

# RESIDENT RESOURCE GUIDE

## VETERANS VILLAGE OF CARSON

Prepared by



Housing Corporation of America  
[www.hcahousing.org](http://www.hcahousing.org)  
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The background of the slide features a photograph of a library. It shows rows of bookshelves filled with books of various colors. A curved staircase with a metal railing is visible on the right side of the image. A teal-colored rectangular box is centered over the image, containing the title text in white.

# AFTER SCHOOL PROGRAMS: K-12

## IN-PERSON

### **After-School Kids Club**

(310) 830-4925

21411 S Orrick Ave.

Carson, CA 90745

<https://ci.carson.ca.us>

*The club 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.*

### **Angels Gate Cultural Center**

(310) 519-0936

3601 S. Gaffey St., Bldg. A,

San Pedro, CA 90731

<https://www.angelsgateart.org>

*Angels Gate Cultural Center seeks to foster an appreciation for arts and culture in students of all ages and experience levels by offering moderately priced community classes in various artistic mediums.*

### **Banning Recreation Center**

(310) 548-7776

1331 Eubank Ave.,

Wilmington, CA 90744

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

*The Banning Recreation Center provides camps, childcare, cooling centers and recreational programs for people in the City of Los Angeles. There are no geographic restrictions.*

### **Boys and Girls Clubs of the Los Angeles Harbor - Wilmington**

1444 W. Q St.,

Wilmington, CA 90744

<https://www.bgclaharbor.org>

*The club 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.*

### **Carson Career Center**

(310) 952-1762

801 E Carson Street, Room 117

Carson, CA 90745

<https://ci.carson.ca.us/>

*Programs provide activities for eligible youth seeking assistance in achieving academic and employment success including a variety of options for improving educational and skill competencies also providing effective connections to employers.*

### **Carson Public Library**

(310) 830-0901

151 E. Carson St.,

Carson, CA 90745

<https://lacountylibrary.org/>

*Library also providing free in-person and online homework help and various programs for kids and teens.*

### **Harbor City Recreation Center**

(310) 548-7729

24901 Frampton Ave.,

Harbor City, CA 90710

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

*Park Center offering the following programs: Baseball, Basketball Clinic & Program, Softball, Soccer, Girls Play LA (Ages 8 - 15), After School Club, Holiday Events, Day Camps, Class Parks Teen Club, LA Kids Classes.*

### **Normandale Recreation Center**

(310) 328-3689

22400 Halldale Ave.



Torrance, CA 90501

<https://www.laparks.org/lakids>

*Park Center offering the following programs: Baseball, Basketball, Football, Soccer, Softball, Volleyball, Badminton, Girls Play LA (Ages 8 - 15), Teen Programs, L.A. Kids Program, Pre-School, and Tutoring.*

### **Victoria Community Regional Park**

(310) 217-8370

419 E. 192nd St.

Carson, CA 90746

<https://parks.lacounty.gov/victoria-community-regional-park/#>

*Programming offering various classes for kids and teens such as homework help, after school-sports, and reading programs.*

### **Unusual Suspects**

(323) 739-0768

3719 Verdugo Rd.

Los Angeles, CA 90065

<https://theunusalsuspects.org>

*Theatre company offering theatre arts, after-school, and mentoring programs for Los Angeles' youth.*

## **ONLINE**

### **Art in Action**

<https://artinaction.org>

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

### **Carla Sonheim**

<https://www.carlasonheim.com/online-classes/>

*Site that offers a section of free week-long art classes online. Classes offered range from animation, drawing, 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 that empower learners to study at their own pace in and outside of the classroom. We tackle*

*math, science, computer programming, history, art history, economics, and more.*

### **Khan Academy - Kids**

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

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

### **Kitchen Table Classroom**

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

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

### **Learn to Be**

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

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

**SkillShare**

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

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

**UPchieve**

<https://upchieve.org/>

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



# AMENITIES



## ARTS & CULTURE

### **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.*

### **Banning Museum**

(310) 548-7777

401 E. M St.

Wilmington, CA 90744

<https://www.banningmuseum.org>

*A historical museum highlighting the Victorian Period. The Banning Museum offers guided tours and hosts special lectures, book signings, and other events throughout the year.*

### **Long Beach Playhouse**

(562) 494-1014

5021 E. Anaheim St.

Long Beach, CA 90804

<https://lbplayhouse.org>

*A two-theatre house offering 13 productions throughout the year. The*

*company offers socially significant, classic and contemporary plays.*

### **James Armstrong Theatre**

(310) 618-6339

3330 Civic Center Dr.

Torrance, CA 90503

<https://arts.torranceca.gov/>

*A 502-seat theatre offering a variety of live plays, musicals, concerts, and cultural performances.*

### **Torrance Cultural Arts Center**

(310) 781-7171

3330 Civic Center Dr.

Torrance, CA 90503

<https://torrancearts.org>

*The Center provides fine and performing arts programs, civic and cultural events and facilities for the City of Torrance.*

### **Torrance Theater Company**

(424) 243-6882

1316 Cabrillo Ave.

Torrance, CA 90501

<http://torrancetheatrecompany.com>

*Theatre Company committed to providing affordable, professional-quality theatre productions and education.*

## GROCERY STORES

### **Albertson's**

(310) 513-1900

200 E Sepulveda Blvd.

Carson, CA 90745

<https://www.albertsons.com>

### **CVS**

(310) 549-6500

150 W Carson St.

Carson, CA 90745

<https://cvs.com/>

**Food-4-Less**

(310) 549-487  
851 Sepulveda Blvd.  
West Carson, CA 90710  
<https://www.food4less.com>

**Northgate Market**

(310) 549-9882  
311-D W Pacific Coast Hwy  
Wilmington, CA 90744  
<https://northgatemarket.com>

**Ralph's**

(310) 518-4191  
650 E Carson St.  
Carson, CA 90745  
<https://www.ralphs.com/>

**Rite Aid**

(310) 320-4534  
1237 W Carson St.  
Torrance, CA 90502  
<https://www.riteaid.com>

**Seafood City**

(310) 834-9700  
131 W Carson St.  
Carson, CA 90745  
<http://www.seafoodcity.com>

**Smart & Final**

(310) 328-3023  
21600 S Vermont Ave.,  
Torrance, CA 90502  
<https://www.smartandfinal.com>

**Target**

(310) 507-0020  
651 W Sepulveda Blvd.  
Carson, CA 90745  
<https://www.target.com>

**Walgreens**

(310) 517-1851  
22930 S Western Ave.  
Torrance, CA 90501  
<https://www.walgreens.com>

**Walmart**

(310) 782-6022  
19503 Normandie Ave.  
Torrance, CA 90501  
<https://www.walmart.com>

**Walmart Neighborhood Market**

(424) 233-3317  
20226 Avalon Blvd.  
Carson, CA 90746  
<https://www.walmart.com>

## LEISURE

**AMC Del Amo 18 Theater**

(310) 921-2046  
3525 W Carson St., Space 73  
Torrance, CA 90503  
<https://www.amctheatres.com>  
*18-screen movie theater located at the AMC Del Amo Theater.*

**Back in Time Escape Room**

(424) 347-7102  
23700 Western Ave  
Harbor City, CA 90710  
<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!*

**Cinemark Carson and XD Movie Theater**

(310) 323-0394  
20700 South Avalon Blvd., Suite 285  
Carson CA 90746  
<https://www.cinemark.com>  
*13-screen movie theater located at the South Bay Pavillion.*

**Color Me Mine**

(310) 325-9968  
2627 Pacific Coast Highway  
Torrance, California 90505  
<https://torrance.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.*

**SkyZone**

(310) 323-4500  
1625 W 190th St.  
Gardena, CA 90248  
<https://www.skyzone.com/torrance>  
A wall-to-wall indoor trampoline park for children and adults.

**PARKS & RECREATION**

**Carson Park**

(310) 830-4925  
21411 S Orrick Ave.  
Carson, CA 90745  
<http://ci.carson.ca.us/>  
*Carson Park offers an Activity Room, 2 Baseball Fields, Swimming Pool, Gymnasium, Fitness Center, Dance Room, 2 Basketball Courts, Multi-Purpose Room, 3 Picnic Shelter Areas, Splash Pad, and Playground.*

**Dolphin Park**

(310) 549-4560  
21205 Water St.  
Carson, CA 90745  
<http://ci.carson.ca.us/>  
*Dolphin Park offers an Activity Room, 2 Baseball Fields, 1 Basketball Court, 1 Multi-Purpose Room, 4 Picnic Grass Areas, and Playground.*

**Korean Bell of Friendship and Bell Pavilion at Angels Gate Park**

(310) 548-7705

3601 S Gaffey St.  
San Pedro, CA 90731

<https://sanpedro.com/san-pedro-area-points-interest/korean-bell-friendship/>

*A park including the Korean Bell of Friendship commemorating the Veterans of the Korean War and the consolidation of friendship between the two countries.*

### **The Links at Victoria Golf Course**

(310) 323-4174

340 M.L.K. Jr. St.

Carson, CA 90746

<https://www.linksatvictoria.com>

*The Links at Victoria provides fun and exciting "links" style golf for players of any skill level. This golf course includes an 18-hole course, practice range, and lessons.*

### **Victoria Community Regional Park**

(310) 217-8370

419 E. 192nd St.

Carson, CA 90746

<https://parks.lacounty.gov/victoria-community-regional-park/#>

*This 36-acre recreational facility features a gymnasium, three baseball diamonds, a cricket field, four tennis courts, a heated 50-meter swimming pool, and an 18-hole golf course.*

### **YMCA of Metropolitan Los Angeles - Torrance/South Bay**

(310) 325-5885

2900 Sepulveda Blvd.

Torrance, CA 90505

<https://www.ymcala.org/torrance-south-bay>

*The center provides childcare, counseling services, nutrition programs and recreational programs for residents of the Torrance/South Bay area.*

## **SCHOOLS & COLLEGES**

### **Academies of Education and Empowerment at Carson Complex High School**

310-847-1455

22328 South Main St

Carson, CA 90745

<https://aee-laUSD-ca.schoolloop.com>

*AEE High School strives to develop socially conscious, critical thinkers who are prepared for life beyond high school, college and careers in education, public service and computer science.*

### **Andrew Carnegie Middle School**

310-952-5700

21820 Bonita St

Carson, CA 90745

<https://www.carnegiems.org>

*Carnegie Middle School strives to educate, prepare, and inspire all students to achieve their full potential as lifelong learners, critical thinkers, and peaceful, productive contributors to our global society.*

### **Bonita Street Elementary School**

(310) 834-8588

21929 Bonita St

Carson, CA 90745

<https://bonita-laUSD-ca.schoolloop.com>

*Bonita St. STEAM Academy provides educational services for 545 students in Carson, California. They also provide before and after school care through The*

*Boys and Girls Club, The YMCA, and Beyond the Bell after school services.*

**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.*

**Carson Academy of Medical Arts**

310-847-1465

22328 South Main St

Carson, CA 90745

<https://amachs-laUSD-ca.schoolloop.com>

*Carson Academy of Medical Arts High School fosters academic scholars and empathetic future health professionals who advocate for healthy families, healthy communities, and quality health care for all.*

**Carson Senior High School**

310-847-6000

22328 South Main St

Carson, CA 90745

<https://www.carsonhs.org>

*Carson High School will educate its diverse student population with a rigorous, relevant curriculum, bringing together personalized relationships, meaningful connections to the outside world, and consistent, proactive reflection.*

**Carson Street Elementary School**

(310) 834-4508

161 East Carson St

Carson, CA 90745

[https://carsonstreetes-laUSD-](https://carsonstreetes-laUSD-ca.schoolloop.com)

[ca.schoolloop.com](https://carsonstreetes-laUSD-ca.schoolloop.com)

*Carson Street STEAM Academy offers quality education with rigorous standards-based instruction focusing on science, technology, engineering arts, and mathematics. Awarded the title of Practitioner 3.0 school in 2018.*

**Del Amo Elementary School**

(310) 830-5351

21228 Water Street

Carson, California 90745

[https://delamoes-laUSD-](https://delamoes-laUSD-ca.schoolloop.com)

[ca.schoolloop.com](https://delamoes-laUSD-ca.schoolloop.com)

*A small neighborhood providing a rigorous learning environment and opportunities to grow socially, emotionally, and academically. A recipient of grants and donations of new technology, arts programs, and educational trips.*

**Dolores Street Elementary School**

(310) 834-2565



22526 Dolores St.

Carson, CA 90745

[https://doloresstes-laUSD-](https://doloresstes-laUSD-ca.schoolloop.com)

[ca.schoolloop.com](https://doloresstes-laUSD-ca.schoolloop.com)

*Elementary school that has educated generations of families, including children of their staff, with a growth mindset and high expectations in a nurturing, supportive, and caring environment.*

### **El Camino College**

(310) 532-3670

16007 Crenshaw Blvd.

Torrance, CA 90506

<https://www.elcamino.edu>

*Community college offering curriculum of over 850 highly regarded academic and career programs taught by exceptional faculty. Well-known for academic excellence, consistently high transfer rate to four-year colleges and universities, and exceptional career training programs.*

### **Long Beach City College**

(562) 938-3157

1305 E. Pacific Coast Hwy., Bldg. MM

Long Beach, CA 90806

<https://www.lbcc.edu>

*LBCC is a two-year community college that encompasses state of the art, technology-rich learning environments, a broad range of academic and career technical instructional programs, strong community partnerships, and economic and workforce development initiatives that prepare students to be successful in the 21st century.*

### **Los Angeles Harbor College**

(310) 233-4000

1111 Figueroa Pl.

Wilmington, CA 90744

<https://www.lahc.edu>

*LA Harbor College provides access to associate and transfer degrees, certificates, economic and workforce development, and adult and noncredit instruction. Their academic programs and support services ensures students become productive members of a global society.*

### **Magnolia Science Academy Middle School**

310-637-3806

1254 East Helmick St

Carson, CA 90746

<https://msa3.magnoliapublicschools.org>

*Magnolia Science Academy places great emphasis on STEAM education offering students an advantage in their college and career plans. Students at Magnolia Science Academy also participate in a variety of school activities and clubs, language & culture, community service, and visual & performing arts.*

### **Stephen M. White Middle School**

(310) 783-4900

22102 South Figueroa St

Carson, CA 90745

[https://whitems-laUSD-](https://whitems-laUSD-ca.schoolloop.com)

[ca.schoolloop.com](https://whitems-laUSD-ca.schoolloop.com)

*Stephen M. White Middle School provides a nurturing environment that will motivate, challenge, and guide students through collaborative discovery, multiple perspectives, and high expectations.*

## SHOPPING CENTERS

### **Carson Town Center**

(310) 787-8510

500 Carson Town Ctr.

Carson, CA 90745

<https://ci.carson.ca.us>

*Shopping center offering various restaurants, shops, and gym.*

### **Del Amo Fashion Center**

(310) 542-8525

3525 Carson St.

Torrance, CA 90503

<https://www.simon.com/mall/del-amo-fashion-center>

*The largest shopping center in the west coast offering more than 250 specialty stores, restaurants, and movie theater.*

### **The Pike Outlets**

(562) 432-8325

95 S Pine Ave.

Long Beach, CA 90802

<https://thepikeoutlets.com>

*Center with over 30 retailers and restaurants, cinema, comedy club,*

*boutique hotel, carousel, and Ferris wheel.*

### **Promenade at the Peninsula**

(310) 541-0688

550 Deep Valley Dr.

Rolling Hills Estates, CA 90274

<http://promenadeontheinsula.com>

*Center offering dining, shopping, leisure activities, seasonal ice-skating rink, medical and professional services, all in one convenient location.*

### **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



## CLINICS & HOSPITALS

### **Harbor Community Clinic**

(424) 292-4233  
593 W. 9th St.  
San Pedro, CA 90731  
<https://www.harborcommunityclinic.com>

### **Harbor-UCLA Medical Center**

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

### **Kaiser Permanente South Bay Medical Center**

(310) 325-5111  
25825 S. Vermont Ave.  
Harbor City, CA 90710  
<https://healthy.kaiserpermanente.org/south-bay-california/facilities/South-Bay-Medical-Center-100049>

### **Kindred Hospital South Bay**

(310) 323-5330  
1246 W. 155th Street  
Gardena, CA 90247  
<https://www.kindredhealthcare.com/locations/transitional-care-hospitals/kindred-hospital-south-bay>

### **Long Beach Medical Center**

(562) 933-2000  
2801 Atlantic Ave.  
Long Beach, CA 90806  
<https://www.memorialcare.org/>

### **Memorial Hospital of Gardena**

(310) 532-4200  
1145 W. Redondo Beach Blvd.

Gardena, CA 90247  
<https://mhg.avantihospitals.com/>

### **Miller Children's & Women's Hospital**

(562) 933-5437  
2801 Atlantic Ave.  
Long Beach, CA 90806  
<https://www.millerchildrenshospitallb.org/centers-programs>

### **Providence Little Company of Mary Medical Center - Torrance**

(310) 540-7676  
4101 Torrance Blvd.  
Torrance, CA 90503  
<https://www.providence.org/locations/plcm-torrance>

### **South Bay Family Health Care - Carson Clinic**

(310) 802-6170  
270 E. 223rd St.  
Carson, CA 90745  
[www.sbfhc.org](http://www.sbfhc.org)

### **Torrance Memorial Medical Center**

(310) 325-9110  
3330 Lomita Blvd.  
Torrance, CA 90505  
<https://www.torrancememorial.org>

### **Veterans Affairs Medical Center**

(562) 826-8000  
5901 E. 7th St.  
Long Beach, CA 90822  
<https://www.longbeach.va.gov/>

## 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.*

### **Carson Adult Day Health Care Center**

(310) 522-3860

23517 S. Main St., Ste. 110

Carson, CA 90745

[www.carsonadhc.com](http://www.carsonadhc.com)

*The center provides adult day health care for impaired adults 18 and older and for older adults who live in Carson.*

### **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.*

### **City of Carson Human Services**

#### **Division - Senior Social Services -**

#### **Joseph B. Jr. and Mary Anne O'Neal Stroke Center**

(310) 952-1763

801 E. Carson St. Carson, CA 90745

[www.ci.carson.ca.us](http://www.ci.carson.ca.us)

*This Center offers services primarily for seniors age 50 and older, and services for people age 18 and older with disabilities due to stroke.*

### **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.*

### **State Department of Rehabilitation Torrance Branch**

(424) 488-6570

21250 Hawthorne Blvd., Ste. 220

Torrance, CA 90503

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

*They provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities.*

## 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

### **Carson Wellness Center at Carson High School**

(310) 802-6170

270 E. 223rd Street Carson, CA 90745

<http://thelatruster.org/wellness-centers/carson-h-s/>

*They offer programs that aim to increase student access to vital health and mental health services, wellness promotion, and health career options.*

### **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 - Torrance Health Center**

(310) 354-2300

711 Del Amo Blvd. Torrance, CA 90502

<http://publichealth.lacounty.gov/chs/SPA8>

*The center provides public health services such as child immunizations; some adult immunizations for MMR, TDAP and TB screening only; STD screening and treatment; and Tuberculosis screening, among others.*

### **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/](http://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.*

### **Public Health Foundation Enterprises - WIC Program (Women, Infants, Children) - Carson WIC Center 26**

(888) 942-2229

860 E. Carson St., Ste. 108 - 109

Carson, CA 90745

[www.phfewic.org](http://www.phfewic.org)

This is a health program that provides food vouchers and nutrition education for pregnant women, new and/or breastfeeding mothers, infants, and children younger than age five.

### **WIC**

(888) 942-9675

P.O. Box 997375

Sacramento, CA 95899-7375

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

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

## **MENTAL HEALTH**

### **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.*

### **Los Angeles County Department of Mental Health- Harbor-UCLA Psychiatric - Adult Outpatient - Wellness Center**

(310) 781-3400

21730 S. Vermont Ave., Ste. 210

Torrance, CA 90502

[www.dmh.lacounty.gov](http://www.dmh.lacounty.gov)

*The Wellness Center of this clinic provides mental health services and welfare-to-work support services for adults.*

### **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.*

## **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](http://www.healthcarerights.org)

*The Center for Health Care Rights (CHCR) is a 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 high-quality dental care.*

### **Department of Health and Human Services, City of Long Beach**

(562) 570-4000

2525 Grand Ave. Long Beach, CA 90815

<http://www.longbeach.gov/health/>

Department of Health and Human Services in the City of Long Beach.

*This department has been improving the health of the Long Beach community for over a century. They strive to create a safe and healthy community for all to live, work, and play.*

### **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 Carson**

3 Civic Plaza Drive Carson, CA 90745

*Dial-A-Ride Information*

(310) 835-0212, Ext. 1489

<https://ci.carson.ca.us/CommunityServices/dialaride.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. The service is provided by taxicabs and two lift-equipped minivans.*

## PUBLIC TRANSPORTATION SERVICES

### **Carson Circuit, North/South Shuttle**

3 Civic Plaza Drive Carson, CA 90745

*Service Information*

(310) 225-2545

*North/South Shuttle Information*

(310) 835-0212, Ext. 1489

*Monthly Passes/Complaints*

(310) 952-1757

<https://ci.carson.ca.us/CommunityServices/Transportation.aspx>

*Carson's own bus system, with service throughout Carson and connections to the Metro Blue Line and regional bus services from Torrance Transit, the MTA, Long Beach Transit and Gardena Municipal Bus Lines.*

### **Gardena Transit**

13999 S. Western Ave.

Gardena, CA 90249

(323) 321-0165

<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, real-time 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.*

### **Long Beach Transit**

1300 Gardena Ave.

Long Beach, CA 90809

(562) 591-2301

<https://ridelbt.com/>

*You will find information about buses and transportation in the city of Long Beach.*

*Additionally: arrival times, departure times, schedules, fares, system maps, etc.*

### **Torrance Transit**

(310) 618-6266

20500 Madrona Ave. Torrance, CA 90503

<https://transit.torranceca.gov/>

*You will find information about buses and transportation in the city of Torrance. Additionally: arrival times, departure times, schedules, fares, system maps, etc.*

## **OTHER**

### **Department of Motor Vehicles (DMV) - Torrance**

1785 W 220<sup>th</sup> St

Torrance, CA 90501

(800) 777-0133

<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**

- Vermont / 220<sup>th</sup> (0.5 miles)
- Harbor Fwy / Carson St (499 ft)
- Carson St + Figueroa St (144 ft)
- Vermont / 223<sup>rd</sup> (0.7 miles)
- Carson St + Vermont Av (0.3 miles)

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



# SOCIAL SERVICES



## ADDICTION

### **Alcoholics Anonymous Torrance - Lomita**

(310) 320-3861

Alano Club: 1645 Arlington Ave.

Torrance, CA 90504

<https://hacoaa.org/locations/club-3/>

*Alcoholic Anonymous meetings and resources to overcome alcoholism.*

### **Debtors Anonymous**

(310) 822-7250

5521 Grosvenor Blvd.

Los Angeles, CA 90066

<http://socalda.org/>

*Debtors Anonymous meetings and resources to overcome this addiction.*

## CHILDREN & YOUTH

### **Boys and Girls Club of Carson - Main Street Unit**

(310) 549-7311

21502 S. Main St.

Carson, CA 90745

[www.bgccarson.org](http://www.bgccarson.org)

*The agency provides youth services for youth, ages 6 to 17 who live in the city of Carson.*

### **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.*

### **Carson Family Resource Center Los Angeles Unified School District**

(310) 513-8070

340 W. 224th St.

Carson, CA 90745

<https://211la.org/>

*The agency provides counseling, education services, parenting education, holiday assistance and personal goods for children and families in the city of Carson.*

### **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- Burton E. Green Campus**

(424) 201-3200

21810 Normandie Ave.

Torrance, CA 90502

[www.childrensinstitute.org](http://www.childrensinstitute.org)

*The agency provides child abuse services, child care, 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.*

### **Soledad Enrichment Action, INC. North Long Beach School**

(562) 728-6683

495 E. Market St.

Long Beach, CA 90805

[www.seaprograms.org](http://www.seaprograms.org)

*The agency provides education services, family life education, crime victim support and youth services for at risk youth and gang intervention and prevention.*

## **ELDER SERVICES**

### **AARP**

(888) 687-2277

(877) 342-2277 (Spanish)

[www.aarp.org](http://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](http://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](http://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-protective-services>

*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](http://www.canhr.org)

*Information and advocacy for nursing home residents and their families, including detailed facility profiles at [www.nursinghomeguide.org](http://www.nursinghomeguide.org)*

### **California Department of Aging**

(800) 510-2020

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

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

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

(800) 952-5225

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

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

### **California Independent Living Centers**

(916) 325-1690

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

*Find Independent Living Centers in this online locator.*

### **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](http://www.elder.org)

*Nationwide information and resource center for seniors and caregivers.*

### **Long-Term Care Ombudsman Administration for Community Living**

(202) 401-4634

To find local resources:

(800) 677-1116

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

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

### **National Committee for the Prevention of Elder Abuse**

(202) 464-9481

[www.preventelderabuse.org](http://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](http://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](http://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](http://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](http://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>

*Site designed to help individuals choose a nursing home, 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.*

## **FAMILY SERVICES**

**Salvation Army**

(310) 370-4515

4223 Emerald St. Torrance, CA 90503

<http://www.torrancecorps.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. The Salvation Army Torrance Corps also has an onsite professional Music Recording Studio and a Dance studio.*

**Torres Martinez Tribal TANF - Long Beach Office**

(800) 665-7649

4500 E. Pacific Coast Hwy., Ste. 500

Long Beach, CA 90804

[www.tmtanf.org/](http://www.tmtanf.org/)

*The program provides childcare, educational training and employment opportunities and other supportive services leading to self-sufficiency supported by temporary financial assistance.*



## 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](http://www.lafoodbank.org)

*The Los Angeles Regional Foodbank provides meals for families and children struggling with hunger in the community.*

### **General Relief & CALFRESH Program Division- Paramount District Office- 62**

(877) 328-9677 EBT Customer Service (Lost or Stolen Card)

2961 E. Victoria St. Rancho Dominguez, CA 90221

[www.dpss.lacounty.gov/](http://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

### **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 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/public-housing/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 and 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

**Catholic Charities of Los Angeles - Immigration & Refugee Services**

(213) 251-3411  
1530 James M. Wood Blvd.  
Los Angeles, CA 90015  
[www.catholiccharitiesla.org](http://www.catholiccharitiesla.org)  
*Naturalization application assistance, fee waiver assistance, civics classes, ESL courses, non-naturalization immigration assistance, DAPA, DACA+, AB60, legal representation, complex cases, and fingerprinting.*

**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-a-uscis-office/field-offices/california-los-angeles-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](http://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-national-sexual-assault-telephone-hotline>

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

**OTHER**

**Department of 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.*



# WORKFORCE TRAINING



**California State Employment  
Development Department - Disability  
Insurance Office**

(800) 480-3287

4300 Long Beach Blvd., Ste. 600

Long Beach, CA 90807

<https://www.edd.ca.gov/Disability>

*The department provides employment-related services that include disaster services, employment insurance programs, employment services, tax assistance programs and youth services. There are no geographic restrictions.*

**Carson Career Center**

(310) 952-1762

801 E Carson St., Room 117

Carson, CA 90745

<https://ci.carson.ca.us/>

*Workforce investment services for eligible adults seeking assistance in achieving academic and employment success, effective and comprehensive activities that assist in providing effective connections to employers in the City of Carson and surrounding communities.*

**Carson Public Library**

(310) 830-0901

151 E. Carson St.

Carson, CA 90745

<https://lacountylibrary.org/carson-library/>

*Library also providing free monthly workshops for resume and job search skills.*

**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://generalassembly.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.*

**Human Potential Consultants**

(310) 756-1560

500 E. Carson Plaza Dr., Ste. 119

Carson, CA 90746

<https://hpcemployment.com>

*The agency provides employment services, services for veterans and technical assistance for individuals and businesses in Los Angeles County.*

**Long Beach City College**

(562) 938-3157

1305 E. Pacific Coast Hwy., Bldg. MM

Long Beach, CA 90806

<https://www.lbcc.edu>

LBCC's Workforce Development Department implements industry-driven solutions for individuals in search of careers from local industry experts.

**Los Angeles County Office of  
Education Carson Job Club**

(310) 538-6861

649 Albertoni St.

Carson, CA 90746

<http://www.lacoeagain.org/carson>

*Supports the educational and financial services of school districts in LA County. Services include education services, employment services, WIA Programs, youth services and literacy programs. There are geographic restrictions for some programs.*

**Los Angeles County Workforce Development, Aging, and Community Services**

(310) 762-1101

2909 E. Pacific Commerce Dr.

Compton, CA 90221

<https://wdacs.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.*

**Los Angeles Harbor College**

(310) 233-4000

1111 Figueroa Pl.

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.*

**Torrance Workforce Services Offices**

(310) 782-2101

1220 Engracia Ave.

Torrance, CA 90501

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

*The department provides employment-related services for the state of California. Services are provided from 48 locations and include disaster services, employment insurance programs, employment services, tax assistance programs and youth services.*

**Workforce California**

(888) 226-6300 or (213) 738-3191

<https://workforce.lacounty.gov/>

*Access here for job searches and services, information about financial benefits programs, meal assistance and other services.*

**Youth Employment Opportunity Program - Torrance**

(310) 782-2134

1220 Engracia Ave.

Torrance, CA 90501

<http://laoyc.org/location/torrance-office>

*The program provides youth employment services for young adults in LA County.*

# SUPPLEMENTAL RESOURCES

# TOP 10 TIPS TO QUIT SMOKING

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



Enroll online at  
**[www.nobutts.org](http://www.nobutts.org)**

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

***If you keep trying, you will succeed!***



# QUIT VAPING

FREE SERVICES FOR TEENS AND ADULTS

## CONCERNED ABOUT YOUR VAPING?

Tried to quit but found yourself vaping again?

Trouble getting through the day without vaping?

Have others said something about your vaping?

YOU CAN QUIT.  
WE CAN HELP!

**Call, Text or Chat Today!**



**1-844-8-NO-VAPE**

Telephone Coaching



Online Help



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



Fact Sheets & Services



# 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.



## Sheriff Station Locations

### Sharps Waste Only – Not for Commercial Use

1. [Altadena](#) – 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. [Palmdale](#) – 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



## A Guide to Healthy Aging

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

### Find healthcare that meets your needs

#### Find a Geriatrics Healthcare Professional

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

#### Centers for Medicare and Medicaid Services

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

#### Administration on Aging (AoA)

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

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

## Make sure you're not making medication mistakes

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

## Stay on top of health problems

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

## Lower your risk of falling

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



## Tips for Beating the Holiday Blues

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

### Top 5 Tips

#### Get out and about

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

#### Volunteer

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

#### Drink responsibly

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

#### Accept your feelings

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

#### Talk to someone

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

# Recognize Warning Signs of Depression

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

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

## **Depression is treatable.**

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

# Help Someone with the Holiday Blues

## **Include them**

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

## **Lend a hand**

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

## **Be a good listener**

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

## **Encourage them to talk with a healthcare provider**

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



## **Natural Grief Responses**

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

### **Grief can be experienced emotionally**

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

### **Grief can be experienced physically or behaviorally**

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

### **Grief can be experienced cognitively**

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

### **Grief can be experienced spiritually**

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

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

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

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

### WHAT TO SAY

#### INSTEAD OF SAYING

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

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

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

Saying this may cause the person to feel that you are devaluing their individual grief. Very early on, griever 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."***

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

#### TRY SAYING

***"My condolences" or "I am so sorry to hear about your \_\_\_\_\_'s death"***

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

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

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

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

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

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

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

### WHAT TO DO

#### INSTEAD OF DOING THIS

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

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

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

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

***Giving your suggestions and ideas for coping.***

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

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

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

***Posting immediate condolences on social media.***

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

#### TRY DOING THIS

***Take the initiative and do something for them.***

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

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

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

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

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

***Mention their name and share your memories.***

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

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

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





## **10 Ways to Cope With The Death of a Loved One**

### **1. Give Yourself Time**

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

### **2. Share Your Thoughts**

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

### **3. Take Care of Yourself**

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

### **4. Journal**

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

### **5. Write a Letter to the Person Who Died**

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

### **6. Take a Trip Down Memory Lane**

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

### **7. Crying**

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

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**8. Share Your Memories**

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

**9. Find Support**

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

**10. Be Gentle With Yourself**

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

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## Elder Financial Abuse

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

### How to Recognize Financial Abuse

#### 1. Transactional Elder Financial Abuse Indicators

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

#### 2. Possible Legal Document Abuse Indicators

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

#### 3. Life-Style Change Indicators

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

#### 4. Personal Relationship Abuse Indicators

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

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## **5. Undue Influence**

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

## **Warnings to Elders about How to Avoid Financial Abuse**

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

## **What to Do About Known or Suspected Elder Financial Abuse?**

REPORT IT!

### **Who Reports?**

Any concerned person, and all mandated reporters.

### **Who are Mandated Reporters?**

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

### **What is Reported?**

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

### **When to Report?**

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

### **Written Reports:**

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

### **Failure to Report**

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

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

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

## **Where to Report**

### **Elder Scams**

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

### **Attorney Complaints**

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

### **Insurance Agent Complaints**

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

### **Mortgage Lenders & Brokers Complaints**

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

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

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

## Chapter 1 Elder Abuse

### Three Indisputable Facts about Elder Abuse:

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

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

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



***Remember:***

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

## Part A Physical and Emotional Elder Abuse

### What is Physical and Emotional Elder Abuse?

#### Physical abuse includes:

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

#### Neglect includes:

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

#### Emotional abuse includes:

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

### Recognizing the Warning Signs

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

#### Physical warning signs:

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

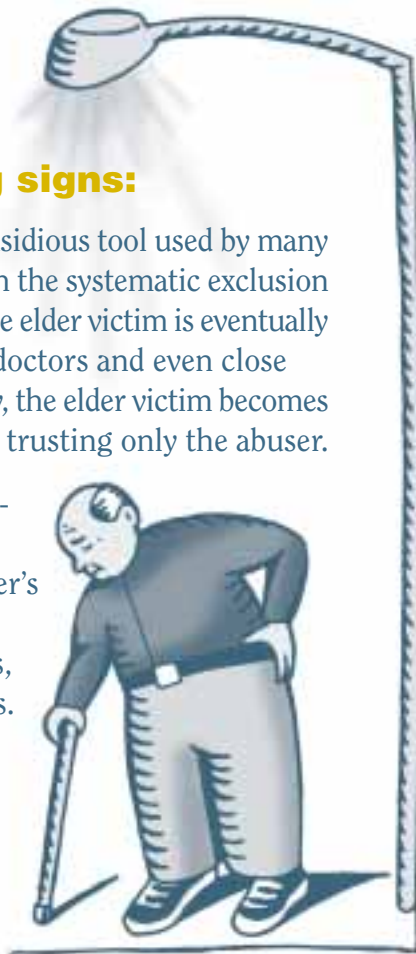
## Behavioral warning signs:

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

## Isolation warning signs:

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

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



## REPORTING ELDER ABUSE:

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

## HOW TO REPORT ELDER ABUSE:

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

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



## Part C Elder Abuse in the Long-Term Care Facility

### What is Long-Term Care?

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

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

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

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

### How to Choose a Long-Term Care Facility

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

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

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

## Recognizing the Warning Signs

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

### Physical warning signs:

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



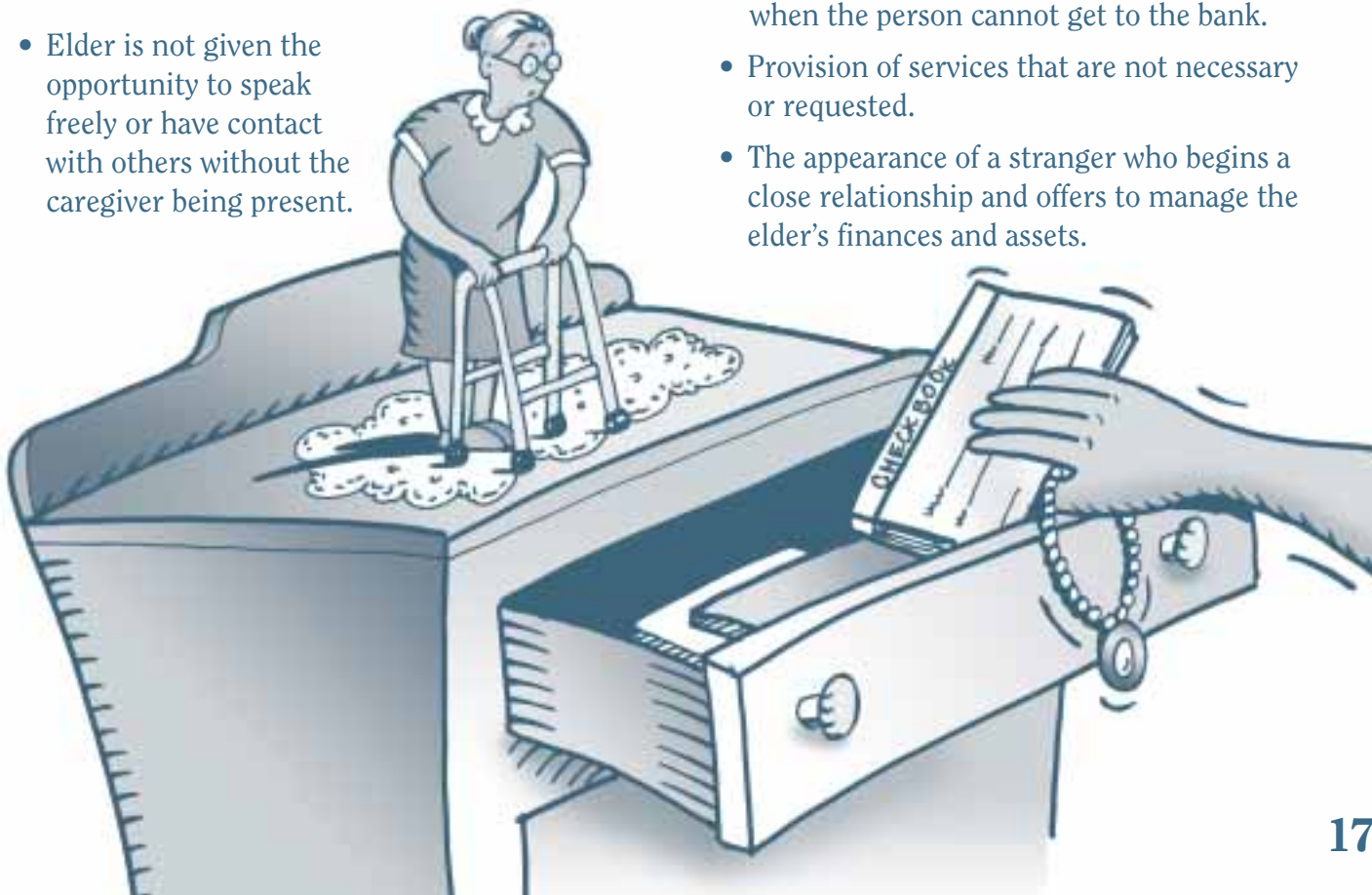
### Behavioral warning signs:

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

### Isolation warning signs:

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

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



### Financial abuse warning signs:

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

**R**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/](http://www.dhs.ca.gov/LNC/nhrights/)

## Residents'

***Each resident has the right to:***

### **Dignity & Privacy:**

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

### **Medical Condition & Treatment:**

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



# Bill of Rights *(Partial list)*

## **Abuse & Chemical & Physical Restraints:**

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

## **Safety & Hygiene:**

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

## **Transfer & Discharge:**

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

## **Grievances:**

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

## Chapter 3 On-Line Resources

### **Alzheimer's Association**

**[www.alz.org](http://www.alz.org)**

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

### **AARP**

**[www.aarp.org](http://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](http://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](http://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](http://www.canhr.org)**

Information and advocacy for nursing home residents and their families, including detailed facility profiles at **[www.nursinghomeguide.org](http://www.nursinghomeguide.org)**.

### **California Department of Aging**

**[www.aging.state.ca.us](http://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/](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.nia.nih.gov)**

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

## **National Senior Citizens' Law Center**

**[www.nscclc.org](http://www.nscclc.org)**

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

## **Nursing Home Compare**

**[www.medicare.gov](http://www.medicare.gov)**

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





## DIAL-A-RIDE PROGRAM

The Carson Dial-A-Ride (DAR) Program is designed to allow seniors and adults with disabilities to maintain their independence by providing convenient and affordable transportation.

### PROGRAM HIGHLIGHTS

- **Eligibility:** Carson residents, age 60 and over, and adults with disabilities. Individuals with disabilities who are under the age of 60 must have a valid ACCESS\* card to apply for Dial-A-Ride.
- Curb-to-curb service provided by taxicabs and lift-equipped vehicles.
- Service is available 24-hours a day, seven-days a week, including holidays.
- Participants are allowed up to 20 one-way rides per month.
- Cost is \$2.00 per one-way ride (maximum value on the taxi meter is \$20.00 per ride).
- Participants who receive recurring life-preserving treatment, such as dialysis or chemotherapy may be granted a waiver to use up to 30 rides per month. Medical certification is required.

### SERVICE AREA

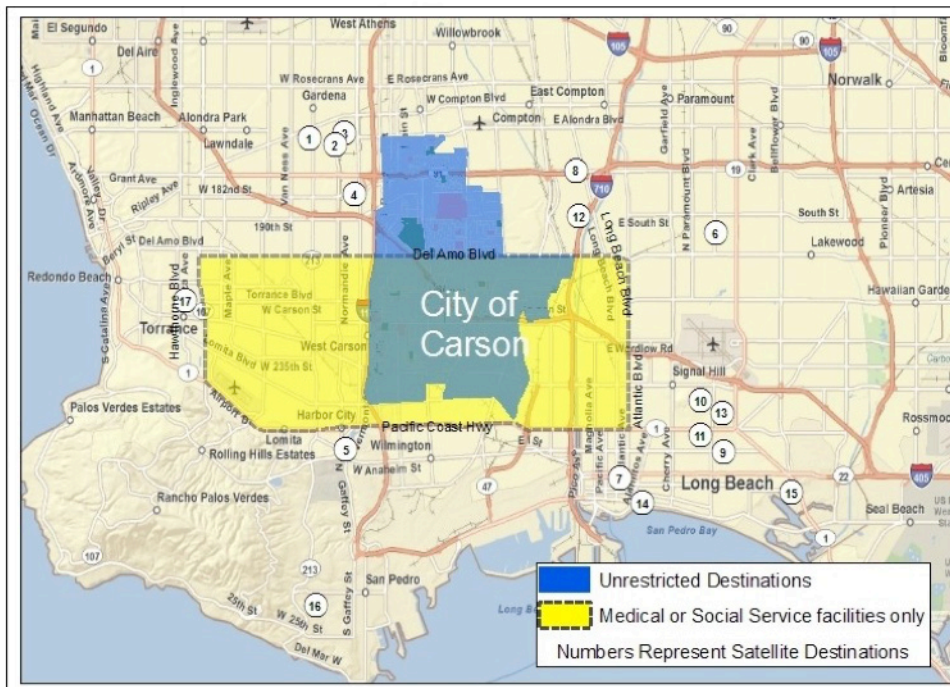
Participants may travel within Carson limits for any purpose, and to a limited number of medical facilities and social service agencies outside of the City.

### REGISTRATION REQUIREMENTS (Must apply in person)

- Valid California Driver's License or Identification Card from the DMV with a Carson address.
- A recent utility bill OR bank statement with same name and address as ID.
- A \$10 processing charge applies. Up to 20 rides may be purchased at time of application.
- Service may be used upon receipt of DAR card in the mail, within 2-3 weeks of applying.

### ACCESS PARATRANSIT

ACCESS is a shared-ride service for individuals with disabilities, provided by the County of Los Angeles. The service extends to Los Angeles County and beyond. For more information about this program and to apply, please call (800) 827-0829 or visit their website at <http://accessla.org/home/>.



For complete Dial-A-Ride Program rules or for additional information, please visit us online at [ci.carson.ca.us/CommunityServices/dialaride.aspx](http://ci.carson.ca.us/CommunityServices/dialaride.aspx)

**Transportation Services**  
Congresswoman  
Juanita Millender-McDonald  
Community Center  
801 E Carson St.  
Carson, CA 90745  
(310) 952-1757

**Office Hours:**  
Monday through Thursday,  
8:00 a.m. – 5:00 p.m.



# TRANSPORTATION SERVICES



## CARSON CIRCUIT SCHEDULE

Buses run every 40 minutes on all eight routes:

- Monday – Friday 5:20 a.m. – 6:40 p.m.  
(Last bus leaves the Pavilion at 6:00 p.m.)
  - Saturday 10:40 a.m. – 5:20 p.m.  
(Last bus leaves the Pavilion at 4:40 p.m.)
- ALL Carson Circuit routes run in one direction ONLY.

## BUS FARES

- Regular Fare (age 5 and over) \$1
- Seniors 60 & over and disabled (must show valid ID) FREE
- Monthly Pass \$30
- Carson Circuit Transfers FREE

## FOR MORE INFORMATION

- Service Information/Lost & Found (310) 225-2545
- Monthly Passes/Complaints (310) 952-1757

**Rates are subject to change.**



**ALL BUSES ARE EQUIPPED  
TO TRANSPORT  
WHEELCHAIR OCCUPANTS**



# TRANSPORTATION SERVICES





## Dial-A-Ride Program Guidelines

This guide is provided to assist participants in understanding how the Dial-A-Ride (DAR) program works, how to get the most benefit from the service, and to answer the most frequently asked questions.

### **PROGRAM HIGHLIGHTS**

- Curb-to-curb service is provided by taxicabs and lift-equipped minivans.
- Service is available 24 hours a day, seven days a week, including holidays.
- Rides must be purchased in advance by adding value to your DAR card.
- Participants may use a maximum of **20 one-way rides per month**.
- Participants pay **\$2 for each one-way ride**.
- The **maximum value** of each one-way ride is **\$20**.
- Any amount exceeding \$20 on the taxi meter, per one-way ride, is the responsibility of the participant and must be paid at the time of service. Please plan accordingly.
- Participants may travel with a care provider or companion at no additional cost.
- Gratuities (tips) for cab drivers are **not** required or expected.
- The fee for New and Replacement DAR cards is **\$10. Card fees are non-refundable**. NO EXCEPTIONS.
- Address changes must be promptly reported to the TSD office. DMV address change is required.
- **Biennial application renewal and address verification is required to remain in the program.**

### **TO REQUEST A RIDE**

- Please call **1-(877) 435-6111**. The number is also printed on the back of your DAR card.
- Provide the dispatcher with the last 6-digits of your DAR card number, your name, pick-up address, and exact destination location.
- To ensure on-time service for your trip, please call ahead to schedule your pick-up.
- On-demand service is available, with a response time of up to **30 minutes**.
- You may pre-schedule rides for standing daily, weekly or monthly appointments.

### **WHEELCHAIR-ACCESSIBLE VAN ORDERS**

- Please inform the dispatcher if you require a wheelchair-accessible van.
- To ensure on-time service, please call **24 hours** in advance to reserve a wheelchair-accessible van.
- Same day service is available; however, the response time may be **1 hour or more**, depending on the availability of wheelchair-accessible vans in the area.

*(Continued on back of page)*

## **TO PURCHASE RIDES**

- Cash, check, and credit/debit card payments are accepted.
- Payments are accepted in person in the Transportation Office; via mail; and online at <https://payment.carson.ca.us/transportationonline/dialaride.asp>
- For cash payments, only exact amounts are accepted. We do not keep change in the office.
- For check payments, address must be pre-printed on checks. NO EXCEPTIONS. NSF fee is \$25.
- Online payments will be credited to your DAR account during regular business hours only.
- **Ride purchases are NON-REFUNDABLE. NO EXCEPTIONS.** Please plan accordingly.

## **SERVICE AREA**

- Participants may travel **within city limits for any purpose** including banking, shopping, recreational, social, educational and medical.
- **Travel outside the city is limited to medical and social service appointments** in Gardena, Harbor City, Lomita, Long Beach, San Pedro and Torrance. The service area parameter is North: Del Amo Blvd, South: Pacific Coast Hwy, East: Atlantic Blvd and West: Hawthorne Blvd.
- Additionally, participants may travel to and from 17 designated medical facilities located outside of the city and service area parameter.
- Please refer to the **DAR Service Area Map** for complete coverage information.

*For more information, please call or visit the Transportation Services Office*

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### **City of Carson**

### **Transportation Services**

Juanita Millender-McDonald Community Center

801 E Carson St · Carson, CA 90745

**Phone: (310) 952-1757**

<http://ci.carson.ca.us/CommunityServices/dialaride.aspx>

### **Office Hours**

Monday through Thursday

8:00 AM – 5:00 PM

Office is closed Fridays, Saturdays, Sundays, and Holidays.



# TRIP REMINDERS...

- Please be ready when the taxi arrives to ensure timely service. The taxicab operator may alert you when he or she has arrived. If the taxi is more than 25 minutes late, you may withhold your payment and ride at no charge.
- You are free to reward good service, but tipping is not required. Swipe cards do not allow tips, so tipping would have to be out-of-pocket.



For Registration & Program Information  
PLEASE CALL

(310) 618-2536

Mail Checks To:

West Annex Transit Center  
Torrance City Hall  
3031 Torrance Blvd. Torrance,  
CA 90503

# Torrance Community Transit Program



Senior Taxi

Dial-A-Taxi

EFFECTIVE May 01, 2015

# BACKGROUND INFORMATION

- The three taxicab companies listed below provide same-day service, 24 hours a day, 7 days a week.
- Participants may purchase, once a month, a maximum of 12 ride credits. Purchase price ranges from \$1.00–\$5.00, depending on your total household income level and taxi program.
- All ride credits expire 90 days from that the date the order is processed. **Once expired, ride credits are invalid and have no value. Ride Credits will not be exchanged or refunded for any reason.**
- Shared rides are strongly encouraged and require only 1 (one) ride credit as long as the pickup and drop-off locations are the same for all passengers.
- Participants will be enrolled in either Senior Taxi *or* Dial-A-Taxi (**for disabled patrons**). Duplicate enrollment is prohibited.
- Rainy Day Credits are special ride credits that can be only purchased once. Up to eight (8) of these credits may be purchased, and these credits do not expire.
- Questions? Call (310) 618-2536 for more information about the Torrance Community Transit Program.

## Providers

for the Torrance Community Transit Program

All Yellow Taxi ..... (310) 807-8888  
Bell Cab ..... (800) 999-9977  
South Bay Yellow/United Checker Cab Co-Op..... (866) 400-4103



# TCTP INFORMATION

## Senior Taxi

- Participants must be a resident of Torrance and be 65 years or older.
- Ride Credits are available for \$5.00, \$3.00, or \$1.00 depending on your total household income.



## Dial-A-Taxi

- Participants must be a disabled resident of Torrance.
- Regular ride credit cost is \$1.00 regardless of household income.
- Eligibility must be renewed every year for those on temporary disability.
- For non-ambulatory participants, you must inform the taxi company that you need a lift equipped vehicle. Reservations should be made at least 24 hours in advance. Same day service may be available.

## REGISTRATION

To register you must apply in-person at:

**West Annex Transit Center**  
3031 Torrance Boulevard  
Torrance, CA 90503

Monday through Thursday between:

10:00 am–1:00 pm or 2:00–5:00 pm

Alternating Fridays (call in advance):

10:00 am-1:00 pm or 2:00-4:00 pm  
(310) 618-2536

### Please bring:

- A government-issued photo I.D.
- A current utility bill
- If applying for the senior taxi program, please also bring income verification documents, such as:
  - Tax documents
  - Paystubs
  - Bank Statements

**You can find our brochure and applications at the West Annex Transit Store or online at:**

<https://transit.torranceca.gov/our-city/transit/services/senior-and-dial-a-taxi-program>

## PROGRAM RULES

- The maximum number of ride credits that can be purchased per calendar month is 12.
- Ride credits are non-refundable, non-transferable and expire ninety (90) days after the date of purchase.
- Each ride credit has a value of up to \$13.00 in taxi fare.
- Patrons have the option to pay partially out-of-pocket, or to instead use more than one ride credit per tip.

Example: Your trip costs \$17.00. You can use one ride credit, and pay the remaining \$4.00 out-of-pocket with cash. Alternatively, you can simply use two ride credits (after your first receipt prints, swipe again) and pay nothing.

- Requests for additional ride credits for medical reasons will be evaluated on a case-by-case basis. Additional ride credits will be available for a specified, limited period of time, and are not to exceed 12 additional ride credits, as determined by a physician and staff evaluator.

## FREQUENTLY ASKED QUESTIONS

- Are there any costs for obtaining a swipe card?***  
Swipe card registration is free. If you lose your swipe card, we initially will replace it for free. After that, any future replacements will cost \$5.00. You would not lose any of your ride credits; rides credits will be transferred from your old card to your new card.
- How do I purchase ride credits?***  
Send a check to or visit the West Annex Transit Center. Make sure to write your swipe card ID number on the memo line of your check. Please send your check at least two weeks in advance to allow time for mailing and processing.
- How do I use this service?***  
Call one of the three taxi company phone numbers that are listed on the front of this brochure and on the backside of your swipe card. Provide them your swipe card ID number, and provide them the details of your desired commute. There are no boundaries in terms of where you travel to.

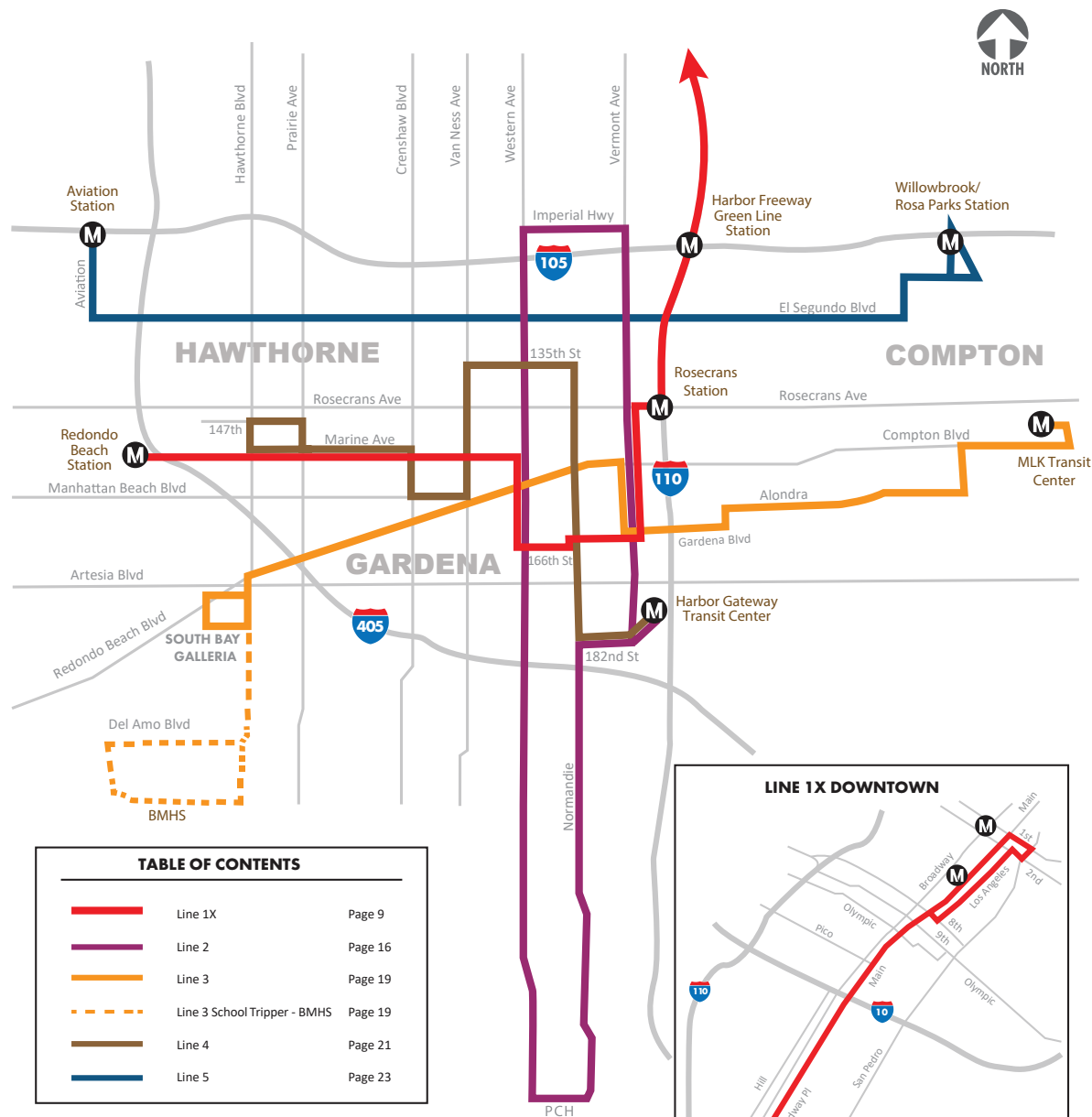
System Map













# CITY OF GARDENA GTRANS SYSTEM MAP



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## LEGEND



Metro Station

## LINE 1X DOWNTOWN

