

RESIDENT RESOURCE GUIDE

MILLBROOK PARK

Prepared by



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The background of the slide is a photograph of a library. It shows rows of bookshelves filled with books of various colors. The perspective is from within the aisles, looking down the length of the shelves. A teal-colored rectangular box is superimposed over the center of the image, containing the title text in white.

AFTER SCHOOL PROGRAMS: K-12

IN-PERSON

Art Smart

(559) 441-4221

2233 North First St.

Fresno, CA 93703

<https://www.fresnoartmuseum.org/>

Our goal is to help every child be engaged and successful and to foster a love for the arts, learning, and discovery. The visual art workshops allow students to explore their inner creativity and meet other kids that share their passion for art.

Big Brother, Big Sister

(559) 268-2447

4047 N. Fresno St

Fresno, CA 93726

<http://bigs.org>

Big Brothers Big Sisters makes meaningful, professionally supported matches between adult volunteers ("Bigs") and children ("Littles"), ages 6 through 18. We develop positive relationships that have a direct and lasting effect on the lives of young people. Programs include mentoring, academic enrichment and tutoring, and sports.

Boys and Girls Club - Fresno County

(559) 266-3117

540 North Augusta St.

Fresno, CA, 93701

<https://www.bgcfresno.org>

The Boys & Girls Clubs of Fresno County provides diverse enrichment programs and activities that meet the interests of all youth ages 6-18. The core programs and services promote and enhance the development of boys and girls by instilling a sense of belonging, usefulness, influence, and competence.

Clovis Academy of Gymnastics

(559) 327-9226

1690 David E. Cook Way

Clovis, CA 93611

<https://www.clovisrec.com/>

The mission of Clovis Academy of Gymnastics is to provide a well-rounded experience in the sport of gymnastics, to motivate children to reach their dreams and goals and to carry these experiences and personal achievements into their lives and future. Also, to create a sense of accomplishment and success in the progressions of learning and ultimately to provide an atmosphere where passions and the rewards gained from discipline and fun come together to enhance a child's life forever.

Clovis Academy of Dance

(559) 327-3900

885 Gettysburg Ave.

Clovis CA 93612

<https://www.clovisrec.com/>

For over 45 years Clovis Academy of Dance has been a leader in dance education. We believe our success comes from solid training, quality service and dedicated teachers and students. We are committed to a positive dance experience to every student.

Encourage Tomorrow

(559) 233-2880

2491 W. Shaw Avenue, Suite 110

Fresno, CA 93711

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

Encourage Tomorrow offers an array of high-quality and standards-based enrichment programs geared towards

facilitating school efforts. Through hands-on learning activities, our programs focus on improving students attitudes towards school, their work and personal habits, as well as their attendance and academic achievement.

Fresno Barrios Unidos

(559) 453-9662

4415 E. Tulare

Fresno, CA 93702

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

Fresno Barrios Unidos offers programs to empower the youth to explore their individual gifts, cultural roots, and celebrate community. They also offer programs in health education and parent support and mentoring groups.

Fresno Street Saints

(559) 478-5700

1345 W. Eden Avenue

Fresno, CA 93706

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

Fresno Street Saints' mission is promote safe and health communities by strengthening families and encouraging leadership within Fresno. Programs includes Educational Enrichment (tutoring, mentoring, recreation, and hot meals are offered) for youth ages 5-12, the Game Time Education program for young athletes for Middle School and High School students.

Granite Park Sports Complex

(559) 375-1003

3978 N Cedar Ave.

Fresno, CA 93726

<https://www.graniteparkfresno.com>

Granite Park Sports Complex is operated by the Central Valley Community Sports Foundation, a 501(C)(3) non-profit

organization that looks to provide a safe space for children and families from diverse backgrounds, creating community and fostering success in the process. By managing resources and donations in innovative ways, our nonprofit is creating a true and lasting difference for the community. They offer classes and leagues for baseball, soccer, volleyball, and softball.

Highway City Science Center

(559) 276-0683

5140 N. State Ave.

Fresno, CA 93722

<https://www.fresno.gov/>

The Informal Science workshop at HCSC offers after-school opportunities to "hang out with a purpose." Our carefully selected facilitator focuses on developing basic educational skills. Our Science Facilitators teach their lessons in accordance with the Next Generation Science Standards (NGSS). Throughout these lessons, students are provided with environmental science, engineering, biology, and physics facts and information that explain thoroughly how their project functions.

Workforce Connection Young Adult Program

(559) 263-1100

1900 Mariposa St. Suite 303

Fresno, CA 93721

<https://fresnoeoc.org/workforce-connection-young-adult-program/>

Program that offers youth ages 14-24 out of school, attending, high school, or in an alternative education program with tutoring, study skills training, leadership development, and occupational skill training.

ONLINE

Art in Action

<https://artinaction.org>

Art in Action offers section with free live streaming and pre-recorded online art classes. They also offer free virtual museum tours.

hand2mine

<https://www.hand2mindathome.com>

hand2mind offers daily Lessons & Activities for K-5 students, a series of free daily lessons and activities created and delivered by teachers. Each week you will find an easy-to-follow schedule, by grade, for K-5 students and daily grade-specific video lessons for Math and Literacy. You will also find worksheets for the Math and Literacy lessons as well as a daily Specials activity.

Khan Academy

<https://www.khanacademy.org/>

Free, world-class education for kids ages 7 and up. Program offers homework help, practice exercises, instructional videos, and a personalized learning dashboard that empower learners to study at their own pace in and outside of the classroom. We tackle math, science, computer programming, history, art history, economics, and more.

Khan Academy - Kids

<https://learn.khanacademy.org/khan-academy-kids/>

Free online program engaging kids ages 2 to 7 in core subjects like early literacy, reading, writing, language, and math, while encouraging creativity and building social-emotional skills.

Kitchen Table Classroom

<https://www.kitchentableclassroom.com/>

Free online resource with videos and instructions on various arts and crafts projects for kids.

Learn to Be

<https://www.learntobe.org/>

Free or pay-what-you can tutoring for K-12 students. Tutors mainly offer help in math, reading, writing, science; but are open to helping with subjects outside of these areas.

SkillShare

<https://www.skillshare.com/>

Skillshare is an online learning community with thousands of classes for creative and curious people, on topics including illustration, design, photography, video, freelancing, and more.

UPchieve

<https://upchieve.org/>

Free online math tutoring for middle school and high school math. Tutoring is available 24/7.



AMENITIES



ARTS & CULTURE

2nd Space Theatre

(559) 266-0660

928 E Olive Ave.

Fresno, CA 9372

<https://www.2ndspacetheatre.com>

A black box theatre challenging dramatic pieces, quirky comedies and new works in an intensely personal space. The 2nd Space has been home to nearly 200 productions, embracing everything from Shakespeare to Neil Simon to musical premieres.

The Discovery Center

(559) 251-5533

1944 N Winery Ave

Fresno, CA 93703

<https://www.fresnodiscoverycenter.org>

Our park includes our beautiful Deutsch Cactus Garden, tortoise compound and lots of space for kids to run, have lunch and just be KIDS! Our hands-on, interactive science museum includes an array of information and exhibits on space, botany, geology, indigenous people and live animals.

Forestiery Underground Gardens

(559) 271-0734

5021 W Shaw Ave.

Fresno, CA 93722

<http://www.undergroundgardens.com>

Forestiery Underground Gardens is an open air museum. It is listed on the National Register of Historic Places and is California State Historical Landmark No. 916.

Fresno Art Museum

(559) 441-4221

2233 N First St.

Fresno, CA 93703

<https://www.fresnoartmuseum.org>

The Fresno Art Museum offers a dynamic experience for appreciating art. The museum welcomes, inspires, and educates a diverse regional audience through significant exhibitions, thought-provoking programs, and meaningful interactions with artists and the creative process.

Meux Home Museum

(559) 233-8007

1007 R St.

Fresno, CA 93721

<https://meuxhomemuseum.org>

In 1888, Dr. Thomas Richard Meux' 16-room Victorian mansion became a reality. It is as impressive today as it was over a century ago. The Meux Home is a tribute to gothic Victorian architecture and hospitality. As our guest, you're invited to enjoy a guided tour of the house, as well as stroll the beautiful garden.

Roger Rocka's Dinner Theatre

(559) 266-9494

1226 N Wishon Ave.

Fresno, CA 93728

<https://rogerrockas.com>

Good Company Players perform at this dinner and live theatre experience. Offering 6 different runs of different plays, bring your family for an evening of good theatre and good food.

Tower Theatre for the Performing Arts

(559) 485-9050

815 E Olive Ave.

Fresno, CA 93728

<https://www.towertheatrefresno.com>

A 761-seat space offering the community great entertainment. This theater offers community theater and musical performances to enjoy with the entire family.

The Saroyan Theatre

(559) 445-8100

700 M St.

Fresno, CA 93721

<https://www.fresnoconventioncenter.com>

The Saroyan Theatre is a historic 2,351-seat venue that distinguishes itself with unparalleled elegance and luxurious seating and has hosted some of the world's most renowned performers during its rich history. The Saroyan Theatre is Fresno's premier cultural arts destination and home to the area's leading performing arts groups, including the Fresno Philharmonic Orchestra, San Joaquin Valley Town Hall, Broadway in Fresno, Valley Performing Arts Council and Lively Arts Foundation. The

theatre also hosts a variety of comedy shows, concerts, family entertainment, business meetings, and community events.

Veteran's Memorial Museum

(559) 498-0510

2425 Fresno St.

Fresno, CA 93721

<http://www.fresnovetsmuseum.com>

The Veterans Memorial Museum grew out of the efforts of several dedicated Legion of Valor members and their wives who worked with the City of Fresno to use the Fresno Veterans Memorial Auditorium. The museum houses thousands of items and papers donated by Legion of Valor members as well as others. Numerous framed citations, photographs, and exhibits tell the story of America's wars as seen by individual soldiers, sailors, marines and airmen. Uniforms and equipment of different eras are also on display.

GROCERY STORES

Costco

(559) 437-3640

7100 N Abby St.

Fresno, CA 93720

<https://costco.com>

CVS

(559) 299-3115

6750 North Cedar Ave.

Fresno, CA 93710

<https://www.cvs.com>

Food 4 Less

(559) 322-2280

8921 N Chestnut Ave.

Fresno, CA 93720

<https://www.food4less.com>

Food Max

(559) 438-5368

5422 N Blackstone

Fresno, CA 93710

<https://www.foodmaxx.com>

Island Pacific Supermarket

(559) 437-3716

6048 N 1st St.

Fresno, CA 93710

<https://islandpacificmarket.com>

The Market

(559) 825-6234

7088 N West Ave.

Fresno, CA 93711

<https://themarketfresno.com>

Rite Aid

(559) 431-1002

8027 N Cedar Ave.

Fresno, CA 93720

<https://www.riteaid.com>

Save Mart

(559) 446-0218

659 E Nees Ave.

Fresno, CA 93720

<https://www.savemart.com>

Smart & Final Extra!

(559) 440-9266

7733 N First St.

Fresno, CA

93720<https://www.smartandfinal.com/>

Sprouts

(559) 256-1735

7477 N Blackstone Ave.

Fresno, CA 93720

<https://www.sprouts.com>

Target

(559) 431-0104

7600 N Blackstone Ave.

Fresno, CA 93720

<https://www.target.com>

Trader Joe's

(559) 433-6478

8478 N Friant Rd.

Fresno, CA 93720

<https://www.traderjoes.com>

Vallarta

(559) 455-0179

4831 E Butler Ave.

Fresno, CA 93727

<https://vallartasupermarkets.com>

VONS

(559) 438-1403

8949 N Cedar Ave.

Fresno, CA 93720

<https://www.vons.com>

Walgreens

(559) 431-1379

610 E Nees Ave.

Fresno, CA 93720

<https://www.walgreens.com>

Walmart SuperCenter

(559) 431-0107

7065 N Ingram Ave.

Fresno, CA 93650

<https://www.walmart.com>

LEISURE

Blackbeard's Family Entertainment Center

(559) 292-9000

4055 N Chestnut Diagonal

Fresno, CA 93726

<https://blackbeards.com>

We specialize in family fun with a pirate twist! Come enjoy a day of Miniature Golf, Bumper Boats, Go-Karts, Batting Cages, Waterslides, Ropes Course Adventure, Rides, XTreme Laser Tag, Arcade Games, Bankshot Basketball, and a ROLLERCOASTER!

Bowlero - Fresno

(559) 431-3711

6450 N Blackstone Ave

Fresno, CA 93710

<https://www.bowlero.com>

Where good times become great. And great parties become legendary. Bowl, drink, eat, hit the arcade. Bowlero's facility holds 40 bowling lanes, arcade, billiards, and offers birthday packages for kids, teen, and adults.

Color Me Mine

(559) 435-7969

230 E Paseo Del Centro

Fresno, CA 93720

<https://fresno.colormemine.com>

A paint-your-own-pottery studio dedicated to exploring The Art of Having Fun! Studio is open to children and adults.

Defy - Clovis

(559) 345-6410

636 N Halifax Ave.

Clovis, CA 93611

<https://defy.com/>

DEFY is an attitude and a rallying cry promoting individualism and freedom from the norm. It's a collection of extreme air sport parks across America that are rewriting the rules of sport – giving our communities a place where they're free to express and push themselves.

Ghost Golf

(559) 800-0811

5179 North Blackstone Ave.

Fresno, CA 93710

<https://ghost.golf>

Ghost Golf combines the best of a fun for all ages family friendly miniature golf course with state of the art fun silly haunted attraction. Where skeletons bid you on and busts come to life as you journey through our 18 holes of fun. It's truly Spooktacular!

Island Water Park

(559) 277-6800

6099 W Barstow Ave.

Fresno, CA 93723

<https://www.islandwaterpark.com>

Island Water Park is the best Waterpark in the Central Valley. We have the best Water Slides in the Fresno area. Island Water Park is located in Fresno and close to Visalia, Tulare, Hanford, Madera, Clovis and less than an hour from Merced. Our Waterpark offers Tube Slides, Body Slides and Family Rafts. We have a Wave Pool and Lazy River as well as many High Thrill Rides. Looking for Central Valley Water Slides and the best family fun and adventure in the Fresno area? Come to Island Waterpark for the best in Water Slides, Entertainment and family fun!

Maya Cinemas

(559) 325-0005

3090 East Campus Pointe Drive

Fresno, CA 93710

<https://www.mayacinemas.com>

16-theater megaplex with Real 3-D options and MPX sound offering the latest films for your viewing.

No Surrender Adventure Park

(559) 981-2046

4985 E Kings Canyon
Fresno, CA 93727

<https://nosurrendertag.com>

This location offers an all-you-can-eat buffet, 5 attractions including a Ropes, Course, Trampoline Arena, Adventure Course, Rock Wall, and a Ninja Warrior Course. It also has 8 expandable party rooms, a large main dining area, and a bar.

Regal Edwards Fresno

(844) 462-7342

250 Paseo Del Centro

Fresno, CA 93720

<https://www.regmovies.com>

8-theater cinema that offers weekly discounted specials. Amenities also include reserved seating and a game room.

PARKS & RECREATION

Airways Municipal Golf Course

(559) 291-6254

5440 E Shields Ave.

Fresno, CA 93727

<https://www.airways.golf>

This course provides a demanding yet fair round of golf. Despite its imposing tight fairways and small greens, Airways Municipal is a beautiful course that allows golfers of all ages and skill levels the opportunity to enjoy a fantastic, relaxing golf experience. When you come to Airways, you get a chance to meet great people and a friendly staff. It is a great course for the beginning golfer but can also be a challenge for the experienced player.

Belcher Park

(559) 621-6600

2158 E Alluvial

Fresno, CA 93720

A small, but charming park. This park has a playground, grass areas for free play, and is dog friendly.

Fort Washington Golf & Country

(559) 434-1702

10272 N Millbrook Ave.

Fresno, CA 93730"

<http://www.fortwashingtoncc.org>

Fort Washington Golf and Country Club began operations in 1923 as a 9-hole course with dirt fairways and sand greens. Come enjoy a nice round of golf with your friends and family.

Clovis Old Town Trail

308 W Alluvial Ave.

Clovis, CA 93611

<https://www.alltrails.com>

Old Town Clovis Trail is a 9.5 mile lightly trafficked out and back trail located near Clovis, California. The trail is good for all skill levels and is primarily used for walking, running, and road biking. Dogs are also able to use this trail but must be kept on leash.

Kaiser Park

(559) 621-6720

425 E Alluvial

Fresno, CA 93720

<https://www.fresno.gov/parks/>

Kaiser Park is a small park with lots to do. This park has a skate park, basketball

court, a baseball/softball diamond, and playground.

Keith Tice Memorial Park

8695 N Millbrook Ave
Fresno, CA 93720
<https://www.fresno.gov/parks/>

Keith Tice Memorial Park has a large baseball/softball diamond, soccer field, picnic tables, benches, playground, walking paths, and biking paths.

Oso de Oro Lake Park

(559) 456-3292
5550 N Forkner Ave
Fresno, CA 93711
<http://www.fresnofloodcontrol.org/park/oso-de-oro-park/>

Oso de Oro Lake Park has been the recipient of National and State awards for innovation and design excellence. It was also the model for the District's Trolley Creek Park in southeast Fresno. This nine-acre site combines its primary function of storm water retention with secondary functions of groundwater recharge and recreation. This park includes a full-time park attendant, two picnic pavilions with BBQ's, 2 main play structures, antique riverboat and mining town, mural walls, interpretive maze for visually impaired visitors, wheelchair basketball court, lake, docks, and more.

Hank's Swank Par 3 Golf Course and Driving Range

(559) 252-7077
6101 E Olive Ave.
Fresno, CA 93727
<http://hanksswank.com>

A par-3 golf course that also includes a driving range. Rentals available. Lessons

are also offered by appointment only. Open 7 days a week, rain or shine.

Shinzen Friendship Garden

(559) 840-1264
114 E. Audubon Dr.
Fresno, CA 93720
<http://www.shinzenjapanesegarden.org>
Come tour the peace and beauty of Shinzen and the Clark Bonsai Collection. With landscape views at every turn of the path, your stroll along the walkways is a pleasant and rewarding experience. Discovering the art of bonsai through the notable Clark Bonsai Collection and the sculptures created is a gift to your senses. Shinzen is a place for exploration, learning, reflection, serenity and renewal. During your visit, please be respectful of the grounds and of other visitors who are enjoying the beauty and peacefulness of the Garden.

Sugar Pine Trail

Fresno St. and Ness Ave.
<https://www.alltrails.com/trail/us/california/fresno-sugar-pine-trail>
This trail begins at Fresno Street and Nees Avenue and runs along Friant Road to Shepherd, then East to Willow. The trail then continues South along Willow and runs Southeast in the City of Clovis. The trail is paved and includes over 4,400 trees planted by 3,000 volunteers setting a Guinness World Record! The trail offers a mixture of deciduous and evergreen trees so there will always be something to see for the many joggers, bikers, and families just strolling along. The trail is accessible for cycling, running, walking, rollerblading, horseback riding, and wheelchairs.

Woodward Park

(559) 498-1551

7775 N Friant Rd.

Fresno, CA 93650

<https://www.fresno.gov/parks/>

Woodward Park has 6 shelters to accommodate 175-200 people, a gazebo

accommodating 60 people, 2 activity areas available for reservation, a disc golf course, a walking path, bike trails, playgrounds, a lake, and more. This park also has an amphitheater and offers seasonal shows and entertainment.

SCHOOLS & COLLEGES

California State University, Fresno

(559) 278-4240

5241 N. Maple Ave.

Fresno, CA 93740

<http://www.fresnostate.edu>

Fresno State's mission is to boldly educate and empower students for success. Students will be prepared to become our next generation of leaders. By collaborating with community partners, we will provide a transformative educational experience that prepares students to serve and to lead in the Central Valley, the state, and beyond while improving the overall graduation rate.

Clovis Community College

(559) 325-5200

10309 N Willow Ave, Fresno, CA 93730

<https://www.cloviscollege.edu/>

Clovis Community College is the college of choice for academic excellence, innovation, and student achievement. The Campus is split between three main divisions: Humanities, Social Science & Athletics, Career and Technical Education, and Science, Technology, Engineering, and Mathematics. Each division has several degrees and certificates to meet your educational goals.

Clovis West High School

(559) 327-2000

1070 East Teague Ave.

Fresno, CA 93720

<https://cwhs.cusd.com>

Clovis West is a colorful, beautifully diverse community, one that takes pride in its shared academic excellence. It was the first Clovis school to pioneer the rigorous Advanced Placement curriculum, which began in the 1980s as a means of accelerating young scholars toward university work. Today, exposed to a full range of advanced placement courses, co-curricular activities, competitive academic teams, and dedicated faculty, each student is encouraged to find a place to thrive.

Crescent View West High School

(559) 470-8822

1901 E Shields Ave. Ste 105

Fresno, CA 93726

<https://cvwest.org>

Walk into Crescent View West Charter High School, and you will feel the difference. No bells, no class clowns, and no drama. At Crescent View West Charter High School, we focus on providing a SAFE educational environment, so that you can focus on your goal of obtaining a high school diploma. Our students love the quiet, one-on-one

attention they receive from their teacher mentors. At Crescent View West Charter High School we understand that math and reading skills are the basic components and building blocks of academic success. At Crescent View West Charter High School we strive to help students master basic skills, move toward mastery of technology, develop interest in life-long learning and become responsible contributing members of society.

Fresno City College

(559) 442-8200

1101 East University Ave

Fresno, CA 93741

<https://www.fresnocitycollege.edu>

As California's first community college, Fresno City College provides quality, innovative educational programs and support services directed toward the enhancement of student success, lifelong learning and the economic, social, and cultural development of our students and region.

Fresno Pacific University

(559) 453-2000

1717 S. Chestnut Ave.

Fresno, CA 93702

<https://www.fresno.edu/>

Fresno Pacific University is the Valley's only accredited Christian university, connecting every student's untapped potential with unlimited opportunity for professional, personal and ethical growth. Nonprofit and independent, FPU offers more than 100 areas of study to about 4,000 traditional undergraduate, adult degree completion, graduate and seminary students at the main campus in Southeast Fresno and throughout the Valley at regional campuses

in North Fresno, Visalia, Bakersfield and Merced as well as online.

Garfield Elementary School

(559) 327-6800

1315 N Peach Ave.

Clovis, CA 93619

<https://garfield.cusd.com>

Garfield Elementary has been around since 1883. We believe in excellence and that engaged students are successful students. On top of our focus on academics, Garfield offers many ways for your student to be involved, from the arts to sports.

Kastner Intermediate School

(559) 327-2500

7676 North First St.

Fresno, CA 93720

<https://kastner.cusd.com>

The commitment of Kastner Intermediate School is to provide a safe, nurturing learning environment that promotes the values of Character Counts!, recognizes diversity, promotes respect, and encourages students to strive for excellence. It is our aim to provide learning experiences that result in measurable growth for all students, to help them reach their potential in mind, body, and spirit, and prepare them to be productive citizens in our community.

Lincoln Elementary School

(559) 327-7200

774 E Alluvial Ave.

Fresno, CA

<https://lincoln.cusd.com>

We are an Elementary School that believes all students can learn and can become responsible, life-long learners. We set high standards for student achievement and

expect all students to achieve. We educate for success and are committed to the development of creative thinkers and problem solvers.

Mountain Home School Charter

(559) 248-0471

777 West Shaw Ave.

Fresno, CA 93704

<https://www.mountainhomecharter.org>

The vision of Mountain Home K-8 Charter School is to create a rigorous, dynamic and accountable learning community that is built upon voluntary association, personalized student learning, and high academic standards for all students and parent leadership. Mountain Home Charter School will accomplish these four complementary goals by providing all students and parents with: personal, experience teacher guidance and support, powerful instruction, ongoing assessments, and high-quality standards in curriculum.

Pinedale Elementary

(559) 327-7700

7171 N Sugar Pine

Fresno, CA 93650

<https://pinedale.cusd.com>

Pinedale is the first AVID elementary school in Clovis Unified. AVID stands for; Advancement Via Individual Determination.

"AVID's mission is to close the achievement gap by preparing all students for college readiness and success in a global society." AVID strategies include; Writing to learn, Inquiry skills, Collaboration, Organization, and Reading to learn (WICOR). Our students will focus on these strategies to help them become college ready. Our 2nd-6th grade classrooms will uphold a college climate.

San Joaquin Valley College

(559) 448-8282

295 East Sierra Avenue

Fresno, CA 93710

<https://www.sjvc.edu/location/fresno/>

SJVC's Fresno campus offers hands-on career training to students in Central California. Class schedules are flexible to work with your busy life and class sizes are manageable, so you can get individualized attention. We focus on career training and education and have a dedicated Career Services staff that is focused on helping students find career opportunities when they graduate. SJVC Fresno is committed to the personal, academic and professional success of all its students. Our campus provides opportunities to develop critical thinking, career skills, and professionalism all in an excellent classroom setting that is designed to mimic real-life scenarios.

SHOPPING CENTERS

Fashion Fair Mall

(559) 224-1591

645 E Shaw Ave

Fresno, CA 93702

<https://www.fashionfairmall.com>

Fashion Fair Mall is the premier shopping destination for California's Central Valley. With high quality retailers like Apple, H&M, and Macy's, plan your visit to Fresno's home for fantastic shopping, dining, and entertainment.

Fig Garden Village

(559) 412-5296

790 W Shaw Ave. Ste 260

Fresno, CA 93704

<https://www.shopfiggardenvillage.com>

Fig Garden Village is located in the densely populated city of Fresno. A retail icon within Fresno for more than 50 years, Fig Garden features an appealing mix of national, regional and local retailers, like Williams-Sonoma, Anthropologie, Soma Intimates, lululemon, and Banana Republic and serves as host for key community events.

The Galleria - Downtown Fresno

(559) 263-9700

2405 Capitol St

Fresno, CA 93721

<http://www.civiccentersquare.com/the-galleria.html>

Once a postal warehouse, the Galleria is now THE PLACE to meet for lunch downtown. Dine inside or on one of our many patios. Convenient parking is located adjacent to the building or in the Parking Pavilion.

River Park Shopping Center

(559) 437-4855

71 E Via La Plata

Fresno, CA 93720

<https://shopriverpark.com>

River Park Shopping Center is the Central Valley's premier shopping destination, where shopping, food & fun meet work & play. River Park is an outdoor shopping

center in Fresno, California on the east side of Blackstone Avenue.

Sierra Vista Mall

(559) 299-0660

1050 Shaw Ave

Clovis, CA 93612

<https://www.sierravistamall.com>

Shopping center that offers a variety of stores and restaurants. Visit the Sierra Vista Mall to shop at stores like Sears, Target, GameStop, Famous Footwear and more. Take a moment to relax and dine at restaurants like Red Robin, Panera, Poke Bowl-RRito, and many other eateries.

The Square at Campus Pointe

(559) 438-4800

5050 N Chestnut Ave

Fresno, CA 93710

<https://campuspointe.com>

Campus Pointe is the exciting new destination for those who want to experience shopping, dining, learning, entertainment, business and life to their fullest! At the heart of Campus Pointe is The Square - a place where people can gather for outdoor events or performances or connect for casual dining or client meetings. Here, people can expand their horizons, pursue cultural understanding, explore public art, enjoy the unique aesthetics or simply engage in conversation and people-watching. A 14-screen theater complex and wide variety of restaurants guarantee an active nightlife, while specialty retailers cater to the needs of all kinds of shoppers.



HEALTH & SAFETY



AIDS & HIV

Fresno County Department of Public Health – HIV – AIDS Services

(559) 600-6404

<https://www.co.fresno.ca.us/departments/public-health/community-health/hiv-aids-client-services>

The Fresno County Department of Public Health provides HIV - AIDS Services providing linkage to care - a process of assisting those newly diagnosed with HIV to enter into medical care.

The Living Room Project

(559) 486-1469

<http://fresnoaidswalk.org/contact.asp>

The Living Room (TLR), a project of WestCare California, Inc., provides Fresno County residents with HIV/AIDS support and services such as case management, client advocacy, referrals to testing and medical services, peer and group support, transitional housing, social events, educational presentations and food programs.

CLINICS & HOSPITALS

Central Fresno Community Health Center

(559) 203-6660

4711 W Ashlan Avenue

Fresno, CA 93722

<http://www.vht.org/health-centers-locations.html>

Central Valley Indian Health, Inc.

(559) 299-2578

2740 Herndon Ave.

Clovis, CA, 93611

<http://cvih.org/>

Clinica Sierra Vista

(661) 635-3050

1430 Truxtun Avenue, Ste. 400

Bakersfield, CA 93301

<https://www.clinicasiterravista.org/>

Community Regional Medical Center – Fresno

(559) 459-6000

2823 Fresno St.

Fresno, CA 93721

<https://www.communitymedical.org/hospitals-facilities/Community-Regional-Medical-Center>

Fresno County Department of Public Health–Medical Services

(559) 600-6404

1221 Fulton Mall

Fresno, CA 93721

<https://www.co.fresno.ca.us/departments/public-health/county-medical-services>

Fresno cCARE Cancer Center

(800) 456-5860

7130 North Millbrook Avenue

Fresno, CA 93720

<https://ccare.com/>

Fresno Heart and Surgical Hospital

(559) 433-8000

15 E Audubon Drive

Fresno, CA 93720

<https://www.communitymedical.org/hospitals-facilities/Fresno-Heart-Surgical-Hospital>

Kaiser Permanente Fresno Medical Center

(559) 448-4500
7300 N. Fresno St.
Fresno, CA 93720
<https://thrive.kaiserpermanente.org/care-near-you/northern-california/fresno/locations/fresno-medical-center/>

San Joaquin Valley Rehabilitation Hospital

(559) 471-4101

7173 Sharon Avenue
Fresno, CA 93720

St. Agnes Medical Center 19

(800) 735-2922
1303 East Herndon Avenue
Fresno, CA 93720
<https://www.samc.com/>

Tzu Chi Fresno Medical Team

(559) 291-8800
3898 North Ann Avenue
Fresno, CA 93727
www.fresnomedicalteam.org

DENTAL CARE

American Dental Association (ADA)

(312) 440-2500
211 East Chicago Avenue
Chicago, CA 60611
<http://www.ada.org/>

The American Dental Association offers dental care information that involves mouth, teeth, gums or associated structures with dentists, orthodontists, periodontists or other members of the dental profession.

Dental Board of California

(877) 729- 7789
1625 North Market Boulevard, Ste. 112
Sacramento, CA 95834
<https://www.dbc.ca.gov/>
The Dental Board of California protects and promotes the health and safety of

consumers by licensing those dental health care professionals who demonstrate competency. Enforces compliance with the Dental Practice Act and the laws of the State of California.

Valley Health Team (VHT)

(559) 203- 6660
4711 West Ashlan Ave
Fresno, CA 93722
<http://www.vht.org/dental.html>
Valley Health Team provides general dental services to people in the community. Services include oral exams, x-rays, cleanings, extractions, endodontics, crowns, filling and sealants, and oral hygiene education.

DISABILITIES

Central Valley Regional Center- Fresno

(559) 276-4300

4615 N. Marty Ave

Fresno, CA 93722

<https://www.cvrc.org/>

The Central Valley Regional Center helps individuals with developmental disabilities, and children at risk, to reach their goals.

Family Options

(559) 275-2323

4630 W Jacquelyn Ste. 113

Fresno, CA 93722

<https://www.foptionsca.com/>

Family Options offers services that aim to help California's Disabled Adult Population.

EMERGENCIES

American Red Cross - Central Valley Fresno Office

(559) 455-1000

1300 W. Shaw Ave. Suite 4B

Fresno, CA 93711

<https://www.redcross.org/local/california/central-california/about-us/locations/central-valley.html>

Dedicated to helping victims of disaster and providing programs and services that help

the community prevent, prepare for, and respond to emergencies.

Poison Hotline

(800) 222-1222

3201 New Mexico Ave., Ste. 310

Washington, DC 20016

<https://www.poison.org/>

Poison Control tells you what to do if you swallow, splash, or get stung by something that may be harmful.

FAMILIES & CHILDREN

Fresno EOC WIC

(559) 263-1150

4995 E Kings Canyon Rd., Suite 101,
Fresno, CA 93727

<https://fresnoeoc.org/wic/>

Fresno EOC WIC provides healthy food, nutrition education, breastfeeding support, and family resources to the families in Fresno County. If you're pregnant, or a caretaker of a child under age five, you can get personalized support for you and your family.

Healthy Families + Medical for Children

(888) 747- 1222

<https://www.dhcs.ca.gov/services/medical/eligibility/Pages/SB-75.aspx>

Healthy Families is low cost insurance for California children and teens. It provides health, dental and vision coverage to children who do not have insurance and do not qualify for free Medi-Cal.

Holy Cross Center for Women – Saint Agnes Care

(559) 449-800

421 F St.

Fresno, CA 93706

<https://www.samc.com/>

Hosts a homeless drop-in center with counseling and referral services. Computer, laundry, and shower facilities included. Women's clothing, baby clothing, and diapers also available. Provides free medical and dental care. Also offers English as a Second Language (ESL), General Education Development (GED) test instruction, and sewing classes. Free daycare and summer programs for children (age 4-17) for mothers receiving services.

OBGYN Saint Agnes Care

(559) 449-800

41383 E. Herndon Ave., Ste 101 & 102,

Fresno, CA 93720

<https://www.saintagnescare.com/location/saint-agnes-care-obstetrics-and-gynecology-1>

Saint Agnes Care focuses on providing specialized care to women through gynecology services, caring for high-risk mothers and their unborn children and meeting women's healthcare needs at every stage of life.

Pregnancy Support Services

(559) 765-4128

<http://www.pregnancycarecenter.com/services/>

Pregnancy Care Center is a medical center that offers a limited scope of pregnancy-related services by medically licensed professionals. Available services offered, vary by location.

Spruce Specialty Care Center, Fresno-Valley Children's Medical Group

(559) 256- 5760

1125 E. Spruce Ave, Ste 101

Fresno, CA 93720

<https://www.valleychildrens.org/locations/spruce-specialty-care-center>

Valley Children's is a children's hospital that specializes in pediatric orthopedics and child advocacy

WIC

(888) 942-9675

P.O. Box 997375

Sacramento, CA 95899-7375

<https://m.wic.ca.gov/>

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

MENTAL HEALTH**Central Star Psychiatric Health Facility**

(559) 549-6697

4411 E Kings Canyon Rd., Building 319,

Fresno, CA 93702

<https://www.starsinc.com/fresno-county/central-star-youth-psychiatric-health-facility/>

The Central Star Psychiatric Health Facility in Fresno specializes in public mental health

programs and a wide array of community-based support services.

Community Behavioral Health Center

(559) 449-8000

7171 N Cedar Ave

Fresno, CA 93720

<https://www.communitymedical.org/hospitals-facilities/Community-Behavioral-Health-Center>

Community Behavioral Health Center provides services that aim to help those in need of acute psychiatric care.

Mental Health Systems

(559) 225-9117

3122 North Millbrook Avenue, Ste A

Fresno, CA 93703

<https://www.mhsinc.org/listing/family-and-youth-alternatives-2/>

Nonprofit organization works to improve the lives of individuals, families and communities facing substance abuse and behavioral health challenges.

National Suicide Prevention Hotline

(800) 273-8255

<https://suicidepreventionlifeline.org/>

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. Online chat options available for deaf and hard of hearing.

PATH Program. Kings View Behavioral Health Systems

(559) 256-4474

4910 East Ashlan Avenue, Ste 118

Fresno, CA 93726

<http://www.kingsview.org/service-lines/path>

This program offers outreach services to mentally ill homeless individuals in Fresno County and linking them up with available housing resources, medical care, mental health and social services.

Perinatal Wellness Center- Fresno County Department of Behavioral Health

(559) 600-1033

142 East California Avenue

Fresno, CA 93706

<https://www.co.fresno.ca.us/departments/behavioral-health/adult-system-of-care>

This program provides mental health services to pregnant and postpartum mothers and their babies, as well as to fathers struggling with paternal postnatal depression.

Urgent Care Wellness Center- Adult System of Care, Fresno County

(559) 600-9171

4441 E. Kings Canyon Road

Fresno, CA 93702

<https://www.co.fresno.ca.us/departments/behavioral-health/adult-system-of-care>

The Urgent Care Wellness Center provides mental health services to transition age youth, adults age 18 and older, & older adults age 60 and older that meet medical necessity. Services include assessments, clinical and rehabilitative services, case management, peer support and medication services within a wellness and recovery model.

VETERANS

Veteran Central California Health Care System

2615 E. Clinton Avenue
Fresno, CA 93703
559-225-6100
<https://www.fresno.va.gov/>

This organization focuses on the overall health of military veterans from all eras. Services include medical and dental services, housing assistance, behavioral health treatment, and case management, and more.

OTHER

Community Subacute & Transitional Care Center

(559) 459-1711
3003 North Mariposa St.
Fresno, CA 93703
<https://www.communitymedical.org/hospitals-facilities/Community-Subacute-Transitional-Care-Center>

Denti-Cal

(800) 322-6384
<https://dental.dhcs.ca.gov/>
Under the guidance of the California Department of Health Care Services, the Medi-Cal Dental Program aims to provide Medi-Cal beneficiaries with access to high-quality dental care.

Kings View Behavioral Health Systems

(559) 256-0100
7170 North Financial Drive, Ste 110

Fresno, CA 93720
<http://www.kingsview.org/>

Medi-Cal Assistance

(800) 541-5555
<https://www.medi-cal.ca.gov/contact.asp>
Here you will find Medi-Cal resources and health information for individuals, families, children with special medical conditions and seniors needing personal care.

United Health Centers

(800) 492-4227
2502 East Jensen Avenue
Sanger, CA 93657
<http://unitedhealthcenters.org/>
United Health Centers offers medical, dental, optometry, and specialty care services. Also offers enrollment services to help client with Medi-Cal and Covered California questions and enrollment.



TRANSPORTATION



FOR THE ELDERLY & PERSONS WITH DISABILITIES

Fresno Area Express – FAX – Handy Ride

Information: (559) 621-7433
Reservation/Cancellation/Dispatch:
(559) 621-5770
<https://www.fresno.gov/transportation/fax/handy-ride/>

Handy Ride is a shared ride, curb-to-curb service, provided to eligible persons with disabilities, from any origin to any destination throughout the Fresno area for any trip purpose. Handy Ride operates during the same hours and days as the FAX City bus system.

PUBLIC TRANSPORTATION SERVICES

Fresno Area Express – FAX

(559) 621-7433
FAX Administrative Office
2223 G Street
Fresno, CA 93706
<https://www.fresno.gov/transportation/fax/>
Fresno Area Express – FAX is the transportation system operated by the City of Fresno as a public service to all the citizens and visitors of Fresno.

Fresno County Rural Transit Agency (FCRTA)

Information on Routes:
(855) 612-5184
<https://www.ruraltransit.org/route-services/>

The Fresno County Rural Transit Agency (FCRTA) provides local and regional transit service to rural cities within Fresno County. FCRTA also offers demand responsive service for individuals requiring curb-to-curb transportation.

YARTS – Public Transit for Yosemite

For Operations:
(877) 989-2787
<https://yarts.com/>
YARTS has four routes that connect Yosemite with the gateway communities of Merced, Fresno (summer), Mammoth Lakes (summer), and Sonora (summer).

OTHER

Department of Motor Vehicles (DMV) – Fresno

(800) 777-0133
655 W Olive Ave
Fresno, CA 93728
<https://www.dmv.ca.gov/portal/field-office/fresno/>

Available for Driver License and ID Card Processing, and Vehicle Registration. DMV has now Kiosks to guide you through various DMV transactions with touchscreen technology. Inquire about accepted forms of payment.

Nearby Bus Stop Locations

These are some cross streets where you'll find bus stops close to you:

- NE Millbrook/ Herndon (300 feet)
- SW Millbrook/ Spruce (400 feet)
- NE Millbrook/ Spruce (0.1 miles)
- NW Herndon/Millbrook (0.2. miles)
- 1177 E Warner (0.4 miles)
- Saint Agnes Hospital (0.3 miles)



SOCIAL SERVICES



ADDICTION

Alcoholics Anonymous (AA) Meetings. Greater Fresno Area Intergroup Association (GFAIA)

24/7 Alcoholic Hotline
(559) 221-6907

Spanish Meeting Information
(559) 266-6752

<https://www.fresnoaa.org/open-meetings/>
Support group meeting for individuals with alcoholic dependencies. Participants can share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

Narcotics Anonymous Support Group. Central California Narcotics Anonymous (NA)

24/7 Hotline
(559) 255-5881

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

Support group meetings related to drug addiction for the public. They also hold virtual meetings. Visit the website or call the hotline for information on where these meetings are taking place.

CHILDREN & YOUTH

California Children's Services

(800) 288-4584

<http://publichealth.lacounty.gov/>

California Children's Services (CCS) is a state program for children with certain diseases or health problems. Through this program, children up to 21 years old can get the health care and services they need. CCS will connect you with doctors and trained health care people who know how to care for your child with special health care needs.

California Youth Crisis Line

(800) 843-5200

<https://calyouth.org/cycl/>

The California Youth Crisis Line (CYCL) operates 24 hours a day, seven days a week as the statewide emergency response system for youth (ages 12-24) and families in crisis. Professionally trained staff and volunteer counselors respond to 20,000 calls annually with crisis intervention

counseling and resource referrals to service providers in the caller's local community.

Child Abuse Hotline

(800) 540-4000

<https://mandreptla.org/cars.web/>

The Child Protection Hotline receives telephone calls alleging suspected child abuse, neglect, and exploitation 24 hours a day, 7 days a week. Children's Social Workers evaluate all calls of suspected child abuse, neglect, and exploitation to determine if an in-person investigation is warranted by the Department of Children and Family Services (DCFS).

Child Abuse Hotline in Fresno County

(559) 600-8320

<https://www.co.fresno.ca.us/departments/social-services/adult-services/reporting-abuse>

To report child abuse in Fresno County, California, contact the Child Protection Hotline 24 hours a day, 7 days a week.

Central Valley Children's Services Network (CVCSN)

(559) 456-8195

1911 North Helm Ave.

Fresno, CA 93727

<http://www.cvcsn.org/providers/become-a-provider/>

Central Valley Children's Services Network provides parents, guardians, and childcare providers with the necessary support, education and linkage of community resources to advocate for high quality care for all children.

Comprehensive Youth Services (CYS)

(559) 229-3561

1110 Tucker Ave.

Sanger, CA 93657

<http://cysfresno.org/>

Nonprofit organization dedicated to providing a full range of prevention, intervention, treatment, and educational services to help abused and at-risk children and their families.

Hope Now For Youth

(559) 237-7215

2305 Stanislaus St.

Fresno, CA 93721

<https://hopenowforyouth.org/>

Faith-based organization assisting, and leading gang affiliated young men into a life of hope and success.

Safely Surrendered Babies Hotline

(877) 222-9723

<https://www.co.fresno.ca.us/departments/social-services/child-welfare/safely-surrendered-babies>

The Safely Surrendered Baby Law allows a parent or person with lawful custody to surrender a baby confidentially, without fear of arrest or prosecution for child abandonment. This law allows for at least a 14-day cooling off period, which begins the day the child is voluntarily surrendered. During this period, the person who surrendered the child can return to the hospital to reclaim the child.

Youth for Christ Fresno Madera

(559) 237-4741

1744 East Ness Ave., Fresno, CA 93720

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

A nonprofit organization providing youth development and mentoring.

Youth Leadership Institute Fresno

(559) 387-4231

700 Van Ness Ave.

Fresno, CA 93721

<http://www.yli.org/region/fresno>

A nonprofit organization providing youth and leadership development.

ELDER SERVICES

AARP

(888) 687-2277

(877) 342-2277 (Spanish)

www.aarp.org

Nationwide advocacy organization for people aged 50 and older. Information and educational resources on an extensive

range of subjects, ranging from long-term health care to consumer fraud.

Adult Day Health Care (ADHC)

(559) 227-8600

5757 North First St.

Fresno, CA 93710

<https://www.adhcfresnoclovis.com/>

Hosts adult day care for people with a disability. Provides nursing, personal care, mental health, and social services. Offers speech, physical, and occupational therapy. Serves breakfast and lunch. Includes transportation.

Adult Day Program at Social Vocational Services, Inc. (SVS)

(559) 443-7119

155 Park Creek Dr., Clovis, CA 93611

http://www.socialvocationalservices.org/services_community.htm

Offers community-based activities for adults with intellectual or developmental disabilities, which may include paid work, social skills building, art, recreation, and volunteer opportunities.

Adult/Elder Abuse Hotline

(559) 600-3383

(800) 418-1426

<https://www.co.fresno.ca.us/departments/social-services/adult-services/reporting-abuse>

To report suspected abuse or neglect in Fresno County contact the Adult Protective Services Hotline 24 hours a day, 7 days a week. For elders age 65 or older.

Alzheimer's Association

(800) 272-3900

225 N Michigan Ave., Fl. 17

Chicago, IL 60601

www.alz.org

Nonprofit organization provides support, education, training and resources for families and caregivers affected by Alzheimer's and related disorders.

Better Business Bureau

(703) 276-0100

www.bbb.org

Provides reports on business and charities, helps resolve consumer complaints, and provides consumer counseling.

California Advocates for Nursing Home Reform

(800) 474-1116

www.canhr.org

Information and advocacy for nursing home residents and their families, including detailed facility profiles at www.nursinghomeguide.org

California Department of Aging

(800) 510-2020

<https://www.aging.ca.gov/>

The California Department of Aging (CDA) administers programs that serve older adults, adults with disabilities, family caregivers, and residents in long-term care facilities throughout the State.

California Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse

(800) 952-5225

<https://oag.ca.gov/bmfea>

Provides information on a wide variety of elder topics, links to numerous other relevant sites, and contains contact and reporting information.

California Independent Living Centers

(916) 325-1690

<https://www.calsilc.ca.gov/independent-locator>

Find Independent Living Centers in this online locator.

Eldercare Locator

(333) 331-7289

www.elder.org

Nationwide information and resource center for seniors and caregivers.

Long-Term Care Ombudsman Administration for Community Living

(202) 401-4634

To find local resources: (800) 677-1116

<https://acl.gov/programs/Protecting-Rights-and-Preventing-Abuse/Long-term-Care-Ombudsman-Program>

Trained individuals who advocate for the protection and rights of all residents of 24-hour long-term care facilities. The primary responsibility of the Ombudsman program is to investigate and resolve complaints made by, or on behalf of, individual residents.

National Committee for the Prevention of Elder Abuse

(202) 464-9481

www.preventelderabuse.org

Association of researchers, medical practitioners and advocates dedicated to the safety and security of the elderly. Serves as the nation's clearinghouse on information and materials on elder abuse and neglect.

National Family Caregivers' Association

(855) 227-3640

www.nfcacares.org

Grassroots organization dedicated to improving life for family caregivers, or those

caring for loved ones with a chronic illness or disability.

National Hispanic Council on Aging

(202) 347-9733

www.nhcoa.org

Provides information on issues critical to Latino seniors, including those pertaining to health, income, education, employment and housing.

National Institute on Aging

(800) 222-2225

www.nia.nih.gov

Information and consumer information on health and research advances in aging issues

National Senior Citizens' Law Center

(213) 639-0930

www.nsclc.org

Provides information for elder and dependent adults on such issues as Medicare, Medi-Cal, SSI and pensions.

Nursing Home Compare

Service is online

<https://www.medicare.gov/nursinghomecompare/search.html>

This site designed to help individuals choose a nursing home. It includes comprehensive inspection results for all nursing homes.

OASIS Adult Day Program at Valley Caregiver Resource Center

(559) 221-0396

[https://valley-caregiver-resource-center.portalbuzz.com/\(X\(1\)S\(bxwf30vnazzfhm3xii0rfblq\)\)/OASIS](https://valley-caregiver-resource-center.portalbuzz.com/(X(1)S(bxwf30vnazzfhm3xii0rfblq))/OASIS)

OASIS is a social senior day care program that provides opportunities for seniors in all

different stages of Alzheimer's or dementia, allowing them to participate in meaningful and engaging activities during the day. Assistance with daily activities is provided. Also, offers caregiver support through the challenges of caring for an aging loved one with Alzheimer's Disease and other related Dementia.

PAL Adult Day Program at Valley Caregiver Resource Center

(559) 221-0396

[https://valley-caregiver-resource-center.portalbuzz.com/\(S\(vhctwc55x2raak2zoxy40fyw\)\)/PALS](https://valley-caregiver-resource-center.portalbuzz.com/(S(vhctwc55x2raak2zoxy40fyw))/PALS)

PALS Adult Day Program is a licensed daytime care center for seniors in the early stages of dementia or Alzheimer's.

FAMILY SERVICES

Adoption Services and Pregnancy Counseling

(559) 447-3333

2350 West Shaw Avenue, Ste. 142

Fresno, CA 93711

<https://transitionschildrensservices.org/about-us/>

Provides assistance with private independent adoption and home study assessments to prospective applicants. Provides free pregnancy counseling and options for expecting mothers. Also offers counseling to birth parents, adoptive parents, and adopted children.

Central Valley Regional Center (CVRC)

(559) 276-4480

<https://www.cvrc.org/services/>

Provides supportive services to individuals with developmental disabilities and children at risk. Services include respite care, behavior intervention, adult day activities, supported employment, early interventions and supported living. Coverage area: Fresno County.

Fresno Family Counseling Center

(559) 229-3085

5151 North Palm Avenue, Ste. 200

Fresno, CA 93704

<http://fresnostate.edu/kremen/about/centers-projects/ffcc/>

Provides mental health counseling, anger management, and parenting classes. Offers individual, youth, couples, and family sessions. Hosts postpartum depression support groups.

Support Services at the Arc Fresno/Madera Counties

(559) 226-6268

4490 East Ashlan Ave.

Fresno, CA 93726

<https://www.arcfresno.org/>

Provides social and employment support for individuals with developmental and intellectual disabilities.

The Salvation Army's Adult Rehabilitation Centers

(559) 490-7020

804 S Parallel Ave.

Fresno, CA 93702

<https://fresnoarc.salvationarmy.org/>

Helps residents combat their addictions, build the work and social skills needed to re-enter the workforce, regain health and stability, and restore families that have been disrupted due to substance abuse.

FOOD ASSISTANCE

CalFresh (Food Stamps)

(877) 847-3663

By mail:

Call the Customer Service Center at (866) 613-3777 and ask for a CalFresh application to be mailed to you. Once you have filled out your CalFresh application, mail it to your local DPSS Office.

<https://www.getcalfresh.org>

CalFresh is for people with low-income who meet federal income eligibility rules and want to add to their budget to put healthy and nutritious food on the table.

General Relief

E Street Building

1209 E Street

Fresno, CA 93706

(559) 600-2650

<https://www.co.fresno.ca.us/departments/social-services/assistance-programs/general-relief>

General Relief is a County funded program that provides cash or in-kind services to needy individuals and childless couples who are not eligible for assistance under any other categorical aid program. Grants are intended to assist with the costs of food, shelter, personal needs and other living expenses.

HOUSING

Catholic Charities – Diocese of Fresno

(559) 237-0851

149 N. Fulton Street

Fresno, CA 93701

<https://ccdof.org/fresno/>

Emergency assistance for individuals in crisis situations and in time of difficult transitions with Clothing (Thrift Store), Shelter, a Food Pantry and bus fare.

Fresno Housing Authority

(559) 443-8400

<https://fresnohousing.org/>

Information on housing Choice Vouchers, Public Housing Rentals and conventional housing programs for low to moderate income residents.

Homeless Assistance Program (for CalWORKS eligible families) –

Fresno County Department of Social Services

(559) 600-5315

4455 East Kings Canyon Rd

Fresno, CA 93702

<https://www.co.fresno.ca.us/departments/social-services/assistance-programs/housing-assistance>

The Homeless Assistance Program provides temporary hotel stays and/or rental assistance or arrears payments to eligible homeless CalWORKs families. This assistance is available once every 12 months, or more often in certain emergency situations. Homeless Assistance is available to low-income families with at least one minor child in the home.

Marjaree Mason Center

(559) 233-4357

1600 'M' Street
Fresno, CA 93721

<https://mmcenter.org/>

Offers temporary emergency Safe Housing for adults and children escaping domestic violence. MMC also has other housing options that provide assistance to eligible families affected by domestic violence.

US Dept of Housing & Urban Development

(213) 894-8000

<https://www.hud.gov/>

The Department of Housing & Urban Development administers programs that provide housing and community development assistance.

WestCare California – The Living Room

(559) 486-1469

901 E. Belmont Ave.

Fresno, CA 93701

<https://www.co.fresno.ca.us/departments/public-health/community-health/hiv-aids-client-services>

The Living Room in Fresno offers housing opportunities for those living with AIDS (HOPWA), case management, drop-in services and free/confidential HIV/Hep C testing, a food pantry/hot meals program, the BeHIVE Grant, and linkage to medical care.

IMMIGRATION

Fresno Interdenominational Refugee Ministries (FIRM)

(559) 487-1500

1940 North Fresno St.

Fresno, CA 93703

<https://www.firminc.org/support-services/>
Provides support services to the refugee community in Fresno County. Support services are provided as funds are available.

U.S. Citizenship & Immigration Services Fresno Field Office

(800) 375-5283

744 P Suite120

Fresno, CA 93721

<https://www.uscis.gov/about-us/find-a-uscis-office/field-offices>

Legal resources, information and services on citizenship, green card and immigration.

SAFETY & VICTIMS SERVICES

Centro La Familia

(877) 294-3772

302 Fresno Street, Ste 102,

Fresno, CA 93706

<http://www.centrolafamilia.org>

Centro La Familia Advocacy Services offers a broad range of programs designed to assist crime victims, support families and

children, promote health and wellness, encourage civic engagement and more.

National Domestic Violence Hotline

(800) 799-7233

<https://www.thehotline.org/>

National Domestic Violence Hotline can help victims, survivors of domestic violence.

Call or chat with an advocate on their website.

Reporting Illegal Firearms Activity

(800)-283-4867

<https://www.atf.gov/contact>

Call to report any illegal firearm activity.

Sexual Assault Telephone Hotline

(800) 656- 4673

<https://www.rainn.org/about-national-sexual-assault-telephone-hotline>

The National Sexual Assault Hotline is a safe, confidential service. Calling the National Sexual Assault Hotline gives you access to a range of free confidential and supportive services.

OTHER

Department of Social Services County of Fresno

(559) 600-5956

<https://www.co.fresno.ca.us/departments/social-services/>

Information on Social Services for the County of Los Fresno.

Fresno County Veteran Service Office

(559) 600-5436

1320 E. Shaw Ave, Ste 105, Fresno, CA 93710

<https://www.co.fresno.ca.us/departments/social-services/veterans-service-office>

Information and services to veterans, their dependents and their survivors.

Social Security Administration

(866) 931-904

1640 W Locust Ave., Fresno, California 93650

<https://www.ssa.gov/>

Information regarding Social Security number, benefits, Medicare, survivors, disability, etc.



WORKFORCE TRAINING



Clovis West Counseling Center

(559) 327-2000

1070 E Teague

Fresno, Ca 93720

<https://cwhs.cusd.com/CounselingStaff.aspx>

The Clovis West High School Counseling Center provides academic, college, career, personal and social guidance to all students. Throughout the academic year, we provide activities in group and one-on-one settings to engage students within their personal success path. We believe at Clovis West that a student's success comes from preparation, goal setting and personal growth in mind, body and spirit.

Encourage Tomorrow

(559) 233-2880

2491 W. Shaw Avenue, Suite 110

Fresno, CA 93706

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

Encourage Tomorrow offers college preparation and career readiness programs for participating students enrolled in Intermediate and High School. The programs are designed to cultivate higher ambition through exposure to and preparation for higher education or, leading to career-oriented young minds.

Workforce Connection Manchester

(559) 230-3600

3302 N. Blackstone Ave.

Fresno, CA 93726

<https://www.workforce-connection.com>

Workforce Connection One-Stop Centers is the place that brings everything together! Our diverse menu of services are designed to connect you with job search, assistance with writing your résumé, retraining for a new position and/or referrals to partnering

agencies and community resources throughout Fresno County.

Local Conservation Corps

(559) 264-1048

1805 E. California Ave.

Fresno, CA 93706

<https://fresnoeoc.org/lcc/>

LCC provides young adults (ages 18-25) with paid job training and educational opportunities. Participants, otherwise known as Corps members, provide service to the community through paid vocational training while advancing their education.

San Joaquin Valley College

(559) 448-8282

295 East Sierra Avenue

Fresno, CA 93710

<https://www.sjvc.edu/location/fresno/>

SJVC's Fresno campus offers hands-on career training to students in Central California. Class schedules are flexible to work with your busy life and class sizes are manageable, so you can get individualized attention. We focus on career training and education and have a dedicated Career Services staff that is focused on helping students find career opportunities when they graduate. SJVC Fresno is committed to the personal, academic and professional success of all its students. Our campus provides opportunities to develop critical thinking, career skills, and professionalism all in an excellent classroom setting that is designed to mimic real-life scenarios.

Truck Nation School

(209) 575-3696

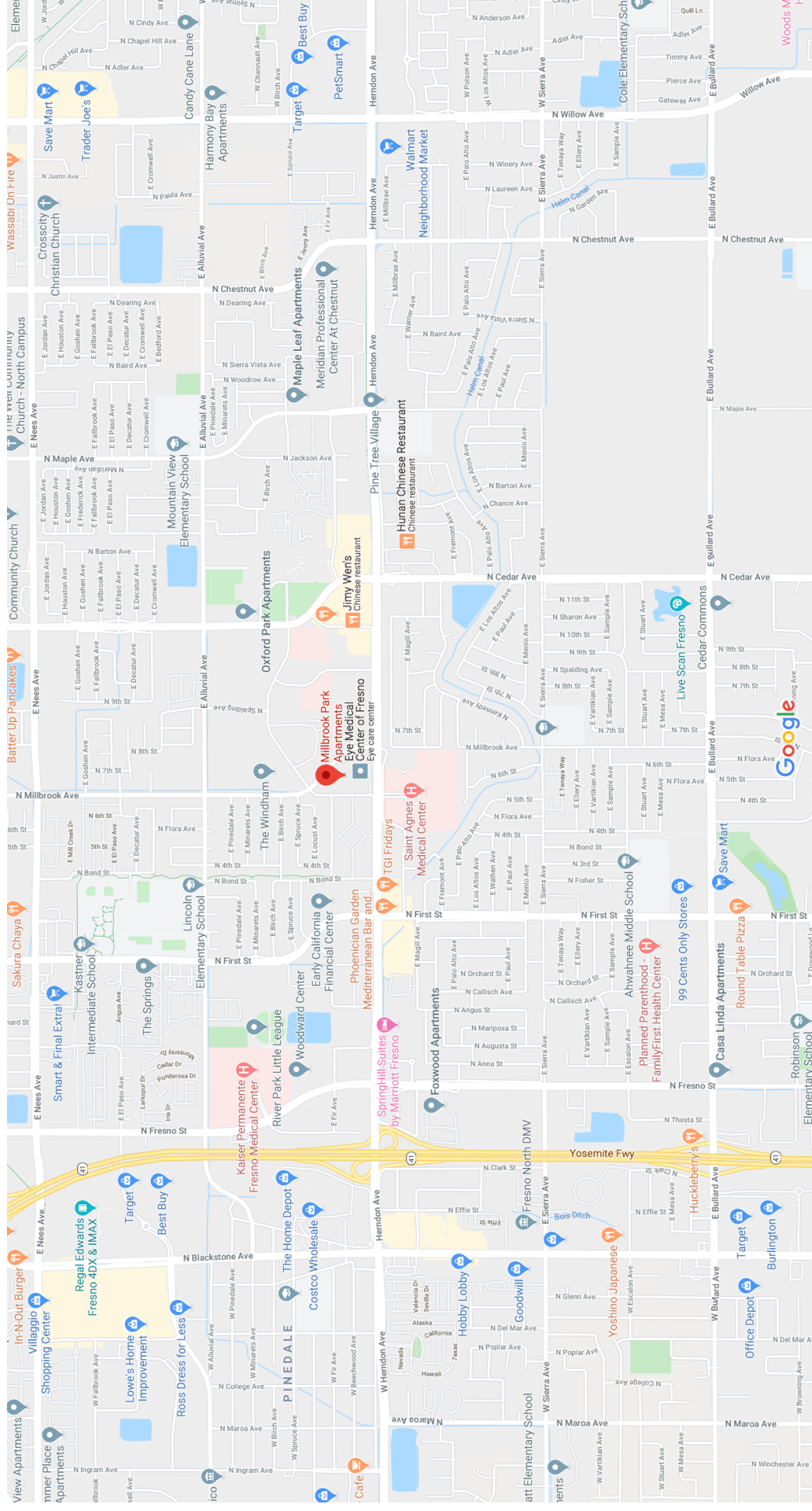
2055 E North Ave.

Fresno, CA 93725

<https://www.trucknationschool.com>

Truck Nation School is here to serve as California's premier truck driving school in Modesto and Fresno. We help our trainees every step of the way - from acquiring their permits to finding a rewarding truck driving career if their needs require it. What's the driving force behind our business? Our passion to help you! Every member of Truck Nation School's team is dedicated to bringing our trainees the best, most comprehensive services possible.

SUPPLEMENTAL RESOURCES





2020 Holiday Service Schedule

HOLIDAY	DATE	DAY	MTC	FIXED ROUTES	HANDY RIDE	CLOVIS TRANSIT (Stageline)	CLOVIS ROUND UP
New Year's Day	1/1/20	WED	NS	SS	SS	NS	NS
Martin Luther King Jr. Day	1/20/20	MON	NS	SS	SS	LS	LS
Presidents' Day	2/17/20	MON	NS	SS	SS	NS	NS
Easter	4/12/20	SUN	NS	SS	SS	NS	NS
Memorial Day	5/25/20	MON	NS	SS	SS	NS	NS
Fourth of July	7/04/20	SAT	NS	SS	SS	NS	NS
Labor Day	9/07/20	MON	NS	SS	SS	NS	NS
Veteran's Day	11/11/20	WED	NS	SS	SS	LS	LS
Thanksgiving Day	11/26/20	THU	NS	NS	NS	NS	NS
Day After Thanksgiving	11/27/20	FRI	NS	SS	SS	LS	LS
Christmas Eve	12/24/20	THU	RS	SS	SS	RS	RS
Christmas Day	12/25/20	FRI	NS	NS	NS	NS	NS

(Service schedules may be modified by the Transit Director—refer to Municipal Code 2-1514 and 2-2815)

SS = Sunday Schedule Sunday 6:30 a.m. – 7:00 p.m.

RS = Regular Schedule

NS = No Service

LS = Limited Service

Clovis Transit: 7:30 a.m. – 5:00 p.m.
(<https://cityofclovis.com/general-services/transit/> for details)

Clovis Round Up: 7:30 a.m. – 5:00 p.m. (Operates in Clovis Only)

For Clovis Transit, because Stageline does not operate on Sundays, any holiday that falls on a Sunday is shown for passengers who ride Round Up.

Service Center

MTC: Manchester Transit Center Monday – Friday 8:00 a.m. – 4:00 p.m.
3590 N. Blackstone
Fresno, CA 93726
621-RIDE (7433)



FARES

Regular Fare	\$1.25
Reduced Fare	60¢
Medicare Cardholder Fare	60¢
Handy Ride Fare	\$1.50
Children (<i>under age 6</i>)	FREE

Limited to a maximum of 4 children.

** Correct identification required for all discount fares. Children must be accompanied by fare paying family member.*

RIDE CARDS

1 – Ride Regular	\$1.25
1 – Ride Reduced	60¢
10 – Ride Regular	\$11.25
10 – Ride Reduced	\$6.00

Ride cards are available at the Manchester Transit Center office in the Manchester Mall located at the corner of Blackstone and Shields. Ride cards are accepted on FAX and Clovis Transit.

MONTHLY PASSES

31 – Day Regular	\$48.00
<i>Unlimited rides on FAX & Clovis Transit</i>	
31 – Day Reduced	\$24.00
Handy Ride	\$48.00

Valid for up to 60 rides per month per individual

Replacement I.D.	\$3.00
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REDUCED FARES AND PASSES REQUIRE PROPER IDENTIFICATION

Acceptable types of I.D. are:

1. FAX issued identification cards
2. Medicare Card and proper identification
3. Driver's License or State issued I.D. card (DMV)
4. DMV Parking Placard with registration form

Seniors 65 years or older qualify for reduced fares.

Reduced fare identification cards issued from other transit agencies, will be accepted on FAX fixed route buses.

Laminated passes will not be accepted.

TARIFAS

Tarifa Regular	\$1.25
Tarifa Reducida	60¢
La Tarjeta Medicare	60¢
La Tarjeta Handy Ride	\$1.50
Niños (<i>menores de 6 años</i>)	GRATIS

Un máximo de 4 niños.

** Se exigirá identificación adecuada para todas las tarifas de descuento. Los niños deberán estar acompañados de un pariente que pague la tarifa.*

TARJETAS DE VIAJE

1 – Viaje Regular	\$1.25
1 – Viaje Reducido	60¢
10 – Viajes Regulares	\$11.25
10 – Viajes Reducidos	\$6.00

Las tarjetas de viajes están disponibles en la oficina de tránsito ubicada en el centro comercial Manchester en la esquina de Blackstone y Shields. Las tarjetas son aceptadas en los autobuses FAX y Clovis.

PASES MENSUALES

Pase regular - 31 días	\$48.00
<i>Viajes ilimitados en autobuses de FAX y Clovis Transit</i>	
Pase reducido - 31 días	\$24.00
Handy Ride	\$48.00

Válido hasta 60 viajes por mes, por persona

Reemplazo de identificación.	\$3.00
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LAS TARIFAS Y LOS PASES REDUCIDOS REQUIEREN UNA IDENTIFICACIÓN APROPIADA

Los tipos de identificación aceptables son:

1. Tarjetas de identificación otorgadas por FAX
2. La tarjeta Medicare con la propia identificación
3. Licencia de conductor o ID del estado (DMV)
4. Carteles de estacionamiento para discapacitados con la matrícula

Personas de 65 años o más califican para tarifas reducidas.

Tarjetas de identificación con tarifas reducidas que han sido aprobadas por otras agencias de tránsito, serán aceptadas en rutas fijas de FAX. No se aceptarán pases laminados.

Welcome Aboard Fresno Area Express!

WE ARE FRESNO'S FAST & EFFICIENT TRANSIT SYSTEM... offering 17 fixed-route bus lines and Handy Ride Paratransit Service, all designed to help you get wherever you need to go! We take pride in serving the greater Fresno Metropolitan Area with high quality transit service - with a modern fleet of over 100 buses and a dedicated team of transit professionals. Fresno Area Express is operated by the City of Fresno as a public service to all the citizens and visitors of Fresno.



FIND THE CORRECT BUS ROUTE

- The first step in riding the bus is finding the correct bus route (or routes) to reach your destination. Use the FAX System Map to determine which route is best. Remember that you can transfer from one route to another to reach your destination.

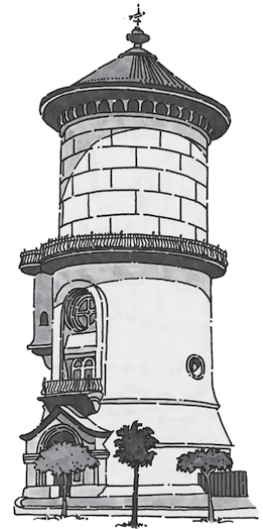
FIND OUT WHAT TIME THE BUS WILL ARRIVE AT YOUR STOP - Use a copy of the FAX Schedule Guide to find out what time the bus serves the route you are planning to use. FAX service hours are Monday - Friday 5:30 a.m. to 10:00 p.m., and weekends 6:30 a.m. to 7:00 p.m. Late night service is available on select routes until approximately 12:00 a.m. Monday through Saturday (see schedule guide for details).

CATCHING THE BUS -

Please remember that buses will only stop at designated stops. Designated stops have FAX bus stop signs that show which route is served at that stop. If you are seated at a shelter, or on a bus bench, please stand up, if you are physically able, to let the driver know you wish to board. You must be present at the bus stop when the bus arrives. If you are boarding with a stroller, please have the item folded and ready.



PAYING YOUR FARE - Cash, tickets, passes and transfers can be used on all buses. If you use cash, exact fare is recommended because the fareboxes do not make change. Instead, you will receive a change card that can be used on future rides. Change cards cannot be redeemed for cash and will not be issued for values less than 25¢. Please have your fare ready when the bus arrives. The farebox accepts \$1, \$5, \$10 and \$20 bills. Please note: Every bus station along Route 1, The Q, includes a ticket vending machine; FAX encourages passengers to prepay on Route 1 to speed up the boarding process and keep the bus moving on time.



LEAVING THE BUS - Be alert for your destination. To signal the operator to stop pull the cord above the windows. Pull the cord a minimum of one block prior to your desired bus stop. Wait until the bus comes to a complete stop before leaving your seat. Please remember that buses will stop only at designated bus stops. Leave through the rear doors if possible to allow new passengers to board.



TRANSFERS - Transfers are free with a full paid fare, and allow you to transfer to two additional FAX buses in order to complete your one-way trip. Bus transfers can be made only where routes intersect and are not valid for layovers or return trips. Transfers must be requested at the time of boarding and remain valid 90 minutes from the time issued. When transferring between Clovis Stageline and FAX, only one transfer will be allowed.

LOST & FOUND - To inquire about lost items call **621-RIDE**. If possible, let us know the date and description of the item so that we may better assist you in locating the lost item(s).

NOTICE TO RIDERS WHO HAVE MEDICARE CARDS - Riders who possess a Medicare Card and proper identification are eligible for a 60¢ one way fare at all times.

ACCESSIBILITY -

All FAX buses have entry ramps for easy access by passengers who either use wheelchairs or mobility devices, or have difficulty climbing steps. Walkers/Rollators (4-wheeled walkers with seats) must be folded and placed out of the aisles.



Walker and Rollator users must always sit in a regular bus seat.

Walkers and Rollators cannot be used as a seat while riding the bus and may not be secured in the wheelchair securement area.



HANDY RIDE -

Handy Ride is a FAX service designed to assist eligible persons with disabilities who cannot functionally use the FAX city bus system. Handy Ride is a curb-to-curb service, providing service from any origin to any destination throughout the service area, for any trip purpose. As a shared ride service, you may share your ride with other riders, and it is important to be at the curb at your designated pick-up time.

Service is available to those persons who, because of the nature of their disability, are unable to use the FAX Fixed-Route System.

SERVICE HOURS	DAY SCHEDULE	NIGHT SERVICE (Limited Service Area)
Monday – Friday	5:30 am – 9:30 pm	9:30 pm – 12:00 am
Saturday	6:30 am – 7:00 pm	7:00 pm – 12:00 am
Sunday	6:30 am – 7:00 pm	
RESERVATION HOURS		
Monday – Friday	8:00 am – 5:00 pm	
Saturday/Sunday	8:00 am – 5:00 pm	

Eligible persons can make an appointment by calling Handy Ride at **621-5770**. When calling in to make trip reservations, **please state your name first**. Reservation Clerks will then ask a series of questions regarding desired pick-up time, pick-up location, destination, etc., in order to schedule the requested trip. Persons who are ADA Handy Ride Certified may make reservations one to two days before the desired trip. If illness or a change in plans cause you to cancel a trip, please inform Handy Ride at least one hour before your scheduled pick-up time.

For complete information regarding Handy Ride eligibility and service contact FAX at **621-7433**.

TITLE VI -

Fresno Area Express is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its programs, activities or services, or subject to discrimination on the basis of race, color, or national origin as afforded to them by Title VI of the Civil Rights Act of 1964, as amended. For more information please contact the Complaint Coordinator at 621-RIDE.



HOLIDAY SERVICE -

Bus service is not provided on Thanksgiving Day and Christmas Day. Other legal holidays may have reduced service. Sunday schedule service is provided on New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, the day after Thanksgiving and the day before Christmas.

RULES TO RIDE BY -

- Do not smoke aboard the bus
- Do not eat or drink aboard the bus
- Walk - do not run aboard the bus
- Keep all bus aisles clear
- Please keep seats clean and feet on the floor
- Place all trash in trash cans
- Listen to your radio only with earphones
- Animals are not allowed except in approved animal carriers (*service animals excepted*)
- No disruptive behavior or foul language
- Do not cross in front of or behind the bus
- Do not attempt to board a bus which has pulled away from the curb
- Children must be supervised at all times
- Remain seated (if seats are available) when the bus is in motion
- Hazardous materials are not allowed on buses
- Always load your bike into the rack closest to the bus



FAX Destinations/Destinos de FAX

SENIOR HIGH SCHOOLS

	ROUTE
Central	12
Bullard	26, 45
Fresno	20, 26, 45
Hoover	34
McLane	38, 39
San Joaquin Memorial	32
Edison	38
Edison Computech	38
Duncan Polytechnical	38
Roosevelt	22, 38
DeWolf	20, 41
Sunnyside	Q, 26

MIDDLE SCHOOLS

Ahwahnee	34
Bullard Talent	9, 26
Computech Mid School	38
Cooper	20
Fort Miller	Q, 28, 32, 39, 41, 45
Gaston	32
Hamilton K-8	26, 39
Kings Canyon	22, 26
Scandinavian	41
Sequoia	26, 38
Tehipite	32, 33
Tenaya	26
Terronez	41

MIDDLE SCHOOLS (cont.)

Tioga	9, 28, 34
Wawona	26, 45
Yosemite	35, 38

COLLEGES & UNIVERSITIES

Alliant	39
Cal. Christian	39, 41
Fresno State	9, 28, 38
Cesar E. Chavez Adult School	Q, 20
Fresno City	20, 28, 45
Fresno Pacific	26, 41
San Joaquin Valley College	32

GOVERNMENT OFFICES

County Social Services	Q
City Hall	Q, 20, 22, 32
Fresno Area Express	26
Federal Building	22
State Building	Q, 20, 22, 32
County Library	Q, 20, 22, 32
IRS	26

TRANSPORTATION

Amtrak	22
FYI (Airport)	26, 39
Greyhound Terminal	22

SHOPPING CTRS & MALLS

	ROUTE
Ashlan Park	38, 45
Bullard West	22
Eastgate Plaza	32
Eastgate Shop Ctr	Q, 41
Northgate	Q
Kearney Palms Shop Ctr	32, 34, 38
Fashion Fair	9, 28, 32, 34
Fig Garden	9, 26
Manchester	Q, 28, 41, 45
Fulton Central Business District (CBD)	Q, 20, 22, 26, 28, 32, 34, 38
Sierra Vista	9
Riverpark	Q, 26, 32, 38, 58, 58E

HOSPITALS

Community Regional	
Medical Ctr	32
Kaiser Hospital	32
Saint Agnes	34
Childrens Hospital Central	
California	58E
Sequoia Health Ctrs.	Q, 26, 32, 38
Veterans Medical Ctr	32, 39

BALLPARKS

Chukchansi Park	28
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Clovis Destinations/Destinos de Clovis

Clovis Transit - Routes 10, 50, 70

SCHOOLS

Clovis Unified Dist. Office	10
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ELEMENTARY

Cedarwood	50
Clovis	50
Garfield	10
Gettysburg	50
Jefferson	50, 70
Mickey Cox	50
Miramonte	50
Sierra Vista	50
Tarpey	50
Weldon	10

JUNIOR HIGH/HIGH SCHOOLS

Alta Sierra Jr. High	10
Buchanan High School	10
Clark Jr. High	10, 50
CART	50
Clovis East High School	70
Clovis High School	50
Gateway High School	10, 50
Reyburn Intermediate	70

ADULT SCHOOLS/COLLEGES

Clovis Adult Education	10
Community College District	10
Fresno State University	10

Fresno Area Express - Routes 9, 45

MEDICAL CENTERS

	ROUTE
Clovis Community Hospital	50
Clovis Convalescent	10
Indian Health Center	10
Peachwood Medical	10

GOVERNMENT FACILITIES

Animal Shelter	10
Clovis Chamber of Commerce	10, 50
Clovis City Hall	10, 50
Clovis Court	10, 50
Clovis Police Department	10, 50
Clovis Library	10, 50
Dept. of Motor Vehicles	50
Post Office	10

THEATERS

Clovis UA Theaters	50
Mercedes Edwards Theater	10, 50
Sierra Vista Theater	9, 50

SENIOR APARTMENTS/CTRS

Clovis Senior Center	10, 50
Creek Park Village	10
Sierra Heartland Senior Apts.	50
Silver Ridge	10
Claremont Senior Apts.	9, 50

SHOPPING

	ROUTE
Costco	45, 50
Food 4 Less	9, 50
Home Depot	9, 10
Kmart	9, 50
CVS Pharmacy-Clovis/Shaw	9, 50
CVS Pharmacy-Clovis/Herndon	10
Save Mart-Bullard/Minnewawa	10
Save Mart-Fowler/Herndon	50
Save Mart-Shaw/Armstrong	50
Sierra Vista Mall	9, 50
Target-Herndon	10
Target-Shaw	9, 50
Toys R Us	9, 50
VONS-Herndon/Fowler	50
Wal-Mart-Shaw	9, 50

PARKS/RECREATION

Bicentennial Park	10
Blackbeard's	45
Clovis Recreation Center	50
Dry Creek Park	10
Letterman Park	10
Railroad Park	10
Rodeo Grounds	10
Treasure Ingmire Park	10
Cal Skate	50

OTHER POINTS OF INTEREST

Clovis Industrial Park	45, 50
Old Town Clovis	10
Veterans Memorial Bldg	10

Pass Outlets/Puntos de venta de los pases

LEGEND/LEYENDA

- * SELLS ALL PASSES/
VENDEN TODOS LOS PASES
- 1 31 DAY FULL FARE/TARIFA
COMPLETA DE 31 DÍAS
- 2 31 DAY REDUCED FARE/
TARIFA REDUCIDA DE 31 DÍAS
- 3 HANDY RIDE PASS/
PASE DE HANDY RIDE

Pass Outlets may charge an additional fee of up to \$1.25 for passess.

Puntos de venta pueden cobrar un cargo adicional de hasta \$1.25 por los pases.



All regular and discounted fares can be purchased at all ticket vending machines (TVM) located at Bus Rapid Transit along The Q (route 1), as well as at the TVM located outside the front doors of City Hall on the first floor.

Todas las tarifas regulares y con descuento se pueden comprar en todas las máquinas expendedoras de boletos ubicadas en el Bus Rapid Transit a lo largo de la Q (ruta 1), así como en la máquina expendedora ubicada afuera de las puertas principales de la Municipalidad en el primer piso.

FRESNO AREA EXPRESS

- 1,2 **BIZZY BEE GAS & FOOD MART**
5205 E. KINGS CANYON
251-5424
- 1,2 **CASH 2 LOAN**
3125 E. TULARE
492-2380
- 1,2,3 **FRESNO CITY COLLEGE**
1101 E. UNIVERSITY
489-2234
- * **FRESNO CITY HALL**
2600 FRESNO ST.
BUSINESS TAX & LICENSING DESK
2ND FLOOR, ROOM 2162
621-6880
- 1,2,3 **FRESNO STATE STUDENT UNION**
5280 N. JACKSON AVE.
278-2078
- 1,2,3 **GLEN AGNES**
603 W. HOME
445-0715
- 1,2 **J & L CHECK CASHING**
2819 W. CLINTON, SUITE 103
441-1807
- 1,2 **LAS PALMAS CHECK CASHING**
3075 E. TULARE
485-5948
- 1 **LIQUOR KING**
6751 N. BLACKSTONE AVE.
438-5464
- * **MANCHESTER TRANSIT CENTER**
3590 N. BLACKSTONE AVE.
621-7433
- 1,2 **SAVE MART**
5750 N. FIRST ST.
435-9324
- 2 **SENIOR CITIZEN VILLAGE**
1917 S. CHESTNUT
251-8656
- 2,3 **VALLEY CENTER FOR THE BLIND**
3417 W. SHAW
222-4447

CLOVIS TRANSIT

Clovis Transit Stageline bus passes may be purchased at the following locations. You can also purchase passes by mail. Call 324-2770 to have an envelope and order form mailed to you.

CLOVIS CITY HALL
1033 FIFTH ST.
324-2130

CLOVIS SENIOR CENTER
850 FOURTH ST.
324-2750

FRESNO STATE STUDENT UNION
278-2078

SafePlace Sites/Sitios de Lugares Seguros

ADDAMS ELEMENTARY

2117 W. MCKINLEY
457-2516

BURROUGHS ELEMENTARY

166 N. SIERRA VISTA
255-6610

CARVER ELEMENTARY

2463 MARTIN LUTHER KING BLVD.
457-2620

CIRCLE K STORE

247 E. OLIVE
268-0361

CITY OF FRESNO

FRESNO AREA EXPRESS
621-7433

CLOVIS BOYS CLUB

2833 HELM
292-2036

CLOVIS YOUTH EMPLOYMENT SVS

934 4TH STREET
324-2091

EAST SIDE BOYS & GIRLS CLUB

1621 S. CEDAR
266-7605

EOC NEIGHBORHOOD YOUTH CTR

1805 E. CALIFORNIA
264-1048

EOC SANCTUARY & YOUTH SERVICES

2336 CALAVERAS STREET
498-8543

FRESNO BARRIOS UNIDOS

4415 E. TULARE STREET
453-9662

FUSD PARENT UNIVERSITY

2500 STANISLAUS
457-6000

FUSD DISTRICT OFFICE

2309 TULARE STREET
457-3733

HOLY CROSS CENTER FOR WOMEN

421 F STREET
237-3379

LOWELL ELEMENTARY

171 N. POPLAR
486-7104

MAYFAIR ELEMENTARY

3305 E. HOME
457-3144

**SafePlaceSM****EOC Sanctuary Youth Shelter**

*Where youth get
help fast...*

*Donde los jóvenes
reciben ayuda
rapidamente...*

1-800-820-4968**NEIGHBORHOOD THRIFT STORE**

353 E. OLIVE
498-0708

PINEDALE BOYS & GIRLS CLUB

343 W. MINARETS
439-6053

THE POVERELLO HOUSE

412 F STREET
498-6988

RONNIE'S MIDWAY MARKET

7091 N. BLACKSTONE
439-2509

UNITED WAY

4949 E. KINGS CANYON
244-5710

WAL-MART #1815

4080 W. SHAW
550-7482

WAL-MART #2001

5125 E. KINGS CANYON
252-9457

WAL-MART #2958

7065 N. INGRAM
431-0107

WEST FRESNO BOYS & GIRLS CLUB

930 TULARE STREET
237-0959

ZIMMERMAN BOYS & GIRLS CLUB

540 N. AUGUSTA
226-3117

CITY OF FRESNO**PARKS & RECREATION DEPT****DICKEY PARK**

50 N. CALAVERAS, 488-1212

EINSTEIN

3566 E. DAKOTA, 224-6775

EL DORADO NEIGHBORHOOD CTR

1343 E. BARSTOW, 222-2135

FINK-WHITE NEIGHBORHOOD CTR

535 S. TRINITY, 233-7512

FRANK H. BALL NEIGHBORHOOD CTR

760 MAYOR, 488-1502

HOLMES NEIGHBORHOOD CTR

212 S. 1ST STREET, 488-1500

LAFAYETTE NEIGHBORHOOD CTR

1516 E. PRINCETON, 222-8574

LIONS PARK

4650 N. MARKS, 222-8945

MARY ELLA BROWN CENTER

1350 E. ANNADALE, 488-1501

MELODY NEIGHBORHOOD CTR

5935 E. SHIELDS, 292-7776

MOSQUEDA CENTER

4670 E BUTLER, 600-6191

PILIBOS SOCCER PARK

4945 E. LANE, 626-6600

PINEDALE COMMUNITY CENTER

7170 N. SAN PABLO, 225-9300

QUIGLEY NEIGHBORHOOD CTR

808 W. DAKOTA, 224-6753

ROMAINE NEIGHBORHOOD CTR

745 N. 1ST STREET, 237-2478

SUNSET CENTER

1345 W. EDEN, 478-5700

TED C. WILLS COMMUNITY CENTER

770 N. SAN PABLO, 621-7529



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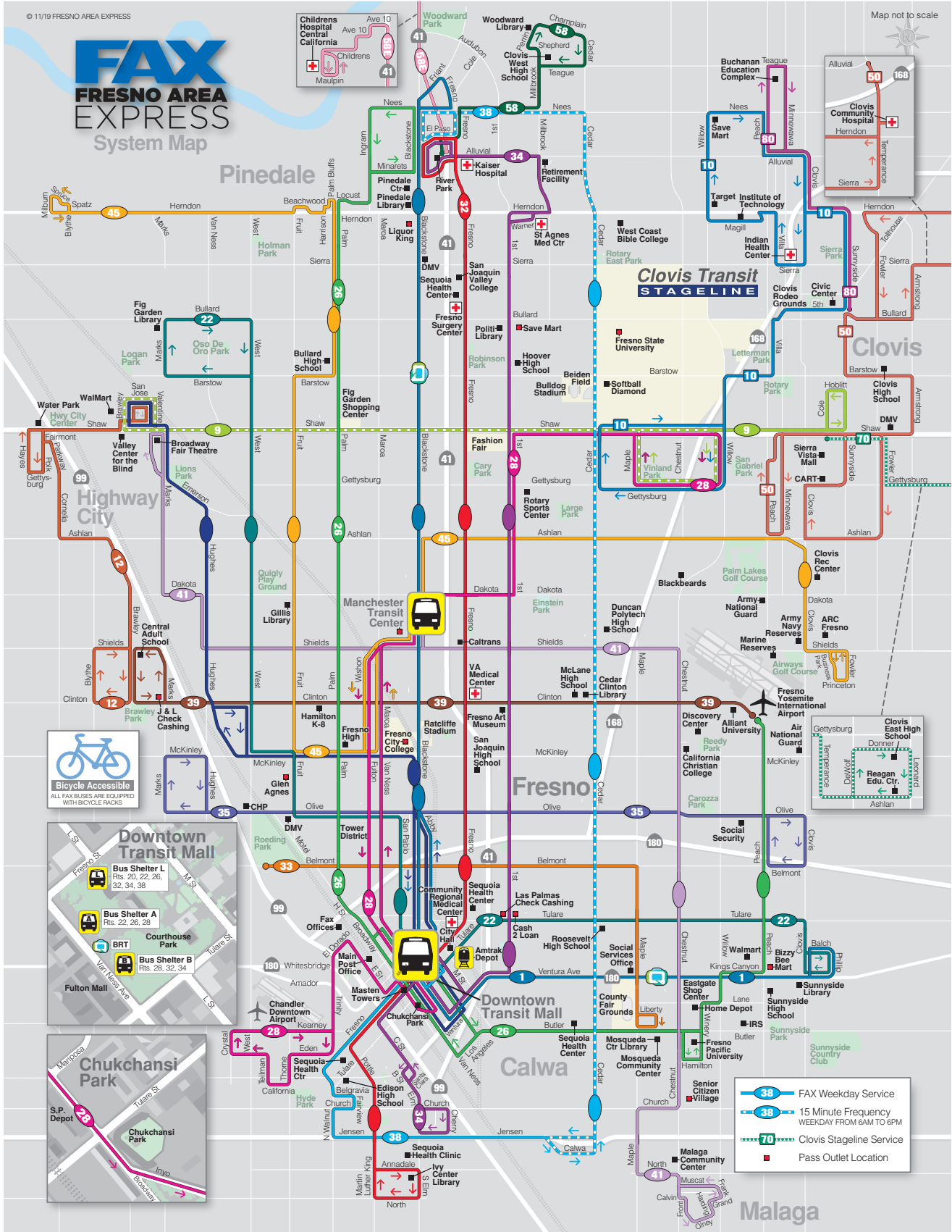
@FresnoFAX

FAX

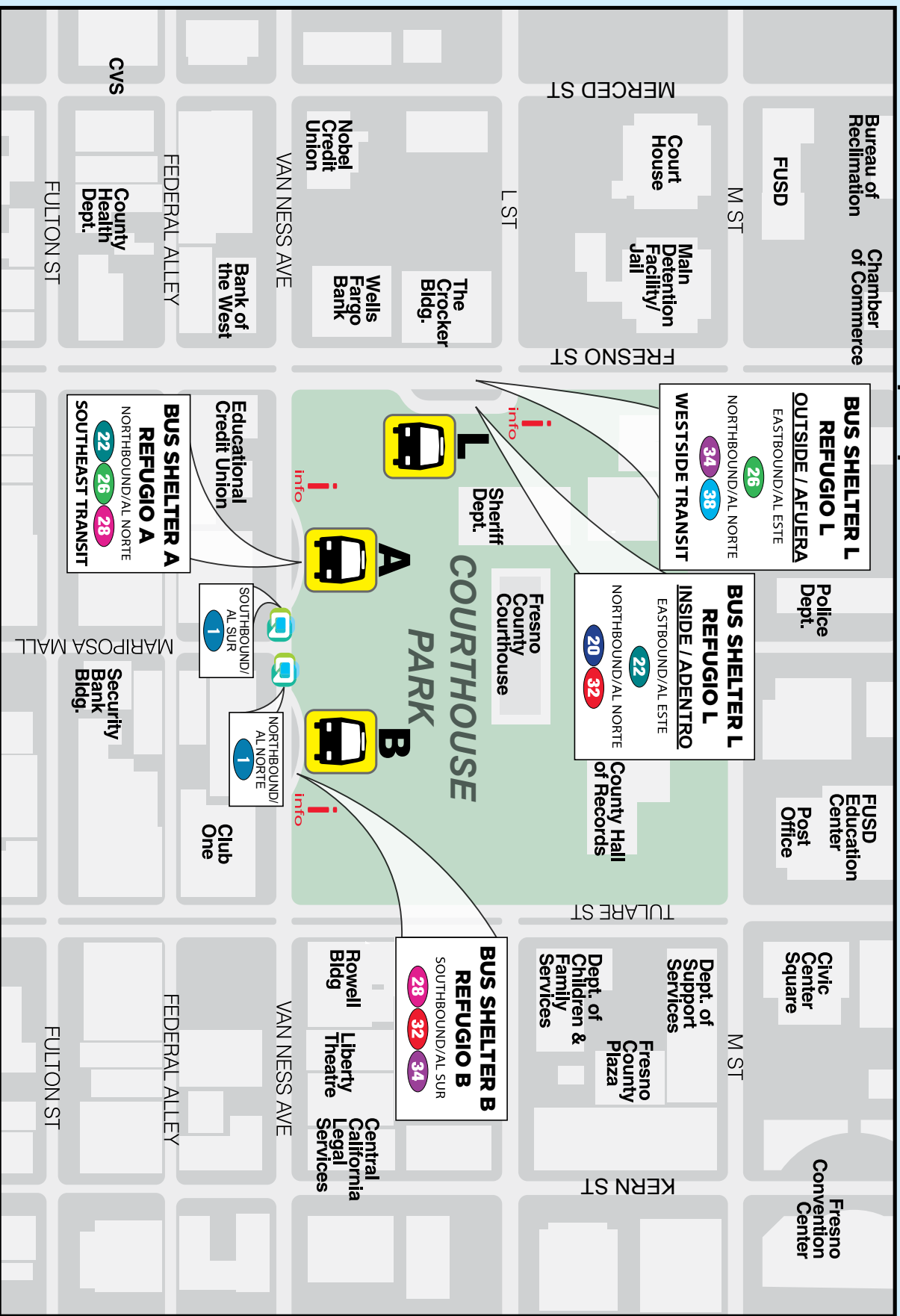
FRESNO AREA EXPRESS

System Map

Map not to scale




Downtown Transit Mall Map/Mapa de Tránsito en el Centro



Destinations/Destinos

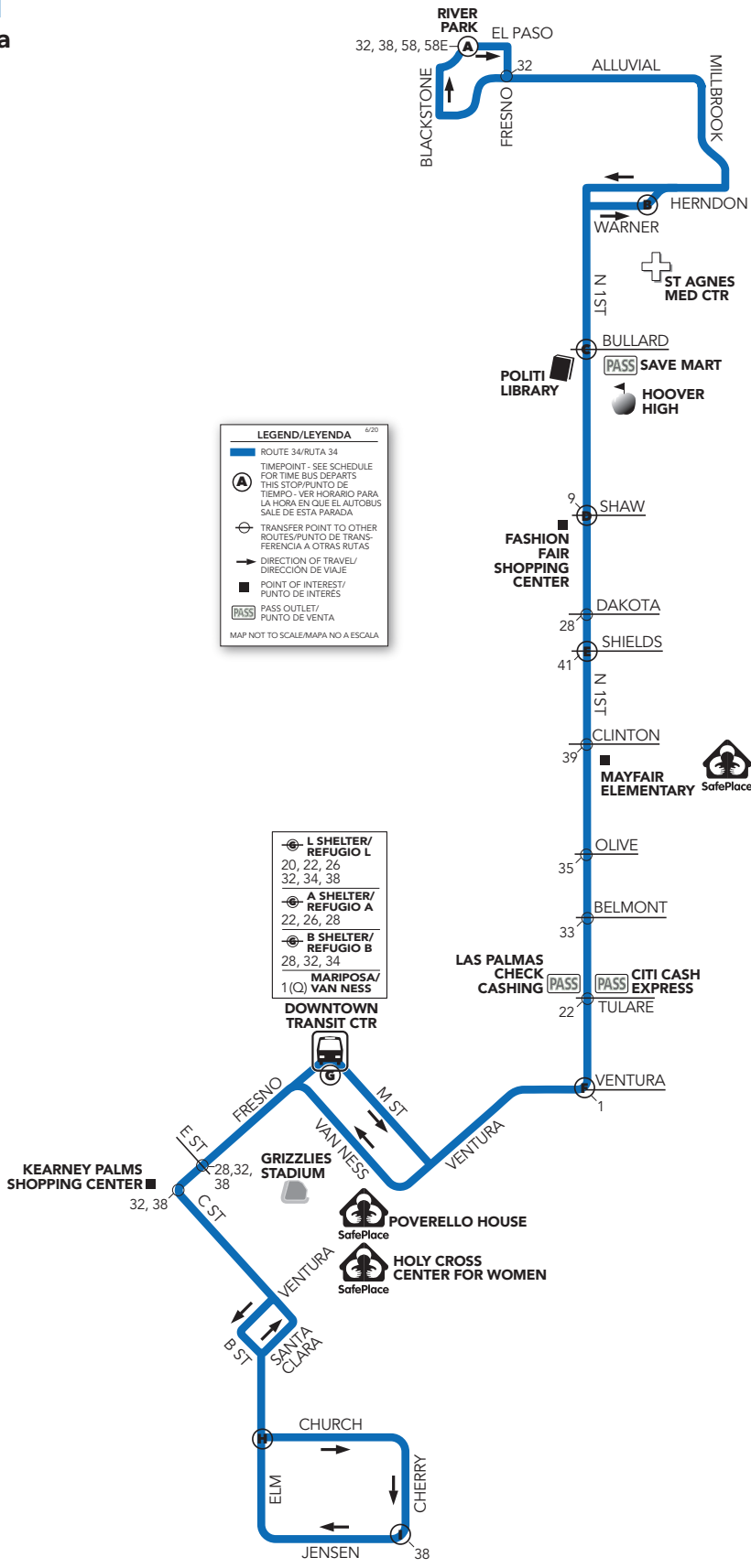
Fresno Area Express

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Woodward Park, River Park, Fort Miller Middle School, Northgate Shop Ctr, Manchester Shop Ctr, Cesar E Chavez Adult School, Fulton Mall, City Hall, Federal Bldg, State Bldg, County Library, Fresno City Personnel Office, Social Services Dept, Sunnyside High School	
9 Shaw	21
Tioga Middle School, Fresno State, Fashion Fair Shopping Center, Fig Garden Village Shopping Center, Sierra Vista Mall	
12 Brawley	26
Central High School, Forestiere Underground Gardens, Inspiration Park	
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Fresno High School, Cooper Middle School, Fresno City College, Fulton Mall, Cesar E Chavez Adult School, County Library, City Hall	
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FIRST STREET Southbound/En dirección sur

WEEKDAYS/DÍAS DE SEMANA

EL PASO (A)	FIRST BULLARD (C)	FIRST SHAW (D)	FIRST SHIELDS (E)	VENTURA FIRST (F)	SHELTER B (G)	CHURCH ELM (H)	JENSEN CHERRY (I)
--	--	--	--	--	5:50	5:59	6:02
--	--	--	--	--	6:10	6:19	6:22
--	--	--	--	--	6:30	6:39	6:42
5:55	6:10	6:16	6:23	6:38	6:50	6:59	7:02
6:15	6:30	6:36	6:43	6:58	7:10	7:19	7:22
6:35	6:50	6:56	7:03	7:18	7:30	7:39	7:42
6:55	7:10	7:16	7:23	7:38	7:50	7:59	8:02
7:15	7:30	7:36	7:43	7:58	8:10	8:19	8:22
7:35	7:50	7:56	8:03	8:18	8:30	8:39	8:42
7:54	8:10	8:16	8:23	8:38	8:50	8:59	9:02
8:14	8:30	8:36	8:43	8:58	9:10	9:19	9:22
8:34	8:50	8:56	9:03	9:18	9:30	9:39	9:42
8:54	9:10	9:16	9:23	9:38	9:50	9:59	10:02
9:14	9:30	9:36	9:43	9:58	10:10	10:19	10:22
9:34	9:50	9:56	10:03	10:18	10:30	10:39	10:42
9:54	10:10	10:16	10:23	10:38	10:50	10:59	11:02
10:14	10:30	10:36	10:43	10:58	11:10	11:21	11:25
10:32	10:48	10:54	11:02	11:18	11:30	11:41	11:45
10:50	11:08	11:14	11:22	11:38	11:50	12:01	12:05
11:10	11:28	11:34	11:42	11:58	12:10	12:21	12:25
11:30	11:48	11:54	12:02	12:18	12:30	12:41	12:45
11:50	12:08	12:14	12:22	12:38	12:50	1:01	1:05
12:10	12:28	12:34	12:42	12:58	1:10	1:21	1:25
12:30	12:48	12:54	1:02	1:18	1:30	1:41	1:45
12:50	1:08	1:14	1:22	1:38	1:50	2:01	2:04
1:10	1:28	1:34	1:42	1:58	2:10	2:21	2:24
1:30	1:48	1:54	2:02	2:18	2:30	2:41	2:44
1:49	2:07	2:14	2:22	2:38	2:50	3:01	3:04
2:09	2:27	2:34	2:42	2:58	3:10	3:21	3:24
2:29	2:47	2:54	3:02	3:18	3:30	3:41	3:44
2:49	3:07	3:14	3:22	3:38	3:50	4:01	4:04
3:09	3:27	3:34	3:42	3:58	4:10	4:21	4:24
3:29	3:47	3:54	4:02	4:18	4:30	4:41	4:44
3:49	4:07	4:14	4:22	4:38	4:50	5:01	5:04
4:09	4:27	4:34	4:42	4:58	5:10	5:21	5:24
4:29	4:47	4:54	5:02	5:18	5:30	5:41	5:44
4:49	5:07	5:14	5:22	5:38	5:50	6:01	6:04
5:09	5:27	5:34	5:42	5:58	6:10	6:19	6:22
5:31	5:49	5:56	6:03	6:18	6:30	6:39	6:42
5:52	6:09	6:15	6:22	6:37	6:49	6:58	7:01
6:14	6:31	6:37	6:44	6:59	7:10	7:18	7:21
6:47	7:02	7:08	7:15	7:29	7:40	7:48	7:51
7:34	7:49	7:55	8:02	8:16	8:27	8:35	8:38
8:24	8:39	8:45	8:52	9:06	9:17	9:25	9:28
9:24	9:39	9:45	9:52	10:06	10:17	10:25	10:28

LIGHT TYPE = AM BOLD TYPE = PM

FIRST STREET Northbound/En dirección norte

WEEKDAYS/DÍAS DE SEMANA

JENSEN CHERRY (I)	ELM CHURCH (H)	SHELTER L (G)	FIRST VENTURA (F)	FIRST SHIELDS (E)	FIRST SHAW (D)	FIRST BULLARD (C)	SAINT AGNES (B)	EL PASO (A)
--	--	5:52	5:59	6:12	6:19	6:24	6:29	6:42
--	--	6:12	6:19	6:32	6:39	6:44	6:49	7:02
6:15	6:18	6:32	6:39	6:53	7:00	7:06	7:11	7:24
6:35	6:38	6:52	6:59	7:13	7:20	7:26	7:31	7:44
6:55	6:58	7:12	7:19	7:33	7:40	7:46	7:51	8:04
7:15	7:18	7:32	7:39	7:53	8:00	8:06	8:11	8:25
7:35	7:38	7:52	7:59	8:13	8:21	8:27	8:32	8:46
7:53	7:56	8:12	8:20	8:35	8:43	8:49	8:54	9:08
8:13	8:16	8:32	8:40	8:55	9:03	9:09	9:14	9:28
8:33	8:36	8:52	9:00	9:15	9:23	9:29	9:34	9:48
8:53	8:56	9:12	9:20	9:35	9:43	9:49	9:54	10:08
9:17	9:20	9:36	9:44	9:59	10:07	10:13	10:18	10:32
9:37	9:40	9:56	10:04	10:19	10:27	10:33	10:38	10:52
9:56	9:59	10:15	10:23	10:38	10:46	10:52	10:57	11:11
10:15	10:18	10:34	10:42	10:57	11:05	11:11	11:16	11:31
10:35	10:38	10:54	11:02	11:18	11:26	11:32	11:37	11:52
10:55	10:58	11:14	11:23	11:39	11:47	11:53	11:58	12:13
11:14	11:18	11:34	11:43	11:59	12:07	12:13	12:18	12:33
11:34	11:38	11:54	12:03	12:19	12:27	12:33	12:38	12:53
11:54	11:58	12:14	12:23	12:39	12:47	12:53	12:58	1:13
12:14	12:18	12:34	12:43	12:59	1:07	1:13	1:18	1:33
12:34	12:38	12:54	1:03	1:19	1:27	1:33	1:38	1:53
12:54	12:58	1:14	1:23	1:39	1:47	1:53	1:58	2:13
1:14	1:18	1:34	1:43	1:59	2:07	2:13	2:18	2:33
1:34	1:38	1:54	2:03	2:19	2:27	2:33	2:38	2:53
1:53	1:57	2:14	2:23	2:39	2:47	2:53	2:58	3:13
2:13	2:17	2:34	2:43	2:59	3:07	3:13	3:18	3:33
2:33	2:37	2:54	3:03	3:19	3:27	3:33	3:38	3:53
2:53	2:57	3:14	3:23	3:39	3:47	3:53	3:58	4:13
3:13	3:17	3:34	3:43	3:59	4:07	4:13	4:19	4:34
3:33	3:37	3:54	4:03	4:19	4:27	4:33	4:39	4:54
3:54	3:58	4:14	4:23	4:39	4:47	4:53	4:59	5:14
4:14	4:18	4:34	4:43	4:59	5:07	5:13	5:19	5:34
4:36	4:40	4:56	5:05	5:21	5:29	5:35	5:41	5:56
4:56	5:00	5:16	5:25	5:41	5:49	5:55	6:01	6:15
5:16	5:20	5:36	5:45	6:01	6:09	6:14	6:19	6:33
5:36	5:40	5:56	6:05	6:20	6:28	6:33	6:38	6:52
5:58	6:01	6:16	6:24	6:39	6:47	6:52	6:57	7:11
6:18	6:21	6:36	6:44	6:59	7:07	7:12	7:17	7:29
6:38	6:41	6:56	7:04	7:18	7:25	7:30	7:35	7:47
7:09	7:12	7:26	7:33	7:47	7:54	7:59	8:04	8:16
7:59	8:02	8:16	8:23	8:37	8:44	8:49	8:54	9:06
8:59	9:02	9:16	9:23	9:37	9:44	9:49	9:54	10:06

LIGHT TYPE = AM BOLD TYPE = PM

EL PASO Ⓐ	FIRST BULLARD Ⓒ	FIRST SHAW Ⓓ	FIRST SHIELDS Ⓔ	VENTURA FIRST Ⓕ	SHELTER B Ⓖ	CHURCH ELM Ⓗ	JENSEN CHERRY Ⓘ
--	--	--	--	--	6:55	7:04	7:07
--	--	--	--	--	7:15	7:24	7:27
6:57	7:09	7:14	7:20	7:35	7:45	7:54	7:57
7:26	7:38	7:43	7:49	8:05	8:15	8:24	8:27
7:54	8:07	8:12	8:19	8:35	8:45	8:54	8:57
8:24	8:37	8:42	8:49	9:05	9:15	9:24	9:27
8:54	9:07	9:12	9:19	9:35	9:45	9:54	9:57
9:22	9:35	9:40	9:47	10:04	10:15	10:25	10:28
9:50	10:04	10:09	10:17	10:34	10:45	10:55	10:58
10:20	10:34	10:39	10:47	11:04	11:15	11:25	11:28
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11:19	11:33	11:38	11:46	12:04	12:15	12:26	12:29
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1:18	1:32	1:38	1:46	2:04	2:15	2:26	2:29
1:48	2:02	2:08	2:16	2:34	2:45	2:56	2:59
2:19	2:33	2:39	2:47	3:04	3:15	3:26	3:29
2:50	3:04	3:09	3:17	3:34	3:45	3:56	3:59
3:20	3:34	3:39	3:47	4:04	4:15	4:26	4:29
3:50	4:04	4:09	4:17	4:34	4:45	4:56	4:59
4:20	4:34	4:39	4:47	5:04	5:15	5:25	5:28
4:52	5:05	5:10	5:17	5:34	5:45	5:55	5:58
5:23	5:36	5:41	5:48	6:04	6:15	6:24	6:27
5:54	6:06	6:11	6:18	6:34	6:45	6:54	6:57
6:24	6:36	6:41	6:48	7:04	7:15	7:24	7:27

LIGHT TYPE = AM BOLD TYPE = PM



FIRST STREET Northbound/En dirección norte
SAT-SUN/SAB DOM

JENSEN CHERRY I	ELM CHURCH H	SHELTER L G	FIRST VENTURA F	FIRST SHIELDS E	FIRST SHAW D	FIRST BULLARD C	SAINT AGNES B	EL PASO A
--	--	6:39	6:45	6:59	7:05	7:09	7:13	7:22
--	--	7:06	7:12	7:26	7:32	7:36	7:40	7:49
7:16	7:19	7:33	7:39	7:53	7:59	8:03	8:08	8:19
7:51	7:54	8:08	8:15	8:30	8:36	8:41	8:46	8:57
8:20	8:23	8:38	8:45	9:00	9:06	9:11	9:16	9:27
8:50	8:53	9:08	9:15	9:30	9:36	9:41	9:46	9:57
9:20	9:23	9:38	9:45	10:00	10:07	10:12	10:17	10:29
9:50	9:53	10:08	10:15	10:31	10:38	10:43	10:48	11:00
10:18	10:22	10:38	10:45	11:01	11:08	11:13	11:18	11:30
10:48	10:52	11:08	11:15	11:31	11:38	11:43	11:48	12:00
11:18	11:22	11:38	11:45	12:01	12:08	12:14	12:19	12:31
11:48	11:52	12:08	12:16	12:32	12:39	12:45	12:50	1:02
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4:47	4:51	5:08	5:15	5:30	5:37	5:42	5:47	5:58
5:19	5:22	5:38	5:45	6:00	6:07	6:11	6:15	6:26
5:49	5:52	6:08	6:15	6:30	6:37	6:41	6:45	6:56
6:20	6:23	6:38	6:45	7:00	7:07	7:11	7:15	7:26

LIGHT TYPE = AM BOLD TYPE = PM



Household Hazardous Waste Network

When disposing of household medication, both prescribed or over the counter, place the container with the medication into a sealed plastic bag before deposit. When disposing of Sharps (needles, lancets, razors, etc.) place them into a Sharps Container or us may use a rinsed, cleaned and sealable household detergent bottle to collect and dispose.

NAME							Comments
HHW Permanent Facility	Fresno County	18950 W. American Avenue, Kerman	600-4259	✓			
Sharps & Medications							
Biola Community Center	Biola	4925 N 7th Ave., Biola	843-2657	✓			
Clovis Police Department	Clovis	1233 5th Street, Clovis	324-2800	✓	✓		Police Officer to be present at time of prescription drop off
Coalinga Police Department	Coalinga	270 N 6th St., Coalinga	935-2313	✓	✓		Police Officer to be present at time of prescription drop off
Firebaugh Health Clinic	Firebaugh	944 O Street, Firebaugh	577-2141	✓			
Firebaugh Senior Center	Firebaugh	1601 Thomas Conboy Ave., Firebaugh	659-5900	✓			
Firebaugh Police Department	Firebaugh	1575 11th Street, Firebaugh	659-3051	✓			
Fowler Police Department	Fowler	128 S 5th Street, Fowler	834-3254	✓	✓		Police Officer to be present at time of prescription drop off
Family Care Medical Clinic	Fresno	141 N Clark St., Fresno	264-0565	✓			
Fresno City Corporation Yard	Fresno	1325 El Dorado St., Fresno		✓			


Household Hazardous Waste Network

When disposing of household medication, both prescribed or over the counter, place the container with the medication into a sealed plastic bag before deposit. When disposing of Sharps (needles, lancets, razors, etc.) place them into a Sharps Container or us may use a rinsed, cleaned and sealable household detergent bottle to collect and dispose.

NAME						
HHW Permanent Facility	Fresno County	18950 W. American Avenue, Kerman	600-4259	✓		
Sharps & Medications						
Fresno County Sheriff's Office	Fresno	2200 Fresno St., Fresno	621-8400	✓	✓	Sheriff Deputy to be present at time of prescription drop off
Fresno Fire Headquarters	Fresno	911 H Street., Fresno	621-4199	✓		
Fresno Fire Station 2	Fresno	7114 N West Ave., Fresno	621-4199	✓		
Fresno Fire Station 5	Fresno	3131 N Fresno St., Fresno	621-4199	✓		
Fresno Fire Station 6	Fresno	4343 E Gettysburg Ave., Fresno	621-4199	✓		
Fresno Fire Station 8	Fresno	1428 S. Cedar Ave., Fresno	621-4199	✓		
Fresno Fire Station 7	Fresno	2517 S Charry Ave., Fresno	621-4307	✓		
Fresno Fire Station 12	Fresno	2874 W. Acacia Ave., Fresno	621-4312	✓		
Fresno Fire Station 13	Fresno	815 E Nees Ave., Fresno	621-4313	✓		
Fresno Fire Station 15	Fresno	5630 E Park Circle., Fresno	621-4315	✓		
Fresno Fire Station 16	Fresno	2510 N Polk Ave., Fresno	621-4316	✓		
Fresno Fire Station 17	Fresno	10512 N Maple Ave., Fresno	621-4317	✓		
Fresno Policing Station Northeast	Fresno	1450 E Teague Ave., Fresno	621-6400	✓	✓	Police Officer to be present at time of prescription drop off



Household Hazardous Waste Network

When disposing of household medication, both prescribed or over the counter, place the container with the medication into a sealed plastic bag before deposit. When disposing of Sharps (needles, lancets, razors, etc.) place them into a Sharps Container or us may use a rinsed, cleaned and sealable household detergent bottle to collect and dispose.

NAME						Sharps	Medication	Comments
HHW Permanent Facility	Fresno County	18950 W. American Avenue, Kerman	600-4259		✓			
Sharps & Medications								
Fresno Policing Station Northwest	Fresno	3781 N Hughes Ave., Fresno	621-6500		✓	✓	✓	Police Officer to be present at time of prescription drop off
Ray Fisher Pharmacy	Fresno	6629 N. Blackstone Ave., Fresno	437-3800		✓			
Kingsburg Police Department	Kingsburg	1300 California St., Kingsburg	897-9491			✓	✓	Police Officer to be present at time of prescription drop off
Mendota Police Department	Mendota	1000 Airport Blvd. Suite A, Mendota	655-9120					Police Officer to be present at time of prescription drop off
Orange Cove Police Department	Orange Cove	550 Center St., Orange Cove	626-5106			✓		
Parlier Police Department	Parlier	8770 S Mendocino Ave., Parlier	646-6600		✓	✓	✓	Police Officer to be present at time of prescription drop off
Reedley Community Center	Reedley	100 N East Ave., Reedley	637-4203		✓			
Reedley Police Department	Reedley	843 G Street, Reedley	637-4248		✓	✓	✓	Police Officer to be present at time of prescription drop off
Sanger Community Center	Sanger	730 Recreation Ave., Sanger	876-6300		✓			
Sanger Police Department	Sanger	1700 7th Street, Sanger	875-8521		✓	✓	✓	Police Officer to be present at time of prescription drop off

Household Hazardous Waste Network

When disposing of household medication, both prescribed or over the counter, place the container with the medication into a sealed plastic bag before deposit. When disposing of Sharps (needles, lancets, razors, etc.) place them into a Sharps Container or us may use a rinsed, cleaned and sealable household detergent bottle to collect and dispose.

NAME						Comments
HHW Permanent Facility	Fresno County	18950 W. American Avenue, Kerman	600-4259	✓		
Sharps & Medications						
Selma Fox Drugs	Selma	1939 High Street, Selma	896-1645	✓		
Selma Police Department	Selma	1935 E Front St., Selma	896-2525		✓	Police Officer to be present at time of prescription drop off
Selma Senior Center	Selma	2301 Selma St., Selma	891-2239	✓		
EnviroMed Safety & Compliance	Mail-in		(877) 340-2430	✓		
GRP & Associates	Mail-in		(800) 207-0976	✓		
Sharps Compliance Inc	Mail-in		(800) 772-5657	✓		
Stericycle Inc	Mail-in		(800) 355-8773	✓		
WCM (Waste & Compliance Management)	Mail-in		(877) 436-5480	✓		
WM (Waste Management Healthcare)	Mail-in		(866) 803-7561	✓		
XMED Disposal Inc	Mail-in		(866) 735-9709	✓		

TOP 10 TIPS TO QUIT SMOKING

**Counselors from the
California Smokers'
Helpline provide
their top 10 tips to
quit for good.**



Enroll online at
www.nobutts.org

- 1. FIND A REASON TO QUIT**
Do you want to breathe easier? Be around longer for your family? Save money? Whatever gets you fired up, write it down. A strong reason can get you started. And it will help you stay quit when you're tempted to smoke.
- 2. MAKE A PLAN**
Think about what triggers you to smoke. Is it stress? Being around smokers? Alcohol? Or something else? Plan to get through those times without smoking. Keep your hands busy and your mind off cigarettes. Examples: drink water, wash the dishes, talk to a nonsmoker.
- 3. CALL 1-800-NO-BUTTS**
People who call the Helpline are twice as likely to quit for good. A trained counselor will help you make a personal plan and offer support along the way. It's free, and it works!
- 4. GET SUPPORT**
Research shows that support while quitting can really help. Talk with your family and friends about your plan to quit. Let them know what they can do to help you.
- 5. USE A QUITTING AID**
Quitting aids, like nicotine patches and gum, and other FDA-approved medications are helpful. They can cut withdrawal symptoms and increase your chance of quitting for good. Your health plan or Medi-Cal benefits may cover these products. Talk with your doctor about which quitting aids are right for you.
- 6. MAKE YOUR HOME & CAR SMOKE-FREE**
Having smoke-free areas can help you stop smoking. And your friends and family will enjoy cleaner air and a longer, happier life - with you still in it!
- 7. SET A QUIT DATE**
Choose a date when you will quit. This shows you're serious. And you're more likely to give it a try.
- 8. QUIT ON YOUR QUIT DATE**
Sounds obvious, right? But what good is a quit date unless you actually try to stop smoking? Planning is good, doing is even better.
- 9. PICTURE BEING A NONSMOKER**
After you quit, you have a choice to make. Are you a smoker who's just not smoking for now? Or are you a nonsmoker? For nonsmokers, smoking is not an option in any situation. Choose to see yourself as a nonsmoker.
- 10. KEEP TRYING**
Most people try several times before they quit for good. Slips don't have to turn into relapses - but if they do, remember each time brings you closer to your goal.

If you keep trying, you will succeed!

QUIT VAPING

FREE SERVICES FOR TEENS AND ADULTS

CONCERNED ABOUT YOUR VAPING?

Tried to quit but found yourself vaping again?

Trouble getting through the day without vaping?

Have others said something about your vaping?

YOU CAN QUIT.
WE CAN HELP!

Call, Text or Chat Today!



1-844-8-NO-VAPE

Telephone Coaching



Online Help



Text **QUIT VAPING**
to **66819**



Fact Sheets & Services



A Guide to Healthy Aging

Today 12 out of every 100 people in the U.S. are age 65 or older, and older adults make up the fastest growing part of our population. As we get older, we gain experiences and insights that move us forward and power our communities. Now more than ever, we need to ensure that our country is making the most of this new reality. Americans are leading longer, healthier lives and it is up to us all to figure out how to seize on this opportunity by adjusting our systems and policies. There are also things you can do as an individual to help you stay healthier as you age. The following guide can help you enjoy better health and greater independence in later life.

Find healthcare that meets your needs

Find a Geriatrics Healthcare Professional

For help finding a physician with special training in the care of older adults, call the AGS Health in Aging Foundation's free referral service at (212) 308-1414, or visit <http://www.healthinaging.org/find-a-geriatrics-healthcare-professional/>.

Centers for Medicare and Medicaid Services

Find out about the healthcare benefits available to older Americans through Medicare by visiting the Centers for Medicare and Medicaid Services website, at <http://www.medicare.gov/>.

Administration on Aging (AoA)

There may be special health and other programs in your community that are just for older adults. The federal Administration on Aging (AoA) offers a wide range of services for older adults in every state. These include mental health services, transportation, nutritional programs, senior health programs, benefits counseling, services for family caregivers, and elder abuse prevention programs. To find AoA services in your neighborhood call 800-677-1116 or visit www.eldercare.gov.

Remember, even if you feel perfectly healthy, you should still see your healthcare provider at least once a year for a checkup.

Make sure you're not making medication mistakes

- **Many older adults** take prescription medications, over-the-counter drugs, vitamins and other supplements, such as herbs or home remedies, every day. Taking lots of different pills can cause side effects and problems. It is very important that your healthcare provider, pharmacist, and others who care for you know every medication or pill you are taking.
- **Bring a list** of each and every pill, vitamin, or medicine you take with you every time you see your healthcare provider—even if you buy the pills without a prescription. Make sure you write down the dose of the pill and how many times a day you take it. Your healthcare provider should check all of your pills to make sure they are safe for you to take.
- **Always check** with your healthcare provider or your pharmacist before taking any new medicines of any kind. Take all medicines as directed, and tell your healthcare provider right away if a medication or pill seems to be causing any problems or side effects. Ask if there is any way to take care of your health problems without having to take pills or medicine. Never borrow or take any pills or medications that were meant for someone else.

Stay on top of health problems

- **Get your blood pressure checked** at least once a year. High blood pressure can cause heart disease, kidney problems, blindness, and other health problems.
- **Get a cholesterol test** at least every five years. Cholesterol is a fat in our bodies. When cholesterol levels are high, this fat can cause heart disease, strokes, and other health problems. If heart disease or diabetes runs in your family, you should have your cholesterol checked more often.
- **Get checked for diabetes**, especially if you are hungry or thirsty all the time, are overweight, or find that you have to urinate often. These problems could all be signs of diabetes.

Lower your risk of falling

- **Help keep your bones strong** by taking calcium and vitamin D every day. Most older adults absorb calcium citrate better than calcium carbonate, so read the labels on the calcium bottles carefully. Ask your healthcare provider how much calcium and vitamin D you should take.
- **If you don't exercise regularly, start.** You don't have to check with your provider before starting moderate level exercise unless you have health problems you want to discuss first. Walking is an ideal aerobic ("heart healthy") exercise; gradually increase the amount of time you spend walking, aiming for at least 20–30 minutes a day. In addition to walking, or doing other aerobic exercises like cycling, lift weights to help strengthen your muscles—and help protect your bones. Learn to do yoga or tai chi, which can improve your balance and make you less likely to fall. Many local senior centers and Y's offer exercise, yoga, and tai chi classes.
- **If you've already had a fall**, be sure to ask your healthcare provider about exercise programs in your community that include not only strength training and balance exercises but also flexibility and stretching exercises. These can also help lower your risk of falls.
- **Get an eye check-up.** Make sure your vision is good and your eyeglasses are right for you. Many falls happen when you do not see well.

Tips for Beating the Holiday Blues

Holidays are a time for celebrations, parties, and get-togethers. But sometimes the holiday season can also be a source of the blues, especially for older people, who may think about how quickly time has passed, or miss loved ones more during this time of year. Health conditions or concerns about money can also make it harder to enjoy the holidays. The AGS Health in Aging Foundation offers the following tips to help cope with the blues that may accompany the holidays.

Top 5 Tips

Get out and about

Ask family and friends for help traveling to houses or worship, parties, and other events. Invite family and friends over. Taking a brisk walk in the morning before you begin the day, or in the evening to wind down your day, is a great way to beat the blues.

Volunteer

Helping others is a great mood lifter. To volunteer, contact your local United Way (www.unitedway.org), or call places such as local schools, hospitals, museums, or places of worship to inquire about volunteer opportunities in your neighborhood.

Drink responsibly

It can be easy to overindulge around the holidays, but excessive drinking will only make you feel more depressed. One drink = 12 ounces of beer, 5 ounces of wine, or 1.5 ounces of hard liquor. The recommended limit is no more than 3 drinks on a given day or 7 drinks in a week. If you have health problems or take certain medications, you may need to drink less or not at all.

Accept your feelings

There's nothing wrong with not feeling jolly; many people experience sadness and feelings of loss during the holidays. Be kind to yourself, seek support, and even laugh at yourself every now and then.

Talk to someone

Don't underestimate the power of friends, family, mentors, and neighbors. Talk about your feelings; it can help you understand why you feel the way you do. Making a simple phone call, having a chat over coffee, or writing a nice e-mail, greeting card, or letter can brighten your mood.

Recognize Warning Signs of Depression

Holiday blues are usually temporary and mild, but depression is more serious and can linger unless you get help. Signs of depression include:

- Sadness that won't lift; loss of interest or pleasure in doing things
- Changes in appetite or weight
- Frequent crying
- Feeling restless or fidgety
- Feeling worthless, helpless, or guilty
- Decreased energy, fatigue, being "slowed down"
- Trouble concentrating
- Difficulty falling or staying asleep, or sleeping too much

Depression is treatable.

Talk to your primary healthcare provider or get other professional help if you experience five or more of these symptoms every day for two weeks. If you have recurring thoughts of death or suicide, you should get help immediately.

Help Someone with the Holiday Blues

Include them

Invite them out and to get-togethers. Take into account their needs, such as transportation or special diets.

Lend a hand

Offer to help them with cleaning, shopping, cooking, and other preparations like decorating for get-togethers in their homes.

Be a good listener

Be a supportive listener and encourage discussions about feelings and concerns. Acknowledge difficult feelings, including a sense of loss if family or friends have died or moved away. Try to put yourself in the other person's shoes to understand how they feel.

Encourage them to talk with a healthcare provider

The holidays can cause people to feel anxious and depressed. But for some, holiday tensions can lead to full-blown clinical depression. Often, older adults don't realize that they are depressed. If you suspect depression in someone you know, you may need to bring it up more than once. Let the person know that depression is a treatable medical illness and is not something to be ashamed of.

**The Lifeline
is **FREE**,
confidential, and
always available.**

**HELP
a loved one,
a friend,
or yourself.**

**Community crisis centers
answer Lifeline calls.**



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Substance Abuse and Mental Health Services Administration
www.samhsa.gov

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NATIONAL
SUICIDE
PREVENTION
LIFELINETM
1-800-273-TALK (8255)

suicidepreventionlifeline.org

**Learn the
Warning
Signs.**

Suicide Warning Signs

These signs may mean someone is at risk for suicide. Risk is greater if a behavior is new or has increased and if it seems related to a painful event, loss, or change.

- ❖ Talking about wanting to die or to kill oneself.
- ❖ Looking for a way to kill oneself, such as searching online or buying a gun.
- ❖ Talking about feeling hopeless or having no reason to live.
- ❖ Talking about feeling trapped or in unbearable pain.
- ❖ Talking about being a burden to others.
- ❖ Increasing the use of alcohol or drugs.
- ❖ Acting anxious or agitated; behaving recklessly.
- ❖ Sleeping too little or too much.
- ❖ Withdrawing or feeling isolated.
- ❖ Showing rage or talking about seeking revenge.
- ❖ Displaying extreme mood swings.

Suicide Is Preventable.

Call the Lifeline at 1-800-273-TALK (8255).

With Help Comes Hope



Natural Grief Responses

It hurts when someone dies. Allowing time to go through the natural process of grief will eventually help to ease the pain. People experience grief in many different ways. It can be emotional, physical, behavioral, cognitive and spiritual. At times, grief may feel overwhelming. It is important to remember that grief is not a problem to be solved, but rather, a process to be lived. If you or someone you know is grieving, these are some of the responses that are natural to be experiencing:

Grief can be experienced emotionally

- Sadness - a sense of sorrow · Helplessness – difficulty in performing activities of daily living
- Hopelessness – feelings that life may not be worth living
- Fearfulness – that they or someone else will die or that they are going crazy
- Anger – that the death has occurred or that the person has left them
- Guilt – over something said or not said; something they did or did not do
- Yearning- longing or aching for one more touch, conversation or moment together

Grief can be experienced physically or behaviorally

- Changes in sleep or appetite – eating or sleeping more or less than before
- Emptiness or pain – felt physically in the chest, stomach, or elsewhere in the body
- Restlessness – inability to sit still or concentrate · Lethargy – exhaustion or a lack of energy
- Tears- “grief bursts” that can occur at unexpected times
- Distracted behaviors- constant work or relocation; self-destructive or addictive behaviors
- Reminiscing- telling or retelling stories about the person who died; wanting to keep things exactly as they were; looking at pictures

Grief can be experienced cognitively

- Disbelief – feeling as though the death isn’t real or an inability to believe that it has actually happened
- Forgetfulness – not finishing what is started; absentmindedness
- Poor focus- difficulty concentrating on tasks or lack of motivation
- Questioning- asking or wondering why the death occurred

Grief can be experienced spiritually

- Searching for meaning- wondering about the purpose in life
- Altering personal beliefs- values or beliefs may be questioned or strengthened
- A sense of the person’s presence- hearing their voice, seeing their face or dreaming of the person

While there is no time line for the heart as the feelings of grief ebb and flow, it will not always be as raw, intense and constant. Giving voice to the feelings will eventually allow for hope and healing.

Please contact OUR HOUSE Grief Support Center for consultation and professional referrals.

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What to Say, What to Do: Suggested Ways to Support Someone Who is Grieving

WHAT TO SAY

INSTEAD OF SAYING

"I'm sorry" or "Everything happens for a reason" or "They're in a better place."

This can be perceived as impersonal to the griever and may contradict their beliefs. They may wonder, "What are you sorry about?" "What was the reason?" "Better without me?"

"I know how you feel" or "I understand exactly what you are going through."

Saying this may cause the person to feel that you are devaluing their individual grief. Very early on, grievers find it difficult to hear about someone else's grief experience.

"At least he/she lived a long, happy life."

This message can be misperceived because regardless of how long the person lived, there is still a death to grieve. Additionally, the phrase is overused and seems impersonal.

"You should get over it" or "You should get back to work as soon as you can."

Grievers are often given unsolicited advice. Remember that there is no "right" way to grieve. Grief is personal and will be different for each person.

TRY SAYING

"My condolences" or "I am so sorry to hear about your _____'s death"

Saying this acknowledges the person's experience and gives them an opportunity to talk about the person who died or how they are feeling.

"I can only begin to imagine what you are going through and how you are feeling."

This statement demonstrates that you are truly focusing on the griever and their unique process. Ask them what it is like for them, rather than assuming you know what they are feeling or thinking.

"I'm not sure what to say, but I am here. We can talk if you want or I can just be here with you."

Though it can sometimes feel uncomfortable to sit with someone in silence, it may be exactly what the person needs.

"How are things going for you today? I remember that today marks _____ the amount of time since he/she died."

There are a wide variety of physical, emotional, cognitive, behavioral and spiritual responses to grief. What is right for one person may not suit someone else.

WHAT TO DO

INSTEAD OF DOING THIS

Waiting for the griever to call you and ask for what they need.

When someone is grieving, it can be difficult for them to recognize what they want or need and even more difficult to ask for help.

When the griever is forgetful, confused or angry, don't take it personally.

It is natural for someone who is grieving to forget things easily or seem angry, even if this is uncharacteristic of their previous behavior.

Giving your suggestions and ideas for coping.

Sometimes the person you are trying to help needs time alone or simply to be listened to more than hearing what you think is best for them.

Not mentioning the person who died because it might upset the griever.

This is likely to make the griever feel even more alone in their grief. They often ask "Am I the only one who remembers the person who died?"

Posting immediate condolences on social media.

It is important to check in with the family of the person who died before posting on social media so as to not reveal sensitive information without their permission.

TRY DOING THIS

Take the initiative and do something for them.

Offer to come over for a visit, bring them something to eat, or take them out. If you see something that needs to be done, ask their permission and do it!

Help the griever to remember important appointments, projects, and events.

Grieving can be an all-consuming process. Compassion and patience is key. A friendly reminder phone call or an offer to accompany them to an appointment may be very welcomed.

Be attentive and respectful of the griever's feelings and wishes.

Be an active listener by supporting them where they are in their grief process. Try and be completely present and open when listening.

Mention their name and share your memories.

Whether the death was recent or long ago, mention the person. If you know that there is an important life-cycle event approaching, be aware that this may bring about a strong grief reaction. Sharing memories can bring tremendous comfort.

Take extra care in word choice and in the timing before posting condolences.

Consider what you are going to post and what you will say, as a significantly larger audience will be privy to your words. You may want to follow up your post with a phone call to the family and friends, offering comfort and a space to talk if needed.



10 Ways to Cope With The Death of a Loved One

1. Give Yourself Time

Let your heart not your head determine how you feel. Everyone grieves differently and at their own pace.

2. Share Your Thoughts

Allow yourself to think and feel thoughts and emotions when they arise. Discuss these feelings with someone you trust.

3. Take Care of Yourself

Rest, Exercise, & Diet – Grief can leave you physically exhausted. It is important to take care of yourself and give yourself the extra strength you need.

4. Journal

Be spontaneous. Write whatever seems important at the moment. Express your anger, sadness and memories. Ask yourself: What do I notice about my grief today? What is getting easier, what is still hard? How are people responding to my grief? What would I want my loved one to know? Journaling can help lessen the pain you are feeling.

5. Write a Letter to the Person Who Died

This is an opportunity to tell your loved one how much you love or miss them, or how angry, sorry or sad you are. Maybe you didn't have the chance to say goodbye or heal an old wound, always imagining that there would be plenty of time.

6. Take a Trip Down Memory Lane

Memories can help you stay connected to the person who died. You can wear something that belonged to them (i.e. a favorite hat, ring, or sweater). It can give you a sense of comfort to hold or touch something of theirs. You can place pictures and special mementos into a scrapbook or memory box. Remember, if memories are too painful right now, then it is okay to put them away for a while and return to them later when the time is right.

7. Crying

Feeling sad and crying is just one expression of grief. There is a saying, "What soap is for the body, tears are for the soul". Tears are not a sign of weakness. If you feel like crying, let your tears flow.

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8. Share Your Memories

Sharing memories with others can help you maintain a sense of connection to the person who died. Retelling stories and reminiscing about days gone by can help keep your loved one an ongoing part of your day-to-day life.

9. Find Support

Grief can be very isolating. Whether you speak to someone individually or join a grief support group, reach out and find people who know how to listen. This can help normalize the myriad of feelings you are experiencing.

10. Be Gentle With Yourself

It may be 5 days, 5 months, 5 years or longer since your loved one died, and you may still experience moments of grief so intense they take you by surprise. While these grief bursts may occur from time to time, you will continue to heal. Be gentle and patient with yourself as you move forward into a full and meaningful life.

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Elder Financial Abuse

CANHR is a private, nonprofit 501(c)(3) organization dedicated to improving the quality of care and the quality of life for long term care consumers in California.

How to Recognize Financial Abuse

1. Transactional Elder Financial Abuse Indicators

- Investments in unsuitable financial products, time shares, or real property
- Larger than necessary loans against home equity to finance investments
- Inappropriate banking activity such as unusually large checks or withdrawals from automated banking machines
- Signatures on checks that do not resemble the elder's signature
- Legal documents signed when the elder is physically incapable of writing
- Checks written out to "cash"
- Checks signed by the senior but filled out by someone else
- A surge of activity in accounts which have been static for years
- Expensive gifts made by the elder
- Checks or credit card transactions made out to direct mail or telemarketing promotions
- Contributions going to newly formed religious or non-profit causes

2. Possible Legal Document Abuse Indicators

- Power of attorney documents signed by the elder when the elder lacks mental capacity
- Will being made when the elder is not mentally competent
- Elder taking his or her name off of property titles
- The elder adding the name of a caretaker onto real property or money accounts in exchange for commitments of continued care, and or affection
- The elder makes changes to a Will, Trust or Transfer on Death Deed while under the care of another.

3. Life-Style Change Indicators

- Lack of amenities, such as personal grooming items or appropriate clothing, when the elder can well afford it
- Under-deployment of the elder's existing resources that could be spent on housing, personal care, housing and maintenance
- Missing cash, jewelry and personal belongings
- Decline in personal hygiene
- Isolated from family members, relatives or friends

4. Personal Relationship Abuse Indicators

- Family member interest in "conserving" the money that is being spent for of the elder's care
- Reluctance or refusal by "responsible party" to spend money on the elder's care
- New acquaintances or long-lost relatives spending time with the elder and expressing affection for the elder
- A caretaker with an inappropriate level of interest in the elder's financial matters

CANHR

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5. Undue Influence

- California Welfare and Institutions Code section 15610.70(a) defines undue influence generally as “excessive persuasion that causes another person to act or refrain from acting by overcoming that person’s free will and results in inequity.” California Welfare and Institutions Code sections 15610.70(a)(1)-(4) go on to enumerate factors to be considered. They include:
- The victim’s vulnerability, evidence of which may include “incapacity, illness, disability, injury, age, education, impaired cognitive function, emotional distress, isolation or dependency, and whether the influencer knew or should have known of the alleged victim’s vulnerability.”
- The influencer’s apparent authority, evidence of which may include “status as a fiduciary, family member, care provider, healthcare professional, legal professional, spiritual advisor, expert, or other qualification.”
- The influencer’s conduct, evidence of which may include “(a) Controlling necessities of life, medication, the victim’s interactions with others, access to information, or sleep; (b) Use of affection, intimidation, or coercion; (c) Initiation of changes in personal or property rights, use of haste or secrecy in effecting those changes, effecting changes at inappropriate times and places, and claims of expertise in effecting changes.”
- The equity of the challenged result, evidence of which may include “the economic consequences to the victim, any divergence from the victim’s prior intent or course of conduct or dealing, the relationship of the value conveyed to the value of any services or consideration received, or the appropriateness of the change in light of the length and nature of the relationship.”

Warnings to Elders about How to Avoid Financial Abuse

When it comes to your finances, deal only with people you have known a long time and with companies or organizations with proven track records. Get everything in writing! Never accept a verbal promise or assurance if money or property is involved. Rarely will you benefit from mistakes or misunderstandings. Don’t sign anything without carefully reading it and never feel pressured to sign before you are absolutely ready to live with your decision. Honor the “three day rule” by waiting before you finalize any contract. The longer you wait, the better. Never be in a rush to get into any kind of “deal”. Take your time! Remember, it took a lifetime of work and sacrifice to build up your estate and you can lose it all with one stroke of a pen. (Refer to CANHR’s Fact Sheet - Preventing Elder Financial Abuse.)

What to Do About Known or Suspected Elder Financial Abuse?

REPORT IT!

Who Reports?

Any concerned person, and all mandated reporters.

Who are Mandated Reporters?

A person who has responsibility for the care or custody of an elder, whether or not he or she receives compensation, including administrators, supervisors, and any licensed staff or a public or private facility that provides care or services for elders; any elder or dependent adult care custodian, health practitioner, clergy member, or employee of a county adult protective services agency or a local law enforcement agency. Officers and employees of financial institutions are also mandated reporters.

What is Reported?

Mandated reporters **MUST** report actual or suspected financial abuse, which is observed, evident, or described.

When to Report?

Immediately or as soon as possible by telephone, followed by a written report within two (2) working days.

Written Reports:

Form SOC 341 must be completed and signed by the mandated reporter.

Failure to Report

Failure to report, impeding or inhibiting a report financial abuse of an elder is a misdemeanor, punishable by six months in the county jail and a fine of one thousand dollars (\$1,000).

Any mandated reporter who willfully fails to report financial abuse of an elder where that abuse results in death or great bodily injury, shall be punished by not more than one year in a county jail and a fine of five thousand dollars (\$5,000).

Banks and financial institutions are mandated reporters under Welfare and institution Code §15630.1. Failure to report can lead to a \$1,000 fine. Intentional failure to report can result in a \$5,000 fine. There is no imprisonment or private right of actions against institution that fail to report financial abuse.

Where to Report

Elder Scams

Contact the county office of the District Attorney - check the California District Attorney's Association for current addresses and phone numbers at 916-443-2017 or <http://www.cdaa.org>.

Attorney Complaints

File a complaint with the State Bar of California if you believe your attorney acted improperly, and file complaints with state (<http://www.dca.ca.gov/consumer/complaints.shtml>) and local consumer protection agencies.

Insurance Agent Complaints

Contact the State Insurance Commissioner's Office at 1-800-927-4347 or <http://www.insurance.ca.gov>. If an attorney sold the annuity, also file a complaint with the State Bar Association at 1-800-843-9053 or <http://www.calbar.ca.gov>.

Mortgage Lenders & Brokers Complaints

If you believe that a real estate professional has committed fraud having to do with your reverse mortgage, file a complaint with the **California Department of Real Estate** at: <http://www.dre.ca.gov/Consumers/FileComplaint.html>.

Also file a complaint with the **Federal Trade Commission** online or by phone, toll-free, at 1-877-FTC-HELP.

Adult Protective Services (APS) in your county by referring to California Department of Social Services Web site at <http://www.cdss.ca.gov/agedblinddisabled/PG1298.htm>.

Chapter 1 Elder Abuse

Three Indisputable Facts about Elder Abuse:

- Other than the victim's age, elder abuse is a crime which is indiscriminate in choosing who it strikes. Factors such as one's socio-economic status, gender, race, ethnicity, educational background and geographic location do not provide an impregnable barrier against its broad, horrible reach.
- Elder abuse victims often live in silent desperation, unwilling to seek assistance because they unfortunately believe their cries for help will go unanswered and they fear retaliation from their abusers. Many remain silent to protect abusive family members from the legal consequences of their crimes, or are too embarrassed to admit that they have fallen victim to predators. Others fear that no one will believe them — chalking up their allegations to the effects of old age.

Thus, it may take the courage of a caring family member, friend or caretaker to take action when the victim may be reluctant.

- With your vigilance, care and cooperation, elder abuse can be stopped and its perpetrators arrested and prosecuted. In the past four years alone, social service and law enforcement resources have expanded dramatically to meet the growing need. **HELP IS AVAILABLE.**



Remember:

**If you suspect abuse,
report it.**

Part A Physical and Emotional Elder Abuse

What is Physical and Emotional Elder Abuse?

Physical abuse includes:

- Physical assault
- Sexual assault
- Unreasonable physical constraint
- Prolonged deprivation of food or water
- Inappropriate use of a physical or chemical restraint or psychotropic medication

Neglect includes:

- Failure to assist in personal hygiene
- Failure to provide clothing and shelter
- Failure to provide medical care
- Failure to protect from health and safety hazards
- Failure to prevent malnutrition or dehydration
- Self-neglect

Emotional abuse includes:

- Verbal assaults, threats or intimidation
- Subjecting an individual to fear, isolation or serious emotional distress
- Withholding of emotional support
- Confinement

Recognizing the Warning Signs

The existence of any one or more of these does not necessarily mean that abuse has occurred. Instead, treat them as signs that diligent attention or investigation is needed.

Physical warning signs:

- Uncombed or matted hair
- Poor skin condition or hygiene
- Unkempt or dirty
- Patches of hair missing or bleeding scalp
- Any untreated medical condition
- Malnourished or dehydrated
- Foul smelling
- Torn or bloody clothing or undergarments
- Scratches, blisters, lacerations or pinch marks
- Unexplained bruises or welts
- Burns caused by scalding water, cigarettes or ropes
- Injuries that are incompatible with explanations
- Any injuries that reflect an outline of an object, for example, a belt, cord or hand

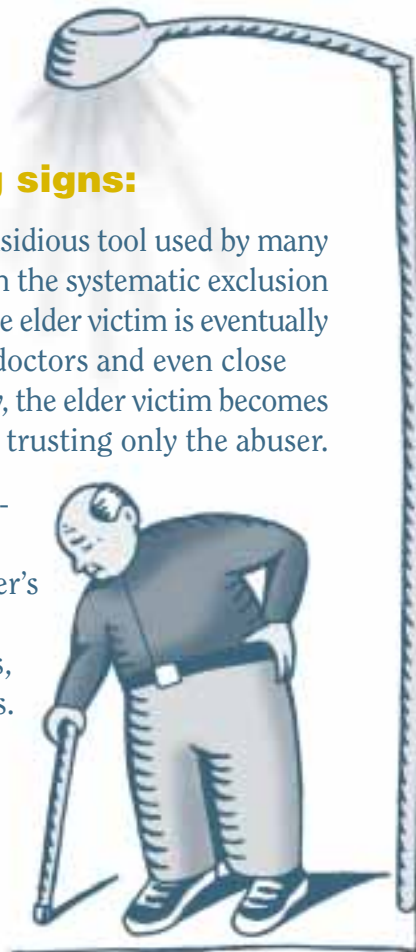
Behavioral warning signs:

- Withdrawn
- Confused or extremely forgetful
- Depressed
- Helpless or angry
- Hesitant to talk freely
- Frightened
- Secretive

Isolation warning signs:

Isolation of an elder is an insidious tool used by many abusers. Accomplished with the systematic exclusion of all real outside contact, the elder victim is eventually driven to distrust friends, doctors and even close family members. Ultimately, the elder victim becomes a pawn – manipulated into trusting only the abuser.

- Family members or care-givers have isolated the elder, restricting the elder's contact with others, including family, visitors, doctors, clergy or friends.
- Elder is not given the opportunity to speak freely or have contact with others without the caregiver being present.



REPORTING ELDER ABUSE:

- Any person who suspects that abuse of an elder has occurred should report it. When in doubt, always err on the side of caution and report.
- Abuse can continue and often escalates if there is no intervention. Known or suspected cases of abuse should be reported to the appropriate agencies or to local law enforcement.
- Intervention can often save the assets, health, dignity or even the life of an elder.

HOW TO REPORT ELDER ABUSE:

- If a known or suspected incident of elder abuse has occurred in a long-term care facility, the report should be made to the local Long-Term Care Ombudsman, the local law enforcement agency or the Bureau of Medi-Cal Fraud and Elder Abuse.*
- If abuse has occurred anywhere other than in a facility, reports should be made to the local county Adult Protective Services agency or to the local law enforcement agency.*
- The reporting person is protected from both criminal and civil liability.

**See chapter 2 (starting on page 20) for more details on how to file a report and how to contact your nearest reporting agency.*

Part C Elder Abuse in the Long-Term Care Facility

What is Long-Term Care?

More than two out of every five Americans will need long-term care at some point in their lives.

Long-term care encompasses a wide variety of settings and services designed specifically to meet the special needs of elders. Long-term care services can be found in settings such as skilled nursing facilities, residential care facilities for the elderly, intermediate care facilities and sub-acute care facilities.

Long-term care may include medical assistance, such as administering medication, ambulation assistance, or performing rehabilitation therapy. But more typically it involves assistance with the activities of daily living, including personal hygiene, dressing, bathing, meal preparation, feeding, and travel to medical services. It often includes supervision, such as protecting a person from wandering away or inadvertently injuring themselves.

These facilities are generally licensed by either the California Department of Health Services or the California Department of Social Services.

How to Choose a Long-Term Care Facility

Choosing a long-term care facility, such as a skilled nursing facility or a residential care facility, is one of the most difficult decisions one can make.

The Following are Some Suggestions for Selecting a Long-Term Care Facility:

- Plan ahead. This gives you and your family more control and can help make sure that your needs are met.
- Visit on-line resources such as those listed in Chapter 3 of this booklet. These on-line resources provide information on long-term care, including facility profiles. Facility profiles contain everything from the location, size and type of the facility and its staff to a history of a facility's violations of California and federal care laws.
- Visit the facility and meet the administrator. Ask to see the entire facility, not just one wing or floor.
- Ask to see the facility's license and the latest inspection report by either the Department of Health Services or Social Services on the facility's performance.
- Try to visit the facility more than once and at different times of the day. Make a point to visit at mealtimes, during activity periods and also at nights and on the weekends.
- Try to choose a facility that is close and convenient to those who will be visiting most often. When family and friends are able to visit frequently, they can oversee the resident's condition and actively participate in care decisions. It also enables family or friends to be able to respond quickly in times of emergencies.
- Contact your local Long-Term Care Ombudsman for information about a particular facility. Talk to friends, other residents' family members or any other individuals who may be familiar with the facility.
- Be observant. When visiting or making inquiries, pay attention to how residents are treated by staff members. Nothing is more important than the quality and quantity of facility staff.
- Don't be afraid to ask questions. Does the facility offer the religious or cultural support the elder resident needs? Does the facility provide an appropriate diet? Is the primary language of the resident spoken by the staff?

Recognizing the Warning Signs

The existence of any one or more of these indicators does not necessarily mean that abuse has occurred. Instead, treat them as signs that diligent attention or investigation is needed.

Physical warning signs:

- Call light is not functioning or is removed from resident's reach
- Development or worsening of pressure sores
- Excessive weight loss
- Unusual or recurring scratches, bruises, skin tears or welts
- Bilateral bruising (bruises on opposite sides of the body)
- "Wrap around" bruises (bruises that typically encircle the arm)
- Torn, stained or bloody underclothing
- Signs of excessive drugging
- Foul smelling, uncombed or matted hair
- Patches of hair missing or bleeding scalp
- Injuries that are incompatible with explanations
- Injuries caused by biting, cutting, pinching or twisting of limbs
- Burns caused by scalding water, cigarettes or ropes
- Any injuries that reflect an outline of an object, for example a belt, cord or hand



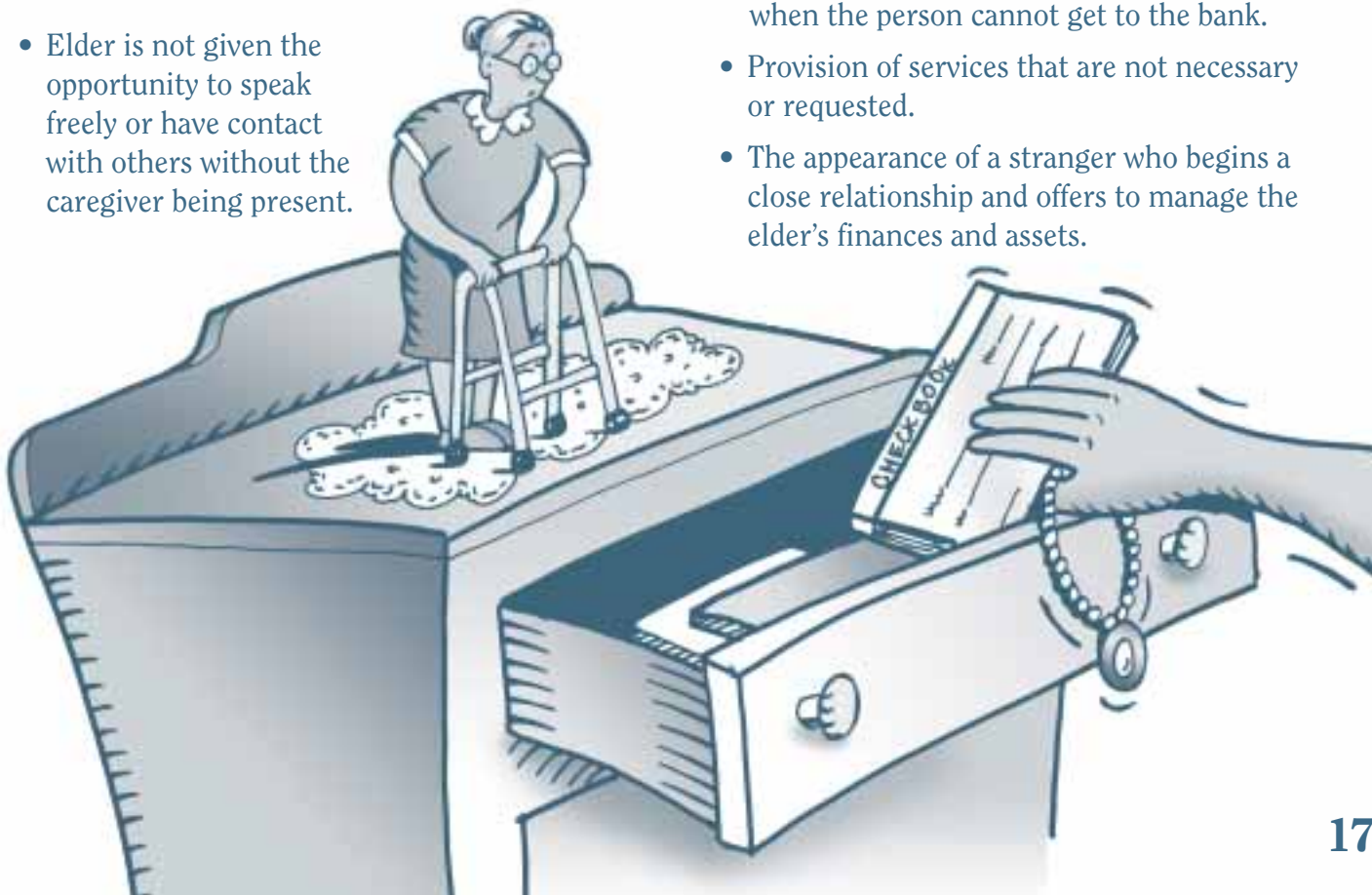
Behavioral warning signs:

- Withdrawn
- Confused or extremely forgetful
- Depressed
- Helpless or angry
- Hesitant to talk freely
- Frightened
- Secretive

Isolation warning signs:

Isolation of an elder is an insidious tool used by many abusers. Accomplished with the systematic exclusion of all real outside contact, the elder victim is eventually driven to distrust friends, doctors and even close family members. Ultimately, the elder victim becomes a pawn – manipulated into trusting only the abuser.

- Family members or caregivers have isolated the elder, restricting the elder's contact with others, including family, visitors, doctors, clergy or friends.
- Elder is not given the opportunity to speak freely or have contact with others without the caregiver being present.



Financial abuse warning signs:

- Disappearance of papers, checkbooks or legal documents.
- Staff assisting residents with credit card purchases or ATM withdrawals.
- Lack of amenities, such as appropriate clothing, grooming items, etc.
- Bills unpaid despite availability of adequate financial resources.
- Unusual activity in bank accounts, such as withdrawals from automatic teller machines when the person cannot get to the bank.
- Provision of services that are not necessary or requested.
- The appearance of a stranger who begins a close relationship and offers to manage the elder's finances and assets.

Residents of skilled nursing facilities are guaranteed certain rights and protections under federal and state law. Facilities are required to provide a copy of these rights to individuals upon admittance to a facility. For more information and a complete listing of residents' rights, contact the California Department of Health Services at: www.dhs.ca.gov/LNC/nhrights/

Residents'

Each resident has the right to:

Dignity & Privacy:

- Be treated with consideration, respect and dignity
- Privacy during treatment and personal care
- Receive and make phone calls in private
- Send and receive mail unopened
- Visit privately with family, friends and others

Medical Condition & Treatment:

- Be fully informed by a physician of his or her total health status
- Participate in health care planning and treatment decisions
- Choose a personal physician
- Be free from unnecessary drug treatment

Bill of Rights *(Partial list)*

Abuse & Chemical & Physical Restraints:

- Be free from verbal, sexual, physical and mental abuse, corporal punishment and involuntary seclusion
- Be free from any physical or chemical restraints - given for the purposes of discipline or staff convenience - which are not required to treat the resident's medical symptoms

Safety & Hygiene:

- Receive care from an adequate number of qualified personnel
- Receive care necessary to ensure good personal hygiene
- Receive care to prevent and reduce both bedsores and incontinence
- Receive food of the quality and quantity to meet the resident's needs in accordance with a physician's orders
- Reside in a facility which is clean, sanitary and in good repair at all times

Transfer & Discharge:

- Be transferred or discharged only if he or she has recovered to the point of not needing nursing facility care
- Be transferred or discharged only if it is necessary for the resident's welfare or if his or her needs cannot be met in the facility
- Be transferred or discharged only if the health or safety of others is endangered
- Be transferred or discharged if he or she has failed to pay for care or the facility ceases to operate

Grievances:

- Voice grievances and recommend changes in policies or services to facility staff, free from restraint, discrimination or reprisal

Chapter 3 On-Line Resources

Alzheimer's Association

www.alz.org

Nonprofit organization provides support, education, training and resources for families and caregivers affected by Alzheimer's and related disorders.

AARP

www.aarp.org

Nationwide advocacy organization for people aged 50 and older. Information and educational resources on an extensive range of subjects, ranging from long-term health care to consumer fraud.

Better Business Bureau

www.bbb.org

Provides reports on business and charities, helps resolve consumer complaints, and provides consumer counseling.

California Adult Protective Services

www.dss.cahwnet.gov/cdssweb

State mandated program charged with investigating situations involving elder and dependent adults who are reported to be in danger due to abuse, neglect, exploitation, or hazardous or unsafe living conditions.

California Advocates for Nursing Home Reform

www.canhr.org

Information and advocacy for nursing home residents and their families, including detailed facility profiles at **www.nursinghomeguide.org**.

California Department of Aging

www.aging.state.ca.us

Administers a broad base of home and community based services throughout California working with Area Agencies on Aging that serve seniors and people with disabilities. Also works with public and nonprofit agencies throughout the state.

California Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse

www.ag.ca.gov/bmfea/

Provides information on a wide variety of elder topics, links to numerous other relevant sites, and contains contact and reporting information.

California Department of Justice, Crime and Violence Prevention Center

www.safestate.org

Provides community outreach information and technical assistance in the development of prevention programs which address such issues as elder abuse, domestic violence, child abuse and drug abuse.

On-Line Resources *continued from page 35*

Eldercare Locator

www.elder.org

Nationwide information and resource center for seniors and caregivers.

Long-Term Care Ombudsman

www.aging.state.ca.us/html/programs/ombudsman.htm

Trained individuals who advocate for the protection and rights of all residents of 24-hour long-term care facilities. The primary responsibility of the Ombudsman program is to investigate and resolve complaints made by, or on behalf of, individual residents.



National Committee for the Prevention of Elder Abuse

www.preventelderabuse.org

Association of researchers, medical practitioners and advocates dedicated to the safety and security of the elderly. Serves as the nation's clearinghouse on information and materials on elder abuse and neglect.

National Family Caregivers' Association

www.nfcacares.org

Grassroots organization dedicated to improving life for family caregivers, or those caring for loved ones with a chronic illness or disability.

National Hispanic Council on Aging

www.nhcoa.org

Provides information on issues critical to Latino seniors, including those pertaining to health, income, education, employment and housing.

National Institute on Aging

www.nia.nih.gov

Information and consumer information on health and research advances in aging issues.

National Senior Citizens' Law Center

www.nscclc.org

Provides information for elder and dependent adults on such issues as Medicare, Medi-Cal, SSI and pensions.

Nursing Home Compare

www.medicare.gov

Site designed to help individuals choose a nursing home, includes comprehensive inspection results for all nursing homes.

