# RESIDENT RESOURCE GUIDE

# THE GATEWAY AT WILLOWBROOK

Prepared by



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# AFTER SCHOOL PROGRAMS: K-12



# **IN-PERSON**

## **109<sup>th</sup> Street Recreation Center**

(323) 566-4561 1464 E. 109th St., Los Angeles, CA 90059 https://www.laparks.org/ The department provides camps, childcare, cooling centers and recreational programs including After-School Club, L.A Kids, and Teen Club.

# **AC Bilbrew Library**

(310) 538-3350 150 El Segundo Blvd. Los Angeles, CA 90061 https://lacountylibrary.org This library offers programs that include Homework Help, Spring and Summer Kids Discovery Program, and weekly activities for kids and teens.

### **Amigo Park**

(562) 908-4702 5700 S. Juarez Ave. Whittier, CA 90606 https://parks.lacounty.gov/ Community center in the park offers homework help, sports, and arts and crafts after-school programs.

### **Boys and Girls Club - Willowbrook**

(323) 567-2278 1339 E. 120th St. Los Angeles, CA 90059 https://www.bgcmla.org/wattswillowbrook BGC-Willowbrook provides youth services for boys and girls age 6 to 18. The club offers programs in arts, athletics, and academics. There are no geographic restrictions.

#### George Washington Carver Park

(323) 357-3030 1400 E. 118th St. Los Angeles, CA 90059 https://parks.lacounty.gov This park provides after-school educational programs in tutoring, fine arts, performing arts, toy loans, reading, and exercise.

### **Green Meadow Recreation Center**

(323) 565-4242 431 E. 89th St. Los Angeles, CA 90003 https://www.laparks.org This recreation center includes programs such as After-school Baseball, Basketball (Girls Play L.A./Co-Ed), Girls Softball, Girls Play LA (Ages 8 - 15)

## **Imperial Courts Recreation Center**

(323) 564-1834 2250 E. 114th St. Los Angeles, CA 90059 https://www.laparks.org This Recreation Center offers after-school programs in Basketball, Flag Football, Baseball, Softball, Soccer, Volleyball, Girls Play LA (Ages 8 - 15, L.A. Kids, and Holiday events.

### Watts Youth Opportunity Movement

(323) 569-2251 1773 E. Century Blvd. Los Angeles, CA 90002 http://laoyc.org The program provides employment and education services for out-of-school youth, ages 16 to 21.

# Willowbrook Library

(323) 564-5698 11737 Wilmington Ave. Los Angeles, CA 90059 https://lacountylibrary.org Library offers programs including Homework Help, DJ Lessons for Teens, and a Spring and Summer Discovery Program.

## **Unusual Suspects**

(323) 739-0768 3719 Verdugo Rd. Los Angeles, CA 90065 https://theunusualsuspects.org Theatre company offering theatre arts, afterschool, and mentoring programs for Los Angeles' youth.

# ONLINE

# Art in Action

https://artinaction.org Offers section with free live streaming and pre-recorded online art classes. They also offer free virtual museum tours.

# **Carla Sonheim**

https://www.carlasonheim.com/onlineclasses/ Offers a section of free week-long art classes online from animation to drawin to painting, and more.

# 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 in math, science, computer programming, history, art history, economics, and more.

# Khan Academy - Kids

https://learn.khanacademy.org/khanacademy-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 socialemotional 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**

#### **Aquarium of the Pacific**

(562) 590-3100 100 Aquarium Way Long Beach, CA 90802 http://www.aquariumofpacific.org/ Located along Long Beach's Rainbow Harbor, the Aquarium of the Pacific is Southern California's largest aquarium for all ages. Home to more than 11,000 animal exhibits, the aquarium explores three distinct waters of the Pacific Ocean.

#### **Dominguez Rancho Adobe Museum**

(310) 603-0088 18127 S Alameda St. Rancho Dominguez, CA 90220 https://dominguezrancho.org

A Historic Monument in the State of California, this museum interprets the early California History through the story of the Dominguez Family. The original adobe ranch home now has ten-gallery rooms dedicated to sharing the story of the entwined histories of California, Spain, and Mexico.

#### **International Printing Museum**

(310) 515-7166

315 W. Torrance Blvd. Carson, CA 90745 https://www.printmuseum.org

A dynamic museum devoted to bringing the history of books, printing, and the book arts to life for diverse audiences. The museum's mission to take one of the world's most significant collections of antique printing machinery and interpret it for today's audiences through working demonstrations & theater presentations.

#### Long Beach Opera

(562) 470-7464 3029 S St. Long Beach, CA 90805 https://www.longbeachopera.org Founded in 1979, the Long Beach Opera is the oldest operatic producing company in the metropolitan Los Angeles/Orange County region. With a repertory of over 100 operas, Long Beach Opera is well known for its world, American and west coast premieres of new and rare operas.

# Watts Labor Community Action Committee

(323) 563-5639 10950 S. Central Ave. Los Angeles, CA 90059 http://www.wlcac.org

An arts center that features stunning public art installations, statuary, exhibits, and galleries devoted to American history and healing. Born of the ashes of the 1992 civil unrest, the WLCAC is a special gift to the public, aimed at helping neighbors near and far understand the unique conditions that contribute to racial injustice in America.

#### Watts Towers Arts Center

(213) 847-4646 1727 E 107th St. Los Angeles, CA 90002 https://www.wattstowers.org

A Historic Monument in the State of California, this museum is known for its sculptures, architecture, art exhibitions, and the fostering of artists across disciplines. Offers offer multi-cultural live performances and tours of the museum.

# **GROCERY STORES**

### CVS

(323) 564-5787 1645 East 103rd Street Los Angeles, CA 90002 https://cvs.com/

# **El Super**

(323) 923-2361 8601 Hooper Ave Los Angeles, CA 90002 https://elsupermarkets.com

### Food-4-Less

(323) 564-3986 11840 Wilmington Ave. Los Angeles, CA 90059 https://www.food4less.com

# **Grocery Outlet**

(310) 667-5527 2175 West Rosecrans Ave. Compton, CA 90222 https://groceryoutlet.com

### Northgate Market

(323) 277-3000 2633 Santa Ana St. Southgate, CA 90280 https://northgatemarket.com

# Ralph's

(323) 757-4147 11922 S Vermont Ave Los Angeles, CA 90044 https://www.ralphs.com/

#### **Rite Aid**

(323) 563-6635 11750 Wilmington Ave Los Angeles, CA 90059 https://www.riteaid.com

### **Superior Grocers**

(323) 241-6789 10211 S Avalon Blvd., Ste 101 Los Angeles, CA 90003 https://superiorgrocers.com

#### Smart & Final Extra!

(310) 631-8639 10833 Long Beach Blvd. Lynwood, CA 90262 https://www.smartandfinal.com

### Target

(310) 735-0096 1621 S Alameda St. Compton, CA 90220 https://www.target.com

### Walgreens

(323) 357-3925 9830 Long Beach Blvd South Gate, CA 90280 https://www.walgreens.com

# Walmart

(562) 295-3870 2100 N Long Beach Blvd. Compton CA 90221 https://www.walmart.com

# LEISURE

#### Back in Time Escape Room

(424) 358-1140 20830 S. Vermont Ave Torrance, CA 90502 https://www.backintimeescaperooms.com A live-action experience where you and your team attempt to solve puzzles, complete challenges, and decipher clues to complete the mission and make it out of the room in a limited amount of time!

#### **Color Me Mine**

(310) 406-3068
1509 Hawthorne BlvdSte 105
Redondo Beach, CA 90278
http://southbay.colormemine.com
A paint-your-own-pottery studio
dedicated to exploring The Art of Having
Fun! Studio is open to children and
adults.

#### Gardena Bowl

(310) 324-1244 15707 S Vermont Ave. Gardena, CA 90247 https://gardenabowl.com Bowling alley with a cafe, full bar & bowling leagues. Facility also has billiards and cosmic bowling.

### **GoKart World**

(310) 834-3800

21830 Recreation Rd Carson, CA 90745 https://gokartworld.com A family amusement park providing the ultimate in recreational and competitive driving for all ages and skill levels. Along with their six go-kart tracks, you can enjoy their large video arcade and restaurant.

#### **Paramount Drive-In Movie Theater**

(562) 630-7469 7700 Rosecrans Ave. Paramount, CA 90723 http://www.paramountdrivein.com 2-screen drive-in movie theater

#### **Park Twin Theaters**

(323) 587-3872 6504 Pacific Blvd. Huntington Park, CA 90255 https://www.metrotheatres.com 3-Screen movie theater offering the latest and greatest cinema.

#### **Regal Edwards South Gate & IMAX**

(844-462-7342 8630 Garfield Ave. South Gate, CA 90280 https://www.regmovies.com 20-screen movie theater offering the most recent blockbusters.

# **PARKS & RECREATION**

#### **109th Street Recreation Center Pool**

(323) 566-4561 1464 E. 109th St., Los Angeles, CA 90059 https://www.laparks.org Seasonal outdoor pool that offers novice inner tube water polo and a novice swim team.

# Bradley Multi-Purpose Senior Citizen Center

(323) 563-5639 10957 S. Central Ave., Los Angeles, CA 90059 https://seniorcenter.us

The center provides health education, nutrition programs, services for older adults and transportation for people age 60 years and older who live in the Central and South Central Region of Los Angeles.

# **Chester Washington Golf Course**

(323) 756-2516 1930 West 120th Street, Los Angeles, CA 90047 https://www.chesterwashington.com Newly renovated 18-hole golf course offering a player's club, driving range, and clubhouse for golfers at every level.

# **Compton Creek Natural Park**

(323) 221-9944 941 W Cressey St, Compton, CA 90222 https://mrca.ca.gov A three-acre park featuring some of the natural habitat and plant communities found in the Compton Creek watershed, shade trees, walking paths, grassy areas, fitness equipment, picnic and seating areas, a multi-use amphitheater, parking, a community plaza, and interpretive signage.

# Earvin "Magic" Johnson Recreation Area

(323) 241-6709 905 E. El Segundo Blvd. Los Angeles, CA 90059 https://parks.lacounty.gov This 104-acre recreation area, named after basketball Hall of Famer, Earvin "Magic" Johnson, is ideal for outdoor activities such as family or corporate gatherings, festivals and large sports activities. The focal points of the park are the beautiful fishing lakes, open green space and a popular walking path.

## **George Washington Carver Park**

(323) 357-3030 1400 E. 118th St., Los Angeles, CA 90059 https://parks.lacounty.gov This park offers a swimming pool, baseball field, basketball courts, picnic areas, community center, outdoor stage, computer classes, and exercise programs.

# **Green Meadow Recreation Center**

(323) 565-4242 431 E. 89th St. Los Angeles, CA 90003 https://www.laparks.org This center offers Aerobics (Women's), After School Club, Arts And Crafts Class, Basketball Clinics, Cooking Class, Girls Club, L.A. Kids, Off-Track Youth Enrichment, Piano Lessons, Pre-School, Science Class, Special Holiday Events, Volleyball Clinics, and Walking Class.

# Watts Senior Center and Rose Garden

(323) 564-9440 1657 E. Century Blvd. Los Angeles, CA 90002 https://www.laparks.org/scc/watts This center offers Aerobic Exercise, Arts & Crafts, Bingo, Choir Concerts, Crochet, Field Trips, Line Dancing-Yellow Rockers, Park Advisory Board, Quarterly Birthday Luncheon, Senior Nutrition Program, Sewing, and Table Games.

# Watts Serenity Park

(323) 566-1416

11300 Monitor Ave. Los Angeles, CA 90059 https://parks.lacounty.gov This park offers a Children's Play Area, Outdoor Fitness Equipment, Picnic Tables, and Sand Box.

# **SCHOOLS & COLLEGES**

## **112<sup>th</sup> Street Early Education Center**

(323) 567-9631 1319 E. 112th Street Los Angeles, California 90059 https://112thsteec-lausd-ca.schoolloop.com 112<sup>th</sup> Street Early Education Center is committed to providing a quality early education experience that will prepare students for success in school and life, while valuing and respecting the needs, languages, and cultures of all students, families, staff and communities it serves.

# 112<sup>th</sup> Street Elementary School

(323) 567-2108 1265 E. 112<sup>th</sup> St. Los Angeles, CA 90059 http://112street-lausd-ca.schoolloop.com The 112th Street family is committed to providing a rich educational experience that supports all learners to be critical thinkers, problem-solvers and reflective individuals. We will endeavor to achieve excellence by building strong relationships with students, parents and the community.

# 116<sup>th</sup> Street Elementary School

(323) 754-3121 11610 Stanford Ave. Los Angeles, CA 90059 https://www.116elementary.org 116th Street School is STEM Academy offering a balanced language arts and mathematics curriculum that will prepare students for college and career readiness. They also offer a wide array of student leadership and extra-curricular activities for their student body.

# Alliance Cindy & Bill Simon Technology Academy High

(310) 830-5351 10720 Wilmington Ave. Los Angeles, CA 90059 https://www.simontechnology.org The mission of Cindy and Bill Simon Technology Academy High School is to create 21st century learners through individualized student-centered instruction that makes academics both personal and relevant for every student. Students will also exercise solid character and strong critical thinking/collaborative skills, which creates socially responsible and globally minded citizens that are an integral part of the Watts community and beyond.

# Alliance Jack H. Skirball Middle School

(323) 905-1377 603 E. 115<sup>th</sup> St. Los Angeles, CA 90059 https://www.skirballmiddle.org

Alliance Jack. H. Skirball Middle School works diligently to foster growth and empowerment in all scholars, to embed social justice in all areas of our school community, and to prepare scholars for high school, college, and beyond.

# Animo James B. Taylor Charter Middle School

(323) 568-8613 810 E. 111<sup>th</sup> Pl. Los Angeles, CA 90059 https://ca.greendot.org/taylor/ Animo James B. Taylor Charter Middle School is a public, tuition-free, college preparatory charter school serving a diverse population of Watts, California. Our mission is to help transform public education so ALL students graduate prepared for college, leadership, and life.

# California State University, Dominguez Hills

310-243-3696 1000 E. Victoria Street Carson, CA 90747 https://www.csudh.edu CSUDH is a public 4-year university with a reputation for academic excellence and its diverse student, staff, and teacher population. With 44 undergraduate majors and 8 Master's programs to choose from, CSUDH prepares students to reach their academic as well as professional goals.

# California State University, Long Beach

(562) 985-4111 1250 Bellflower Blvd. Long Beach, CA 90840 https://www.csulb.edu CSULB is a public 4-year university home to top-notch professors, successful alumni and diverse student population ready to take on the world with a highly regarded education. CSULB is known for creating educational opportunities, encouraging creativity and preparing the next generation of leaders.

# California State University, Los Angeles

(323) 343-3000 5151 State University Dr. Los Angeles, CA 90032 http://www.calstatela.edu

Cal State LA is the premier comprehensive public university in the heart of Los Angeles and is dedicated to engagement, service, and the public good. They are ranked number one in the United States for the upward mobility of theirr students.

# East Los Angeles College - South Gate Campus

(323) 357-6200 2340 Firestone Blvd South Gate, CA 90280 https://www.elac.edu/about-elac/southgate-campus The East Los Angeles College (ELAC) South Gate Campus is an extension of East Los Angeles College located in Monterey Park. The South Gate Campus is made up of stateof-the-art classrooms, which hosts various subjects from Administration of Justice to Computer Basics. At South Gate Campus, classes run year-round with times ranging from morning, afternoon and night.

# **Grape Street Elementary School**

(323) 562-5941 111<sup>th</sup> St. Los Angeles, CA 90059 https://grapees-lausdca.schoolloop.com

Grape Street Elementary School's mission is to provide a safe, and nurturing environment that provides standardsbased instruction to engage students in meaningful, creative, and challenging learning activities to develop well-rounded individuals and lifelong critical thinkers.

# King Drew Magnet High School of Medicine and Science

(323) 566-0420 1601 E. 120<sup>th</sup> St. Los Angeles, CA 90059 https://www.kingdrew.net

Through a learning community focused on medicine and science, King/Drew Magnet High School of Medicine and Science will develop students who achieve their highest academic, career and personal potential. Students develop essential skills in critical thinking, scientific inquiry, effective communication, technology, and personal growth–forging multiple paths to success in a dynamic 21<sup>st</sup> century world.

# Lovelia P. Flournoy Elementary and STEAM Magnet

(323) E. 111<sup>th</sup> St.

Los Angeles, CA 90059

https://flournoy-lausd-ca.schoolloop.com Home of the College-Bound Tigers, the school is aimed to build a strong academic foundation for all students enabling them to achieve their highest learning potential while demonstrating appropriate social skills, balanced emotions and values, as lifelong learners and healthy productive citizens.

# Los Angeles Southwest College

(323) 241-5467 1600 W. Imperial Hwy. Los Angeles, CA 90047 https://www.lasc.edu/become-astudent/why-lasc Los Angeles Southwest College is a twoyear college that awards Associate's Degrees in more than 30 fields and occupational certificates in more than 45

disciplines. We offer a range of programs that meet the community's needs, including college transfer services, occupational training, community services as well as general, transitional and continuing education.

# **University of Southern California**

(213) 740-7849 3607 Trousdale Pkwy Los Angeles, CA 90089 https://www.usc.edu

The University of Southern California is one of the world's leading private research universities. An anchor institution in Los Angeles, a global center for arts, technology and international business, USC's diverse curricular offerings provide extensive opportunities for interdisciplinary study and collaboration with leading researchers in highly advanced learning environments.

# **SHOPPING CENTERS**

# **Azalea Shopping Center**

(310) 652-1177
4635 Firestone Blvd.
South Gate, CA 90280
http://www.shopatazalea.com
A shopping center offering various retail stores, restaurants, and entertainment.

# **Citadel Outlets**

(323) 888-1724 100 Citadel Dr. Ste 480 Los Angeles, CA 90040 https://www.citadeloutlets.com Citadel Outlets is Los Angeles' only outlet shopping center, housing more than 130 top name brand stores and restaurants. Also offers seasonal events and activities.

# **Crenshaw Imperial Plaza**

(818) 710-6100 2900 W Imperial Hwy. Inglewood, CA 90303 https://www.crenshawimperialplaza.com Crenshaw Imperial Plaza is a one-stop shopping experience. You are sure to find what you are looking for with a variety of specialty stores, financial services and health services, there's no need to go anywhere else.

# **Del Amo Fashion Center**

(310) 542-8525 3525 Carson St. Torrance, CA 90503 https://www.simon.com/mall/del-amofashion-center The largest shopping center in the west

coast offering more than 250 specialty stores, restaurants, and movie theater.

## Plaza La Alameda

(213) 223-5539 2140 E Florence Ave. Walnut Park, CA 90255 http://plazalaalameda.com Shopping center offering various restaurants, shops, and seasonal events.

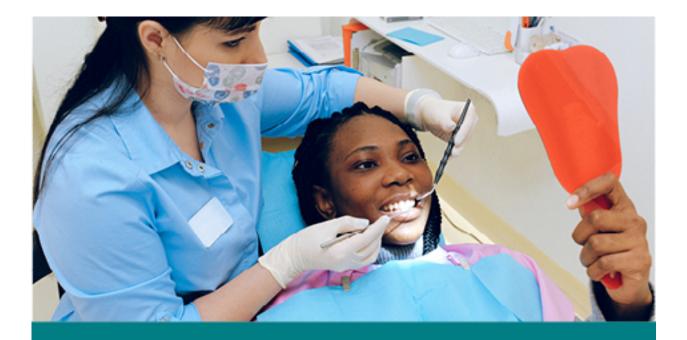
# Plaza Mexico

(310) 631-6789 3100 E Imperial Hwy. Lynwood, CA 90262 https://www.plazamexico.com A shopping center offering various retail stores, restaurants, and entertainment.

Slauson Super Mall (323) 778-6055 1600 W Slauson Ave. Los Angeles, CA 90047 http://www.slausonsupermallinc.com Slauson Super Mall is one stop solution for shopping needs of one and all. When it comes to everyday shopping, this mall is the ultimate place: from children's clothing to electronic gadgets, a wide range of products are available.

### **South Bay Pavilion**

(310) 366-6629 20700 Avalon Blvd. Carson, CA 90746 https://www.southbaypavilion.com A shopping center with various shops, restaurants, and a movie theater. Also offers several free weekly events for the community such as Kids Club, Mall Walkers, Farmer's Market and Zumba Fitness Club.



# HEALTH & SAFETY



# AIDS & HIV

# AIDS Project LA - Vance North Necessities of Life Program - S. Mark Taper Center

(213) 201-1635 1807 E. 120th St. Los Angeles, CA 90059 www.apla.org/ The program provides emergency food services and nutrition information for lowincome persons who have AIDS or HIV illness in Los Angeles County.

# AIDS Project LA- S. Mark Taper Foundation Center Dental Clinic

(213) 201-1388 1741 E. 120th St. Los Angeles, CA 90059 www.aplahealth.org The agency provides HIV/AIDS services, housing services and volunteer opportunities for people of all ages who live in Los Angeles County. Individuals must be HIV positive or have AIDS for some services.

#### **APLA Health**

(213) 201-1388 1741 E 120th St. Los Angeles, CA 90059

https://aplahealth.org/

APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV.

# Charles R. Drew University of Medicine and Science

(323) 563-4800 1731 E. 120th St. Los Angeles, CA 90059 https://www.cdrewu.edu/community/Clini calCare/HIV-AIDS This university serves individuals living with and affected by HIV/AIDS in South Los Angeles.

# Spectrum Community Services and Research

(323) 563-4939 1748 E. 118th St., Bldg. M Los Angeles, CA 90059 The agency provides HIV/AIDS services for people of all ages who live in Los Angeles County.

# **CLINICS & HOSPITALS**

# Altamed Health Services Corporation - SOUTH LA

(323) 374-6848 1776 E. Century Blvd. Los Angeles, CA 90002 www.altamed.org

Benevolence Industries Incorporated-Compton Clinic (323) 732-0100 Service/Intake 611 E. Imperial Hwy., Ste. 107 Los Angeles, CA 90059 www.bhchealth.org

### **Compton Central Health Clinic**

(310) 635-7123 201 N. Central Ave. Compton, CA 90220

# Harbor-UCLA Medical Center

(310) 222-2345 1000 W. Carson St. Torrance, CA 90502 https://www.harbor-ucla.org/

# **Kindred Hospital South Bay**

(310) 323-5330 1246 W. 155th St. Gardena, CA 90247 https://www.kindredhealthcare.com/locati ons/transitional-care-hospitals/kindredhospital-south-bay

# Los Angeles County Department of Health Services - Dollarhide Health Center

(424) 338-1800 1108 N. Oleander Ave. Compton, CA 90222 dhs.lacounty.gov/wps/portal/dhs/dollarhid e

# Los Angeles County Department Of Public Health - Martin Luther King Jr Center For Public Health

(323) 568-8100 11833 S. Wilmington Ave. Los Angeles, CA 90059 publichealth.lacounty.gov

# Martin Luther King Jr Community Hospital

(424) 338-8000 1680 E. 120th St. Los Angeles, CA 90059 www.mlkcommunityhospital.org

# **Memorial Hospital of Gardena**

(310) 532-4200 1145 W. Redondo Beach Blvd. Gardena, CA 90247 https://mhg.avantihospitals.com/

# **MLK Hospital**

(310) 532-4200 1145 W. Redondo Beach Blvd. Gardena, CA 90247 https://mhg.avantihospitals.com/

# **Planned Parenthood LA- Bixby**

(800) 576-5544 1057 Kingston Ave. Los Angeles, CA 90033 www.pplosangeles.org

# St. Francis Medical Center

(310) 900-8900 3630 E Imperial Hwy Lynwood, CA 90262 stfrancis.verity.org

# St. John's Well Child and Family Center -Compton W.M. Keck Foundation Community Health Center

(310) 603-1332 2115 N. Wilmington Ave. Compton, CA 90222 www.wellchild.org

# University Muslim Medical Association Community Clinic - Fremont Wellness Center and Community Garden

(323) 789-5610 7821 S. Avalon Blvd. Los Angeles, CA 90003 www.ummaclinic.org

# We Care More Clinic

(310) 896-4798 2110 N Santa Fe Ave. Compton, CA 90222 wecaremorefamilyclinic.com

# DISABILITIES

## **Braille Institute**

(800) 272-4553 https://www.brailleinstitute.org/ Programs and services for the blind and visually impaired.

# Genetically Handicapped Persons Program

(800) 639-0597 311 S. Spring St., Ste. 800 Los Angeles, CA 90013 https://www.dhcs.ca.gov/services/ghpp The Genetically Handicapped Persons Program (GHPP) is a health care program for adults with specific genetic diseases. GHPP helps beneficiaries with their health care costs.

# **Greater LA Agency on Deafness, Inc** (323) 478-8000

### https://gladinc.org/

Greater LA Agency on Deafness (GLAD) works with consumers, businesses and service providers to improve quality of life and ensure communication access for the deaf, hard of hearing and deaf-blind community.

## **South Central LA Regional Center**

(213) 744-7000 https://sclarc.org/ South Central Los Angeles Regional Center for Persons with Developmental Disabilities, Inc. (SCLARC) is a private, non-profit, community-based organization that coordinates services for individuals with developmental disabilities and their families. in living the highest quality life possible in their communities.

# **EMERGENCIES**

# American Red Cross - Greater Long Beach, Rio Hondo & South Bay Office

General (562) 595-6341 Emergency assistance (877) 272-7337 3150 E. 29th St Long Beach, CA 90806 https://www.redcross.org/local/california 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**

#### **Drew Child Development Corporation**

(323) 249-2950 Service/Intake and Administration

(323) 249-2950 [Ext. 122] Mental Health 1770 E. 118th St. Los Angeles, CA 90059 www.drewcdc.org

The agency provides childcare services, family preservation, and mental health services primarily for people who live in South Central Los Angeles. Programs are targeted to at risk families.

# Drew Calworks Alternative Payment Program - Stage 1

(310) 609-3885 Service/Intake (323) 249-2950 Mental Health 3737 Martin Luther King Jr. Blvd., Ste 550 Lynwood, CA 90262 The agency provides childcare services, family preservation, and mental health services primarily for people who live in South Central Los Angeles. Programs are

# targeted to at risk families.

# 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.

# LA County Department of Public Health - CHDP - Southwest Regional Office

(424) 338-1186 12012 S. Compton Ave., Rm. 4-212 publichealth.lacounty.gov/cms/chdp.htm The program provides administrative support of health services for low-income youth in Los Angeles County. Services are provided at physician offices, county health centers and hospitals.

# Maternal, Child, & Adolescent Health Los Angeles County Department of Public Health Programs

(213) 639-6400 600 S. Commonwealth Ave., 8th Floor, Los Angeles, CA 90005 www.publichealth.lacounty.gov/mch/ Here you can find information for free or low-cost health, dental, vision, and mental health insurance programs for mothers, children and adolescents.

# WATTS Healthcare Corporation

(323) 564-4331 10300 S. Compton Ave. Los Angeles, CA 90002 www.wattshealth.org

This agency provides health services, residential treatment for substance use disorders, substance use disorder services, welfare-to-work support services and WIC for people of all ages who live primarily in the South Central Los Angeles area. Services are targeted, but not restricted, to the African American and Spanish-speaking communities of South Central Los Angeles.

# 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 nonbreastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

# **MENTAL HEALTH**

# Los Angeles County Department of Mental Health

(800) 854-7771

https://dmh.lacounty.gov/

The Department of Mental Health seeks to optimize the hope, wellbeing and life trajectory of Los Angeles County's most vulnerable through access to care and resources that promote not only independence and personal recovery but also connectedness and community reintegration.

# LA County Department of Mental Health- - Augustus F. Hawkins Family Mental Health Center

(310) 668-4272 1720 E. 120th St. Los Angeles, CA 90059 dmh.lacounty.gov The center provides mental health services and welfare-to-work support services, primarily for adults and children who live in South Central Los Angeles and surrounding communities.

#### **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.

# Project Return Peer Support Network -The Warmline

(888) 448-9777 2677 1/2 Zoe Ave Suite # 304 Huntington Park, CA 90255 www.prpsn.org

The program provides mental health services for people who are recovering from mental illness. Services include helplines/warmlines, legislative advocacy, mental health related support groups, psychiatric resocialization and respite care.

# VETERANS

#### **U.S. Veterans Resource Center**

(310) 767-1221 1045 W. Redondo Beach Blvd., Ste. 150 Gardena, CA 90247 https://www.vetsresource.org/ This organization focuses on the overall wellness and reintegration of military veterans from all eras. Services include housing assistance, behavioral health treatment, and case management, and more.

# OTHER

# **Center for Healthcare Rights**

(213) 383-4519, Ext. 3006 520 S. Lafayette Park Place, Suite 214 Los Angeles, CA 90057 www.healthcarerights.org The Center for Health Care Rights (CHCR) is а nonprofit health care advocacy organization dedicated to assuring consumer access to quality health care through education, counseling, informal advocacy, and legal services.

# 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 highguality dental care.

# **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.

# Los Angeles County Health and Nutrition Hotline

(877) 597-4777

http://publichealth.lacounty.gov/nut/

This hotline provides food stamp information as well as information about nutrition and physical activity programs county wide.



# TRANSPORTATION



# FOR THE ELDERLY & PERSONS WITH DISABILITIES

#### **Access Paratransit**

(800) 827-0829 Hotline: 511 https://accessla.org/home/

Access Services is responsible for the administration of Access, the Americans with Disabilities Act (ADA) mandated paratransit transportation program for Los Angeles County and is committed to improving the mobility on public transit of persons with disabilities.

# **Dial-A-Ride in Willowbrook**

For Applications: MV Transportation, Inc 7209 E. Rosecrans Ave. Paramount, CA 90723 Dial-A-Ride Information (323) 563-5653 https://dpw.lacounty.gov/transit/DAR.aspx This program provides reliable and affordable transportation to Carson residents, who are at least 60 years old, or who are disabled adults 18 years of age or older. The service is available 24 hours a day; seven days a week, including holidays.

# **PUBLIC TRANSPORTATION SERVICES**

#### **Compton Renaissance**

Phone: 310-605-5505 205 S. Willowbrook Ave. Compton, CA 90220 http://www.comptoncity.org/visitors/cpttra ns.asp You will find information about buses and transportation in the city of Compton. Additionally: arrival times, departure times, schedules, fares, system maps, etc.

### **Gardena Transit**

(323) 321-0165 13999 S. Western Ave. Gardena, CA 90249 http://ridegtrans.com/ You will find information about buses and transportation in the city of Gardena. Additionally: arrival times, departure times, schedules, fares, system maps, etc.

## **LADOT Transit**

(818) 943-6211 https://www.ladottransit.com/ Access here for information about DASH, Commuter Express, City Ride, LA now, realtime bus information and other transportation services in LA county.

# LA GO Bus

(800) 827-0829

https://dpw.lacounty.gov/transit/DAR.aspx Provides dial-a-ride (paratransit) services for eligible residents of the unincorporated areas of Los Angeles County.

### LA Metro Home

(323) 466-3876 https://www.metro.net/ You will find information about the Metro System in Los Angeles County. Additionally, you will find arrival times, departure times, schedules, fares, system maps, etc.

# The Link- Willowbrook

Service Information: (626) 458-5914 https://dpw.lacounty.gov/transit/TheLinkW illowbrook.aspx

The Link provides an affordable and efficient transit service to connect area residents to key destinations in the Willowbrook community. The Link buses feature a dynamic and bright pattern reflecting the line's identity. The Link-Willowbrook shuttles serve the Metro Rail Green Line and Blue Line stations location at Willowbrook Avenue and Avalon Blvd., other key destinations include the King Medical Center, King Center for Public Health, Charles Drew University of Medicine Kenneth Hahn Plaza, and Science. Willowbrook Senior Center, County offices, public schools, libraries, parks, shopping and other heavy traveled centers destinations. We encourage residents to efficient ride the economic, and environmentally friendly Link shuttles

# OTHER

# Department of Motor Vehicles (DMV) -Compton

(800) 777-0133 2111 South Santa Fe Avenue Compton, CA 90221 https://www.dmv.ca.gov/portal/dmv/detail /fo/offices/fieldoffice?number=608 Available for Driver License and ID Card Processing, and Vehicle Registration. Has DMV Now Kiosks to guide you through various DMV transactions with touchscreen technology. Inquire about accepted forms of payment.

# **Nearby Bus Stop Locations**

- 120th / Augustus F Hawkins (0.3 miles)
- 120th St & King/Drew Med Ctr (Westbound) (0.3 miles)

- 120th St. & King/Drew Medical Center (Eastbound) (0.3 miles)
- 120th St & Mental Health Building (0.3 miles)
- 120<sup>th</sup> St & Parking Lot C 120<sup>th</sup> / Martin Luther King Hospital (0.3 miles)

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

# **Nearby Metro Stations**

- Willowbrook/Rosa Parks (0.6 miles)
- Southbound Access Rd & Metro Rail Station (0.4 miles)
- Imperial Rosa Parks Station (0.4 miles)

These are the three metro stations closest to you.



# SOCIAL SERVICES



# ADDICTION

# Alcoholics Anonymous - Barefoot Participation - Weekly Meeting

Every Saturday at 10:30am 1670 E 120TH ST WATTS, CA 90059 https://lacoaa.org/meetings/1297barefoot-participation/?tsmlday=any&tsml-query=90059 Alcoholic Anonymous meeting occurring every Saturday. Check the link to find more meetings near you.

# **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 Support Hotline**

(800) 540-4000 - Within CA (213) 639-4500 - Outside CA https://dcfs.lacounty.gov/

The Los Angeles County Department of Children and Family Services promotes child safety and well-being by partnering with communities to strengthen families, keeping children at home whenever possible, and connecting them with stable, loving homes in times of need.

#### **Children's Institute Inc- Watts Campus**

(323) 523-8600 1522 E. 102nd St. Los Angeles, CA 90002 www.childrensinstitute.org The agency provides child abuse services, childcare, early childbood education, family

childcare, early childhood education, family support services, foster care services,

mental health services, school readiness and welfare-to-work support services for people of all ages and their families in Los Angeles County

# Shields for Families Inc - Ark Compton Drug Court

(323) 242-5000 11705 Deputy Yamamato Pl., Ste. A Lynwood, CA 90262

#### www.shieldsforfamilies.org

The agency provides case management, child abuse services, coordinated entry system, domestic violence services, family preservation services, mental health services, residential substance use disorder treatment, substance use disorder services, vocational education services and youth services.

# **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.

## 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 Adult Protective Services**

(888) 202-4248: For general Information, toll-free in LA & vicinity (877) 477-3646: 24-hr abuse hotline https://www.cdss.ca.gov/adult-protectiveservices

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

(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/independentlocator Find Independent Living Centers in this online locator.

# Community Services for Seniors - Los Angeles County

(213) 738-2600 http://www.worksourcecalifornia.com/ The agency provides WIA programs for people who live in unincorporated areas of Los Angeles County and areas not covered by other WIB's.

# **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 24hour 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.

#### **Report Elder Abuse Hotline**

(877) 477-3646

# (888) 202-4248 https://wdacs.lacounty.gov/ You can call this number to report elder abuse if you know or suspect that an elderly person may be suffering from mistreatment.

## Watts Labor Community Action Committee - Bradley Multipurpose Senior Citizen Center

(323) 563-5639 10957 S. Central Ave. Los Angeles, CA 90059 www.wlcac.org

The center provides health education, nutrition programs, services for older adults and transportation for people age 60 years and older who live in the Central and South Central Region of Los Angeles.

# **FAMILY SERVICES**

#### **Salvation Army**

(310) 639-0362 736 E. Compton Blvd. Compton, CA 90221 http://www.comptoncorps.org/ The Salvation Army works to identify and meet areas of need in the communities it serves. In the central South Bay, they provide Worship, Social Services, Day Camp, and Music Education.

# 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.

### Los Angeles Regional Foodbank

1734 E 41st St., Los Angeles, CA 90058 www.lafoodbank.org

The Los Angeles Regional Foodbank provides meals for families and children struggling with hunger in the community. General Relief and Calfresh Program Division - South Central District Office -27

(877) 328-9677 EBT Customer Service (Lost or Stolen Card) 10728 S. Central Ave. Los Angeles, CA 90059 www.dpss.lacounty.gov/ This division coordinates field operations and provides intake, application and benefit distribution services for the Department of Public Social Services.

# HOUSING

# City of LA Housing and Community Investment Department - Southeast Watts Family source - Watts Labor Community Action Committee

(323) 249-7552 Service/Intake 1212 E. 108th St.

Los Angeles, CA 90059

hcidla.lacity.org/family-source-centers

City of Los Angeles Housing and Community Investment Department provides counseling services, disaster services, emergency food, family life education, family support services and youth services for people of all ages in Los Angeles city. Services are provided through a network of 17 family-source centers and are restricted to residents of Los Angeles.

#### Fair Housing Foundation of Los Angeles

(800) 446-3247

http://www.fhfca.org/

The Fair Housing Foundation is dedicated to eliminating discrimination in housing and promoting equal access to housing choices for everyone.

# Housing Authority of the City of LA -Nickerson Gardens Worksource Satellite Portal

(323) 357-3980 1495 E. 114th St., Ste. 1106 Los Angeles, CA 90059 www.hacla.org

The Housing Authority provides business services, housing services and WIA programs for low-income people who live in the City of Los Angeles.

### **Housing Rights Center**

(800) 477-5977 or (213) 736-8310 http://www.housingrightscenter.org/ They actively support and promote fair housing through education, advocacy and litigation, to the end that all persons have the opportunity to secure the housing they desire and can afford.

# Los Angeles County Development Authority

(800) 731-4663 https://wwwb.lacda.org/publichousing/how-to-apply *Low Income Housing Information and application*.

### Los Angeles County Helps

(877) 428-8844 https://housing.lacounty.gov/

This community resource helps people list and locate housing in the County of Los Angeles, including affordable, special needs, emergency housing, and more. Listing and searches are free.

# Los Angeles Housing + Community Investment Department Hotline

(866) 557-7368 https://hcidla.lacity.org/online-services Information about accessible housing, community services, residents, property owners, supportive housing, etc.

# US Dept of Housing & Urban Development

(213) 894-8000 https://www.hud.gov/

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

# **IMMIGRATION**

U.S. Citizenship & Immigration Services L.A. County Field Office (800) 375-5283 300 N. Los Angeles St. Los Angeles, CA 90012 https://www.uscis.gov/about-us/find-auscis-office/field-offices/california-losangeles-county-field-office Legal resources, information and services on citizenship, green card and immigration.

# **SAFETY & VICTIMS SERVICES**

# Los Angeles Commission on Assaults Against Women.

(213) 626-3393

www.peaceoverviolence.org

The Los Angeles County Commission for Women seeks to represent the interest and concerns of women of all races, ethnic and social backgrounds, religious convictions, sexual orientation and social circumstances.

# LA County District Attorney's Bureau of Victims Services - Torrance

(310) 222-3599 825 Maple Ave., Rm. 190 Torrance, CA 90503 https://da.lacounty.gov/victims Victim services representatives work in courthouses and police stations, providing an array of services to help victims become survivors. Staff members are available to assist victims in several languages. Program services are provided free of charge and there is no legal residency or citizenship requirement.

# Los Angeles County Domestic Violence Hotline

(800) 978-3600

http://publichealth.lacounty.gov/dvcouncil Los Angeles County Domestic Violence Hotline can help victims, survivors of domestic violence. For more information visit their website.

# **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-nationalsexual-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

# Community Legal Services - Thurgood Marshall Justice Center- Compton

(310) 638-5524 725 W. Rosecrans Ave. Compton, CA 90220 www.legal-aid.com

The agency provides advocacy, domestic violence services, legal services and welfare-to-work support services primarily for low-income people and adults, age 60 and older, who live in Southeast Los Angeles County. Services are provided at three locations in Norwak and in Compton. Some services are restricted to people who meet federal poverty-level income quidelines; geographic restrictions apply.

# Department of Public Social Services County of Los Angeles

(866) 613-3777 17600 Santa Fe Ave. Rancho Dominguez, CA 90221 http://dpss.lacounty.gov/ Information on Public Social Services for the County of Los Angeles.

### **Social Security Administration**

(310) 326-0207 or (800) 772-1213 22600 Crenshaw Blvd. Torrance, CA 90501 https://www.ssa.gov/ Information regarding Social Security number, benefits, Medicare, survivors, disability, etc.

## Watts Office - Social Security Administration

(877) 836-1558 General Information (800) 772-1213 National Toll-Free Number 12429 S. Avalon Blvd. Los Angeles, CA 90061 www.ssa.gov

The agency administers and provides retirement benefits, disability benefits, survivors benefits, Medicare coverage, and Supplemental Security Income (SSI) for US citizens. It operates a regional teleservice center and 34 local offices.



# WORKFORCE TRAINING



# **Career Seekers - Career Link Compton**

(310) 605-5500 205 S Willowbrook Ave. Compton, CA 90220 http://www.comptoncity.org/depts/care erlink/clservices/careersev.asp CareerLink is experienced in linking career seekers with employers through an integrated system of customer-focused and customized services. Career planning, job search help, workshops, and job placement are available here.

# California Division of Apprenticeship Standards - Los Angeles

(213) 576-7750 320 West 4th St., Room 950 Los Angeles, CA 90013 https://www.dir.ca.gov/DAS/das.html The California Division of Apprenticeship Standards (DAS) consults with employers to develop a skilled workforce with viable career pathways to increase productivity and strengthen our economy.

# City of Los Angeles Economic and Workforce Development Department -Watts Worksource Center

(323) 249-7751 2220 E. 114th St. Los Angeles, CA 90059 https://ewddlacity.com/ This City Department provides business and employment services for the City of Los Angeles. It is the administrative agency of the City of Los Angeles Workforce Board. It also administers 17 WorkSource Centers; see the site list. Direct services include comprehensive job assistance centers, employment preparation for job seekers and laid-off workers, and job placement. There are no geographic restrictions.

# **General Assembly**

Downtown LA location: 360 E. 2nd St. Suite 400 Los Angeles, CA 90012 Santa Monica location: 1520 2nd St. Santa Monica, CA 90401 https://generalassemb.ly General Assembly is a pioneer in education and career transformation, specializing in today's most in-demand skills. The leading source for training, staffing and career transitions, we foster a flourishing community of professionals pursuing careers they love.

# Los Angeles County Workforce Development, Aging, and Community Services - Southeast

(323) 586-4700 2677 Zoe Ave., 2nd Fl. Huntington Park, CA 90255 https://workforce.lacounty.gov

The agency provides Workforce Development programs for people who live in unincorporated areas of Los Angeles County and areas not covered by other Workforce Development Boards. The agency also provides services for individuals or agencies which are affected by Coronavirus. There are no restrictions for America's Job Centers of California services.

# Los Angeles Job Corps Center

(213) 748-0135 1020 S Olive St. Los Angeles, CA, 90015 https://losangeles.jobcorps.gov Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 to 24 improve the quality of their lives through career technical and academic training.

# Los Angeles Unified School District -Maxine Waters Employment Preparation Center

(323) 357-7700 10925 S. Central Ave. Los Angeles, CA 90059 https://www.waterstrainingcenter.org The center provides education services, and WIA programs, primarily for residents of South Central Los Angeles.

### Los Angeles Harbor College

(310) 233-4000 1111 Figueroa PI. Wilmington, CA 90744 https://www.lahc.edu The college provides adult education, foster family services, post-secondary education, recreational programs and welfare-to-work services for residents of California who have high school diplomas or who are age 18 or older. The college also provides welfare-to-work services for DPSS-referred CalWORKs participants. Age restrictions apply for some services.

# Nickerson Garden Worksource Satellite and Employment Technology Center

(323) 357-3980 1495 E. 114th St., Ste. 1106 Los Angeles, CA 90059 http://www.hacla.org The center offers education services, employment services, and information and referral services and are intended, primarily for recipients of HACLA housing services.

# Southeast Los Angeles Worksource Center - America's Job Center of California

(323) 563-4702 10950 S. Central Ave. Los Angeles, CA 90059 https://ewddlacity.com/ This City Department provides business and employment services for the City of Los Angeles. It is the administrative agency of the City of Los Angeles Workforce Board. It also administers 17 WorkSource Centers; see the site list. Direct services include comprehensive job assistance centers, employment preparation for job seekers and laid-off workers, and job placement. SUPPLEMENTAL RESOURCES

SA	AGENCY NAME	ADDRESS/PHONE	REFERRAL CONTACT	PLAN	LANGUAGE	EMAIL ADDRESSES
1	Palmdale MHC &	1529 Palmdale Blvd. Ste 150				
	Antelope Valley	Palmdale, CA 93550 Ph:(661) 575-1800 Fx: (661) 265-6025	Connie Kessinger, LMFT Ph: (626) 575-2671	FCCS	Spanish	CKessinger@dmh.lacounty.gov
	Center for Aging Resources (CFAR) - Heritage Clinic	1037 W. Avenue N Suite 205 Palmdale, CA 93551	Jamie Garis, Psy.D. Ph: (626) 577-8480 x112	FSP FCCS PEI	Spanish Farsi	jgaris@cfar1.org
	Center for Aging Resources (CFAR) - Heritage Clinic	447 N. El Molino Pasadena CA 91101 Ph: (626) 577-8480 Fx: (626) 577-8978		FSP FCCS PEI	Spanish Korean	jgaris@cfar1.org
	Didi Hirsch - Glendale Center	1540 E. Colorado Street Glendale, CA 91205 Ph: (818) 244-7257 Fx: (818) 243-5431	Dina Palivos, Ph.D. Ph: (818) 863-8061	FSP FCCS PEI	Armenian, Spanish, Farsi, Russian, Arabic, Mandarin	cpalivos@didihirsch.org
	Hillview Mental Health Center	12450 Van Nuys Blvd. N #200 Pacoima, CA 91331 Ph:(818) 896-1161 Fx: (818) 896-5069	Megan Lawson, LMFT Ph: (818) 896-1161	FSP FCCS PEI	Spanish, Russian, Farsi	mlawson@hillviewmhc.org
	Jewish Family Service of Los Angeles	12821 Victory Blvd., N Hollywood, CA 91606 Ph: (818) 432-5025 Fx: (818) 760-9092	Ninoska Fonseca, LMFT Ph:(818) 432-5025	FCCS PEI	Russian, Farsi, Spanish, Hebrew	nfonseca@jfsla.org
	San Fernando Community Mental Health Center, Inc.	14600 Sherman Way, Ste 100D Van Nuys, CA 91405 Ph: (818) 374-6901 Fx: (818) 870-8035	Michele Shepherd, LMFT Ph: (818) 374-6901	FSP FCCS PEI	Spanish Farsi Armenian	mshepherd@sfvcmhc.org
2	Special Services for Groups SILVER	1730 W Olympic Blvd Floor 3A, #100, Los Angeles, CA 90015 Ph: (213) 553-1884 Fx: (213) 236-9662	Yvonne Sun, LCSW Ph: (213) 236-9394 cell 213-220-4038	FSP	Spanish, Korean, Japanese, Chinese (Mandarin & Cantonese), Cambodian (Khmer), Filipino (Tagalog) South Asian (Bengali, Gujarati, Hindi, Punjabi & Urdu), Samoan and Russian	ysun@ssgsilver.org
	West Valley Mental Health Center	7621 Canoga Ave. Canoga Park, CA 91304 Ph: (818) 598-6900 Fx:(818) 598-6971	Anil Matta Thomas, LCSW Ph: (818) 610-6717	FCCS	Spanish, Hindi, Malayalam, Kannada, Telugu, Yoruba, Fante	amthomas@dmh.lacounty.gov
	Arcadia Mental Health Center	301 E. Foothill Blvd. Arcadia, CA 91006 Ph:(626) 254-1400 Fax: (626) 471-3575	Lonna Bennett, LCSW Ph: (626) 254-1473	FCCS	Spanish, Mandarin, Cantonese, Romanian and Farsi	labennett@dmh.lacounty.gov
3	Center for Aging Resources - Heritage Clinic	447 N. El Molino Pasadena CA 91101 Ph: (626) 577-8480 Fx: (626577-8978	Jamie Garis, Psy.D. Ph: (626) 577-8480 Ext 112	FSP FCCS PEI	Spanish Korean	jgaris@cfar1.org
	ENKI La Puente	160 S. Seventh Ave. La Puente, CA 91744 Ph:(626) 961-8971 Fx: (626)961-6685	Call Center Ph: (866) 227-1302	FCCS PEI	Korean Mandarin Spanish	Call Center (866)227-1302
	Pacific Clinics Asian Pacific Family Center	9353 E. Valley Blvd. Rosemead, CA 91770 Ph: (626) 287-2988 Fx: (626)287-0168	Anne Wong, LCSW Ph: (626) 287-2988 x 148	FSP FCCS PEI	Chinese (Cantonese & Mandarin) Vietnamese, Toishanese	awong@pacificclinics.org

SA	AGENCY NAME	ADDRESS/PHONE	REFERRAL CONTACT	PLAN	LANGUAGE	EMAIL ADDRESSES
	Pacific Clinics- West	1517 W. Garvey Ave N.		FSP		
	Covina	West Covina, CA 91790 Ph: (626) 962-6061 Fx: (626) 962-4471	Laura Gonzales, LVN Ph: (626) 962-6061		Spanish	lgonzales@pacificclinics.org
3	Special Services for Groups SILVER	9353 E. Valley Blvd. Rosemead, CA 91770 Ph: (626) 287-2988 Fx: (626)287-0168	Yvonne Sun, LCSW Ph: (213) 236-9394	FSP	Spanish, Korean, Japanese, Chinese (Mandarin & Cantonese), Cambodian (Khmer), Filipino (Tagalog) South Asian (Bengali, Gujarati, Hindi, Punjabi & Urdu), Samoan and Russian	ysun@ssgsilver.org
4	Amanecer Community Counseling Center	1200 Wilshire Blvd, Suite 210, Los Angeles, CA 90017 Ph:(213) 481-1347 Fx:(213) 482-9466	Julisa Lendo Ph: (213) 481-1347 x222	FCCS PEI	Spanish	Jlendo@amanecerla.org
4	Center for Aging	155 N. Occidental Blvd.	Jamie Garis, Psy.D.	FSP	Spanish	
т	Resources (CFAR) - Heritage Clinic	Los Angeles, CA 90026 (626) 577-8480 (626)577-8978	Ph: (626) 577-8480 Ext 112	FCCS PEI	Armenian	jgaris@cfar1.org
4	ENKI Pico Union	2523 W. 7th St. Los Angeles, CA 90057 Ph:(213)480-1557 Fx: (213) 480-1182	Call Center Ph: (866) 227-1302	FCCS PEI	Spanish	Call Center (866) 227-1302
4	Jewish Family Service of Los Angeles	330 N. Fairfax Ave. Los Angeles, CA 90036 Ph: (323)937-5900 Fx: (818)766-3926		FCCS PEI	Russian Farsi Spanish Korean Hebrew German	nfonseca@jfsla.org
4	Jewish Family Service of Los Angeles - Saban Free Clinic	6043 Hollywood Blvd. Los Angeles, CA 90028 Ph: (818) 432-5025 Fx: (818) 760-9092		FCCS PEI	Russian, Farsi, Spanish, Hebrew	nfonseca@jfsla.org
4	Northeast Mental Health Center	5321 Via Marisol Los Angeles , CA 90042 Ph: (323) 478-8200 Fx: (323) 344-8829	Miguel Osorio, LCSW Ph: (323) 478-8200	FCCS	Spanish	mosorio@dmh.lacounty.gov
4	Pacific Clinics Portals	2500 Wilshire Blvd. Ste. 500 Los Angeles, CA 90057 Ph: (213) 639-2696 Fx: (213) 389-1987	Peter Muonagor, LCSW (213) 639-2663	FSP FCCS PEI	Spanish IBO/IGBO	pmuonagor@pacificclinics.org
4	Special Services for Groups SILVER	1730 W Olympic Blvd Floor 3A, #100, Los Angeles, CA 90015 Ph: (213) 553-1884 Fx: (213) 236-9662	,	FSP FCCS PEI	Spanish, Korean, Japanese, Chinese (Mandarin & Cantonese), Cambodian (Khmer), Vietnamese, Filipino (Tagalog, Illokano) South Asian (Bengali, Gujarati, Hindi, Punjabi & Urdu), Samoan & Russian	ysun@ssgsilver.org
5	Alcott Center for Mental Health	1433 S. Robertson Blvd. Los Angeles, CA 90035 Ph:(310) 785-2121 Fx: (310) 553-6052	Kristi Rangel, LCSW Ph: (310) 785-2121	FCCS PEI	Spanish Russian Farsi	krangel@alcottcenter.org
5	Didi Hirsch	4760 S Sepulveda Blvd., Culver City, CA 90230 Ph: (310)390-6612 Fx: (310) 398-5690	Christina Ahumada, Ph.D. Ph: (310) 846-2100 x 2170		Spanish Farsi	Cahumada@didihirsch.org

SA	AGENCY NAME	ADDRESS/PHONE	REFERRAL CONTACT	PLAN	LANGUAGE	EMAIL ADDRESSES
5	Edmund D. Edelman Westside Mental Health Center	Main: 11080 W. Olympic Los Angeles CA, 90064		FCCS	English	
		Ph:(310)966-6500 Fx: (310) 479-1394 <b>Wellness Center:</b> 11303 W. Washington Blvd. Suite # 200 Los Angeles, CA 90066 Ph: (310) 482-3200 Fx: (310) 915-8579				srichmond@dmh.lacounty.gov
5	Jewish Family Service of Los Angeles	330 N. Fairfax Ave. Los Angeles, CA 90036 Ph: (323)937-5900 Fx: (818)766-3926	Ninoska Fonseca, LMFT Ph:(818) 432-5025	FCCS PEI	Russian Farsi Armenian	nfonseca@jfsla.org
5	St. Joseph Center	204 Hampton Drive Venice, CA 90291 Ph: (310) 396-6468 Fx: (310)392-8402	Chris Jackson Ph: (310) 396-6468	FCCS PEI	Spanish Russian German	CJackson@stjosephctr.org
5	WISE & Healthy Aging	1527 4th St. 2nd Fl Santa Monica, CA 90401 Ph: (310) 394-9871 Fx: (310) 576-2499	Jennifer Levine, Psy.D. Ph: (310) 394-9871	FCCS	Farsi	jlevine@wiseandhealthyaging.org
	Augustus F. Hawkins Family Mental Health Center	1720 E. 120th St. Los Angeles, CA 90059 Ph: (310) 668-4271 Fx: (310) 668-4498	Ph: (310) 668- 5049	FCCS	Spanish	SStarkman@dmh.lacounty.gov
	Barbour & Floyd Medical Associates	2640 Industry Way, Suite B, Lynwood, CA 90262 Ph:(310) 627-4525 Fax (310) 627-4530	Yvonne Mendoza, ASW Ph: (424) 213-1150	FCCS PEI	Spanish Tagalog	Yvonne.mendoza@bafma.org
6	Pacific Clinics Portals- Community Connections	3875 S. Western, Los Angeles, CA 90062 Ph: (323) 290-4357 Fx: (323)293-8159	Tim Encinas, LMFT Ph: (323) 290-4376	FSP PEI	Spanish	Tencinas@pacificclinics.org
6	Special Services for Groups SILVER	1665 W. Adams Blvd. Los Angeles, CA 90007 Ph: (323) 731-3534 Fx: (323) 731-5618	Yvonne Sun, LCSW Ph: (213) 236-9394	FCCS PEI	Spanish, Korean, Japanese, Chinese (Mandarin & Cantonese), Cambodian (Khmer), Filipino (Tagalog) South Asian (Bengali, Gujarati, Hindi, Punjabi & Urdu), Samoan and Russian	ysun@ssgsilver.org
6	Tessie Cleveland Community Services Group	8019 S Compton Ave, Los Angeles, CA 90001 Ph: (323)586-7333 Fx: (323) 588-5622	Laura Hernandez, LCSW Ph: (310) 613-0417	FCCS	Spanish Tagalog Korean	laurah@tccsc.org
7	Alma Family Services	4701 E. Cesar E. Chavez Ave, Los Angeles, CA 90022 Ph: (323) 881-3799 Fax: (323) 260-5202	Michael Segovia, LCSW Ph: (323) 881-3799	FCCS PEI	Spanish	michaels@almafs.com
	Alma Family Services	9101 Whittier Boulevard Pico Rivera, CA 90660 Ph: (562) 801-4626 Fx: (562) 801-4630	Ph: (323) 881-3799	FCCS PEI	Spanish	michaels@almafs.com
	Enki East Los Angeles MH Svcs Bell Gardens	6001 Clara St. Bell Gardens, CA 90201 Ph: (562) 806-5000	Call Center 866-227-1302	FCCS PEI	Spanish	Call Center
7	Enki - East LA Mental Health Services Commerce	1436 Goodrich Blvd., Commerce, CA 90022 Ph: (323) 725-1337 Fx: (323) 287-5344	Call Center 866-227-1302	FCCS PEI	Spanish Farsi (Psychiatrist)	Call Center

SA	AGENCY NAME	ADDRESS/PHONE	REFERRAL CONTACT	PLAN	LANGUAGE	EMAIL ADDRESSES
7		11741A Telegraph Rd,	Linda Skale, LCSW	FSP	Spanish, Russian,	
	Pacific Clinics El Camino	Santa Fe Springs, CA 90670 Ph: (562) 801-0318 Fx: (562) 949-3642	Ph: (562) 801-0318 x174	FCCS PEI	Farsi	lskale@pacificclinics.org
7	Rio Hondo Mental Health Center	17707 S Studebaker Rd. Cerritos, CA 90703 Ph: (562) 402-0688 Fx: (562) 402-3032	Elizabeth Cope, LCSW (562) 402-0688	FCCS	Spanish Tagalog	ecope@dmh.lacounty.gov
7	Telecare - Older Adult- Atlas	12440 Firestone Blvd Ste 3020, Norwalk, CA 90650 Ph: (562) 929-6688 Fx: (562) 929-9074	Ph: (562) 929-6688	FSP FCCS PEI	Spanish, Thai, Mandarin	Aballan@telecarecorp.com
8	Center for Aging Resources - Heritage Clinic	3939 Atlantic Blvd, Ste. 103 Long Beach CA 90807 Ph:(626) 577-8480 Fx: (626) 577-8978	Jamie Garis, Psy.D. Ph: (626) 577-8480 Ext 112	FSP FCCS PEI	Spanish	jgaris@cfar1.org
8	Didi Hirsch	323 N. Prairie Avenue Inglewood, CA 90301 Ph: (310) 677-7808 Fx: (310-677-7205	Rosanna Azanza (310) 846-2100 x 2170	FSP FCCS PEI	Spanish	RAzanza@didihirsch.org
8	Long Beach Mental Health Center	1975 Long Beach Blvd. Long Beach, CA 90806 Ph: (562) 599-9280 Fx: (562) 218-0402	Sung Hye Ye, MHCRN Ph: (562) 218-4020	FCCS	Spanish, Hindi, Russian, Japanese and Korean	SuYu@dmh.lacounty.gov
8	San Pedro Mental Health Center	150 W. 7th St., San Pedro 90731 Ph: (310) 519-6100 Fx: (310) 732-5809	Maxine Day, Ph.D. (Interim) Ph: (310) 519-6210	FCCS	Spanish Vietnamese	Mday@dmh.lacounty.gov
8	Special Services for Groups SILVER	1730 W Olympic Blvd Floor 3A, #100, Los Angeles, CA 90015 Ph: (213) 553-1884 Fx: (213) 236-9662	Yvonne Sun, LCSW Ph: (213) 236-9394	FSP FCCS PEI	Spanish, Korean, Japanese, Chinese (Mandarin & Cantonese), Cambodian (Khmer), Filipino (Tagalog) South Asian (Bengali, Gujarati, Hindi, Punjabi & Urdu), Samoan and Russian	ysun@ssgsilver.org
8	Special Services for Groups / Samoan NTL Nurses ACTN	1580 E. 220th. St.#301 Long Beach, CA 90801	Yvonne Sun, LCSW Ph: (213) 236-9394	FCCS PEI	Spanish, Korean, Japanese, Chinese (Mandarin & Cantonese), Cambodian (Khmer), Filipino (Tagalog) South Asian (Bengali, Gujarati, Hindi, Punjabi & Urdu), Samoan and Russian	ysun@ssgsilver.org
8	Telecare-Older Adult	12440 Firestone Blvd Ste 3020, Norwalk, CA 90650 Ph: (562) 929-6688 Fx: (562) 929-9074	Alex Ballan, Ed.D., LCSW Ph: (562) 929-6688	FSP PEI	Spanish, Thai, Mandarin	Aballan@telecarecorp.com
CWAmerican Indian947 Cole AvenueCounseling CenterLos Angeles, CA 90038Ph:(323) 871-4652Fx: (323) 463-8141		Angela Trenado, LCSW Ph: (323)871-4600	FSP	Spanish	atrenado@dmh.lacounty.gov	
CW	Genesis FCCS	550 S. Vermont Ave. Los Angeles, CA 90020 Ph: (213) 351-7284 Fx: (213) 427-6161	Theion Perkins, RN Ph: (213)351-5254	FCCS	Spanish Chinese	tperkins@dmh.lacounty.gov

# TOP 100 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

### 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.

### MAKE A PLAN

2.

3.

5.

6.

7.

8.

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.

### 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!

### **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.

### **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.

### 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!

### 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.

### 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.

10.

### 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.

### **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!

This material made possible by the California Department of Public Health and First 5 California.





# **Sharps Disposal Drop Off**

### Please dispose your sharps waste properly!

Los Angeles County Public Works proudly sponsors the Sharps Program to provide residents with options for safe and convenient disposal of sharps waste.

Residents can dispose of sharps waste such as needles, lancets, or other devices used to administer medication intravenously at one of 21 drop boxes located at Sheriff's stations throughout Los Angeles County. Drop off is anonymous and available 24 hours a day.





# <u>Sheriff Station Locations</u> Sharps Waste Only – Not for Commercial Use 1. <u>Altadena</u> – 780 East Altadena Drive, Altadena, CA 91001

- 2. Carson 21356 S. Avalon Blvd., Carson 90745
- 3. Century 11703 S. Alameda St., Lynwood 90262
- 4. Compton 301 S. Willowbrook Ave., Compton 90221
- 5. Crescenta Valley 4554 N. Briggs Ave., La Crescenta 91214
- 6. East Los Angeles 5019 E. Third St., Los Angeles 90022
- 7. Industry 150 N. Hudson Ave., Industry 91744
- 8. Lakewood 5130 N. Clark Ave., Lakewood 90712
- 9. Lancaster 501 W. Lancaster Blvd., Lancaster 93534
- 10. Lomita 26123 S. Narbonne Ave., Lomita 90717
- 11. Malibu/Lost Hills 27050 Agoura Hills Rd., Calabasas 91301
- 12. Marina Del Rey 13851 Fiji Way, Marina Del Rey 90292
- 13. Norwalk 12335 Civic Center Dr., Norwalk 90650
- 14. Paimdale 750 Avenue Q, Palmdale 93550
- 15. Pico Rivera 6631 Passons Blvd., Pico Rivera 90660
- 16. San Dimas 270 S. Walnut Ave., San Dimas 91773
- 17. Santa Clarita 23740 W. Magic Mountain Pkwy., Valencia 91355
- 18. South Los Angeles 1310 W. Imperial Hwy., Los Angeles 90044
- 19. Temple 8838 E. Las Tunas Dr., Temple City 91780
- 20. Walnut 21695 E. Valley Blvd., Walnut 91789
- 21. West Hollywood 780 N. San Vicente Blvd., West Hollywood 90069



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Trusted Information. Better Care.

Expert Information from Healthcare Professionals Who Specialize in the Care of Older Adults



# 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 <b>http://www.medicare.gov/</b> .
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 heath 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 <b>www.eldercare.gov</b> .

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-thecounter 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.



THE OFFICIAL FOUNDATION OF THE AMERICAN GERIATRICS SOCIETY

40 FULTON STREET 18TH FLOOR NEW YORK, NY 10038 212.308.1414 TEL 212.832.8646 FAX Info@healthinaging.org *DISCLAIMER*: This information is not intended to diagnose health problems or to take the place of medical advice or care you receive from your physician or other healthcare provider. Always consult your healthcare provider about your medications, symptoms, and health problems. August 2017

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# 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	<b>Helping others is a great mood lifter.</b> 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	<b>It can be easy to overindulge around the holidays</b> , 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	<b>There's nothing wrong with not feeling jolly;</b> 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	<b>Don't underestimate the power of friends, family, mentors, and neighbors.</b> 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 con- cerns. 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 OFFICIAL FOUNDATION OF THE AMERICAN GERIATRICS SOCIETY 40 FULTON STREET 18тн FLOOR NEW YORK, NY 10038 212.308.1414 TEL 212.832.8646 FAX Info@healthinaging.org *DISCLAIMER*: This information is not intended to diagnose health problems or to take the place of medical advice or care you receive from your physician or other healthcare provider. Always consult your healthcare provider about your medications, symptoms, and health problems. June 2019

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### 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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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.

www.OurHouse-Grief.org West LA | Woodland Hills | Koreatown (888) 417-1444



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.

### www.ourhouse-grief.org | 888.417.1444

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### 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.

www.OurHouse-Grief.org West LA | Woodland Hills | Koreatown (888) 417-1444



### 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.



Lennox Shuttle Transit information: (310) 667-8755	FARE: 25 cents per trip FREE: Seniors (60 years and older), Persons with disabilities, Children under 5 WE ACCEPT: Metro 30-Day Passes and EZ Passes <i>Fare is subject to change without notice</i> . BUS OPERATES	7 am - 6 pm Monday to Friday 9 am - 6 pm Saturday The shuttle is air-conditioned and wheelchair accessible. <b>The shuttle connects with the following transit</b> <b>providers:</b>	Metro www.metro.net (323) G0-METRO Gardena Bus Lines www.ci.gardena.ca.us (310) 965-8888	<b>Inglewood I-Line Trolley</b> www.cityofinglewood.org (310) 412-4378 For more information about the Lennox Shuttle	Service, visit our web site: www.LAGoBus.info For alternative formats or additional information, call <b>(626) 458-5914</b> For those with hearing impairments, please call: <b>711</b>
				This service is financed through funding provided by a COMMUNITY Shuttle the County of Los Angeles	Este servicio es financiado con fondos proporcionados por el Condado de Los Angeles Lennox

Aicrobús de Lenno

INFORMACIÓN DE TRANSPORTACIÓN: (310) 667-8755

TARIFA: 25 centavos por viaje

**GRATIS:** Personas de 60 años o mayores, Personas con incapacidades, Niños menores de 5 años

SE ACEPTA: Pases de Metro 30-Días y EZ. Tarifa esta sujetá a cambios sin previo aviso.

HORARIO DE SERVICIO

7 am - 6 pm lunes a viernes 9 am - 6 pm sabados El microbús tiene aire acondicionado y accesible para sillas de ruedas.

El microbús conecta con los siguiente proveedores de transporte:

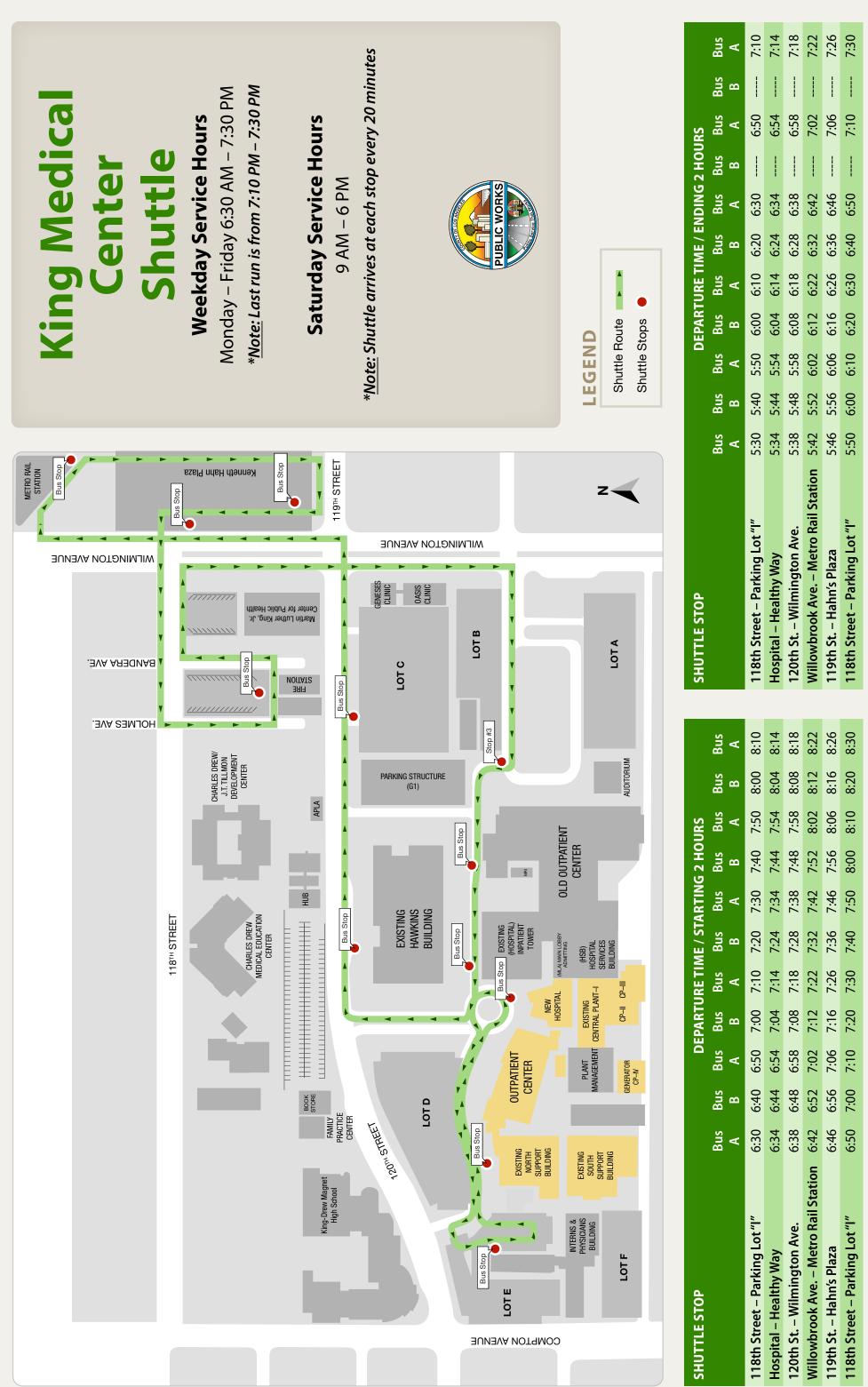
Metro www.metro.net (323) GO-METRO Gardena Bus Lines www.ci.gardena.ca.us (310) 965-8888 Inglewood I-Line Trolley www.cityofinglewood.org (310) 412-4378 Para más información sobre el servicio de microbús Lennox, visite el sitio web: www.LAGoBus.info

Para los formatos alternativos o información adicional, llame al **(626) 458-5914** 

Personas con impedimentos auditivos, por favor llamen al: **711** 







<b>ЗНИТТЕ STOP</b>			DE
	Bus A	Bus B	Bus A
118th Street – Parking Lot "I"	6:30	6:40	6:50
Hospital – Healthy Way	6:34	6:44	6:54
120th St. – Wilmington Ave.	6:38	6:48	6:58
Willowbrook Ave. – Metro Rail Station	6:42	6:52	7:02
119th St. – Hahn's Plaza	6:46	6:56	7:06
118th Street – Parking Lot "I"	6:50	7:00	7:10

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# estone INFORMACIÓN DE TRANSPORTACIÓN: (310) 667-8755 dicrobús de **Nalnut Parl** -orence-

# TARIFAS: 25 centavos por viaje

GRATIS: Personas de 60 años o mayores, Personas con incapacidades, Niños menores de 5 años

Tarifa esta sujetá a cambios sin previo aviso. SE ACEPTA: Pases de Metro 30-Días y EZ.

# HORARIO DE SERVICIO

7 am - 6 pm lunes a viernes 9 am - 6 pm sabados Los microbuses tienen aire acondicionado y

accesible para sillas de ruedas.

Los microbúses conectan con los siguiente proveedores de transporte:

(323) GO-METRO www.metro.net Metro

www.ladottransit.com (323) 808-2273 DASH

los servicios de microbús Florence-Firestone/Walnut Park, visite el sitio web: www.LAGoBus.info Para más información sobre

Para los formatos alternativos o información adicional, llame al (626) 458-5960

Personas con impedimentos auditivos, por favor llamen al: 711



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Valnut Park Shuttle Florence-Firestone **FRANSIT INFORMATION: (310) 667-8755** 

# FARES: 25 cents per trip

Persons with disabilities, Children under 5 FREE: Seniors (60 years and older),

WE ACCEPT: Metro 30-Day and EZ Passes Fare is subject to change without notice.

# **BUS OPERATES**

7 am - 6 pm Monday to Friday 9 am - 6 pm Saturday The shuttles are air-conditioned and wheelchair accessible.

# The shuttles connect with the following transit providers:

www.metro.net Metro

(323) GO-METRO DASH www ladottransit com (323) 808-2273

Florence-Firestone/Walnut Park Shuttle Service, visit our web site: www.LAGoBus.info For more information about the

For alternative formats or additional information, call **(626) 458-5960**  For those with hearing impairments, please call: 711

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Baldwin Hills Parklands Shuttle / Microbús TRANSIT INFORMATION: (310) 667-8755	FARE: 25 cents per trip FREE: Seniors (60 years and older), Persons with disabilities, Children under 5	Passes Fare is subject to change without notice. <b>BUS OPERATES</b> 8 am - 6 pm Saturday 8 am - 6 pm Sunday 8 am - 6 pm Holidays	The shuttles are air-conditioned and wheelchair accessible. The shuttle connects with the following transit providers:	Metro Culver City Bus www.metro.net www.culvercity.org (323) GO-METRO (310) 253-6510	(323) 808-2273 (323) 808-2273 For more information about the Baldwin Hills Parklands Shuttle Service, visit our web site:	For alternative formats or additional information, call <b>(626) 458-5960</b> For those with hearing impairments, please call: <b>711</b>
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# Baldwin Hills Parklands Shuttle / Microbús

TARFIA: 25 centavos por cada viaje

**GRATIS:** Personas de 60 años o mayores, Personas con incapacidades, Niños menores de 5 años

**SE ACEPTA:** Pases de Metro 30-Días y EZ. Tarifa esta sujetá a cambios sin previo aviso.

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# HORARIO DE SERVICIO

8 am - 6 pm sabado 8 am - 6 pm domingo 8 am - 6 pm dias de fiesta Los microbuses tienen aire a condicionado y accesibles para sillas de ruedas.

# Los microbuses conectan con los proveedores de transportación siguiente:

MetroCulver City Buswww.metro.netwww.culvercity.org(323) GO-METRO(310) 253-6510

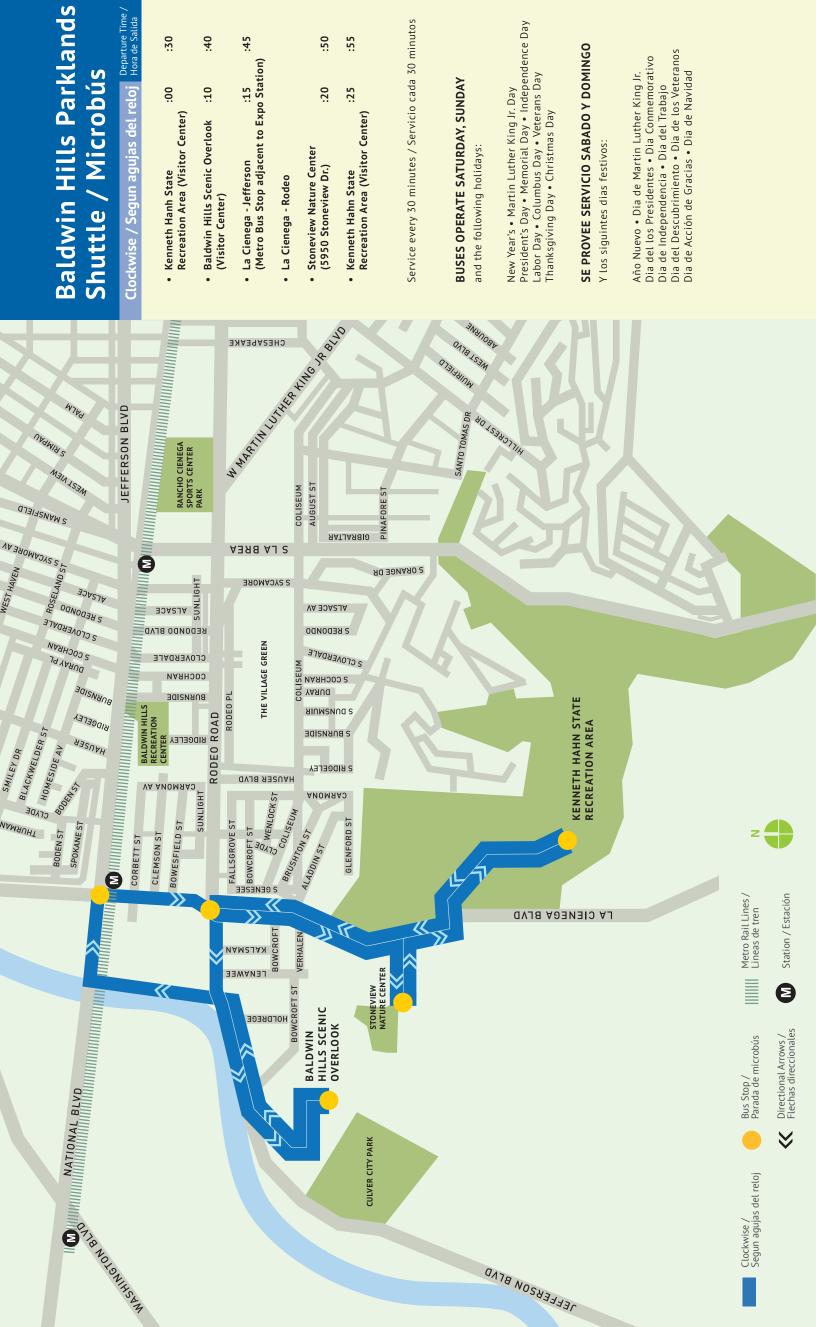
DASH www.ladottransit.com (323) 808-2273 Para más información sobre el servicio de microbús Baldwin Hills Parklands, visite el sitio web: www.LAGoBus.info

Para los formatos alternativos o información adicional, llame al **(626) 458-5960** 

Personas con impedimentos auditivos, por favor llamen al: 711

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Athens Shi TRANSIT INFORMATIO	FARES: 25 cents per trip FREE: Seniors (60 years	Persons with disabilities. WE ACCEPT: Metro 30-E	BUS OPERATES	7 am - 6 pm Monday to 9 am - 6 pm Saturday	The shuttle is air-conditio. accessible.	The shuttle connects wit providers:	Metro
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Para más información sobre el servicio de microbús

Athens, visite el sitio web: www.LAGoBus.info

Para los formatos alternativos o información

adicional, llame al **(626) 458-5914** 

por favor llamen al: TDD (626) 282-7829

Personas con impedimentos auditivos,

www.ci.gardena.ca.us

www.ladottransit.com

DASH

323) 808-2273

(310) 965-8888

**Gardena Bus Lines** 

www.torranceca.gov

(310) 618-6266

323) GO-METRO

www.metro.net

Metro

**Torrance Transit** 

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Athens

a community shuttle

For those with hearing impairments, please call: TDD (626) 282-7829

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N: (310) 667-8755

Children under 5 and older),

**GRATIS:** Personas de 60 años o mayores, Personas

**TARIFAS:** 25 centavos por viaje

con incapacidades, Niños menores de 5 años

Tarifa esta sujetá a cambios sin previo aviso.

SE ACEPTA: Pases de Metro 30-Días y EZ.

Microbús de Athens

INFORMACIÓN DE TRANSPORTACIÓN:

(310) 667-8755

El microbús tiene aire acondicionado y accesible

para sillas de ruedas.

7 am - 6 pm lunes a viernes

9 am - 6 pm sabados

HORARIO DE SERVICIO

El microbús conecta con los siguiente

proveedores de transporte:

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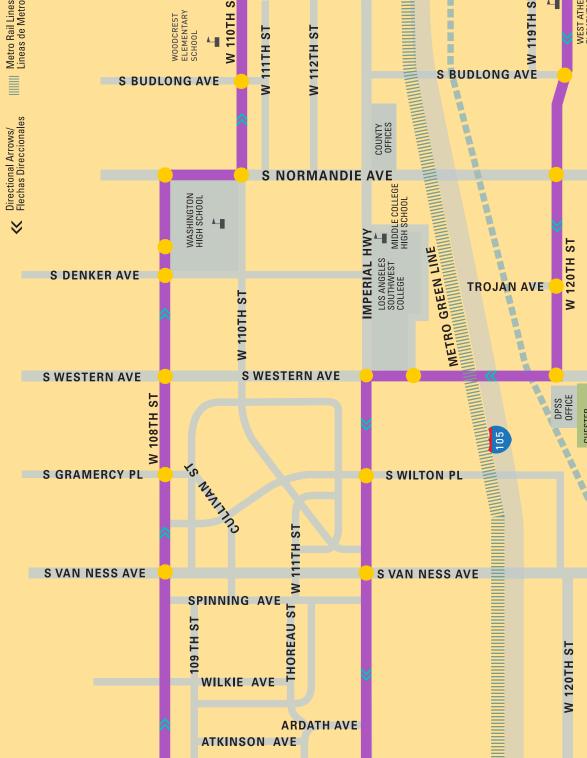
www.torranceca.gov **Torrance Transit** (310) 618-6266 (323) GO-METRO www.metro.net

www.ci.gardena.ca.us **Gardena Bus Lines** (310) 965-8888 www.ladottransit.com (323) 808-2273 DASH

For more information about the Athens Shuttle Service, visit our web site: www.LAGoBus.info

For alternative formats or additional information, call (626) 458-5914





CRENSHAW BLVD

CRENSHAW BLVD

Dial-A-Ride Application Form Mail to: MV Transportation, Inc 7209 E. Rosecrans Ave. Paramount, CA 90723	Applicant's Name:	Check all that apply:  Cuse a wheelchair Cuse a escort  Cuse a cane/walker Cusually impaired  Cother:	onship:	Date://	Phone #: ()	For office use only:
	COMMITIA BIAL-A-RIDE COMMITIA BIAL-A-RIDE 323-563-5633 323-563-5633 323-563-5633	<b>DIAL-A-RIDE</b> 323-563-5653	Dial-A-Kide provides shared transportation services for senior citizens age 60 years and over and persons with disabilities in the LA County unincorporated communities. Dial-A-Ride provee transportación compartida	para personas mayores y personas incapacitadas que viven en comunidades no incorporadas del Condado de Los Ángeles.	WILLOWBROOK, ROSEWOOD, ATHENS, FLORENCE/FIRESTONE, WALNUT PARK, AND	

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Supervisor Mark Ridley-Thomas, Second District

Supervisor Hilda L. Solis, First District

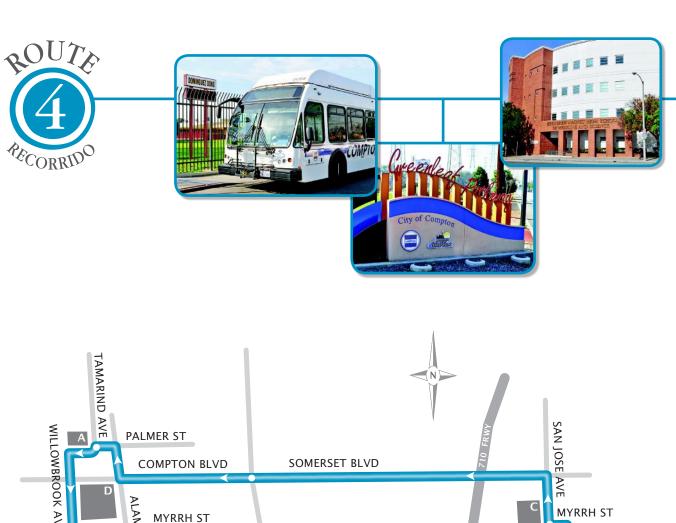
LA County Dial-A-Ride, please contact LA County Public Works:

For more information on

(626) 458-3909

Dial-A-Ride Aplicación	For Information and Reservations call:	Para averiguar el estado de la reserva, llame al:
Envié a: MN/Transnortation Inc	MV Transportation, Inc: (323) 563-5653	MV Transportation, Inc: (323) 563-5653
Elivie a. Inv. Italisportation, inc. 7209 E. Rosecrans Ave.	For a supervisor: (562) 259-9911 Ext. 5014	Para hablar con el gerente llame al: (562) 259-9911 ext. 5014
Paramount, CA 90723	WHO CAN RIDE?	OLIIÉN DLIFDE LISAR FL SERVICIO?
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Domicilio:	Profence/Firestone, vvalnut Park, and Kancho Dominiez (man on back cover) All Dial-A-Pide vans	Park, y Rancho Dominuez (vea el mapa adjunto).
Teléfono: ()	are wheelchair accessible.	Los vehiculos son accesibles para sillas de ruedas.
; Mayor de 60 años de edad? 🛛 SI 🗖 NO	WHERE CAN I RIDE?	¿DONDE PUEDO VIAJAR?
;Tiene usted alguna incapacidad?	Customers may travel within the areas outlined on	Los pasajeros pueden viajar dentro de las areas descritas en el mana adimito vibasta tres millas fuera
*Por favor envíe una copia de su tarjeta de	the enclosed map and up to three miles outside	de estas áreas. Vea el mapa adjunto para las áreas de
identificacion del Estado. Si su tarjeta no tiene su	these areas. Please see enclosed map for service	servicio.
dirección actual proporcione prueba de su	* HOURS OF OPERATION	* HORAS DE SERVICIO
aireccion.	Monday - Friday: 7 a.m. to 5:30 p.m.	Lunes - Viernes: 7 a.m. a 5:30 p.m.
Indique todo lo que apliqué:	Saturday : 9 a.m. to 1 p.m.	Sábado: 9 a.m. a 1 p.m.
🗖 Usa silla de ruedas 🔲 Necesita un adyudante	Sunday: No Service	Domingo: No hay servicio
🗆 Usa bastón/andador 🗖 problemas de visión	* Note: Dial-A-Ride services are not provided on the	* No hay servicio en los siguientes días festivos:
	following holidays: New Year's Day, Memorial Day,	Año Nuevo, Día de Conmemoración, Día de la
<b>EN CASO DE EMERGENCIA NOTIFIQUEN A:</b>	Independence Day, Labor Day, Thanksgiving Day and	Independencia, Día del Irabajo, Día de Acción de
Nombre:	Christmas Day.	Glacias y Navidau.
Relación:	RESERVATIONS	RESERVACIONES
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SI ES MENOR DE 60 AÑOS. SU DOCTOR	extra time to get to your destination when scheduling a	más tiempo para llegar a su destino cuando haga su cita.
DEBE COMPLETAR ESTA SECCIÓN	Crhadula vourtrin at least 24-hours in advance Vou	Haga su reservación por lo menos 24 horas por
Dhucician's Namo.	à	adelantado. Puede nacer su cita nasta una semana por adelantado. Reservaciones del mismo día son sujetas
L'Hysician's Name.	Same day service is subject to availability.	a la disponibilidad de los vehículos.
Phone #: ()	Cancellations made two hours before a scheduled     trip may be considered a no-show. Three or more	Cancelaciones con menos de 2 horas de notificación pueden ser consideradas como "fattas"
Is the applicant Disabled? TYES TNO	no-shows during any given month may result in	Si usted acumula 3 "faltas" o más durante cualquier mes,
] I Intil-	suspension of service.	puede resultar en <i>suspensión de servicio</i> .
I certify that the eligibility information contained	Dial-A-Ride vans can arrive up to 20 minutes after your scheduled pick-up time and still be considered	Los vehículos del Dial-A-Ride pueden llegar hasta 20 minutos después de su hora de reservación y todavía
in this document is true and correct.	on-time.	son considerados a tiempo.
Physician Sign:	Customers will not receive a confirmation notice if     an annitration has been annound Customers may	Los clientes no recibirán una llamada para confirmar su reaistración   os clientes pueden preguntar
For office use only: 🗆 Approved 🗖 Denied	inquire about the status of an application by contacting	sobre el estado de su solicitud llamando al
By: Date: / /	MV Iransportation at (323) 563-5653, a minimum of 10 dave after mailing the application	(323) (323) acoded an minimo de 10 dias despues de enviar su solicitud.
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Monday - Friday

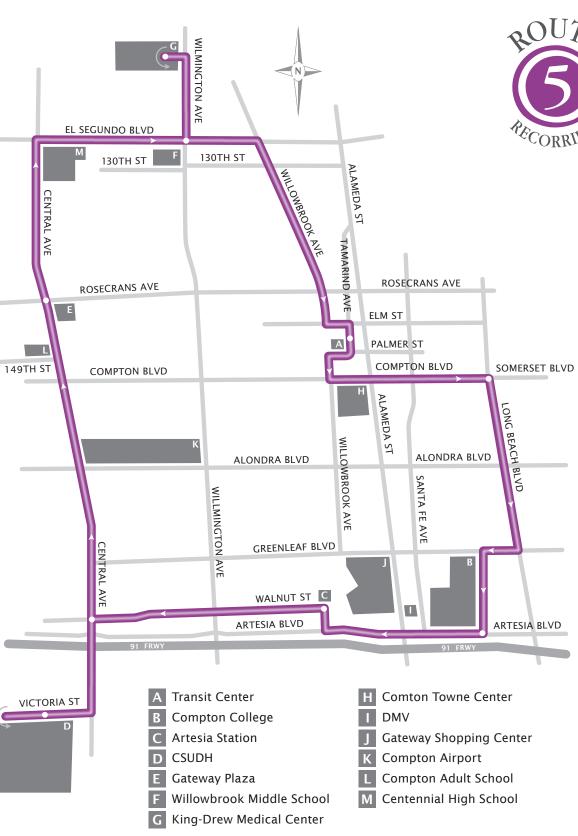
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Transit Center	Alondra & Santa Fe	Greenleaf & Tatar	Alondra & Long Beach	Myrrh & San Jose	Compton & Long Beach	Compton & Tamarind	Transit Center
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Saturday								
	Transit Center	Alondra & Santa Fe	Greenleaf & Tatar	Alondra & Long Beach	Myrrh & San Jose	Compton & Long Beach	Compton & Tamarind	Transit Center
	9:00 am	9:06 am	9:08 am	9:10 am	9:15 am	9:22 am	9:25 am	9:32 am
	9:40 am	9:46 am	9:48 am	9:50 am	9:55 am	10:02 am	10:05 am	10:12 am
	10:20 am	10:26 am	10:28 am	10:30 am	10:35 am	10:42 am	10:45 am	10:52 am
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	2:20 pm	2:26 pm	2:28 pm	2:30 pm	2:35 pm	2:42 pm	2:45 pm	2:52 pm

• Renaissance TRANSIT SYSTEM

**OPERATING HOURS / HORARIO:** Monday - Friday / Lunes a Viernes 7:30 ам - 3:30 рм

Saturday / Sabado **9:00** AM - **3:00** PM FARE INFORMATION / TARRIFA INFORMACION: Passenger Fare: \$1.25 per person Tarrifa: \$1.25 por parsona Transfer: \$0.25 more Transbordos: 25 centavos adicionales Students, seniors, disabled: \$0.50 per person Estudiantes, personas de la tercera edad, y discapacitados: 50 centavos por parsona





G DMV

A Transit Center

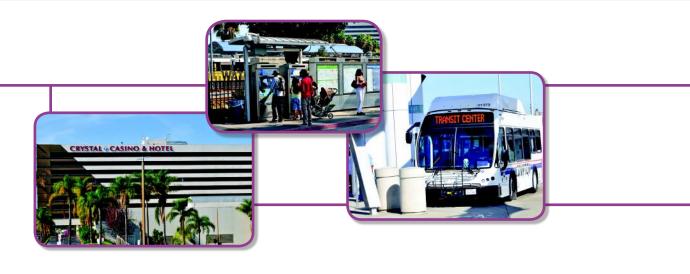
B Compton College

C Dominguez High School

D Compton Towne Center

E Public Social Services Dept.

F Gateway Shopping Center



### **OPERATED BY: OPERADO POR:** M.V. Transportation, Inc. M.V. Transportation, Inc. Equipados con rampas de Transit vehicles equipped with wheelchair ramps cillas de ruedas. and bicycle racks. 562-259-9911 562-259-9911

**CITY OF COMPTON** CIUDAD DE COMPTON | SISTEMA DE TRANSITO



205 S. Willowbrook Ave. Compton, CA 90220 Phone: 310-605-5505 Fax: 310-605-6326

### **CITY OF COMPTON OFFICIALS** OFFICIALES DE CIUDAD DE COMPTON

MAYOR / ACALDE Aja Brown

COUNCILMEMBERS / MIEMBROS DEL CONSEJO Janna Zurita | District 1 / Districto 1 Isaac Galvan | District 2 / Districto 2 Tana L. McCoy | District 3 / Districto 3 Emma Sharif | District 4 / Districto 4

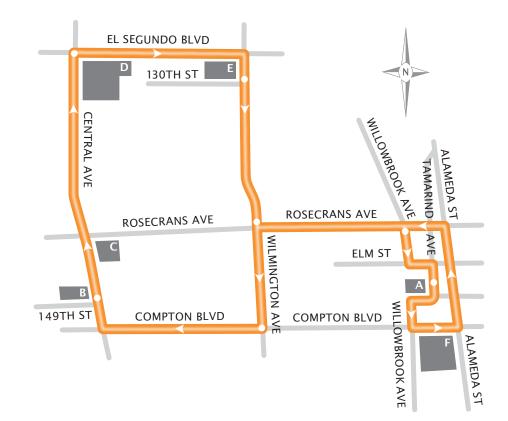
Cecil W. Rhambo, Jr. | City Manager / Manejador Craig J. Cornwell | City Attorney / Abogado Municipal Alita Godwin, CMC | City Clerk / Escribano Municipal **Douglas Sanders** | City Treasurer / Gerente Municipal John Strickland | Transportation Manager / Manejador Transportacion

Monday - Friday											
Transit Center	Long Beach & Compton	College Drive	Artesia Station	Central & Walnut	CSUDH	Central & Walnut	Central & Rosecrans	Wilmington & El Segundo	MLK Hospital	Transit Center	
7:30 am	7:34 am	7:41 am	7:45 am	7:49 am	7:55 am	8:01 am	8:08 am	8:13 am	8:15 am	8:22 am	
8:30 am	8:34 am	8:41 am	8:45 am	8:49 am	8:55 am	9:01 am	9:08 am	9:13 am	9:15 am	9:22 am	
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12:30 pm	12:34 pm	12:41 pm	12:45 pm	12:49 pm	12:55 pm	1:01 pm	1:08 pm	1:13 pm	1:15 pm	1:22 pm	
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Saturday										
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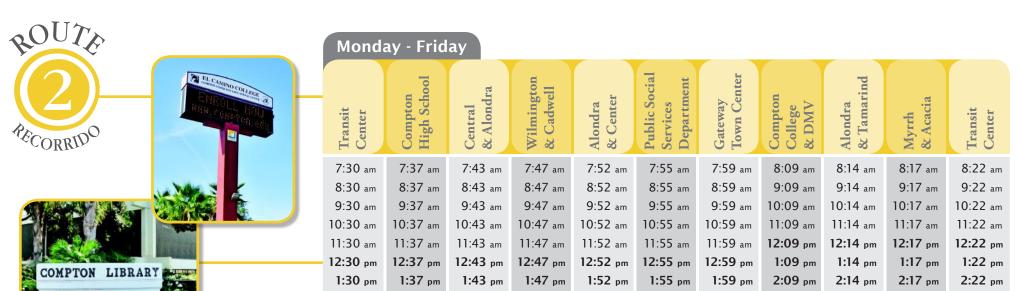
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Transit Center	Compton & Wilmington	Adult School	Central El Segu	Wilmington & 130 St	Rosecrans & Wilmington	Rosecrans & Willowbrook	Transit Center			
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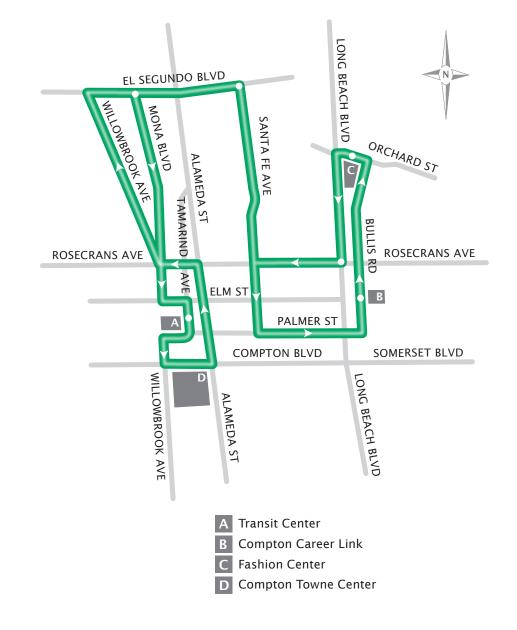
Saturday											
Transit Center	Compton & Wilmington	Adult School	Central & El Segundo	Wilmington & 130 St	Rosecrans & Wilmington	Rosecrans & Willowbrook	Transit Center				
9:00 am	9:06 am	9:10 am	9:15 am	9:18 am	9:21 am	9:27 am	9:32 am				
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ATransit CenterDCertBCompton Adult SchoolEWillCGateway PlazaFCort

D Centennial High SchoolE Willowbrook Middle SchoolF Compton Towne Center



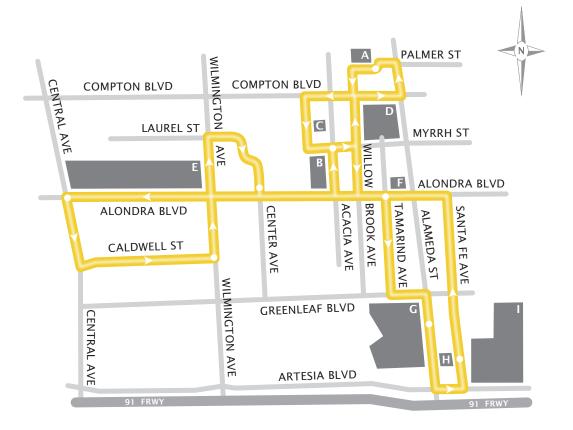




Monday - Friday										
Transit Center	El Segundo & Santa Fe	Compton Career Link	Fashion Center	Rosecrans & Long Beach	El Segundo & Mona	Transit Center				
7:30 am	7:36 am	7:42 am	7:46 am	7:50 am	7:57 am	8:02 am				
8:10 am	8:16 am	8:22 am	8:26 am	8:30 am	8:37 am	8:42 am				
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Saturday									
Transit Center Compton High School		Public Social Services Department	Gateway Town Center	Compton College & DMV	Transit Center				
9:00 am	9:12 am	9:28 am	9:35 am	9:40 am	9:53 am				
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2:00 pm	2:12 pm	2:28 pm	2:35 pm	2:40 pm	2:53 pm				

A Transit Center
B Compton High School
C Saint Timothy
D Compton Towne Center
E Compton Airport
F Public Social Services Dept.
G Gateway Shopping Center
H DMV
I Compton College

Satur	day					
Transit Center	El Segundo & Santa Fe	Compton Career Link	Fashion Center	Rosecrans & Long Beach	El Segundo & Mona	Transit Center
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2:20 pm	2:26 pm	2:32 pm	2:36 pm	2:40 pm	2:47 pm	2:52 pm

### **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

### C A N H R

650 HARRISON STREET, 2ND FLOOR• SAN FRANCISCO, CA 94107

### 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 necessaries 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 country 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.



### **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 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.



### 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 longterm 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. Longterm 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
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### **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.

esidents 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

# Alzheimer's Association

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

Chapter 3 On-Line Resources

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.nsclc.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.



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