth.....	953-5095
NS Norfolk.....	444-4033
NSAHR - Northwest Annex.....	421-8250
Newport News Shipyard, Huntington Hall.....	688-7451
Norfolk Naval Shipyard.....	396-2451
WPNSTA Yorktown.....	887-4555

ITT

Information, Tickets and Travel (ITT) offices are the key to savings for Sailors and their families looking for discounted tickets to local and national attractions, vacation cruise packages and special events. ITT offices save Sailors and their families about \$15 million each year!

Cheatham Annex.....	887-7418
Dam Neck Annex.....	492-7053
JEB Little Creek.....	462-7793
NAS Oceana.....	433-3301
NSAHR - Portsmouth.....	953-5095
NS Norfolk.....	423-2169
NSAHR - Northwest Annex.....	421-8250
Norfolk Naval Shipyard.....	396-3808
WPNSTA Yorktown.....	887-7418

Marinas / Sailing Centers

Marinas provide support for water sport activities with instruction and equipment rental for non-boat owners. Our marinas offer sailing classes, boat rentals, boat mooring, retail sales (bait, tackle, licenses) and more.

JEB Little Creek (Cove Marina).....	462-7140
NS Norfolk (Naval Station Norfolk Sailing Center and Marina).....	444-2918

Movie Theaters

Watching movies is one of the most popular leisure activities provided by MWR.

JEB Little Creek (Gator Theater).....	462-7534
NAS Oceana (Aerotheater).....	433-2495

Outdoor Rentals

Looking for adventure? We've got everything you need for your next outdoor activity! We rent everything from coolers to fishing boats and our shelves are stocked with information on all types of outdoor activities. We have all the gear you need for your outdoor adventure!

Cheatham Annex.....	887-7418
JEB Fort Story.....	422-7601
JEB Little Creek.....	462-7516
NAS Oceana.....	433-3215
NSAHR - Portsmouth.....	953-5855
Norfolk Naval Shipyard.....	396-7442

Picnic Reservations

Be the hero of your next picnic! Playgrounds, barbecue grills, picnic tables, ample parking, basketball courts, sand volleyball courts, rest rooms, playing fields, horseshoe pits, outdoor amphitheater and more, MWR has the perfect picnic area for your next function.

Dam Neck Annex.....	492-7053
JEB Little Creek.....	462-4320
NAS Oceana.....	433-3215
NSAHR - Portsmouth.....	953-5855
NSA Hampton Roads.....	836-1810
NSAHR - Northwest Annex.....	492-7545
Norfolk Naval Shipyard.....	396-7442

RV/Boat Storage

JEB Little Creek	462-2414
NS Norfolk.....	444-2631
NAS Oceana.....	433-3215

Skeet

NAS Oceana.....	433-2875
-----------------	----------

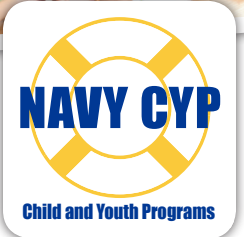
Stables

NAS Oceana.....	433-3255
-----------------	----------

Water Parks

JEB Little Creek (Gator Waterpark).....	462-7173
NAS Oceana (Aeropalms Waterpark)	433-2825

Child & Youth Programs



Navy Child & Youth Programs (CYP) support operational readiness, mission accomplishment and retention by assisting military members in balancing the competing demands of family and work life. CYP assists in the positive development of military children, youth and teens through a variety of programs, including child development centers, child development homes, child development group homes, school-age care, instruction/leisure classes, summer camps, youth and teen sports, fitness and recreation.

Child Care Options

Navy Mid-Atlantic Region Child & Youth Programs Hotline.. 1-866-NAVY-CDC or 1-866-628-9232

- Child Care Resources Option 1
- Child Development Centers Option 2
- Child Development Group Homes Option 3
- School-Age Care/Youth Centers Option 4
- Child Development Homes/USDA Option 5

Child Development Centers

Provide full and part-day child care for ages six weeks to five years.

- Dam Neck 492-8685
- JEB Fort Story 422-7795
- JEB Little Creek 462-2400
- NAS Oceana 433-3164
- NS Norfolk 444-3008
- NSAHR - Northwest Annex 421-8266
- Norfolk Naval Shipyard 967-2676
- Scott Center Annex 396-3665
- WPNSTA Yorktown 887-4733

Child Development Homes

Provide full and part-day, night and weekend child care for children ages four weeks to 12 years.

- Mid-Atlantic Region** 462-8930

Child Development 24/7 Centers

Designed to assist dependent children whose parents are single and/or dual military on shift work hours. Provides around the clock care and offers the flexibility of using 60 hours of care per week, when needed to meet work schedule, within a seven-day period.

JEB Little Creek	462-4841
NSAHR - Portsmouth	953-7050
NS Norfolk	445-8815
NSA HR Hampton Roads	444-7270

Civilian Before and After School Programs

Boys & Girls Clubs of South Eastern Virginia	853-5632
Chesapeake Parks, Recreation and Tourism	382-6411
Fort Eustis Youth Services	878-2662
Langley AFB Community Youth Center	225-2605
Portsmouth Parks & Rec	393-8481
Virginia Beach Parks & Rec	385-0400

Civilian Child Care Resources

Child & Family Connection (Williamsburg)	(757) 229-7940
Eastern VA Regional Office	491-3990
Website	www.dss.state.va.us
Regional Office, State Department of Social Services: Peninsula	247-8020
The Planning Council/Children Services Division	627-3993
Toll Free	1-800-477-3993
Professional Family Child Care & Early Education Association	www.pfcee.com
Virginia Independent Child Care Homes	468-2643
Armed Services YMCA	464-9404
The Planning Council, Child Care Answer Line	627-3993
The Child and Family Connection, Williamsburg	(757) 229-7940
Department of Social Services	
Chesapeake	382-2000
Hampton	727-1800
James City County (does not make referrals)	(757) 259-3100
Newport News (Denbigh Office)	369-3160
Newport News (Jefferson Avenue Office)	926-6300
Norfolk (does not make referrals)	664-6000
Portsmouth (does not make referrals)	405-1800
Suffolk (does not make referrals)	514-7450
Virginia Beach	437-3200
Williamsburg (does not make referrals)	(757) 220-6161
York County/Poquoson	890-3787
Child Care Aware/Child Care Subsidy Hotline	1-800-424-2246
Website	www.naccrra.org/militaryprograms
Navy-Marine Corps Relief Society (Budgeting for Baby)	
JEB Little Creek/Fort Story	462-1596
NAS Oceana	433-3383/3384
NS Norfolk	322-1171/3134
NSAHR - Portsmouth	953-5956

Paternity and Child Support

DoD Directive 1344.3, MILPERSMAN ARTICLE 1754-030 sets the guidelines for nonsupport and paternity policy. NLSOs can advise in these matters.

Child Support Enforcement

All Hampton Roads Offices..... 1-800-468-8894

Juvenile and Domestic Relations Intake Services/Clerk's Office

Chesapeake 382-8100
Currituck County, North Carolina District Court (252) 232-6200
Hampton 727-6147
Newport News..... 926-8781
Norfolk 664-7610
Pasquotank County (252) 331-4600
Portsmouth 393-8571
Virginia Beach..... 385-4391
Williamsburg, James City County (757) 564-2200
York County 890-3470

Resource & Referral

Provides experienced assistance when selecting child care needs within the Region.

Mid-Atlantic Region..... 1-866-628-9232

School Age Care (SAC) / Youth Centers

Provides before and after-school and day camps for ages six to 12.

JEB Fort Story 422-7714
JEB Little Creek..... 462-8718
Langley AFB Community Youth Center 225-2605
Midway Manor Housing, Virginia Beach..... 444-1007
NAS Oceana..... 433-3976
NS Norfolk..... 444-8259
NSAHR - Northwest Annex 421-8258
Norfolk Naval Shipyard..... 396-3665
WPNSTA Yorktown 887-4310

School Liaison Officers

Level the playing field for military children by ensuring maximum educational opportunities for academic success.

JEB Fort Story 422-7166
JEB Little Creek..... 462-4483
NAS Oceana..... 433-2496
NSAHR - Portsmouth..... 438-3638
NS Norfolk..... 444-3007
Norfolk Naval Shipyard..... 438-3638
WPNSTA Yorktown..... 887-7311

Sick and Respite Child Care

Rainbow Station..... 426-6490

Galleys



Food Service Ashore Galleys

Navy galleys are part of the decades-long tradition of providing hearty meals for Sailors at sea and on shore. Primarily serving meals to single Sailors who live on base and do not receive full basic allowance for subsistence, Navy galleys provide essential food services to all uniformed personnel at Navy installations.

Dam Neck Annex.....	492-7089
JEB Little Creek.....	462-7624/7546
NS Norfolk.....	444-1365
NSAHR - Northwest Annex	421-8328/8331
NAS Oceana.....	433-2207
WPNSTA Yorktown.....	887-7140

Housing



Navy Housing

Navy Housing supports the mission readiness of the Navy by providing quality, affordable housing, lodging, and related assistance to service members and their families. The Navy Housing Service Centers are located in Norfolk and Yorktown, and all services can be accessed via the numbers listed for those centers.

Navy Housing Service Center (serves Metro Hampton Roads)

7924 14th St., Norfolk, VA 23505-1217.....	445-2832
Toll Free.....	1-800-628-7510

Yorktown Housing Site Office (serves Peninsula area)

1970 Von Steuben Dr., Newport News, VA 23603 847-7806

Toll Free..... 1-800-704-5488

Housing Services include:

- Command Briefs
- Departure Library Housing Information
- Home Buying/Home Selling/Property Management Workshops
- Landlord/Tenant Mediations
- Lease and Purchase Agreement Counseling
- PPV Preferred Referral Program
- Realty Assistance
- Rental Partnership Program (RPP)
- Rental & Sales Listings
- Showing Services

Family Military Housing Navy PPV partner

Lincoln Military Housing..... 961-3783

Lincoln Military Housing (Yorktown)..... 396-5016

Family Military Housing Army PPV partner

Balfour Beatty Communities..... 962-3511

Personal Property Shipping Office, Norfolk..... 443-3700

Homeport Hampton Roads

Unaccompanied Military Housing PPV partner (*Front Desks*)

Dam Neck Annex..... 492-6824

JEB Little Creek 462-4860/4861

NAS Oceana 433-3791/3978

NS Norfolk..... 322-9506/9500

NSAHR - Northwest Annex 421-8282

Norfolk Naval Shipyard 391-8517

SCSC Wallops Island..... 824-1000

Lodging



Lodging for TDY and eligible leisure travelers (active duty, retired and reservists, NAF and DoD employees) is available through Navy Gateway Inns and Suites, which can be accessed via the website or toll-free number listed below.

Navy Gateway Inns and Suites

Central Reservations Office (*serves Midlant*) 1-877-628-9233

Worldwide reservations (*via website*) www.dodlodging.net

Navy Lodge information is listed under NEX in the Military Base Services section of this guidebook

Navy Getaways

Whether planning a family vacation, a group gathering or a weekend getaway, Navy Getaways offers the right accommodations for every vacation style to “Stay! Play! Relax!” at prime destinations across the globe. Navy Getaways’ affordable and relaxing accommodations include RV sites, tent sites, cabins, cottages, townhomes and resort-style vacation rentals.



Reservations..... 1-877-NAVYBED (628-9233)
..... www.navygetaways.com

Cheatham Annex

CAX Outdoors, Cottages, Campground & RV Park..... 887-4681

NAS Oceana - Dam Neck Annex

The Cottages at Dam Neck..... 492-7053

Sea Mist Campground & RV Park..... 492-7013

NAS Oceana

Ocean Pines RV Park..... 417-7140

JEB Little Creek

Campground & RV Park..... 462-7282

JEB Fort Story

Cabins, Campground & RV Park..... 422-7601

67th Street at the Beach Cottages..... 422-7601

NSA HR – Northwest

Stewart Campground..... 421-8250/8628

Military Services



Financial/ PSD

Allotment, Direct Deposit System (DDS)

The following resources will provide more information about allotments, including how to set up or discontinue an allotment.

- DFAS website..... <https://mypay.dfas.mil/mypay.aspx>
- Defense Finance Accounting Service (DFAS "411")
(DDS-A/D Customer Service Cleveland) 1-888-332-7411
- Defense Finance Accounting Service (Recording of numbers) (216) 522-5630
- Defense Finance Accounting Service (Retiree Pay) 1-800-321-1080

Emergency Assistance (Financial)

This organization may assist families with emergency loans for food, shelter, clothing, and emergency transportation.

Navy-Marine Corps Relief Society

- Dam Neck Annex (Call Oceana)..... 433-3383/3384
- JEB Little Creek/Fort Story 462-1596
- NAS Oceana..... 433-3383/3384
- NS Norfolk..... 322-1171/3134
- NSAHR - Portsmouth..... 953-5956
- After Hours (c/o American Red Cross)..... 1-877-272-7337

Personnel Support Detachment (PSD)

- Dam Neck Annex (CSD) 492-6580
- JEB Little Creek 462-5319
- NAS Oceana..... 433-2184
- NS Norfolk (ID Labs/Disbursing) 445-5202
- NSAHR - Northwest Annex Call Oceana's PSD
- WPNSTA Yorktown (ID Cards Only) 887-7702

Legal

Military Legal Service Office

- Coast Guard 628-4192
- Fort Eustis..... 878-3031 (Option 222)
- Langley AFB..... 764-3277

Naval Legal Service Office (NLSO)

Naval Legal Service Offices (NLSOs) may provide assistance with nonsupport and paternity issues of single parents.

JEB Little Creek.....	462-4759
NAS Oceana.....	433-2230
NS Norfolk, Main Number	341-4489
Parents Without Partners	498-2566
STOP Organization	858-1360
The Up Center Mentoring Program (formerly Big Brothers/Big Sisters)	397-2121
Williamsburg (Yorktown, Newport News and Hampton areas).....	(757) 253-0676

Bankruptcy

Naval Legal Service Office (NLSO)

JEB Little Creek.....	462-4759
NAS Oceana.....	433-2230
NS Norfolk, Main Number	341-4489

Medical/Health Care and Tricare Questions

Defense Enrollment Eligibility Reporting Systems (DEERS)

A computerized information service used to verify enrollment and confirm eligibility for those individuals entitled to uniformed services benefits.

Beneficiary Telephone Center (DMDC Support Office)	1-800-538-9552
---	----------------

Dental Information

Metlife covers basic dental care for the spouses and children of active duty military members for a monthly premium. To enroll family members, contact the TRICARE Dental Plan Enrollment and Billing Customer Service office at 1-855-638-8371. The following clinics see primarily active duty personnel, but space available appointments can be made for eligible family members, for emergencies and overseas screening.

Naval Dental Clinic

Dam Neck Annex	953-9915
JEB Fort Story.....	422-7077
JEB Little Creek Branch.....	953-8351
Naval Dental Center, Norfolk	953-8526
NAS Oceana Branch.....	953-3933
NWS Yorktown	953-8417

Metlife	1-855-638-8371
----------------------	----------------

Health Education (Health promotions/wellness)

Educational programs are available to commands and family support organizations on a variety of health-related topics. To determine the availability of program topics in your area, contact the office listed below. Call 1-866-645-4584 to schedule classes.

Branch Health Clinic, JEB Little Creek	462-1734
Branch Health Clinic, NAS Oceana	953-3933
Branch Health Clinic, NSAHR - Northwest Annex	953-6250
Branch Health Clinic, Norfolk Naval Shipyard	953-6500
Branch Health Clinic, NWS Yorktown	953-8454

NSAHR - Portsmouth (PHA) Periodic Health Assessment	953-9247
Northwest Clinic	421-8220
Sewells Point Branch Medical Clinic, NS Norfolk	953-8813
Website	http://www.med.navy.mil/sites/nmcp/wellness/pages/default.aspx

Topics may include:

- Diabetes Education
- Ship Shape Weight Management
- Tobacco Cessation
- Healthy Heart/ Nutrition
- Step Well Walking Program
- Pop Health Partnering
- Pre-natal Nutrition
- 1 Stop Wellness Shop

Medical Facilities (includes family members)

These military clinics will see family members with an appointment. The pharmacy will serve both active duty and those individuals entitled to medical benefits.

Branch Health Clinic, JEB Little Creek	953-8351
Branch Health Clinic, NAS Oceana	953-3933
Branch Health Clinic, NWS Yorktown	953-8454
Branch Health Clinic, Norfolk Naval Shipyard	953-6500
Branch Health Clinic, NSAHR - Northwest Annex	953-6246/6250
First Fighter Wing Hospital, Langley Air Force Base	225-7630
McDonald Army Health Center, Fort Eustis, Information	314-7500
NSAHR - Portsmouth Central Appointments (TRICARE)	1-866-645-4584
Patient Information.....	953-9514
Pharmacy	953-0258/59
Refills.....	953-6337
Sewells Point Branch Medical Clinic, NS Norfolk	953-9000
TRICARE Clinic Central Appointments	1-866-645-4584
TRICARE North Customer Service	1-877-874-2273

Mental Health Resources

TRICARE has a selected network of contracted mental health providers and community resource contacts for family members in the Hampton Roads area. In an emergency, active duty members can be referred to their medical clinics or can be seen at Fleet and Family Support Centers.

TRICARE Behavioral Health Appointment Assistance..... 1-877-747-9579

Fleet and Family Support Centers

JEB Fort Story	422-7311
JEB Little Creek.....	462-7563
NAS Oceana.....	433-2912
NS Norfolk	444-2102
NSAHR - Northwest Annex	421-8770
NWS Yorktown	887-4606
Newport News Shipyard Office.....	688-6289
Spiritual Fitness Division Mid-Atlantic/CREDO	444-1091

Military Sick Call

These clinics designate certain hours for military members to be seen on an appointment basis. For military sick call appointments, call 1-866-645-4584.

Army Clinic, JEB Fort Story	422-7822
Branch Health Clinic, Dam Neck Annex	953-9915

Branch Health Clinic, JEB Little Creek	953-8351
Branch Health Clinic, NAS Oceana	953-3933
Branch Health Clinic, Norfolk Naval Shipyard	953-6500
Branch Health Clinic, NSAHR - Northwest Annex	953-6250
Langley Air Force Base	225-7630
NSAHR - Portsmouth	953-5000
NWS Yorktown	953-8454
Sewells Point Branch Medical Clinic, NS Norfolk	953-9000

Patient Contact Representatives

These representatives act as a liaison between the patient and the clinic. They receive complaints, investigate, and provide feedback to the patient.

Branch Health Clinic, JEB Little Creek	953-8351
Branch Health Clinic, NAS Oceana	953-3933
Branch Health Clinic, Dam Neck Annex	953-9915
Branch Health Clinic, NSAHR - Northwest Annex	953-6246
Branch Health Clinic, NWS Yorktown	953-8454
First Fighter Wing Hospital Langley AFB	225-7630
McDonald Army Health Center, Fort Eustis	314-7855
NSAHR - Portsmouth	953-2600
Sewells Point Branch Medical Clinic, NS Norfolk	953-9000

Substance Abuse (Active Duty)

Information and referral to active duty personnel for outpatient/inpatient assistance with alcohol, drug abuse, and compulsive eating disorders.

Substance Abuse Rehabilitation Program (NMC Portsmouth)

Norfolk (Inpatient)	953-7848
Portsmouth (Inpatient).....	953-7848

Tricare Questions

Health Benefits Advisors (HBAs) are individuals able to answer questions about TRICARE benefits and are available at the following locations.

Health Benefits Advisors (HBAs)

Branch Health Clinic, JEB Fort Story	422-7822
Branch Health Clinic, JEB Little Creek	953-8351 (Option 6)
Branch Health Clinic, NAS Oceana	953-3881/3384
Branch Health Clinic, NWS Yorktown	953-8441
Langley Air Force Base	225-5111
McDonald Army Health Center, Fort Eustis	314-7748
NSAHR - Portsmouth.....	953-2610/11
Sewells Point Branch Medical Clinic, NS Norfolk	953-8708
TRICARE Prime Chesapeake	953-6382
TRICARE Prime Virginia Beach	953-6708 (Option 4)
TRICARE Behavioral Health Provider & Appointment Assistance	1-877-747-9579
TRICARE Info North Region	1-877-874-2273
TRICARE Medical Appointments	1-866-645-4584

Tricare Prime Clinics

All these clinics provide primary and acute care to enrolled active duty and family members. These clinics are not equipped to handle life-threatening emergencies.

Branch Health Clinic, JEB Little Creek	953-8351
Branch Health Clinic, NAS Oceana	953-3933
Branch Health Clinic, Dam Neck Annex	953-9915
Branch Health Clinic, NWS Yorktown	953-8454
Branch Health Clinic, NSAHR - Northwest Annex	953-6250
Sewells Point Branch Medical Clinic	953-9000
TRICARE Prime, NSAHR - Portsmouth (Pediatric Clinic)	953-5000 (Option 3)
TRICARE Prime Chesapeake	953-6382
TRICARE Prime, Lynnhaven Parkway (Virginia Beach)	953-6708

NAF Personnel

Are you interested in a great place to work? Do you want to support our military community?

The NAF Human Resources team doesn't just offer jobs - they offer career opportunities.

JEB Little Creek - Ft. Story	462-7949
NS Norfolk	423-2723
NAS Oceana/ Dam Neck Annex	433-2501
Norfolk Naval Shipyard	396-2765
NWS Yorktown/Cheatham Annex	820-2005
Website	https://www.discovermwr.com/naflr

(NAF Human Resources tab to navigate to job listings and more.)

Other Services

Chaplain Duty Offices

Hampton Roads Duty Chaplain (24 hrs/7 days a week)	438-3822
JEB Fort Story	422-7665
JEB Little Creek	462-7427
NAS Dam Neck Annex	492-6602
NAS Oceana	433-2871
NSAHR - Portsmouth	953-5550
NS Norfolk	444-7361
NWS Yorktown	887-4711

Commissaries

Operating hours vary by store.

Fort Eustis	878-5966
JEB Little Creek - Fort Story	464-3561
Langley Air Force Base	764-7604
NAS Oceana	428-2931
NS Norfolk	423-8286
Norfolk Naval Shipyard (Scott Center Annex)	967-8695
Website	www.commissaries.com

Education

The Navy College program is a network of education professionals, programs and services available at Navy installations worldwide to assist active duty members in achieving educational goals. Navy College is available to military personnel to assist them with questions about continuing education programs. The Virtual Education Center (VEC) website gives Sailors access to Navy College Program information 24 hours a day. The VEC processes WebTAs, updates official SMART transcripts and provides counseling via phone and email.

Virtual Educational Center (VEC) 1-877-838-1659
Email VEC@navy.mil
Website www.navycollege.navy.mil

Designated Shopper/Agent Assist Program

A program that allows an authorized commissary or exchange patron (who may be disabled) to request a designated person or "agent" accompany the patron to assist him/her with shopping or be allowed to make purchases on his or her behalf at those facilities. Guidelines may be found in BUPERSINST 1750.10C, effective 17 June 2009. Contact the following for local base access approvals.

JEB Little Creek (Pass & I.D.) 462-4001
NS Norfolk (Pass Office) 322-2976/2974
NAS Oceana (Pass Office) 433-3212

ID Cards

JEB Fort Story 422-7752
JEB Little Creek 462-4998
NAS Oceana 433-2184
NS Norfolk (NEX) 444-8263
NS Norfolk (PSD) 445-5202
NWS Yorktown 887-7702
Website (ID Card Appointments) <https://rapids-appointments.dmdc.osd.mil>

Navy Exchanges

Operating hours vary by store.

Dam Neck Annex 492-7780
JEB Little Creek 363-3218
NAS Oceana 425-4260/4261
NSAHR - Portsmouth (Bldg.256) 394-5857
NSAHR - Portsmouth (Bldg.3/215) 397-5858
NS Norfolk 440-2200
NSAHR - Northwest Annex 421-8254
NWS Yorktown 887-0690
Norfolk Naval Shipyard (Scott Center Annex) 391-3400
Website www.navy.nex.com

Navy Lodges/Military Lodging

Navy Inn (Navy Lodge worldwide reservations) 1-800-628-9466
Website www.navy-lodge.com
Dam Neck Annex (Navy Lodge) 1-800-628-9466
JEB Little Creek/Fort Story (Navy Lodge) 437-8100

NS Norfolk (Navy Lodge)..... 489-2656
Personal Property Shipping Office, Norfolk..... 1-877-619-8596 or (757) 443-3700

Other Exchanges

Operating hours vary by store.

Camp Allen MCX 423-1187
 Coast Guard Exchange 965-3884
 Fort Eustis 887-0293
 JEB Fort Story 425-0001
 Langley Air Force Base..... 766-1282
 Website..... www.aafes.com or www.mymcx.com

Retiree Assistance

The Retired Activities Program is mandated by the Secretary of the Navy as well as Chief of Naval Operation Directives. The Retired Activities Office (RAO) staff provides assistance in preparing claims for unpaid compensation, the Survivor's Benefits Plan, all types of Government Life Insurance, death benefits under the Civil Services Retirement System when combined with military retirement; problems with annuity pay; former spouse claims and benefits; health care issues; retiree casualty assistance; military records; Dual Compensation Act; benefits for family members, veterans benefits; and pre-retirement planning. Retiree seminars are held each year to bring retirees up-to-date on current issues. The dates for these seminars are published throughout the year in "Shift Colors." The RAO encourages volunteerism and also provides referrals to other agencies and services organizations.

JEB Little Creek.....462-7563
 NS Norfolk.....444-2102

Vehicle Pass

JEB Fort Story422-7141
 JEB Little Creek.....462-4001
 NAS Oceana.....433-3212
 NS Norfolk.....322-2976
 NSAHR - Portsmouth.....953-6950
 NSAHR - Northwest Annex421-8123
 NWS Yorktown.....887-7338
 Norfolk Naval Shipyard.....396-2393

Community Services



Counseling Services

Bereavement

These agencies are supportive to individuals experiencing grief due to the death of a newborn, child, sibling, parent, or spouse. Contact the appropriate agency for more information.

Bon Secours Home Healthcare Hospice (children's grief groups)	737-2287
Cancer Support Group	398-2452
Catholic Charities Main Number (Virginia Beach)	467-7707
Compassionate Friends	484-8161
Empty Arms	545-2667
Maryview Bereavement Hospice Group (Grieving Adults)	737-2287
National SIDS Program Support Center	(443) 640-1049
Parents Group	641-2018
Riverside Hospice	594-2745
SHARE Support Group (miscarriages, stillborn, newborn death)	889-5300
Widowed Persons Service Virginia Beach and Norfolk (AARP)	461-9457

Spouse Abuse/Domestic Violence

Shelters for battered women and their children are indicated by an asterisk () below.*

Albemarle Hopeline	(252) 338-3011
Albemarle Mental Health Center Crisis Line	(252) 338-1655
*AVALON, Williamsburg (Helpline)	(757) 258-5051
COPE Line	1-800-542-2673

Family Advocacy Network Services

Virginia Beach (support for Protective Orders).....	385-4361 (option 2)
*Health and Emergency Response (HER) Abuse Shelter, Portsmouth.....	485-3384
*Samaritan House, Virginia Beach.....	631-0710
Hotline.....	430-2120
Salvation Army Social Service Office.....	543-8100

Victim/Witness Assistance Program

Chesapeake.....	382-6417
Hampton.....	726-6978
Newport News.....	926-7443
Norfolk.....	664-4850
Portsmouth.....	393-8581 (option 1)
Suffolk.....	514-4366
Virginia Beach.....	385-8301

York County/Poquoson	890-3402
Transitions Family Violence Hotline (Hampton)	723-7774
*YWCA Women in Crisis (shelter and hotline)	625-5570

Substance Abuse (Family Members)

The following agencies/programs may provide resources to family members with questions or concerns about substance abuse.

AI-A-Teen	499-1443
AI-Anon Information Service of Tidewater	499-1443
Alcoholics Anonymous	
Tidewater Intergroup	490-3980
Peninsula	595-1212
NAR-ANON Family Group	1-800-477-6291
Narcotics Anonymous	(818) 773-9999
Website.....	http://www.na.org/index.htm
Salvation Army, Tidewater Area Command	543-8100
Salvation Army Alcohol Rehabilitation Center INTAKE.....	499-0032 (ext .5)
Salvation Army, Peninsula.....	838-4875
VET Center, Norfolk	
(Contact the VA for after-care program)	623-7584

Child and Family Services

Adoption

Public adoptions in Virginia are handled by the Department of Human Services (1-800-DO-ADOPT). Your Naval Legal Services Office (NLSO) may also assist with legal questions about adoptions, as well as with filing stepparent or immediate relative adoption paperwork with the relevant court. The cost of adoption may be supplemented by the government via the Department of Defense's Adoption Reimbursement benefit. Check with your local Fleet and Family Support Center for more information.

Adoptions from the Heart (Chesapeake)	361-0008
Bethany Christian Services, Inc. (Virginia Beach)	499-9367
Catholic Charities of Eastern Virginia, Inc. (Virginia Beach)	467-7707
Children's Home Society of Virginia, Inc.	1-800-247-2888
Jewish Family Services, Inc. (Virginia Beach)	459-4640
Lutheran Family Services (Hampton)	722-4707
National Adoption Center (Info & Referral)	1-800-TO-ADOPT (862-3678)
Naval Legal Services Offices	
JEB Little Creek	462-4759
NAS Oceana	433-2230
NS Norfolk	341-4489
Shore Adoption with H.O.P.E. (Virginia Beach)	687-8602
United Methodist Family Services of Virginia (Virginia Beach)	490-9791
Virginia State Adoption Information	1-800-DO-ADOPT (862-3678)

Bicultural Family Resources

The blending of cultures into one family often has its own unique challenges. The following agencies offer support and resources in this area.

Adult Education (English as a Second Languages/English for Speakers of Other Languages)

Chesapeake	482-5680
Hampton	727-1327
Newport News	
Denbigh Learning Center	283-7830
Jackson Learning Center	928-6765
Warwick H.S. Learning Center	591-4700, ext.5
Portsmouth	393-8822
Virginia Beach	648-6050

Refugee and Immigration Services of Catholic Diocese of Richmond (Hampton Office) ...247-3600

US Citizenship & Immigration Services1-800-375-5283

For Appointments

<http://infopass.uscis.gov/>

Boys & Girls Clubs and Military Youth Services

Boys and Girls Clubs

Boys & Girls Clubs of Southeast Virginia Administrative Office.....	853-5632
Hampton (Citizens Boys & Girls Club).....	244-6610
Newport News.....	247-1364

Boy Scouts of America

Peninsula (Newport News)	595-3356
Southside (Virginia Beach)	497-2688

Girl Scout Council of Colonial Coast, Chesapeake547-4405

Parenting Resources

For information or programs designed to enhance parenting skills, contact the following organizations/groups. *Parents looking for support services, education, consultation, counseling, recreational, or social services may contact the following agencies.*

Bon Secours Hampton Roads Health Line/Community Education

From Peninsula	886-6700
From Southside	889-2273

Child Help USA (Child Help)1-800-4-A-CHILD

Children's Hospital of Kings Daughters (classes and lectures)668-7500/800-395-2453

Website

www.chkd.org/classes

Family Focus (Grafton)898-2945

Website

www.militarystudent.dod.mil

Kids Priority One244-5373

Military K thru 12 Partnership www.militaryk12partners.dodea.edu

Parents as Teachers/The Up Center397-2121

Pendleton Child Service Center385-4537

Seton Youth Shelters963-5795

Boys' Residence

498-4673

Girls' Residence

306-1840

The Up Center (Formerly Child and Family Services of Eastern Virginia)397-2121

Virginia Beach City Child & Youth Services385-0850

YMCA/Kids Priority One (Community Services Branch)962-2112

Financial/Legal Services

Consumer Complaints

These agencies maintain consumer files on local businesses, conduct investigations, and offer educational workshops for consumers. Naval Legal Service Offices may also assist in resolving consumer complaints.

Better Business Bureau 531-1300

Consumer Protection Agencies

North Carolina Office (919) 716-6000

Richmond Office..... (804) 786-2042

Toll Free..... 1-800-552-9963

Federal Trade Commission/Military Sentinel www.ftc.gov/sentinel/military

Virginia Office of Consumer Affairs (all other cities in Virginia) 1-800-552-9963

Credit Reporting Agencies

Credit reporting agencies are clearinghouses for credit information on businesses and individuals. They sell credit history to creditors and individuals. Individuals can obtain their own personal credit history from these agencies.

Equidata (Peninsula)..... 873-0519

Equifax 1-800-685-1111

Experian 1-888-397-3742

Retail Alliance (Norfolk)..... 466-1600

Trans Union 1-800-916-8800 or 1-800-888-4213

Free Annual Credit Report www.annualcreditreport.com

Toll free 1-877-322-8228 or 1-877-FACT-ACT

Virginia Beach (Consumer Affairs)..... 385-6373

Counseling/Debt Management

Consumer Financial Counseling

Catholic Charities (Intake) 484-0703

Clear Point Financial Solutions (Formerly Consumer Credit Counseling) 1-877-877-1995

The Up Center (formerly Child and Family Services of Eastern Virginia-Norfolk) 397-2121

Taxes

Volunteer Income Tax Assistance..... 445-0542

IRS Hotline (locate the nearest VITA office) 1-800-906-9887

Legal

These resources may provide assistance with legal matters such as reviewing contracts. For letters of indebtedness, your first point of contact would be your Command Financial Specialist (CFS). If your command does not have a CFS, contact your Command Legal Officer. These individuals are trained to assist Commanding Officers in processing letters of indebtedness as outlined in MILPERSMAN ARTICLE 7000-020.

Lawyers Referral Service (Hampton Roads)..... 623-0132

Legal Aid Society of Eastern Virginia

Central Intake (New Clients) 0900 -1600 M-F 827-5078

Hampton 275-0080

Norfolk 627-5423

Virginia Beach.....	552-0369
Williamsburg.....	(757) 220-6837
Virginia Lawyer Referral Service	1-800-552-7977
Virginia Conflict Resolution Center, Norfolk	www.vaconflictresolution.org
<i>Provides conflict resolution services for disputes related to consumer/business, tenant/landlord, workplace conflicts and family issues, including divorce, custody, and parenting plans.</i>	

Education Resources

The following offices of local colleges and universities provide information on degree programs and individual classes. Navy College is available to military personnel to assist them with questions about continuing education programs. The Educational Opportunity Center provides career information, career interest testing, educational guidance to individuals entering and/or returning to college, and financial information.

Christopher Newport University	594-7015
College of Albemarle, Elizabeth City	(252) 335-0821
College of William and Mary	(757) 221-4000
Eastern Shore Community College	(757) 789-1789
Educational Opportunity Center (Department of Education)	
Peninsula (Appointments)	926-6107
Southside (Main Office)	683-2312
Website	http://www.vtc.odu.edu/resources/index.html
Elizabeth City State University	1-800-347-3278
Hampton University	727-5000
Norfolk State University	823-8600
Old Dominion University	683-3000
On-Base Education Offices/Navy College Offices	
JEB Little Creek	462-8279
JEB Fort Story Army Education Center	422-7151
NS Norfolk	444-7453
Paul D. Camp Community College	569-6700
Regent University	352-4000
Thomas Nelson Community College	825-2700
Tidewater Community College	1-800-371-0898/822-1122
Virginia Wesleyan College	1-800-737-8684/455-3200
Virginia Beach Adult Learning Center	648-6050

Support Services

American Red Cross

The American Red Cross may assist with emergency funding as well as supporting requests for emergency leave. Contact the office nearest you.

Fort Eustis	878-3339
Hampton/Newport News (Hampton Roads Chapter)	838-7320
Langley Air Force Base (If no one available, call Hampton Roads Chapter)	225-4060/4061
NMC Portsmouth	953-5435

NS Norfolk (24 hours)	440-1111/6380
Norfolk Naval Shipyard, Portsmouth	440-1111/6380
Tidewater Chapter, Norfolk	446-7700
Williamsburg Chapter	(757) 253-0228
York County/Poquoson	898-3090
Toll-free Armed Forces Emergency Services (24 hours)	1-877-272-7337

Food (Emergency Assistance)

The following agencies may assist with emergency food assistance to meet basic needs.

American Red Cross

Fort Eustis (Natural disasters only)	878-3339
Hampton/Newport News (Hampton Roads Chapter)	838-7320
NMC Portsmouth (No food assistance)	953-5435
NS Norfolk (24 hours/conditional)	440-1111/6380
Tidewater Chapter, Norfolk	446-7700
Williamsburg Chapter.....	(757) 253-0228
York County/Poquoson	898-3090
Armed Services YMCA Virtual Food Pantry (requires agency/command referral)	363-1884

Food and Food Stamps (Non-Emergency)

Food stamp programs (now called “Supplemental Nutrition Assistance Program” or “SNAP”) are government subsidized food programs for low-income families. Self Help and Resource Exchange (SHARE) is a community food program that requires the participant to exchange community service hours plus a small fee for a food package. Angel Food Ministries is a non-profit, non-denominational organization dedicated to provide food relief and financial support to communities.

Departments of Social Services

Camden County, North Carolina	(252) 331-4787
Chesapeake	382-2000
Currituck County, North Carolina	(252) 232-3083
Hampton	727-1800
James City County.....	(757) 259-3100
Newport News (Jefferson Avenue Office)	926-6300
Norfolk	664-6035
Pasquotank County/Elizabeth City, North Carolina	(252) 338-2126
Portsmouth	405-1800
Suffolk.....	514-7450
Virginia Beach	437-3200
Williamsburg	(757) 220-6161
York County/Poquoson	890-3787
SHARE Peninsula (Also serves the Southside c/o the Foodbank)	596-7188

Women, Infants, and Children (WIC)

The women, infants & children (WIC) Program is now called Division of Nutrition & Physical Activity Food Program. This is a supplemental food program funded by the U.S. Department of Agriculture (USDA). WIC is administered in Virginia by the State Department of Health through the local health departments.

Hampton Roads

Chesapeake	382-8608
Hampton	727-1140 (Option 4)
Newport News	
Headquarters	594-7502
Denbigh/York County	886-2810
East End Health Facility.....	247-8079
Norfolk	
East Little Creek.....	531-2150
Headquarters (Huntersville)	683-9280
Portsmouth	393-5340
Suffolk.....	514-4700
Virginia Beach	
Main Office (Pembroke Corporate Center 3).....	518-2789
Beach Office (Norfolk Avenue).....	491-5183
Green Run (900 Commonwealth Place, 23464).....	424-9970
NAS Oceana.....	491-5928
Williamsburg/James City County	(757) 253-4741

North Carolina

Albemarle Regional Health Services	
Camden County Health Services	(252) 338-4460
Currituck County WIC Site	(252) 232-2271
Dare County Department of Public Health.....	(252) 475-5003
Pasquotank County Health Department	(252) 338-4400

Home Meal Service

These agencies may provide in-home meal service for the homebound or offer other resources.

Meals on Wheels

Chesapeake (Chesapeake General Hospital).....	312-6458
Hampton (Peninsula Agency on Aging)	873-0541
Newport News.....	873-0541
Norfolk (Mobile Meals)	892-5210
NC Works Career Center (Pasquotank County/Elizabeth City).....	www.ncworks.gov
Poquoson.....	873-0541
Portsmouth	673-5025
Virginia Beach.....	306-2721
Williamsburg.....	(757) 229-9250
Yorktown	898-4252

Senior Services of Southeastern Virginia 461-9481

Housing (Emergency Assistance)

The following agencies may be able to assist with referrals to low income housing and/or provide emergency financial assistance.

American Red Cross

Fort Eustis.....	878-3339
Hampton/Newport News (Hampton Roads Chapter)	838-7320
Langley Air Force Base (If no one available, call Hampton Roads Chapter) ..	225-4060/4061
NS Norfolk (24 hours)	440-1111/ 6380

NSAHR - Portsmouth.....	953-5435
Southeastern Virginia Chapter.....	446-7700
Williamsburg Chapter.....	(757) 253-0228
York County/Poquoson Chapter.....	898-3090
Navy-Marine Corps Relief Society	
JEB Little Creek/Fort Story.....	462-1596
NS Norfolk.....	322-3134
NAS Oceana.....	433-3383/3384
Portsmouth.....	953-5956
Salvation Army	
Hampton.....	838-4875
Norfolk.....	543-8100
Portsmouth.....	393-2519
Samaritan House, Virginia Beach	
(Hotline).....	631-0710
430-2120	
Union Mission, Norfolk (Men's Shelter)	
627-8686	

Employment Services

Virginia Employment Commission (VEC)

Toll Free.....	1-866-832-2363
Hampton/Newport News.....	865-5800
Norfolk.....	455-3960
Suffolk.....	514-7730

North Carolina Division of Workforce Solutions

NC Works Career Center - Dare County.....	(252) 480-3500
Website.....	www.ncworks.gov
NC Works Career Center - Pasquotank County/Elizabeth City.....	(252) 331-4798
Website.....	www.ncworks.gov

Civilian Workforce Initiative:

Peninsula Worklink.....	766-4900
Southside One-Stop Workforce Center (Opportunity, Inc.).....	461-7537

Shopping Malls

There are several shopping malls and out door malls located throughout the Hampton Roads Area.

Chesapeake

Chesapeake Square Mall	488-9636
Website.....	www.chesapeake-square.com

Greenbrier Mall	424-7100
Website.....	www.greenbriermall.com

Hampton

Peninsula Town Center	838-1505
Website.....	www.peninsulatowncenter.com

Newport News

Patrick Henry Mall	249-4305
Website.....	www.shoppatrickhenrymall.com

Norfolk

The Gallery at Military Circle	461-0777
Website	www.galleryatmilitarycircle.com
MacArthur Center Mall	627-6000
Website	www.shopmacarthur.com

Virginia Beach

Lynnhaven Mall	340-9340
Website	www.lynnhavenmall.com
Pembroke Mall	497-MALL
Website	www.pembrokemall.com

Williamsburg

Williamsburg Pottery	(757) 564-3326
Website	www.williamsburgpottery.com
Williamsburg Premium Outlets	(757) 565-0702
Website	www.premiumoutlets.com/outlets/outlet.asp?id=89

Public Transportation

Hampton Roads Transit (HRT) is the official public transportation system of Hampton Roads. HRT offers the several forms of transportation including bus, ferry and the newly launched Tide Light Rail services. The Tide Light rail runs adjacent to I-264 and starts in Norfolk from the Eastern Virginia Medical Center complex east through downtown Norfolk, Norfolk State University and ends on Newtown Road in Virginia Beach. Fares vary by service. In the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, Suffolk and Virginia Beach, HRT provides lift equipped reservation only van service called Handi-Ride. Passengers must registered for the service prior to use. HRT also provides express bus services, known as The MAX, two shuttle services, the NET Connector and the VB Wave, as well as the Peninsula Commuter Service.

HRT Handi-Ride

For Handi-ride certification	222-6087
To schedule a ride	455-8010

HRT Main Number	222-6000
Website	www.gohrt.com

Farecards Retail Outlet locations	222-6087
Route and Schedule Information	222-6100

For a complete listing
of Hampton Roads
Military and Community
Services, visit
www.cnic.navy.mil/navylifema
or scan this code with →
your smart phone



Supporting mission readiness through Fleet & Family Readiness Programs

NAVY MID-ATLANTIC REGION
FLEET & FAMILY READINESS
FFR

