<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Newcomer(s) Information</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Fleet &amp; Family Support Centers (FFSC)</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Morale, Welfare &amp; Recreation (MWR)</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Child &amp; Youth Programs (CYP) and Resources</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Galleys</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Housing</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Lodging</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Military Base Services</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Community Services</td>
<td></td>
</tr>
</tbody>
</table>

Military One Source  ............................................... (800) 342-9647
en español ........................................................... (877) 888-0727
www.militaryonesource.com

Unless indicated, all telephone numbers are located in the 757 area code. Resources and phone numbers are subject to change without notice.
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:
- Chesapeake
- Norfolk
- Portsmouth
- Suffolk
- Virginia Beach

Peninsula cities:
- Hampton
- Newport News
- Williamsburg
- Yorktown

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, theater, opera, ballet, symphony, 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 & 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/CNRMA/FleetFamilyReadiness

Naval installations include:

**Norfolk**
- Naval Station Norfolk (NS Norfolk)

**Portsmouth**
- Naval Medical Center Portsmouth (NMC 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 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 (FFSC)

Fleet & Family Support Centers of Hampton Roads

www.cnic.navy.mil/navylifema

FFSC is your one-stop shop for free Parenting and Life Skills 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 that promote quality of life for military personnel and their families.

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

**Counseling**

**Anger Management**

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

**Fleet & Family Support Centers**

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

**Counseling Resources**

The following agencies can assist individuals seeking counseling services.

**Chaplain Duty Offices**

- Dam Neck Annex .................................................................... 492-6602
- JEB Fort Story ......................................................................... 422-7665
- JEB Little Creek ...................................................................... 462-7427
- NAS Oceana ............................................................................ 433-2871
- Night/weekend (via OOD) Oceana & Dam Neck ................. 433-2366
- NMC Portsmouth (24 hours) .................................................. 953-5550
- NS Norfolk ............................................................................... 444-7361/7363
- Night/weekend (Duty Chaplain via Quarterdeck) ............... 322-2366/2365
- NSA Northwest Annex ............................................................ 421-8204/8205
- NWS Yorktown ....................................................................... 887-4711

**Community Services Boards**

- Chesapeake ........................................................................... 547-9334
- Colonial Services Board (757) 253-4061
- Colonial Services Board (Grafton Office) ......................... 898-7926
- Hampton/Newport News ....................................................... 788-0300
- Norfolk .................................................................................. 823-1600
- Portsmouth ........................................................................... 393-8618
- Virginia Beach Mental Health/Substance Abuse ............... 385-0866
- Virginia Beach Mental Retardation ..................................... 385-0600
- York County .......................................................................... (757) 253-4061

**Department 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 ............................................................... 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
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 & Family Support Centers are available for command consultation and command briefs on the Family Advocacy Program.

National Domestic Violence Hotline ................................................................. (800) 799-SAFE (7233)

Navy Family Advocacy

Dam Neck Annex ......................................................................................... 492-6342
JEBC Little Creek ......................................................................................... 462-7563
Family Advocacy (after hours) ................................................................. 438-4180
NAS Oceana ................................................................................................. 433-2912
NS Norfolk ................................................................................................. 444-2230
NSA Northwest ......................................................................................... 421-8770
NMC Portsmouth ......................................................................................... 953-7801
NWS Yorktown ......................................................................................... 887-4301

Albemarle Mental Health Center Crisis Line ................................................. (888) 627-4747

Sexual Assault Prevention & Response (SAPR)

The Center for Sexual Assault Survivors, Peninsula ....................................... CALL THE STATE HOTLINE
YWCA Response, Southside (Hotline) ........................................................... 622-4300

Stress Management

The following organizations provide educational presentations or workshops.

Fleet & Family Support Centers

FFSC Little Creek ......................................................................................... 462-7563
FFSC Newport News ..................................................................................... 688-6289
FFSC Norfolk ................................................................................................. 444-2102
FFSC Northwest ......................................................................................... 421-8770
FFSC Oceana ................................................................................................. 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 & Family Support Centers or your local Chaplain’s office.

Albemarle Mental Health Center Crisis Line ................................................. (888) 627-4747
Crisis Intervention 24-Hour Hotline (The Planning Council) ...................... 622-1126

FLEET AND FAMILY READINESS PROGRAMS | www.cnic.navy.mil/CNRM/A/FleetFamilyReadiness

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Family Violence & Sexual Assault Virginia Hotline ....................................... (800) 838-8238

Virginia Peninsula Transitions Family Violence Services Hotline .................. 723-7774
Family Support

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

Fleet & Family Support Centers
FFSC Little Creek ................................................. 462-7563
FFSC Newport News .............................................. 688-6289
FFSC Norfolk ......................................................... 444-2102
FFSC Northwest ..................................................... 421-8770
FFSC Oceana ......................................................... 433-2912
FFSC Portsmouth ................................................. 953-7801
FFSC Yorktown ..................................................... 887-4606

Exceptional Family Member Program (EFMP)
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.
NMC Portsmouth (FFSC EFMP Liaison) .................. 953-7805
Branch Medical Clinics EFMP Coordinators
(Contact the EFMP Liaison, see FFSCs listed on next page)
EFMP Office at NAVPERSCOM ................................(866) 827-5672 (Option 1)

Community Services Boards
Chesapeake ......................................................... 547-9334
Hampton/Newport News (Admin Office) .................. 788-0300
Norfolk ................................................................. 623-1600
Portsmouth (Behavioral Health Care) ....................... 393-8618
Virginia Beach (Department of Human Services) ........ 385-0600
York County (Colonial Behavioral Health) ................. 898-7926

EFMP Family Members Support Groups
FFSC EFMP Liaison (NMCP) ................................. 953-7805
Lincoln Military Family Housing (EFMP Family Club) ... 961-1798

Fleet & Family Support Centers
FFSC Fort Story ..................................................... 314-7923
FFSC Little Creek .................................................. 462-7563
FFSC Newport News .............................................. 688-6289
FFSC Norfolk ......................................................... 444-2102
FFSC Northwest .................................................... 421-8770
FFSC Oceana ......................................................... 433-2912
FFSC Yorktown ..................................................... 887-4606

Information Center, S.E. Virginia (or dial “211” from a land line) .... (800) 230-6977
Local direct-dial number ........................................ 625-4543

Information Services Division of the Planning Council ...
Local direct-dial number ........................................ 625-4543

Parent Resource Centers for Public Schools
Chesapeake ......................................................... 482-5923
Hampton ................................................................. CALL LOCAL SCHOOL
Newport News ....................................................... 591-4527
Norfolk ................................................................. 628-2495 (Ext. 3019)
Norfolk (Rosemont Center) ..................................... 852-4674 (Option 6)
Portsmouth ............................................................ 289-4102
Suffolk ................................................................. 925-5785
Virginia Beach (Special Education Annex) ................. 263-2066
York County .......................................................... 890-1017

Social Security Administration ...................................(800) 772-1213

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

Virginia Department of Rehabilitative Services
Hampton/Newport News ........................................ 865-4863
Norfolk ................................................................. 455-0831
Portsmouth ............................................................ 686-5004
Virginia Beach ....................................................... 583-8440
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 3 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

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

www.cnic.navy.mil/CNRMA/FleetFamilyReadiness | FLEET AND FAMILY READINESS PROGRAMS
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) 438-4180
- Licensed Health Care Provider
- FFSC Counselor
- Family Advocacy Program (FAP) Counselor
  Call your local Fleet & Family Support Center

FAP UNRESTRICTED Reporting:
- Command IS notified
- Domestic Violence Victim received medical treatment and counseling

To make an UNRESTRICTED 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 (Peninsula)/Sugar Grove .......................... 438-4011
- Northwest Annex ........................................................................ 803-8621

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

Financial/Debt Management, Counseling and Financial Education

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

Fleet & 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 ............................................................................ 433-2912
- FFSC Yorktown ........................................................................ 887-4606

Navy-Marine Corps Relief Society
- JEB Little Creek/Fort Story ...................................................... 462-1596
- NAS Oceana ............................................................................. 433-3383/3384
- NMC Portsmouth ...................................................................... 953-5956
- Norfolk ....................................................................................... 322-1171/3134
- Northwest (Call Oceana office if no answer) .............................. 421-8210

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
- JEB Little Creek-Fort Story
- 1213 5th Street, Bldg. 3542
- Norfolk, VA 23521-2316

Family Care Line (24-hour) ....................................................... (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.
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 & Family Support Centers
FFSC Newport News ................................................................. 688-6289
FFSC Norfolk ................................................................. 444-2102
FFSC Northwest ................................................................. 421-8770
FFSC Oceana ................................................................. 433-2912
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
Website .................................................................................. http://www.nationalresourcedirectory.org
Wounded Warrior Resource Center/Military One Source ............................................................................. (800) 342-9647

Other Resources
Employment
The Virginia Employment Commission (VEC) provides listings of federal, state, and local full- and part-time job opportunities. The Career Development Resource Centers (CDRC) at Fleet & Family Support Centers offer transitioning military personnel, retirees, and their family members access to VEC information and services, as well as job search skill development, counseling, and support. Each 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.

CDRC also presents employment workshops to include:
• Career Planning
• Effective Resume Writing
• The Federal Employment System
• Interview Techniques
• Job Network
• Job Search Strategies

Career Development Resource Centers (CDRC) at Fleet & Family Support Centers
FFSC Little Creek ............................................................................. 462-7563
FFSC Newport News ............................................................................. 688-6289
FFSC Norfolk ............................................................................. 444-2102
FFSC Northwest ............................................................................. 421-8770
FFSC Oceana ............................................................................. 433-2912
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 & Family Support Center maintains current rosters of all Ombudsmen assigned in the Hampton Roads area.
Ombudsman Coordinator ........................................................................... 444-2102

Relocation Assistance
Fleet & 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. Lending Locker items: folding tables and chairs, high chairs, kitchen ware and utensils, Pack N Plays, tri-fold mattresses, child safety seats, and other items are available for temporary use until your household shipment arrives. All are available at no cost to the service member with a copy of PCS orders and ID card.

Fleet & Family Support Centers, Relocation Assistance Program
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 ............................................................................. 433-2912
FFSC Yorktown ............................................................................. 887-4606

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

Transition Assistance Management Program (TAMP)
TAMP provides services to assist military members and their families with an effective transition into the civilian work force or a military relocation.

Transition Assistance Program (TAP)
A four-day class for retirees, separates, and their spouses that 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.
Volunteer Program
The Volunteer Program provides opportunities within Fleet & 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 & 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 ............................................ 433-2912
FFSC Yorktown ........................................ 887-4606

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.

JEB Fort Story ............................................. 422-7713
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 Fort Story ............................................. 422-7458
JEB Little Creek ....................................... 462-7952
NAS Oceana ............................................. 433-2167
NS Norfolk .............................................. 451-0600
NWS Yorktown ........................................ 887-4207
NSA Northwest Annex ......................... 421-8267
Norfolk Naval Shipyard ......................... 396-3808

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

Cheatham Annex ..................................... 887-4272
Dam Neck Annex .................................... 492-6146
JEB Little Creek ....................................... 462-2417
Joint Forces Staff College ....................... 423-2169
NAS Oceana ............................................. 428-0036
NMC Portsmouth ................................. 953-5017
NS Norfolk .............................................. 444-1111
NWS Yorktown ........................................ 887-4555
NSA Northwest Annex ......................... 421-8250
Norfolk Naval Shipyard ......................... 396-5054

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 and 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.

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<tr>
<td>Cheatham Annex</td>
<td>887-7602</td>
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<tr>
<td>Dam Neck Annex</td>
<td>492-7183</td>
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<tr>
<td>JEB Little Creek</td>
<td>462-8280</td>
</tr>
<tr>
<td>NAS Oceana</td>
<td>433-3285</td>
</tr>
<tr>
<td>NMC Portsmouth</td>
<td>953-5946</td>
</tr>
<tr>
<td>NS Norfolk</td>
<td>444-2134/1288</td>
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<tr>
<td>NSA Northwest Annex</td>
<td>421-8268</td>
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<tr>
<td>Norfolk Naval Shipyard</td>
<td>396-7480</td>
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**Gymnasiums/Fitness Centers**

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<tbody>
<tr>
<td>Cheatham Annex</td>
<td>887-7453</td>
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<tr>
<td>Dam Neck Annex</td>
<td>492-6101/7185</td>
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<tr>
<td>JEB Fort Story</td>
<td>422-7052</td>
</tr>
<tr>
<td>JEB Little Creek</td>
<td>462-7735/8280</td>
</tr>
<tr>
<td>Joint Forces Staff College</td>
<td>443-6110</td>
</tr>
<tr>
<td>NAS Oceana</td>
<td>433-2695/3928</td>
</tr>
<tr>
<td>NMC Portsmouth</td>
<td>953-7024/8106</td>
</tr>
<tr>
<td>NS Norfolk</td>
<td>444-0629/4016/1267</td>
</tr>
<tr>
<td>NSA Hampton Roads</td>
<td>836-1812</td>
</tr>
<tr>
<td>NWS Yorktown</td>
<td>887-7830</td>
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<tr>
<td>NSA Northwest Annex</td>
<td>421-8303/8263</td>
</tr>
<tr>
<td>Newport News Shipyard, Huntington Hall</td>
<td>688-7553</td>
</tr>
<tr>
<td>Norfolk Naval Shipyard</td>
<td>967-2495</td>
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**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.

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<thead>
<tr>
<th>Location</th>
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<tbody>
<tr>
<td>Cheatham Annex</td>
<td>887-6539</td>
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<tr>
<td>JEB Little Creek</td>
<td>462-8526</td>
</tr>
<tr>
<td>NAS Oceana</td>
<td>433-2866</td>
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<tr>
<td>NSA Hampton Roads</td>
<td>444-5572</td>
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**Libraries**
Our Libraries offer a wide variety of books and periodicals, computer resources and programs that enhance opportunities for educational research and recreational reading.

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<tbody>
<tr>
<td>JEB Fort Story</td>
<td>422-7548</td>
</tr>
<tr>
<td>JEB Little Creek</td>
<td>462-7691</td>
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</tbody>
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**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.

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<tr>
<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td>JEB Little Creek</td>
<td>462-7140</td>
</tr>
<tr>
<td>NS Norfolk</td>
<td>444-2918</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>JEB Little Creek</td>
<td>462-7534</td>
</tr>
<tr>
<td>NAS Oceana</td>
<td>433-2495</td>
</tr>
<tr>
<td>NS Norfolk</td>
<td>440-1500</td>
</tr>
</tbody>
</table>

**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!

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheatham Annex</td>
<td>887-7418</td>
</tr>
<tr>
<td>Dam Neck Annex</td>
<td>492-7053</td>
</tr>
<tr>
<td>JEB Fort Story</td>
<td>422-7472</td>
</tr>
<tr>
<td>JEB Little Creek</td>
<td>462-7665</td>
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<tr>
<td>NAS Oceana</td>
<td>433-3301</td>
</tr>
<tr>
<td>NMC Portsmouth</td>
<td>953-5439</td>
</tr>
<tr>
<td>NS Norfolk</td>
<td>445-6633</td>
</tr>
<tr>
<td>NWS Yorktown</td>
<td>887-4609</td>
</tr>
<tr>
<td>NSA Northwest Annex</td>
<td>421-8628</td>
</tr>
</tbody>
</table>
Navy Getaways

MWR offers recreation cabins and cottages, RV parks and campsites with partial or full hookups. Dam Neck and Cheatham Annex are the proud locations of over twenty amazing new cottages. Relax in a casually elegant two-bedroom cottage that includes a fully-equipped kitchen, flat-screen cable TVs with Blu-ray/DVD players, WiFi Internet access, linens, a private bath, patio, and BBQ. Eligible patrons include active duty, reservists, retirees and DoD civilians. ADA accessible units are also available.

Cheatham Annex ................................................................. 887-7224
Dam Neck Annex ............................................................ 492-7013/7545
JEB Fort Story ................................................................. 422-7601
JEB Little Creek ............................................................... 462-7282
NAS Oceana ................................................................. 417-7140

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
NMC Portsmouth ............................................................ 953-5855
Norfolk Naval Shipyard .................................................. 396-7442

Picnic Reservations

Be the hero of your next picnic! With playgrounds, barbecue grills, picnic tables, ample parking, basketball courts, sand volleyball courts, restrooms, 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 ............................................................... 462-2414
NAS Oceana ................................................................. 433-3215
NMC Portsmouth ............................................................ 953-5855
NSA Hampton Roads ....................................................... 836-1810
NSA Northwest Annex .................................................... 421-8264
Norfolk Naval Shipyard .................................................. 396-7442

RV/Boat Storage

JEB Little Creek ............................................................... 462-2414
NS Norfolk ................................................................. 444-7220
NAS Oceana ................................................................. 433-2875
NWS Yorktown .............................................................. 887-4233

Skeet

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

Stables

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

Water Parks

JEB Little Creek ............................................................... 462-7173
NAS Oceana ................................................................. 433-2825
NS Norfolk ................................................................. 444-8371

Child & Youth Programs (CYP) and Resources

Child & Youth Programs

The Navy Child & Youth Programs 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 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…. (866) NAVY-CDC or (866) 628-9232

Child Care Resources ...................................................... Option 1
Child Development Centers .......................................... Option 2
24/7 Centers ................................................................. Option 3
School-Age Care/Youth Centers .................................... Option 4
Child Development Homes/USDA ................................. Option 5
School Liaison Officers ................................................. Option 6

Child Development Centers

Provide full and part-day child care for ages 6 weeks to five years.

Dam Neck ................................................................. 492-8685
JEB Fort Story ............................................................... 422-7795
JEB Little Creek ............................................................ 462-7868
NAS Oceana ................................................................. 433-3164
NS Norfolk ................................................................. 444-2808
NSA Hampton Roads .................................................... 444-3379
NSA Northwest Annex .......................................................... 421-8266
NWS Yorktown ................................................................. 887-4733
Norfolk Naval Shipyard ..................................................... 967-2676

Child Development Homes
Provide full and part-day, night and weekend care for children ages 4 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
NMC Portsmouth ............................................................... 953-7050
NS Norfolk ................................................................. 445-8815
NSA Hampton Roads ....................................................... 444-7270

Civilian Before and After School Programs
Boys & Girls Clubs of Eastern VA ........................................ 853-5632
Chesapeake Parks & Rec ..................................................... 382-6411
Hampton Parks & Rec/School Age Program ......................... 727-1055
Newport News Parks & Rec .................................................. 441-1035
Portsmouth Parks & Rec ...................................................... 393-8481
Suffolk Parks & Rec ........................................................... 923-2360
Virginia Beach Parks & Rec ................................................. 385-0400
York County ........................................................................ 800-350-5034

Civilian Child Care Resources
Child & Family Connection (Williamsburg) ......................... 229-7940
Eastern VA Regional Office ............................................... 491-3950
Website ........................................................................... www.dss.state.va.us
Regional Office, State Department of Social Services: Peninsula 247-8200
The Planning Council/Children Services Division .............. 627-3993
Toll Free ........................................................................... (800) 477-3993
Professional Family Child Care & Early Education Association 498-3303
Website ........................................................................... www.pfceea.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) ....................... 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) ........................................ 923-3000
Virginia Beach ................................................................. 437-3200
Williamsburg (does not make referrals) ............................. 220-6161
York County/Poquoson ...................................................... 890-3976
Child Care Aware/Child Care Subsidy Hotline ................. (800) 424-2246
Website ........................................................................... www.naccra.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
NMC 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 .............................................. (800) 468-8894
Juvenile and Domestic Relations Intake Services/Clerk’s Office
Chesapeake ................................................................. 382-8100
Currituck County, North Carolina District Court .......... (252) 232-2218
Hampton ................................................................. 727-6147
Newport News ............................................................. 926-8781
Norfolk ................................................................. 664-7610
Pasquotank County ......................................................... (252) 331-4600
Portsmouth ................................................................. 393-8571
Virginia Beach .............................................................. 564-2460 (Option 2)
Williamsburg, James City County ................................. (757) 564-2200, 564-2460
York County ............................................................... 890-3470

Resource & Referral
Provides experienced assistance when selecting child care needs within the Region.
Mid-Atlantic Region .......................................................... (866) 628-9232

School Age Care (SAC)/Youth Centers
Provides before and after-school and day camps for ages six to 12.
Fort Eustis Youth Services ................................................ 878-1149
JEB Fort Story ................................................................. 422-7714
JEB Little Creek ............................................................. 462-8718
Langley AFB Shellbank Youth Center ......................... 764-2300
Midway Manor Housing, Virginia Beach .................... 444-1007
NAS Oceana ................................................................. 433-3976
NS Norfolk ................................................................. 444-8259
NWS Yorktown ............................................................. 887-4310
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.

### Galleys

- **Food Service Ashore Galleys**

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.

#### 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 and Sales Listings
- Showing Services

#### Family Military Housing
- **Navy PPV Partner**
  - Lincoln Military Housing .................................................. 961-3783
- **Family Military Housing Army PPV Partner**
  - Balfour Beatty Communities ............................................ 962-3511
- **AFB Military Housing Operations**
  - Fort Eustis/Langley ......................................................... 878-5687
- **Personal Property Shipping Office, Norfolk** ................. (877) 619-8596 or 443-3700

#### Homeport Hampton Roads
- Unaccompanied Military Housing PPV partner (Front Desks)
  - Dam Neck Annex ......................................................... 492-7092
  - JEB Little Creek ......................................................... 462-7624/7546
  - NS Norfolk ................................................................. 444-1365/1684
  - NSA Northwest Annex .............................................. 421-8328
  - NAS Oceana ............................................................ 433-3791/3798
  - NS Norfolk ................................................................. 322-9506/9500
  - NSA Northwest Annex .............................................. 421-8282
  - Norfolk Naval Shipyard ............................................... 391-8517
  - NWS Yorktown ......................................................... 887-7140
  - SCSC Wallops Island ................................................... 824-1814

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**School Liaison Officers**

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

- **JEB Fort Story** ......................................................... 422-7101 (Ext. 238)
- **JEB Little Creek** ................................................... 462-4483
- **NAS Oceana** .......................................................... 433-3976
- **NMC Portsmouth** .................................................. 953-5096
- **NS Norfolk** ............................................................. 444-3007
- **NSA Northwest Annex** ......................................... 421-8282
- **NAS Oceana** .......................................................... 433-3791/3798
- **JEB Little Creek** ................................................... 462-4483
- **JEB Fort Story** ......................................................... 422-7101

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**Sick and Respite Child Care**

- **Rainbow Station** ...................................................... 426-6490
- **Children’s Corner CDC** ......................................... 898-7505
- **Just Us Kidz CDC** ................................................... 867-8110
- **Twinkling Eye CDC** ................................................ 495-1870
- **Children’s Camp & Care Fund** ................................. 852-9797

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**Children’s Camp & Care Fund**

- **Just Us Kidz CDC** ................................................... 898-7505
- **Rainbow Station** ...................................................... 426-6490
- **Children’s Corner CDC** ......................................... 898-7505
- **Twinkling Eye CDC** ................................................ 495-1870
- **Children’s Camp & Care Fund** ................................. 852-9797
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) ...................................................(877) 628-9233
- Worldwide reservations (via website) ............................................................. www.dodlodging.net

**Personal Property Shipping Office, Norfolk** .........................................................(877) 619-8596 or 443-3700

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

**Military Base 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) ..............................................(888) 332-7411
  - **Defense Finance Accounting Service (Recording of numbers)** ....(216) 522-5630
  - **Defense Finance Accounting Service (Retiree Pay)** ..................(800) 321-1080
  - JEB Fort Story (DFAS) .................................................................422-7965
  - JEB Fort Story (MILPO) ...............................................................422-7752

**Emergency Assistance (Financial)**
This organization assists 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

**Personnel Support Detachment (PSD)**

- **Dam Neck Annex (CSD)** ..........................................................492-6589/6580
- **JEB Little Creek** ........................................................................462-8059/8065
- **NAS Oceana** ............................................................................433-2939/2184
- **NS Norfolk (ID Labs/Disbursing)** ...................................................445-5202/445-4934/444-8263
- **NSA Northwest Annex** ............................................................... CALL OCEANA’S PSD
- **NWS Yorktown (ID Cards Only)** .....................................................887-7702/7706

**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
  - **Appointments** ......................................................................341-4491

**Parents Without Partners**
- **STOP Organization** .................................................................498-2666
- **The Up Center Mentoring Program** (formerly Big Brothers/Big Sisters) ...397-2121
- **Williamsburg** .......................................................................(757) 253-0676

**Medical/Health Care and Tricare Questions**

**Defense Enrollment Eligibility Reporting Systems (DEERS)**
A computerized information service used to verify enrollment and confirm eligibility for individuals who are entitled to uniformed services benefits.

- **Beneficiary Telephone Center (DMDC Support Office)** .............(800) 538-9552
Dental Information
United Concordia Companies, Inc. (UCCI) 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 (UCCI) at (888) 622-2256. 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
<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Dam Neck Annex</td>
<td>953-9915</td>
</tr>
<tr>
<td>JEB Fort Story</td>
<td>422-7077</td>
</tr>
<tr>
<td>JEB Little Creek Branch</td>
<td>953-8351</td>
</tr>
<tr>
<td>Naval Dental Center, Norfolk</td>
<td>953-8526</td>
</tr>
<tr>
<td>NAS Oceana Branch</td>
<td>953-3933</td>
</tr>
<tr>
<td>NWS Yorktown</td>
<td>953-8417</td>
</tr>
</tbody>
</table>

United Concordia Companies, Inc. (UCCI) .................................................. (800) 866-8499

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 (866) 645-4584 to schedule classes.

Branch Health Clinic, JEB Little Creek .................................................. 462-1734
Branch Health Clinic, NAS Oceana .......................................................... 953-3933
Branch Health Clinic, NSA Northwest Annex ........................................... 953-6520
Branch Health Clinic, Norfolk Naval Shipyard ......................................... 953-6500
Branch Health Clinic, NWS Yorktown ...................................................... 953-8454
NMC Portsmouth (PHA) Periodic Health Assessment ................................... 953-9247/48
Sewells Point Branch Medical Clinic, NS Norfolk ...................................... 953-8813


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

Medical Facilities (including 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, NSA Northwest Annex ............................................. 953-6246/6250
First Fighter Wing Hospital, Langley AFB .................................................. 225-7630/764-6833
McDonald Army Health Center, Fort Eustis, Information ............................. 314-7500
NMC Portsmouth Central Appointments (TRICARE) .................................... (866) 645-4584
<table>
<thead>
<tr>
<th>Topic</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Information</td>
<td>953-5002/5008</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>953-0285/59</td>
</tr>
<tr>
<td>Refills</td>
<td>953-6337</td>
</tr>
</tbody>
</table>

Sewells Point Branch Medical Clinic, NS Norfolk ........................................ 953-9000

TRICARE Clinic Central Appointments ......................................................... (866) 645-4584
TRICARE North Customer Service .............................................................. (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 & Family Support Centers.

TRICARE Behavioral Health Appointment Assistance .................................. (877) 747-9579
Mental Health Association in South Hampton Roads .................................. 853-2606

Fleet & Family Support Centers
JEB Fort Story .............................................................................................. 422-7311
JEB Little Creek ......................................................................................... 462-7563
NAS Oceana .................................................................................................. 433-2912
NS Norfolk .................................................................................................... 444-2102
NSA 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 (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, NSA Northwest Annex ........................................... 953-6250
Langley Air Force Base ............................................................................... 225-7630
NMC 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, NSA 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
NMC Portsmouth ........................................................................................ 953-2600
Sewells Point Branch Medical Clinic, NS Norfolk ........................................ 953-9000
Substance Abuse (Active Duty)
The following resources provide information and referral to active duty personnel for outpatient/inpatient assistance with alcohol, drug abuse, and compulsive eating disorders. Referrals are made through the command DAPA.

Substance Abuse/Alcohol Rehabilitation Department
- Fort Eustis ......................................................... 314-7915
- JEB Fort Story ............................................. 422-7462/314-7915
- JEB Little Creek ............................................ 462-7524
- JEB Little Creek (DAPA) ..................... 433-2031
- Langley Air Force Base ......................... 764-6840
- NAS Oceana (DAPA) .................. 647-2471/433-3278
- NMC Portsmouth (DAPA) ............. 953-7437
- NWS Yorktown (DAPA) ................. 887-7566
- Sewells Point (DAPA) ..................... 953-9712

Substance Abuse Rehabilitation Program (Norfolk)
- Duty Office (Night only) ............... 444-8506 (Ext. 362)
- Family Program .............................. 444-8506 (Ext. 355)
- Norfolk (Inpatient) ...................... 444-8506 (Ext. 345)

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
- NMC 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 and Appointment Assistance (877) 747-9579
- TRICARE Info North Region (877) 874-2273
- TRICARE Medical Appointments ............... (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, NSA Northwest Annex .... 953-6250/6246
- Sewells Point Branch Medical Clinic .......... 953-9000
- TRICARE Prime, NMC Portsmouth (Pediatric Clinic) .... 953-5000 (Option 3)
- TRICARE Prime Chesapeake ....................... 953-6366

TRICARE Prime, Lynnhaven Parkway (Virginia Beach) ....................... 953-6708

NAF Human Resources
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/Fort Story ............................................. 462-7949
- Job Line .................................................................. 440-JOBS (5227)
- NS Norfolk .................................................. 423-2723
- NAS Oceana/Dam Neck Annex .................. 433-2501
- Norfolk Naval Shipyard ..................... 396-2765
- NWS Yorktown/Cheatham Annex ........ 820-8005
- Website ....................................................... https://www.cnic.navy.mil/cnrma/about/jobs

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

Other Services

Chaplain Duty Offices
- JEB Fort Story ............................................. 422-7665
- Night/weekend ....................................... 422-7667
- JEB Little Creek ............................................. 462-7477/28
- Night/weekend ....................................... 438-3822
- NAS Dam Neck Annex ......................... 492-6602
- NAS Oceana ........................................... 433-2871
- Night/weekend (via OOD) Oceana & Dam Neck .... 433-2366
- NMC Portsmouth ............................................. 953-5550
- Night/weekend (via Quarterdeck) .......... 953-5008
- NS Norfolk .................................................. 444-7363
- Night/weekend (Duty Chaplain via Quarterdeck) .... 322-2366
- NWS Yorktown ..................................................... 887-4711

Commissaries
Operating hours vary by store.
- Fort Eustis ..................................................... 878-5966/5608
- JEB Little Creek ............................................ 464-3461
- Langley Air Force Base ..................... 764-7604
- NAS Oceana ........................................ 428-2502/2931
- NS Norfolk .................................................. 423-3188
- Norfolk Naval Shipyard (Scott Center Annex) .... 393-1776/399-7941
- 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.
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" to accompany the patron to assist him/her with shopping or be allowed to make purchases on his/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.) ................................................................. 462-4002
NS Norfolk (Pass Office) ........................................................................ 322-2976/2974/2968
NAS Oceana (Pass Office) ................................................................... 433-3212

ID Cards

JEB Fort Story .......................................................................................... 422-7752
JEB Little Creek ....................................................................................... 462-8065
NAS Oceana ............................................................................................. 433-2184
NS Norfolk (NEX) ................................................................................... 444-9263
NS Norfolk (PSD) .................................................................................... 445-5202
Website (ID Card Appointments) ........................................................... http://appointments.cac.navy.mil

Navy Exchanges

Operating hours vary by store.

Cheatham Annex ................................................................. 887-3582
Dam Neck Annex ........................................................................ 492-7745
JEB Little Creek .................................................................................. 363-3218
Joint Forces Staff College ................................................................... 440-2070
NAS Oceana .......................................................................................... 425-4260/4261
NMC Portsmouth ................................................................. 397-5857
NS Norfolk ........................................................................................... 440-2000/2200
NSA Northwest Annex ........................................................................... 421-8254
NWS Yorktown .................................................................................... 887-0690
Navy Inn (Navy Lodge worldwide reservations) ..................................... 877-838-1599
Dam Neck Annex (Navy Lodge) .......................................................... 437-8100
JEB Little Creek/Fort Story (Navy Lodge) .............................................. 464-6215
NS Norfolk (Navy Lodge) ..................................................................... 484-2656
Website ............................................................................................................. www.mynavylodge.com

Navy Lodges/Military Lodging

Fort Eustis ......................................................................................... 878-5807
Langley AFB ......................................................................................... 764-4667
Navy Inn (Navy Lodge worldwide reservations) ..................................... (800) 828-9466
Dam Neck Annex (Navy Lodge) .......................................................... 437-8100
JEB Little Creek/Fort Story (Navy Lodge) .............................................. 464-6215
NS Norfolk (Navy Lodge) ..................................................................... 484-2656
Website ............................................................................................................. www.mynavylodge.com

Other Military Service Exchanges

Operating hours vary by store.

Camp Allen MCX ............................................................................... 423-1187

Virtual Educational Center (VEC) ............................................................... (877) 838-1599
Email ....................................................................................................................... VEC@navy.mil
Website ............................................................................................................. https://www.navycollege.navy.mil

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 ............................................................................................... 445-4380/444-2102

Vehicle Sticker/Passes

JEB Fort Story .......................................................................................... 422-7141
JEB Little Creek ....................................................................................... 462-4001/4002
NAS Oceana ............................................................................................. 433-3212
NS Norfolk ............................................................................................... 322-2976/2968
NMC Portsmouth .................................................................................... 396-5186
NSA Northwest Annex ............................................................................. 421-8123
NWS Yorktown ....................................................................................... 887-7338/9
Norfolk Naval Shipyard ........................................................................... 396-5186

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) .................. 886-6613
Cancer Support Group .............................................................................. 398-2452
Catholic Charities Main Number (Virginia Beach) .................................... 467-7707
Compassionate Friends ............................................................................. 484-8161
Spouse Abuse/Domestic Violence
Shelters for battered women and their children are indicated by an asterisk (*) below.

Empty Arms............................................................... 545-2667
Maryview Bereavement Hospice Group (Grieving Adults) ......................................................... 737-2287
National SIDS Program Support Center .................................................................................. (800) 638-7437
Parents Group ........................................................................ 641-2018
Riverside Hospice .......................................................................... 594-2745
SHARE Support Group (miscarriages, stillborn, newborn death) ........................................... 568-9530
Wide Widows Persons Service Virginia Beach and Norfolk (AARP) ........................................ 461-9457

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 .................................................................................................... 926-7285
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.

Al-A-Teen ............................................................................................................. 499-1443
Al-Anon Information Service of Tidewater ......................................................................... 499-1443
Al-Anon (Peninsula) ............................................................................................... 875-9429
Alcoholics Anonymous
Tidewater Intergroup ............................................................................................... 490-3980
Peninsula ............................................................................................................. 595-1212
NAR-ANON Family Group ..................................................................................... (800) 477-8291
Narcotics Anonymous ............................................................................................. (818) 773-9999 or 459-8467
Website ............................................................................................................... http://www.na.org/index.htm
US Citizenship and Immigration Services
Refugee and Immigration Services of Catholic Diocese of Richmond (Hampton Office) ....... 247-3600
US Citizenship and Immigration Services (York County) ................................................ 247-3600

Child and Family Services
Adoption
Public adoptions in Virginia are handled by the Department of Human Services (1-800-DO-ADOPT).
Your Judicial Services Office (JISO) 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 & 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. ........................................................................... (800) 247-2888
Jewish Family Services, Inc. (Virginia Beach) ..................................................................... 459-4640
Lutheran Family Services (Hampton) .................................................................................. 722-4707
National Adoption Center (Info. & Referral) ..................................................................... (800) TO-ADOPT (882-3678)

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 ............................................................................................................ 341-4489
Hampton .................................................................................................................. 727-1327
Newport News ........................................................................................................ 283-7830
Norfolk .................................................................................................................... 928-6765
Warwick H.S. Learning Center ..................................................................................... 591-4700 (Ext. 5)
Virginia Beach ......................................................................................................... 591-4700 (Ext. 5)

For Appointments ............................................................................................................... http://infopass.uscis.gov/
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 Healthline/Community Education**
- From Peninsula .......................................................... 886-6700
- From Southside ......................................................... 889-2273

**Child Help USA (Child Help)**
- (800) 4-A-CHILD (422-4453)

**Children's Hospital of Kings Daughters (classes and lectures)**
- (800) 395-2453 or 668-7500
- Website ................................................................. www.chkd.org/classes

**Family Focus (Grafton)**
- (888) 294-5

**Kids Priority One**
- 244-5373

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

**Parents as Teachers/The Up Center**
- 397-2121

**MilitaryParents as Teachers**
- 444-2852

**Pendleton Child Service Center**
- 385-4537

**Seton Youth Shelters**
- 963-5795

**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 Services**
- 385-0850

**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.

**Armed Forces Disciplinary Control Board**
- 322-2934/2804

**Better Business Bureau**
- 531-1300

**Consumer Protection Agencies**
- North Carolina Office ............................................... (919) 716-6000
- Richmond Office ....................................................... (804) 786-2042
- Toll Free ................................................................. (800) 552-9963
- Virginia Beach ......................................................... 385-5836

### 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 ............................................ (866) 564-5243
- Hampton ............................................................... 275-0080
- Norfolk ................................................................. 627-5423
- Virginia Beach ....................................................... 552-0369
- Williamsburg ......................................................... (757) 220-6837

**Virginia Lawyer Referral Service**
- (800) 552-7977

**Virginia Conflict Resolution Center, Norfolk**
- 480-2777

Provides conflict resolution services for disputes related to consumer/business, tenant/landlord, workplace conflicts and family issues, including divorce, custody, and parenting plans.
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 ................................................................. (252) 335-0821
College of Albermarle, Elizabeth City ............................................................ (757) 221-4000
College of William and Mary ........................................................................ (757) 789-1789
Eastern Shore Community College ............................................................ (757) 224-0000

Educational Opportunity Center (Department of Education)
Peninsula (Appointments) .............................................................................. 926-6107
Southside (Main Office) ............................................................................... 683-2312
Website ..................................................................................................... http://www.vtc.edu/resources/index.html
Elizabeth City State University .................................................................... (800) 371-0898 or 822-1122
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 .................................................................. (800) 371-0898 or 822-1122
Virginia Wesleyan College ......................................................................... (800) 737-8684 or 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 answers, call Hampton Roads Chapter) .... 225-4060/4061
NMC Portsmouth ........................................................................................ 953-5435
NS Norfolk (24 hours) ................................................................................ 440-1111
Norfolk Naval Shipyard, Portsmouth ........................................................ 440-1111
Tidewater Chapter, Norfolk ........................................................................ 446-7700
Williamsburg Chapter ................................................................................. (757) 253-0228
York County/Poquoson .............................................................................. 898-3090
Toll-free Armed Forces Emergency Services (24 hours) ............................. (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
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)
The Food Stamp Program, now called Supplemental Nutrition Assistance Program (SNAP), is a government subsidized food program 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

Angel Food Ministries ................................................................................ (877) 366-3946
SHARE Peninsula (Also serves the Southside c/o the Foodbank) ............... 596-7188

Women, Infants, and Children (WIC)
The Women, Infants, and 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
Newport News
Headquarters ............................................................................................. 594-7502
Denbigh/York County ................................................................................ 886-2810
East End Health Facility ............................................................................. 247-8079
Norfolk
    East Little Creek .......................................................... 531-2150
    Headquarters (Huntersville) .................................................. 683-9243
    Portsmouth ................................................................. 393-5340
    Suffolk ................................................................. 514-4700
Virginia Beach
    Main Office (Pembroke Corporate Center 3) ......................... 518-2789
    Beach Office (Norfolk Avenue) ......................................... 491-5183
    Green Run (Independence Blvd. and Foxwood Dr.) ............. 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, Newport News, Poquoson (Peninsula Agency on Aging) 873-0541
    Norfolk ................................................................. 892-5210
    Portsmouth .............................................................. 673-5025
    Suffolk ................................................................. (804) 934-4911
    Virginia Beach ........................................................... 306-2721
    Williamsburg .............................................................. 757) 229-9250
    Yorktown ................................................................. 889-4252

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 answers, call Hampton Roads Chapter) 225-4060/4061
    NS Norfolk (24 hours) .................................................. 440-1111
    NMC Portsmouth ......................................................... 953-5435
    Southeastern Virginia Chapter ........................................ (757) 253-0228
    Williamsburg Chapter .................................................. (757) 229-9250
    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 ................................................................. 461-7646
    Portsmouth ............................................................. 393-2519
    Samaritan House, Virginia Beach ................................. (Hotline) 631-0710
    Union Mission, Norfolk (Men's Shelter) ....................... 430-2120

Virginia Employment Commission (VEC)
    Jobs Line ............................................................... (800) 768-5627
    Dare County Area ...................................................... (252) 480-3500
    Pasquotank County/Elizabeth City, North Carolina .... (252) 331-4798

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

Shopping Malls
There are several shopping malls and outdoor 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 ................................................................. 461-1941
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 (6255)
Website ................................................................................................  www.pembrokemall.com

**Williamsburg**

Williamsburg Outlet Mall ..................................................................... (757) 565-3378
Website ................................................................................................  www.williamsburgoutletmall.com
Williamsburg Premium Outlets ................................................................. (757) 565-0702
Website ................................................................................................  www.premiumoutlets.com/outlets/outlets.asp?id=89

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**Public Transportation**

Hampton Roads Transit (HRT) is the official public transportation system of Hampton Roads. HRT offers 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 a lift-equipped, reservation only van service called Handi-Ride. Passengers must register 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 or (TDD) 244-2309
HRT Main Number ................................................................................. 222-6000
Website ................................................................................................  www.gohrt.com

**Farecard Retail Outlet Locations** ........................................................ 222-6087
**Route and Schedule Information** ........................................................ 222-6100