

“This is dLCV; How May We Help You Today?”

If you have a disability-related concern, the disAbility Law Center of Virginia (dLCV) is only a phone call or email away! You can call to speak with a staff member on Monday, Wednesday, or Friday from 8:30am until 4:00pm to request assistance.

How to Reach dLCV:

- Call us at 804-225-2042 or toll-free at 800-552-3962;
- Email us at info@dLCV.org;
- Request help through our online portal on our [website](#)
- Make an appointment or stop by during our on-call hours (Monday, Wednesday, or Friday from 8:30am until 4:00pm) and ask to meet with a staff member.

When you call dLCV:

- When you call, you will initially speak with a receptionist. If your call goes to the voice mail, leave a message with your name and phone number.
- When you speak with the receptionist, they will ask you to briefly explain your situation, and transfer you to the appropriate dLCV staff member.
- If your call may go to a voice mail, leave a message with your name and phone number, and the staff member will return your call as soon as possible.
- When you speak *directly* with a staff member, you will have the opportunity to tell them about your situation, and they will ask questions to help figure out how dLCV can assist you.
- All calls are confidential! The information gathered will be used to determine what level of assistance dLCV can provide.



Please be aware that not all staff members are attorneys, and our guidance is not to be interpreted as legal advice.