

RESIDENT RESOURCE GUIDE

WHITTIER TOWERS

Prepared by



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

AFTER SCHOOL PROGRAMS: K-12

IN-PERSON

Art with Sara

(562) 321-9075

13126 Philadelphia St.

Whittier, CA 90601

<https://artwithsara.com>

Art with Sara is an art school for kids specializing in teaching our students how to draw with a variety of mediums. We offer: 1. Our regular Kids Program for ages 5 and up. Students are taught individually, at their own pace with a small student-teacher ratio on a weekly basis. 2. Art Camps during school breaks (Summer and Winter). Camps are Monday-Friday 10am-1pm. You can register for multiple sessions.

Boys & Girls Club of Whittier

(562) 698-8630

7905 Greenleaf Ave.

Whittier, CA 90602

<https://bgcw.org>

The Boys & Girls Club of Whittier provides after-school and summer programs for youth ages 6 to 18 years old that emphasize Academic Success; the development of good Character & Citizenship; and the formation of Healthy Lifestyles. The Boys & Girls Club of Whittier is a place that any child can find safety, encouragement, and the strength to grow and become a contributing member of our community.

LA County Library - Sorenson Library

(562) 695-3979

6934 Broadway Ave.

Whittier, CA 90606

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

This LA County Library offers meeting rooms, study rooms, and spaces for children and teens. Their services include homework help (children and teens) and The Family Place (a center for early childhood information, parent education, emergent literacy, socialization, and family support).

LEARNing Center

(562) 945-0150

13102 Philadelphia St.

Whittier, CA 90601

<https://learnla.org/tutoring>

LEARN (Learning Enrichment & Academic Resources Network) is a non-profit educational agency focused on securing resources that will encourage a culture of learning for students and their families in an effort to increase post-secondary options for students. LEARN's tutoring program is high quality, research-based, and specially designed to increase student academic achievement. We also offer KidsPlay which provides organized league play around sports such as basketball, Olympic handball, cross country, and flag football.

Sorensen Park

11419 Rose Hedge Dr.

Whittier CA 90606

<http://parks.lacounty.gov/sorensen-park>
Sorensen Park offers a vast array of after-school programs for children and teens. Their programs include tutoring, baseball, basketball, flag football, exercise & fitness, music, self-defense, soccer, softball, summer lunch, teen clubs, and tiny tots.

Students Run Whittier

(562) 567-9430

5703 Palm Ave.

Whittier, CA 90601

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

Students Run Whittier program trains students grades 4-8 to participate in local 5K runs in the City of Whittier. Trainings teach participants the fundamentals of running, building self-esteem, awareness of lifelong physical fitness and creating an atmosphere of belonging while training with their peers.

Uptown Whittier YMCA

(562) 907-6530

12510 Hadley St.

Whittier, CA 90601

<https://ymcawhittier.org>

The YMCA of Greater Whittier is an association of all people united in a common effort to put Judeo-Christian principles into daily practice and to enrich the quality of spiritual, mental, physical, and social life of their families, their community, and themselves. Come and experience the YMCA difference, where you will find something for everyone in your family to enjoy. Discover the wide variety of programs and services that will help you renew your spirit, increase your energy, develop new friendships, build new skills,

reconnect with your family and be involved in your community.

VolunTEEN Program

(562) 567-9430

7630 Washington Ave.

Whittier, CA 90602

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

If you are between the ages of 14 to 17 and looking to make a difference in your community by gaining valuable experience in a fun and exciting program, then the City of Whittier's VoluTEEN program is just what you have been looking for!

Whittier Central Library

(562) 567-9900

7344 Washington Ave.

Whittier, CA 90602

<https://whittierlibrary.org>

Whittier Public Library will provide facilities for the 21st century where people of all ages and backgrounds will find a welcoming environment, outstanding collection, and access to the latest technology. Our services that are in keeping with the Library's tradition of excellence include Play Date with a Book for Children, Call a Librarian Phone Line and Homework Help for Children and Teens, and SAT Prep for Teens.

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.

GoNoodle

<https://www.gonoodle.com>

GoNoodle® engages and inspires millions of kids every month to channel their boundless energy-getting them up, moving and becoming more mindful.

Created by child development experts, you can join for free at school, home, and everywhere kids are!

hand2mine

<https://www.hand2mindathome.com>
hand2mind offers daily Lessons & Activities for K-5 students, a series of free daily lessons and activities created and delivered by teachers. Each week you will find an easy-to-follow schedule, by grade, for K-5 students and daily grade-specific video lessons for Math and Literacy. You will also find worksheets for the Math and Literacy lessons as well as a daily Specials activity.

Khan Academy

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

Khan Academy - Kids

<https://learn.khanacademy.org/khan-academy-kids/>
Free online program engaging kids ages 2 to 7 in core subjects like early literacy, reading, writing, language, and math, while encouraging creativity and building social-emotional skills.

Kitchen Table Classroom

<https://www.kitchentableclassroom.com/>
Free online resource with videos and instructions on various arts and crafts projects for kids.

Learn to Be

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

SkillShare

<https://www.skillshare.com/>
Skillshare is an online learning community with thousands of classes for creative and curious people, on topics including illustration, design, photography, video, freelancing, and more.

Swordkit Kid Workouts

<https://app.sworkit.com>
A variety of workouts to help get those wiggles and giggles out or use them as a warm-up/cool-down for more vigorous activity. All videos are forever free!

UPchieve

<https://upchieve.org/>
Free online math tutoring for middle school and high school math. Tutoring is available 24/7.



AMENITIES



ARTS & CULTURE

Casita del Pueblo

(562) 693-2844

13100 Philadelphia St.

Whittier, CA 90601

<https://casitadelpueblo.org>

Casita del Pueblo is committed to bringing art, culture and education to its surrounding communities by making local and international folk art in its many forms more accessible. It is our vision to foster public awareness of the arts by being a focal point where people come to find unique gifts and participate in culturally based workshops which honor our traditions creating a spirit of community.

Columbia Memorial Space Center

(562) 231-1205

12400 Columbia Way

Downey, CA 90242

<https://columbiaspacescience.org>

The Columbia Memorial Space Center is a unique learning center located in Downey, California. Focusing on engineering, technology and science, our goal is to teach young people about aerospace and STEM with fun, hands-on experiences. We offer not only fun, hands-on exhibits but also a number of different programs and workshops to spark the interest and wonder of STEM to all ages.

The Children's Museum at La Habra

(562) 383-4236

301 S Euclid St

La Habra, CA 90631

<https://lhcm.org>

Ride a kid-sized carousel, take a walk in T-Rex's footprints, pet an arctic fox, a bear

and a raccoon, pump your own gas, put on a show, drive a bus and dig for fossils-all in one afternoon! At the Children's Museum at La Habra you'll experience 10,000-square-feet of hands-on exhibits for the entire family. Plus you can enjoy Super Saturday and Sunday programs and performances. Schools and youth groups receive special tours and/or curriculum. Birthday parties are also available for that special day!

Downey Theatre

(562) 861-8211

8435 Firestone Blvd

Downey, CA 90241

<https://downeytheatre.com>

The Downey Civic Theatre is a 738-seat venue located in the heart of Downtown Downey. The Downey Theatre strives to bring the best entertainment and enhance the cultural and economic growth within the community. The theatre hosts nationally touring artists and a variety of community events including the Día de los Muertos Art Festival.

Juan Matias Sanchez Adobe Museum

(323) 887-4592

946 N Adobe Ave.

Montebello, CA 90640

<https://montebellohistoricalsociety.org>

The Juan Matias Sanchez Adobe Museum is a historical site and museum. As the oldest residence in Montebello, this organization is dedicated to their obligation to preserve and share the rich local history. Juan Matias Sanchez Adobe museum celebrates the community's American Heritage by

including the experience of the Gabrieleno Indian, Spanish, and the first Californios who called this land their home.

La Mirada Theatre for the Performing Arts

(562) 944-9801

14900 La Mirada Blvd

La Mirada, CA 90638

<https://lamiradatheatre.com>

La Mirada Theatre for the Performing Arts, now in its fourth decade, is one of the most highly lauded theatres in Southern California. The 1,251-seat state-of-the-art performing arts venue is widely known as one of the most gorgeous and enjoyable places to attend live events in the region. In addition to the mainstage McCoy Rigby Entertainment series of award-winning plays and musicals, La Mirada Theatre also produces the critically acclaimed ONSTAGE series, a wide range of special events, and a children's series, Programs for Young Audiences. The theatre is also home to Phantom Projects Theatre for Teens and the La Mirada Symphony.

The Whittier Center Theatre

(562) 567-9400

13230 Penn St.

Whittier, CA 90602

<https://www.whittierprcs.org/recreation/theatre>

The Whittier Center Theatre, built in 1960, is operated by the City of Whittier Parks, Recreation & Community Services Department. This fully equipped, 400 seat theatre is housed in the Whittier Community Center and is used primarily for live theatrical productions. It is home to Whittier Family Theatre serving many recreational and professional performing arts

organizations in the area such as Whittier Community Theatre, Whittier's non-profit amateur theatre group.

Whittier Museum

(562) 945-3871

6755 Newlin Ave

Whittier, CA 90601

<https://whittiermuseum.org>

The Whittier Museum is owned and operated by the Whittier Historical Society and features exhibits of life in early Whittier. Docents conduct tours of the museum for weekend visitors. School Tours are by appointment only and are given on Tuesdays and Thursdays. The mission of the Whittier Museum is to collect, preserve and exhibit the first 100 years of Whittier history and beyond.

Workman and Temple Family Homestead Museum

(626) 968-8492

15415 Don Julian Rd

Industry, CA 91745

<https://homesteadmuseum.org>

Come and explore a hidden treasure like no other in Los Angeles. Located in the heart of a former Mexican rancho, the Homestead Museum's houses, cemetery, gardens, and stories will surprise you from start to finish. Located in the bustling City of Industry, the museum inspires visitors to become advocates for history as they explore what life was like in this region from the days of the Mexican ranchos to the Roaring Twenties. The museum is owned and funded by the City of Industry and managed by Historical Resources, Inc.

Ruth B. Shannon Center for the Performing Arts

(562) 907-4203

6760 Painter Ave.

Whittier, CA 90601

<https://shannoncenter.org>

For the past twenty-eight years, the Ruth B. Shannon Center for the Performing Arts at Whittier College has offered outstanding programs that reflect the diverse interests and cultural backgrounds of Southern California, including our world famous

Aloha Series; our Inside Latin Jazz series; family and Latino programming; Broadway, jazz and cabaret performers; folk musicians and singer-songwriters; classical musicians and composers; theatrical performances; and the list goes on and on. In addition, the Shannon Center annually plays host to the Department of Theatre Arts' fall and spring productions, the annual Friends of the Shannon Center Meet the Authors & Bookfair, as well as guest lectures, special performances, and holiday events.

GROCERY STORES

Cardenas Markets

(562) 205-1074

11750 Whittier Blvd.

Whittier, CA 90601

<https://cardenasmarkets.com>

CVS

(562) 692-7706

11735 Whittier Boulevard

Whittier, CA 90601

<https://cvs.com>

Grocery Outlet Bargain

(562) 464-0466

13301 Whittier Blvd.

Whittier, CA 90602

<https://groceryoutlet.com>

Main Market

(562) 696-5621

12604 Penn St

Whittier, CA 90602

<http://mainmarket-whittier.com>

Ralphs

(562) 692-4565

11825 Whittier Blvd.

Whittier, CA 90601

<https://ralphs.com>

Rite Aid

(562) 696-1015

6512 Comstock Ave.

Whittier, CA 90601

<https://riteaid.com>

Smart & Final Extra!

(562) 907-7037

13003 Whittier Blvd.

Whittier, CA 90602

<https://locations.smartandfinal.com>

Stater Bros.

(562) 941-7711

14212 Mulberry Dr

Whittier, CA 90604

<https://staterbros.com>

Target

(562) 946-0851

10621 Carmenita Rd
Santa Fe Springs, CA 90670
<https://target.com>

Trader Joe's

(562) 698-1642
15025 Whittier Blvd.
Whittier, CA 90603
<https://traderjoes.com>

Uptown Farm Market

(562) 696-0250
7601 Greenleaf Ave

Whittier, CA 90602

Walgreens

(562) 698-4906
8201 Greenleaf Ave.
Whittier, CA 90602
<https://walgreens.com>

Walmart Supercenter

(562) 946-6343
13310 Telegraph Rd.
Santa Fe Springs, CA 90670
<https://www.walmart.com>

LEISURE

AMF Beverly Lanes

(323) 728-9161
1201 W Beverly Blvd
Montebello, CA 90640
<https://amf.com>

Whether you're looking to plan your next party or just looking to have some fun, the AMF Bowling Co. is the place for you. With 36 bowling lanes, an arcade, pool tables, and air hockey, this is where good times become great. Come bowl, drink, eat, hit the arcade, set your phone to selfie-mode, and get ready for one epic celebration.

Cinépolis Luxury Cinemas

(562) 205-3456
8540 Whittier Blvd.
Pico Rivera, CA 90660
<https://cinepolisusa.com>

Cinépolis Luxury Cinemas offers new reclining leather seats, state of the art digital projection, premium audio and sound, stadium seating, spacious theaters and the 3D viewing experience. Cinépolis Pico Rivera boasts 14 auditoriums that

deliver spectacular picture quality and 100% digital sound and projection technology, featuring Christie digital projectors. This location also features a new expanded concessions menu with hot, fresh, gourmet items. Cinépolis Pico Rivera is home to a Cinépolis Junior and 4DX auditorium.

Color Me Mine

(562) 789-5600
6711 Greenleaf Ave.
Whittier, CA 90601
<https://whittier.colormemine.com>

Color Me Mine is a paint-your-own-pottery studio dedicated to exploring The Art of Having Fun! Choose from our wide selection of ceramic items and paint it however you'd like. We have 60 colors to paint with and a variety of tools and techniques we can teach you to bring your vision to life. When you're finished painting, leave it with us! We hand glaze and fire each piece and will let you know when it's ready for pick-up.

Golf N' Stuff

(562) 868-9956

10555 E Firestone Blvd.

Norwalk, CA 90650

<https://golfnstuff.com>

With four fun and entertaining 18-hole mini golf courses to choose from, bumper boats, lit'l indy raceway, rides, and over 100 interactive arcade games, Golf N' Stuff in Norwalk prides itself in presenting the area's premier amusement and miniature golf experience.

Medieval Times Dinner & Tournament

(888) 935-6878

7662 Beach Blvd.

Buena Park, CA 90620

<https://medievaltimes.com>

Travel through the mists of time to a forgotten age and a tale of devotion, courage and love--at Medieval Times Dinner & Tournament. Imagine the pageantry and excitement that would have been yours as a guest of the king ten centuries ago. That's exactly what you will experience at North America's most popular dinner attraction. See our electrifying show featuring heroic knights on spirited horses displaying the astounding athletic feats and thrilling swordplay that have become hallmarks of this unique entertainment experience. Enjoy a "hands-on" feast as the dynamic performance unfolds before you.

Pacific Theatres Vineland Drive-In

(626) 961-9262

443 Vineland Ave.

City of Industry, CA 91746

<https://www.vinelanddriveintheater.com>

Pacific Theatres Vineland Drive-In Theatre has 8 screens. This drive-in theatre also offers concessions. Make sure to have an FM radio (car radio or portable radio) with you to stream sound for your movie experience.

Pirates Dinner Adventure

(714) 690-1497

7600 Beach Blvd.

Buena Park, CA 90620

<https://piratesdinneradventureca.com>

Set sail for adventure and prepare to be entertained at the "World's Most Interactive Dinner Show!" Pirate's Dinner Adventure boasts live theater, food and fun for the whole family. Would-be pirates of all ages take part in an epic and interactive dinner show that is sure to leave ye hearties with a full belly and tales to tell! The elaborate theater set provides the backdrop for this Broadway-quality show. Behold amazing swordplay, aerial artistry and acrobatics while enjoying a sumptuous pirate feast.

Starlight Whittier Village Cinemas

(562) 907-3300

7038 Greenleaf Ave

Whittier, CA 90602

<https://whittiervillagecinemas.com>

Starlight Whittier Village Cinemas is an 8-auditorium movie theatre offering screenings of the latest and greatest films at a discounted price.

PARKS & RECREATION

Arroyo Pescadero Park & Deer Loop Trail

7531 South Colima Rd.

Whittier, CA 90605

<https://www.alltrails.com/trail/us/california/arroyo-pescadero-and-deer-loop-trail>

Arroyo Pescadero and Deer Loop Trail is a 2.6 mile heavily trafficked loop trail located near Whittier, California that features beautiful wildflowers and is good for all skill levels. The trail is primarily used for hiking, walking, running, nature trips, and horses and is accessible year-round.

Central Park

(562) 567-9400

6532 Friends Ave.

Whittier, CA 90601

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

Central Park offers a fishpond, gazebo, picnic tables, and play equipment. There are no barbeques allowed at this park.

Central Park is open from sunrise to 10pm.

Palm Park

(562) 908-3666

5703 Palm Ave.

Whittier, CA 90601

<https://cityofwhittier.org>

Palm Park offers barbeques, basketball courts, fitness stations, a horseshoe pit, lighted tennis courts, play equipment, a softball field, swimming pool, tennis center, and banquet rooms. For banquet room, picnic table, and pool reservations, contact the park.

Penn Park

(562) 567-9400

13900 Penn St.

Whittier, CA 90602

<https://cityofwhittier.org>

Penn Park is open from sunrise to 10pm.

This park offers barbeques, picnic tables, play equipment, sinks, a waterfall, streams, and a pond. The park is also available for weddings and photography. For weddings and permits, contact the park.

Sorensen Park

(562) 908-7763

11419 Rose Hedge Dr.

Whittier, CA 90606

<https://locator.lacounty.gov/lac/Location/3175591/sorensen-park>

Sorensen Park is 11 acres where children play and couples stroll at sunset. It is a great spot for a picnic lunch or to play a ball game. The park and its friendly staff assist the community with its many fun and affordable programs.

Splash! La Mirada Regional Aquatics Center

(562) 902-3191

13806 La Mirada Blvd.

La Mirada, CA 90638

<https://splashlamirada.com>

Splash is a state-of-the-art facility offering lap swim, water aerobics, swimming lessons, recreational swim, and access to club and masters programs. During the summer season the water park, Buccaneer Bay is open to the public. Splash is open to residents and nonresidents of La Mirada year-round. Splash offers certification courses such as Water Safety Instruction (W.S.I.) and Lifeguard Training.

Whittier Greenway Trail

NW Whittier To Mills Ave Whittier, CA 90609

<https://cityofwhittier.org>

The Whittier Greenway Trail, a 4.5-mile commuter and recreational bikeway, pedestrian path, and greenbelt, opened in 2009 and has had an impressively positive impact on the community by promoting active transportation, outdoor recreation, fitness, and education. Over a half million trail users enjoy the trail annually.

Whittier Narrows Recreation Area

(626) 575-5526

750 S Santa Anita Ave.

South El Monte, CA 91733

<https://parks.lacounty.gov>

The Whittier Narrows Recreation Area is a large multi-use facility containing North Lake, Center Lake, and Legg Lake (where radio-controlled model speedboats may be operated), a rifle and pistol shooting range, numerous softball and soccer fields with picnic tables, a paved airstrip for radio-controlled hobby aircraft, and a connector trail between the Class I Rio Hondo bicycle path and the San Gabriel River bicycle path.

SCHOOLS & COLLEGES

Biola University

(800) OK-BIOLA

13800 Biola Ave.

La Mirada CA 90639

Biola University is a nationally ranked Christian university in the heart of Southern California. Founded in 1908, Biola offers biblically centered education, intentional spiritual development and vocational preparation within a unique learning community where all faculty, staff and students are professing Christians. As a leader in academic quality and innovation, Biola is consistently ranked among the nation's foremost Christian universities and was recently recognized as one of America's top 10 "up and coming" national universities by U.S. News & World Report. Biola's nine schools offer more than 150 academic programs at the bachelor's, master's and doctoral levels, enrolling more than 6,000 students at the La Mirada campus, online

and in distance programs throughout the world.

California State University, Fullerton

(657) 278-2011

800 N State College Blvd.

Fullerton, CA 92831

<https://www.fullerton.edu>

Cal State Fullerton is a leading campus of the CSU, serving as an intellectual and cultural center for Southern California and driver of workforce and economic development. We are an emerging national model for supporting student success through innovative high-impact educational and co-curricular experiences, including faculty-student collaborative research. Cal State Fullerton offers 110 degree programs – 55 undergraduate and 55 graduate, including a doctorate in education and doctor in nursing practice. Many of these programs have achieved national

prominence because of our outstanding faculty and alumni achievements.

California State University, Los Angeles

(323) 343-3000

5151 State University Dr.

Los Angeles, CA 90032

<https://www.calstatela.edu>

Cal State LA transforms lives and fosters thriving communities across greater Los Angeles. We cultivate and amplify our students' unique talents, diverse life experiences, and intellect through engaged teaching, learning, scholarship, research, and public service that support their overall success, well-being, and the greater good. With 100 undergraduate, graduate, pre-professional and certificate programs, as well as our Early Entrance Program and Study Abroad opportunities, you work closely with your professors and classmates to help master your coursework and excel in your chosen field. Whether it's interning with NBC's "Dateline," conducting cancer research at the City of Hope or studying star formation at NASA's Jet Propulsion Laboratory, you'll learn by doing. You're in Los Angeles—the possibilities are endless.

California State University, Long Beach

(562) 985-4111

1250 Bellflower Blvd.

Long Beach, CA 90840

<https://www.csulb.edu>

Cal State Long Beach is one of the best valued schools in the nation with low tuition fees, high social mobility rate and earning potential after graduation. The Beach is a 322-acre campus home to top-notch professors, successful alumni and a diverse

student population ready to take on the world with a highly regarded education. With 91 distinct undergraduate degrees, concentrated into 73 majors within 25 broad fields of study, is at the forefront in public education in California and around the world.

Cypress College

(714) 484-7000

9200 Valley View St.

Cypress, CA 90630

<https://www.cypresscollege.edu>

Cypress College transforms lives through lifelong learning with educational opportunities including transfer to four-year institutions, associate degrees, certificates, and a baccalaureate degree. We are dedicated to forging academic and career pathways to support the achievement of our students, enhancing their economic mobility, fostering equity, and enriching society.

Fullerton College

(714) 992-7000

321 E. Chapman Ave.

Fullerton, CA 92832

<https://www.fullcoll.edu>

Fullerton College advances student learning and achievement by developing flexible pathways for students from our diverse communities who seek educational and career growth, certificates, associate degrees, and transfer. We foster a supportive and inclusive environment for students to be successful learners, responsible leaders, and engaged community members.

La Serna High School

(562) 698-8121

15301 Youngwood Dr.
Whittier, CA 90605

<https://lshs.wuhsd.org>

La Serna High School, located in a scenic residential area in Whittier known as Friendly Hills, has been serving students and their families since 1961. The La Serna High School community has always been built on the foundation of relationships that are developed amongst staff, students and parents. The continuity of the staff is a byproduct of a "culture of camaraderie" that is a unique characteristic of LSHS. This collaborative spirit is often the first and most lasting impression on visitors and newcomers. Every day, students, faculty, and staff earnestly encourage teamwork through numerous mentorship, volunteer, and leadership opportunities. The team at La Serna believes firmly in each individual's ability to contribute to the school as a community. LSHS has grown into a strong interdependent and thriving community that takes great pride in supporting all students.

Kastner Intermediate School

Longfellow Elementary

(562) 789-3180

6005 S Magnolia Ave.

Whittier, CA 90601

<https://longfellow.whittiercity.net>

Longfellow Elementary School is an educational community that strives to provide a challenging and engaging educational experience for all students. Our partnership with teachers, staff, parents, District Office, and community work together to empower Longfellow scholars to become critical thinkers who are skilled in reading, speaking and listening, and most notably, writing.

Lou Henry Hoover School of Fine Arts

(562) 789-3150

6302 S Alta Ave.

Whittier, CA 90601

<https://hoover.whittiercity.net>

The Mission of Hoover School is to produce well-rounded, lifelong learners by providing a quality education, so that the students can become successful and productive members within their community. K-5 students are provided strategies and tools to empower them to be responsible, life-long learners. We welcome parent and community participation as we continuously plan and implement curricular and developmental programs to meet the needs of every child. The Lou Henry Hoover School community of teachers, parents, paraprofessionals, and administrators is dedicated to providing students with a challenging, age-appropriate curriculum based on Whittier City School District standards, state standards, and current state frameworks.

Rio Hondo College

(562) 692-0921

3600 Workman Mill Rd.

Whittier, CA 90601

<https://www.riohondo.edu>

Rio Hondo College strives to be an exemplary California community college, meeting the learning needs of its changing and growing population and developing a state-of-the-art campus to serve future generations. Río Hondo College is an educational and community partner committed to advancing social justice and equity as an anti-racist institution that collectively invests in all students' academic and career pathways that lead to attainment

of degree, certificate, transfer, and lifelong-learning goals. As a comprehensive community college, Rio Hondo offers many strong career-technical programs, such as nursing, fire and police academies, automotive and alternative fuels, a full transfer curriculum, and basic skills courses and services. The College also offers a rich complement of community service programs on campus and at satellite locations.

Walter F. Dexter Middle School

(562) 789-3090

11532 E Floral Dr.

Whittier, CA 90601

<https://dexter.whittiercity.net>

In partnership with our families and the community at large, we, at Dexter Middle School are committed to developing students who are literate across the curriculum, able to think critically, read deeply, and write meaningfully about their learning, both as it relates to school and the larger, global context. In our rapidly changing world, we use technology as the vehicle through which students will create, collaborate, and communicate. At the core of our work is a commitment to building lasting relationships with students and empower them to voice their opinions and be heard, as they are the cornerstone of our community.

Whittier College

(562) 907-4200

13406 E. Philadelphia St.

Whittier, CA 90602

<https://www.whittier.edu>

Whittier College is a residential four-year liberal arts institution that prepares students from diverse backgrounds to excel in a complex global society. Through challenging, interactive courses, taught by accomplished professors, students learn to make connections across disciplines, understand cultural perspectives, and integrate learning with practical application. Inspired by a Quaker heritage, the Whittier education equips students to be active citizens and effective communicators who embrace diversity and act with integrity.

Whittier High School

(562) 698-8121

12417 E Philadelphia St.

Whittier, CA 90601

<https://whs.wuhsd.org>

Whittier High School graduates self-directed, productive members of the global society who, by virtue of rigorous curriculum and creative instruction forged in and out of the classroom, are prepared for all post-high school endeavors. The Cardinal legacy continues to inspire the teachers and staff of Whittier High School to maintain the hundred-year tradition of excellence. We strive to provide our students with a comprehensive program that develops both mind and body, while ensuring a safe and secure environment where everyone can feel a sense of belonging. We are committed to providing our students with the best possible education to help them develop the skills required to be successful citizens of this new century.

SHOPPING CENTERS

Norwalk Town Square Shopping Center

(562) 868-2291

11633 The Plz

Norwalk, CA 90650

<https://norwalk-townsquare.com>

Norwalk Town Square is conveniently located on the Northwest corner of Pioneer Boulevard and Rosecrans Avenue in the City of Norwalk. Norwalk Town Square is a premier one-stop shopping experience, offering an exquisite outdoor environment for customer relaxation while eating or shopping. You are sure to find what you are looking for at Yogurtland, 99¢ Only Store, LA Fitness, dd's discounts, Fallas Paredes! and an extensive selection of specialty stores, making it your one-stop shopping destination.

Promenade at Downey

(562) 368-4814

12214 Lakewood Blvd.

Downey, CA 90242

<https://promenade-downey.com>

The Promenade at Downey is a modern meeting place in a space packed with history. It is a community gathering spot and tourists' destination, merging retail, dining, and entertainment with a one-of-a-kind walk through history. Reading stations and in-ground medallions representing space missions and blockbuster films tell the story of Downey's contributions to air/space exploration and eye-popping movie making.

The Shops at Montebello

(323) 722-1776

2134 Montebello Town Ctr.

Montebello, CA 90640

<https://shopsatmontabello.com>

The Shops At Montebello is a modern indoor super regional shopping center that is conveniently located east of downtown Los Angeles and directly adjacent to the Pomona (60) Freeway. The property is also in close proximity to two other major Los Angeles freeways (Interstates 605 and 710), which makes The Shops at Montebello both convenient and easily accessible. The Shops At Montebello features Macy's, Macy's Home, H&M, Forever 21, JCPenney, COACH, Steve Madden, Cotton On and Hollister plus more than 160 specialty retailers. We also feature several restaurants such as BJ's Restaurant and Brewhouse, Hikari Sushi, Panda Express and The Olive Garden.

Stonewood Center

(562) 904-1832

251 Stonewood St.

Downey, CA 90241

<https://shopstonewoodcenter.com>

Stonewood Center in Downey, California is the region's premier shopping and dining destination, featuring some of the most popular retail brands like Macys, Kohl's, JCPenney, H&M, and Victoria's Secret, and great dining options like BJ's Restaurant & Brewhouse, Acapulco's, Raising Cane's and Olive Garden. Stonewood Center is a great stop for the whole family.

Uptown Whittier

(562) 696-2662

6717 Bright Ave.

Whittier, CA 90601

<https://whittieruptown.org>

Restaurants and retailers are flocking to the tree-lined, pedestrian-friendly, cobblestoned district nestled against the Whittier Hills. Uptown Whittier is characterized by main floor retail uses which often have office/commercial uses on upper floors. The charming historic "Heart of Whittier" features specialty shops, a variety of indoor and outdoor dining opportunities and a considerable entertainment component with a historic restored multiscreen movie theatre complex and several live music venues.

The Quad at Whittier

(562) 693-5543

13502 Whittier Blvd.

Whittier, CA 90605

<http://www.trcretail.com>

The Quad at Whittier is 400,000 square-foot retail destination center that draws nearly 450,000 regular shoppers from a five-mile radius. They have 44 stores with major tenants currently including Burlington Coat Factory, Ralphs, Rite Aid, Ross, TJMaxx, Staples, Petco and Old Navy. Restaurants include Baja Fresh, Olive Garden, and Chili's.



HEALTH & SAFETY



AIDS & HIV

Black AIDS Institute

(213) 353- 3610 Ext 103

1833 W 8th Ste. 200

Los Angeles, CA 90057

The Black AIDS Institute launched the Prevention Clinic in Los Angeles, in partnership with St. John's Well Child and Family Clinic to provide counseling, testing and linkage services.

Los Angeles Centers for Alcohol and Drug Abuse- Santa Fe Spring HIV and Outpatient Services

(562) 906-2676

11015 Bloomfield Ave, Santa Fe Springs, CA 90670

<http://www.lacada.com/>

The agency provides HIV/AIDS services such as group counseling, specialized information and referral and health education for adults and adolescents.

CLINICS & HOSPITALS

Atlantic Dental

(562) 696- 5544

6716 Greenleaf Ave.

Whittier, CA 90601

<http://www.atlanticdentalgrp.com/>

Barlow Respiratory Hospital

(213) 202- 6878

12401 Washington Blvd.

Whittier, CA 90602

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

Caremore Medical Group

(562) 907- 4170

7624 Painter Ave.

Whittier, CA 90602

<http://www.caremore.com/>

Harbor Dental Society

(562) 595-6303

4010 Watson Plaza Dr., Ste. 210 Lakewood

Los Angeles, 90712

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

JWCH Institute Inc. - Wesley Health Centers - Whittier

(866) 733 -5924

10750 Laurel Ave.

Whittier, Los Angeles 90605

www.jwchinstitute.org/

Kaiser Permanente Whittier Medical Office

(833) 574- 2273

12470 Whittier Blvd

Whittier, CA 90602

<https://healthy.kaiserpermanente.org/southern-california/facilities/whittier-medical-offices-100032>

Montes Medical Group Primary Care Physicians

(562) 317- 1533

11822 East Floral Dr.

Whittier, CA 90601

<http://www.montesmedical.com/>

PIH Health Whittier Hospital

(562) 698-0811

12401 Washington Blvd.
Whittier, CA 90602
https://www.pihhealth.org/locations/locations-profile/?id=3&utm_source=PIH-H-WHITTIER&utm_campaign=Local-Listings&utm_medium=Google-My-Business

Planned Parenthood - Whittier Health Center

(800) 576- 5544
7655 Greenleaf Ave.
Whittier, CA 90602
https://www.plannedparenthood.org/health-center/california/whittier/90602/jones-center-2358-90070?utm_campaign=whittier-health-center&utm_medium=organic&utm_source=local-listing

Sunset Foot Clinic - Dr. Thomas Lim, DPM

(213) 483- 4246
7217 Painter Ave.
Whittier, CA 90602
<http://www.happyfootsadfootdoctor.com/>

The Whittier Eye Center

(562) 945- 3589
13124 Philadelphia St.
Whittier, CA 90601
<http://whittieroptometry.com/>

Whittier Hospital Medical Center

(562) 945- 3561
9080 Colima Rd.
Whittier, CA 90605
<http://www.whittierhospital.com/>

DISABILITIES

Braille Institute

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

CAPC Inc.

(562) 693-8826
7702 S. Washington Ave.
Whittier, Los Angeles 90602
<https://www.capcinc.org/>
This agency empowers individuals with disabilities and works with them to gain employment, assisted living arrangements, and connects them to the community by providing access to transportation, improve their communication and help them pursue higher education and strong relationships.

Genetically Handicapped Persons Program

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

Greater LA Agency on Deafness, Inc

(323) 478-8000
<https://gladinc.org/>
Greater LA Agency on Deafness (GLAD) works with consumers, businesses and service providers to improve quality of life and ensure communication access for the

deaf, hard of hearing and deaf-blind community.

Eastern Los Angeles Regional Center

(626) 299-4700

1000 S. Fremont Ave.

Alhambra, CA 91803

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

Westside Regional Center 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.

**Southern California Resources
Services for Independent Living -
Arcadia**

(626) 239-6012

11625 Clark St.

Arcadia, Los Angeles 91006

<https://www.scrs-ilc.org/>

The agency provides a non-residential center for people with disabilities.

EMERGENCIES

American Red Cross - Commerce Office

General (323) 780-7660

Disaster Relief (800) 675-5799

2227 S. Atlantic Blvd

Los Angeles, CA 90040

<https://www.redcross.org/local/california/los-angeles/about-us/locations/metro-and-southeast.html>

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

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

Poison Hotline

(800) 222-1222

3201 New Mexico Ave., Ste. 310,
Washington, DC 20016

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

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

FAMILIES & CHILDREN

Assistance League of Whittier

(562) 693-6533

6339 S. Greenleaf Ave.

Whittier, Los Angeles 90601

<https://www.assistanceleague.org/whittier/>
The league provides dental care and health education for youth who live in the Whittier area.

City of Whittier Parks, Recreation and Community Services Department - Senior Citizens Center

(562) 567-9476

13225 Walnut St.

Whittier, Los Angeles 90602

<https://www.whittierprcs.org/recreation/senior-services>

The Senior Citizens Center administers and offers information and counseling on Medicare. It also offers health and fitness, recreational programs, health services for older adults, services for people with disabilities and youth services to the community of Whittier. The agency also acts

as a cooling center during hot summer months.

Drew Child Development Corporation

(323) 249-2950 Service/Intake and Administration

(323) 249-2950 [Ext. 122] Mental Health
1770 E. 118th St.

Los Angeles, CA 90059

www.drewcdc.org

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

Drew Calworks Alternative Payment Program - Stage 1

(310) 609-3885 Service/Intake

(323) 249-2950 Mental Health

3737 Martin Luther King Jr. Blvd., Ste 550
Lynwood, CA 90262

The agency provides childcare services, family preservation, and mental health services primarily for people who live in

South Central Los Angeles. Programs are targeted to at risk families.

Healthy Families + Medical for Children

(888) 747- 1222

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

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

LA County Department of Public Health - CHDP

(800) 993-2437

9320 Telstar Ave., Suite #226

El Monte, CA 91731

publichealth.lacounty.gov/cms/chdp.htm

The program provides administrative support of health services for low-income youth in Los Angeles County. Services are provided at physician offices, county health centers and hospitals.

LA Care Health Plan (888) 452-2273

1055 W. 7th St., 10th Fl.

Los Angeles, Los Angeles 90017

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

The organization administers health insurance plans for low to moderate income families in Los Angeles County.

VNA Home Health Systems

(949) 263-4700

2520 Red Hill Ave.

Santa Ana, Orange 92705

<http://vnahomehealthandhospice.com/>

The agency provides in-home health services for people of any age who live in Whittier. Services include case/care management, health education, health/disability related supported groups, home and health aide services, home nursing, physical therapy, etc.

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.

WIC Program - WIC La Mirada

(888) 942-2229

14539 Telegraph Rd.

La Mirada, CA 90638

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

This is a WIC administrative office. This agency administers and refers to other WIC programs and to it's 48 sites throughout Los Angeles County.

MENTAL HEALTH

Los Angeles County Department of Mental Health

(800) 854-7771

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

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

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

(310) 668-4272

1720 E. 120th St.

Los Angeles, CA 90059

dmh.lacounty.gov

The center provides mental health services and welfare-to-work support services, primarily for adults and children who live in South-Central Los Angeles and surrounding communities.

LA County Department of Public Health- Whittier Health Center- Whittier Wellness Community

(562) 464-5373

7643 S. Painter Ave.

Whittier, Los Angeles 90602

<http://publichealth.lacounty.gov/chs/spa7/index.htm>

The center provides public health services and mental health services for people of all ages in Los Angeles Service Planning Area (SPA) 7, which includes Whittier, East Los Angeles, South East Los Angeles (San Antonio) and Bellflower Health Districts.

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.

The Whole Child Mental Health and Housing Services

(562) 692-0383

10155 Colima Rd.

Whittier, Los Angeles 90603

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

The center provides family support services, housing services and mental health services for youth and families.

VETERANS

California Department of Veterans Affairs (CalVet)

(800) 952-5626

Mailing Address: P.O. Box 942895,
Sacramento, CA 94295

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

The California Department of Veterans Affairs 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.

Veterans Administration Long Beach Healthcare System

(562) 826 -8000

5901 E. 7th St.

Long Beach, Los Angeles 90822

<https://www.longbeach.va.gov/>

The center provides hospital services, inpatient treatment for substance abuse and substance abuse services for veterans in Southern California who have been discharged or released from active military service under conditions other than dishonorable. There are no geographic restrictions.

OTHER

California State Department of Public Health - Center for Health Care Quality

(916) 324 -6630

P.O. Box 997377, MS 3000

Sacramento, Sacramento 95899-7377

(Mailing)

<https://www.cdph.ca.gov/Programs/CHCQ/Pages/CHCQHome.aspx>

This licensing and certification branch enforces state licensing and federal certification requirements to assure the quality of medical care. In their website you will find information about health facility complaints, nursing facility complaints and consumer education.

Center for Healthcare Rights

(213) 383-4519, Ext. 3006

520 S. Lafayette Park Place, Suite 214

Los Angeles, CA 90057

www.healthcarerights.org

The Center for Health Care Rights (CHCR) is 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.

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.

Medi-Cal Assistance

(800) 541-5555

<http://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.



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 Los Angeles

For Applications:

5747 Rickenbacker Rd

Commerce, CA 90040

Dial-A-Ride Information

(800) 827-0829

https://accessla.org/riding_access/online_reservations.html

Access Paratransit provides Americans with Disabilities Act (ADA) mandated paratransit services for eligible people with disabilities who are unable to use public fixed route transportation systems.

Whittier Dial A Ride

(562) 567-9480

<https://www.whittierprcs.org/transit/dial-a-ride-and-dar-plus>

DAR is a shared-ride system for City of Whittier residents who are 60 and over or any resident with a permanent or temporary qualifying disability that prevents driving or use of public transportation (with a doctor's certification).

Whittier DAR PLUS City of Whittier

(562) 567-9480 Information

(562) 698-3013 Booking

<https://www.whittierprcs.org/transit/dial-a-ride-and-dar-plus>

DAR Plus is a separate program which takes registered Dial-A-Ride users to specific locations outside of the City only for medical and dental appointments or for visits to Rose Hills Memorial Park. A special DAR Plus Ride Card is required for these trips.

PUBLIC TRANSPORTATION SERVICES

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.

TAP Cards for Residents of Whittier

562 567 9495

Palm Park, 5703 Palm Avenue, Whittier

<https://www.whittierprcs.org/transit>

Passengers who provide proof of current City of Whittier residency are eligible to receive discounts on the following transit pass products when loading the fares on Tap Card.

OTHER**Department of Motor Vehicles (DMV) - Whittier**

(800) 777- 0133

9338 S Painter Avenue, Whittier, CA 90605

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

Available for Driver License and ID Card Processing, and Vehicle Registration.

Nearby Bus Stop Locations

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

- Philadelphia/ Greenleaf (0.2 miles)
- Philadelphia/ Washington (0.2 miles)
- Mar Vista Street/ Greenleaf (0.3 miles)
- Philadelphia/ Comstock (0.3 miles)
- Pickering/ Penn (0.4 miles)
- Pickering/ Philadelphia (0.5 miles)



SOCIAL SERVICES



ADDICTION

Gambling Addiction Helpline (800) 426-2537

The agency provides substance abuse services for individuals with gambling problems or individuals who are adversely affected by the gambling problems of others. Services include gambling addiction prevention programs, gambling hotlines and specialized information and referral.

His Sheltering Arms Inc- Addictions/Substance Use Disorder Support Groups for Women (323) 755-6646

11101 S. Main St.
Los Angeles, CA 90061
www.hisshelteringarms.org

The agency provides residential treatment for substance use disorders for single women, women with a small child and pregnant women ages 18 and older who are residents of Los Angeles County. For

women with a small child, the child must be 3 years or younger.

Los Angeles Centers for Alcohol and Drug Abuse

(562) 906-2676
11015 Bloomfield Ave, Santa Fe Springs,
CA 90670
<http://www.lacada.com/>

The agency provides domestic violence services, HIV/AIDS services, residential treatment for substance use disorders, and substance use disorder services for adults and adolescents.

Sex Addicts Anonymous Hotline (213) 896-2964

The agency provides self-help group services to individuals in Los Angeles County. Services include printed materials, sexual/love addiction support groups, and speaker's bureau services.

CHILDREN & YOUTH

California Children's Services (800) 288-4584

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

California Youth Crisis Line (800) 843-5200

<https://calyouth.org/cycl/>
The California Youth Crisis Line (CYCL) operates 24 hours a day, seven days a week as the statewide emergency response system for youth (ages 12-24) and families in crisis. Professionally trained staff and volunteer counselors respond to 20,000 calls annually with crisis intervention counseling and resource referrals to service providers in the caller's local community.

Child Abuse Hotline

(800) 540-4000
<https://mandreptla.org/cars.web/>

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

Child Support Hotline

(800) 540-4000 - Within CA

(213) 639-4500 - Outside CA

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

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

Children's Institute Inc- Watts Campus

(323) 523-8600

1522 E. 102nd St.

Los Angeles, CA 90002

www.childrensinstitute.org

Provides child abuse services, childcare, early childhood education, family support services, foster care services, mental health services, school readiness and welfare-to-work support services for people of all ages and their families in Los Angeles County

Helpline Youth Counseling Inc.

(562) 273-0722

14181 Telegraph Rd.

Whittier, Los Angeles 90604

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

Provides child abuse services, substance use disorder services, welfare-to-work support services and youth services to people living in Southeast LA County.

Shields for Families Inc - Ark Compton Drug Court

(323) 242-5000

11705 Deputy Yamamoto Pl., Ste. A

Lynwood, CA 90262

www.shieldsforfamilies.org

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

Tri-Cities Regional Occupational Program

(562) 698-9571

10800 E. Ben Avon St., Unit E

Whittier, Los Angeles 90606

http://www.tricitiesrop.org/index.php?option=com_content&view=article&id=126&Itemid=342

The program is a regional occupational program which provides job training programs for high school students and adults who live in the El Rancho or Whittier Unified School Districts, which include Pico Rivera, Santa Fe Springs and Whittier.

Whittier Area Cooperative Special Education Program

(562) 945-6431

8036 Ocean View Ave.

Whittier, Los Angeles 90602

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

The program provides special education services for students in the East Whittier City, Little Lake City, Los Nietos, South Whittier, Whittier City Elementary Districts, El Rancho Unified School District, and Whittier Union High School Districts.

ELDER SERVICES

AARP

(888) 687-2277

(877) 342-2277 (Spanish)

www.aarp.org

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

Alzheimer's Association

(800) 272-3900

225 N Michigan Ave., Fl. 17, Chicago, IL 60601

www.alz.org

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

Better Business Bureau

(703) 276-0100

www.bbb.org

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

California Adult Protective Services

(888) 202-4248: For general Information, toll-free in LA & vicinity

(877) 477-3646: 24-hr abuse hotline

<https://www.cdss.ca.gov/adult-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

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

California Department of Aging

(800) 510-2020

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

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

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

(800) 952-5225

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

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

California Independent Living Centers

(916) 325-1690

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

Find Independent Living Centers in this online locator.

Community Services for Seniors- Los Angeles County

(213) 738-2600

<http://www.worksourcecalifornia.com/>

The agency provides WIA programs for people who live in unincorporated areas of Los Angeles County and areas not covered by other WIB's.

Eldercare Locator

(333) 331-7289

www.elder.org

Nationwide information and resource center for seniors and caregivers.

Long-Term Care Ombudsman Administration for Community Living

(202) 401-4634

To find local resources:

(800) 677-1116

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

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

National Committee for the Prevention of Elder Abuse

(202) 464-9481

www.preventelderabuse.org

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

National Family Caregivers' Association

(855) 227-3640

www.nfcacares.org

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

National Hispanic Council on Aging

(202) 347-9733

www.nhcoa.org

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

National Institute on Aging

(800) 222-2225

www.nia.nih.gov

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

National Senior Citizens' Law Center

(213) 639-0930

www.nsclc.org

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

Nursing Home Compare

Service is online

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

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.

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

(323) 563-5639

10957 S. Central Ave.

Los Angeles, CA 90059

www.wlcac.org

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

FAMILY SERVICES

Assistance League of Whittier

(562) 693-6533

6339 S. Greenleaf Ave.

Whittier, Los Angeles 90601

<https://www.assistanceleague.org/whittier/>

The league provides financial assistance, health services, library services and thrift shops for people who live in the Whittier area.

**Salvation Army Corps Community
Center- Whittier**

(562) 698-8348

7926 S. Pickering Ave.

Whittier, Los Angeles 90602

https://whittier.salvationarmy.org/whittier_corps/

The Salvation Army provides emergency food, holiday assistance, personal goods, recreational programs and utility bill assistance for people who live in Whittier and the surrounding cities of Baldwin Park, City of Industry, Covina, La Puente, Rowland Heights and West Covina.

YMCA of Great Whittier

(562) 907-6530

12510 Hadley Street,

Whittier, CA 90601-3942

<https://ymcawhittier.org/locations/>

The agency provides fitness and wellness services for people all ages. Services include fitness center, group fitness classes, child day care, spa and lap pools.

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.

Interfaith Food Center

(562) 903-1478

11819 Burke St.

Santa Fe Springs, Los Angeles 90670

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

The agency provides emergency food for low-income people in the Whittier area including people who are homeless.

Los Angeles Regional Foodbank

1734 E 41st St.

Los Angeles, CA 90058

www.lafoodbank.org

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

St. Matthias Episcopal Church

(562) 698 -9741

7056 S. Washington Ave.

Whittier, Los Angeles 90602

stmatthiaswhittier.org

The Soup Hour provides a meal 5 days a week and homeless support services to anyone in Whittier and surrounding areas.

Whittier Meals on Wheels

(562) 698-2750

7702 S. Washington Ave., Ste. G

Whittier, Los Angeles 90602

<http://www.whittiermealsonwheels.com/>

The agency provides home delivered meals for residents of Pico Rivera, Santa Fe Springs and Whittier of any age who are permanently or temporarily disabled, chronically ill, or who are frail elderly and are homebound and do not have a person who drives in the home.

HOUSING

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

(323) 249-7552 Service/Intake

1212 E. 108th St.

Los Angeles, CA 90059

hcidla.lacity.org/family-source-centers

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

Fair Housing Foundation of Los Angeles

(800) 446-3247

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

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

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

(323) 357-3980

1495 E. 114th St., Ste. 1106

Los Angeles, CA 90059

www.hacla.org

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

Housing Rights Center

(800) 477-5977 or (213) 736-8310

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

This agency actively supports and promotes 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.

The Whole Child Mental Health and Housing Services

(562) 692-0383

10155 Colima Rd.

Whittier, Los Angeles 90603

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

The center provides family support services, housing services and mental health services for youth and families.

Whittier Area First Day Coalition

(562) 693 -4097

12426 Whittier Blvd.

Whittier, Los Angeles 90602

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

The agency provides advocacy, shelter, and transportation services primarily for low-income and homeless people who are in Whittier and surrounding communities.

IMMIGRATION

U.S. Citizenship & Immigration Services L.A. County Field Office

(800) 375-5283

300 N. Los Angeles St.

Los Angeles, CA 90012

<https://www.uscis.gov/about-us/find-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

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.

Los Angeles County Fire Department - Station 96

(562) 941-8604 (Non-Emergency/Business Line)

10630 Mills Ave, Whittier, CA 90604

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

The station provides fire and rescue services and safe haven services for unincorporated Los Angeles County and for cities in the County which contract with it, including forest areas.

LA County District Attorney's Bureau of Victims Services - City of Los Angeles

(800) 380-3811

210 W Temple St., Ste 12-514

Los Angeles, CA 90012

<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

(800) 772-1213

611 W 6Th St.

Los Angeles, CA, 90017

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

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

Watts Office- Social Security Administration

(877) 836-1558 General Information

(800) 772-1213 National Toll-Free Number
12429 S. Avalon Blvd.

Los Angeles, CA 90061

www.ssa.gov

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



WORKFORCE TRAINING



CAPC, Inc.

(562) 693-8826

7702 Washington Ave.

Whittier, CA 90602

<https://capcinc.org>

CAPC is a 501(c)(3) non-profit organization serving people with disabilities for over 30 years. CAPC empowers individuals with disabilities and works with them to gain employment, assisted living arrangements, and connects them to the community by providing access to transportation, improve their communication and help them pursue higher education and strong relationships. We provided innovative Supported Employment and Supported Living Services for people with disabilities in the greater Whittier and Orange County areas.

Rio Hondo America's Job Center of California

(562) 907-6995

"9401 Painter Ave. Room B210

Whittier, CA 90605"

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

We are a community organization here to help you with your senior and workforce needs. Our mission is to enhance the quality of life in our communities by developing partnerships designed to promote self-sufficiency and independence through coordinated services and comprehensive referrals.

This may mean helping a senior get a meal, find a home worker to help with household duties or figure out how to remain safe and healthy in their own home. It could mean helping a business find that right employee, locate resources to grow their business or try a new worker at a reduced cost. Or, it could mean assisting a job seeker to find that job, work on their resume or hone up their interviewing skills. Youth also will find a wealth of services from help to find a job to tutoring to raise their grades and stay in school to learning how to get into college.

Tri-Cities ROP

(562) 945-0687

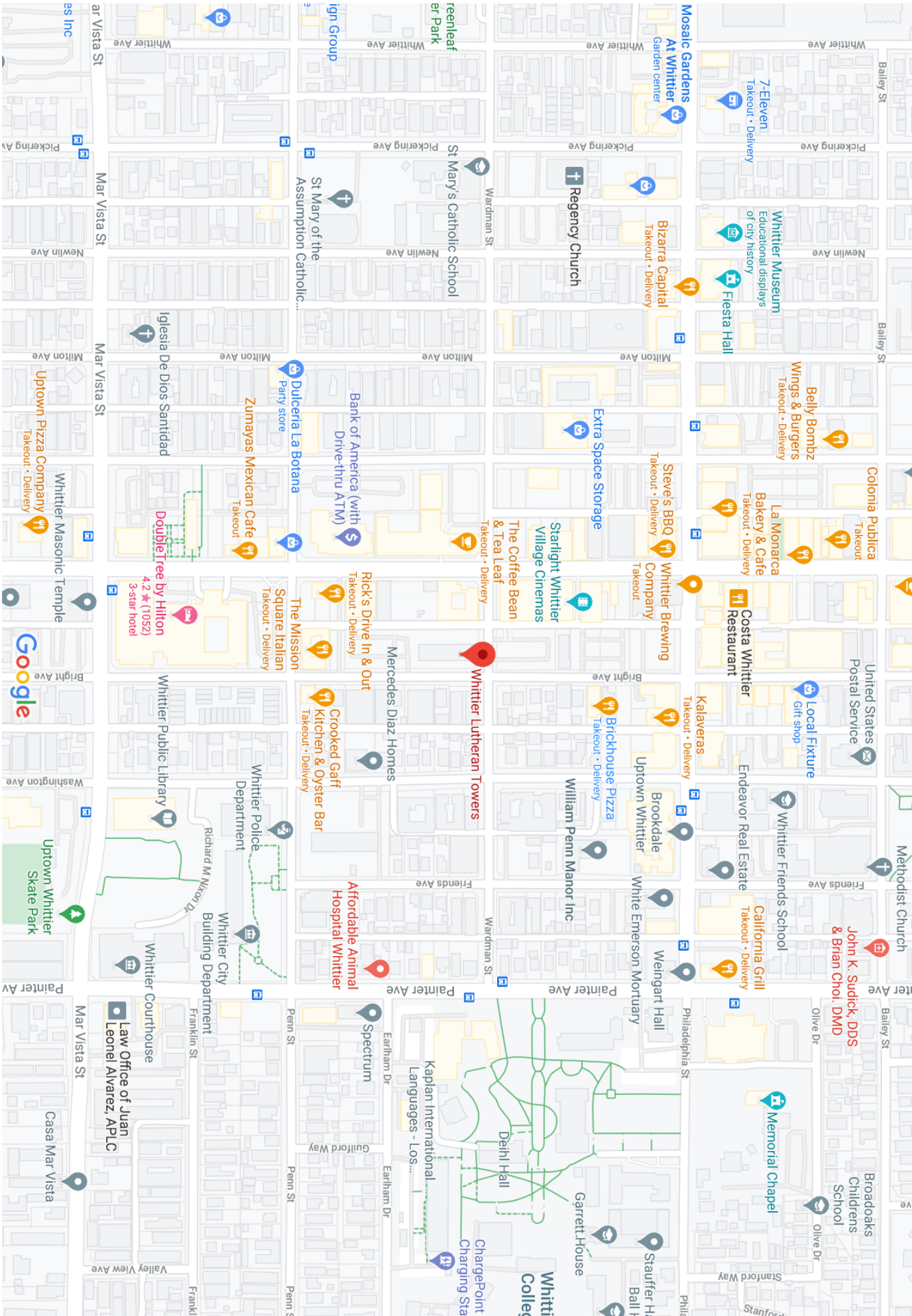
10800 Ben Avon St., Unit E

Whittier, CA 90606

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

Regional Occupational Program (ROP) is a public education service that provides practical, hands-on career preparation and career guidance. Tri-Cities ROP, one of 74 ROPs in California, is a cooperative career training program established by the El Rancho Unified and Whittier Union High School Districts. The ROP is designed to provide students with the technical skills required for particular jobs. Community-based internships in local business and industry sites are offered in many classes. Every course offers a unit on employment seeking skills.

SUPPLEMENTAL RESOURCES



WESTBOUND									10	EASTBOUND								
WHITTIER BLVD										WHITTIER BLVD								
to East Los Angeles College, Monterey Park										to Whittwood Mall, Whittier								
Whittwood Mall	Whittier & Colima	Philadelphia & Painter	Whittier & Passons	Whittier & Rosemead	Whittier & Montebello	Whittier & Garfield	Atlantic & Pomona	East LA College		East LA College	Atlantic & Pomona	Whittier & Garfield	Whittier & Montebello	Whittier & Rosemead	Whittier & Passons	Philadelphia & Painter	Whittier & Colima	Whittwood Mall
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-	-	-	-	-	5:15	5:20	5:31	5:37		-	-	4:55	5:01	5:06	5:08	5:19	5:29	5:33
-	-	-	-	-	5:30	5:35	5:46	5:52		-	-	5:13	5:20	5:25	5:27	5:39	5:50	5:54
-	-	-	*5:30*	5:33	5:41	5:50	6:04	6:10		-	-	5:28	5:35	5:40	5:42	5:54	6:05	6:09
5:15	5:22	5:33	5:49	5:52	6:00	6:09	6:23	6:29		-	-	5:40	5:47	5:52	5:54	6:07	6:17	6:21
-	-	-	*6:05*	6:08	6:16	6:25	6:39	6:45	5:30	5:30	5:35	5:49	5:58	6:05	6:07	6:24	6:35	6:39
5:45	5:52	6:03	6:19	6:22	6:30	6:39	6:53	6:59	5:45	5:45	5:50	6:04	6:13	6:20	6:22	6:39	6:50	6:54
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7:50	7:57	8:08	8:34	8:37	8:45	-	-	-	7:50	7:50	7:55	8:08	8:17	8:24	8:26	8:43	8:54	8:58
8:00	8:07	8:18	8:49	8:52	9:00	-	-	-	8:00	8:00	8:05	8:18	8:27	8:34	*8:36*	-	-	-
8:15	8:22	8:33	9:09	9:12	9:20	-	-	-	8:10	8:10	8:15	8:28	8:37	8:44	*8:46*	-	-	-
8:35	8:42	8:53	9:34	9:37	9:45	-	-	-	8:35	8:35	8:40	8:53	9:02	9:09	*9:11*	-	-	-
9:00	9:07	9:18	-	-	-	-	-	-	8:55	8:55	9:00	9:13	9:22	9:29	*9:31*	-	-	-

Notes that bus goes to Pico Terminal

Señala que el autobús va a la Terminal de Pico

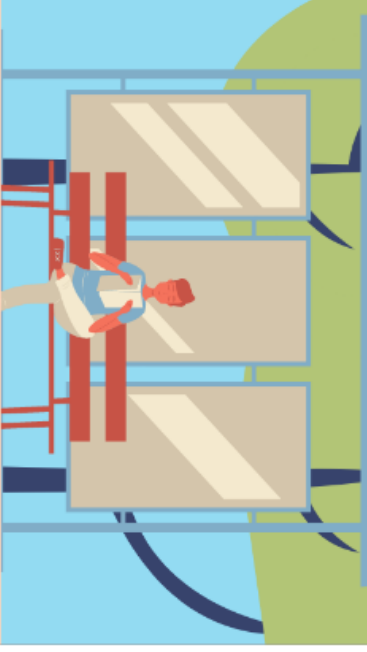
WESTBOUND										EASTBOUND									
to Downtown Los Angeles										to Whittier & La Mirada Theatre Center									
Adelfa & Ashgrove	Mulberry & Painter	Philadelphia & Painter	Pickering & Washington	Washington & Rosemead	Washington & Greenwood	Washington & Atlantic	Washington & Grande Vista	Washington & Broadway	4th & Figueroa	Washington & Broadway	Washington & Grande Vista	Washington & Atlantic	Washington & Greenwood	Washington & Rosemead	Pickering & Washington	Philadelphia & Painter	Mulberry & Painter	Adelfa & Ashgrove	
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5:25	5:42	5:52	6:00	6:14	6:22	6:35	6:41	6:50	7:00	7:05	7:15	7:20	7:35	7:45	7:53	8:00	8:18	8:26	8:41
6:25	6:42	6:52	7:00	7:14	7:22	7:35	7:41	7:50	8:00	8:05	8:15	8:20	8:35	8:45	8:53	9:00	9:18	9:26	9:41
7:30	7:47	7:57	8:05	8:19	8:27	8:40	8:46	8:55	9:05	9:10	9:20	9:25	9:40	9:50	9:58	10:05	10:23	10:31	10:46
8:40	8:59	9:09	9:21	9:38	9:46	10:01	10:09	10:15	10:28	10:35	10:45	10:50	11:05	11:15	11:23	11:30	11:48	11:56	12:11
9:35	9:54	10:04	10:16	10:33	10:41	10:56	11:04	11:10	11:23	11:30	11:40	11:45	12:00	12:10	12:18	12:25	12:43	12:51	13:06
10:10	10:29	10:39	10:51	11:08	11:16	11:31	11:39	11:45	11:58	12:05	12:15	12:20	12:35	12:45	12:53	13:00	13:18	13:26	13:41
11:20	11:37	11:47	11:55	12:09	12:17	12:30	12:36	12:45	12:55	13:00	13:10	13:15	13:30	13:40	13:48	13:55	14:13	14:21	14:36
12:20	12:37	12:47	12:55	1:09	1:17	1:30	1:36	1:45	1:55	2:00	2:10	2:15	2:30	2:40	2:48	2:55	3:13	3:21	3:36
1:25	1:42	1:52	2:00	2:14	2:22	2:35	2:41	2:50	3:00	3:05	3:15	3:20	3:35	3:45	3:53	4:00	4:18	4:26	4:41
2:20	2:37	2:47	2:55	3:09	3:17	3:30	3:36	3:45	3:55	4:00	4:10	4:15	4:30	4:40	4:48	4:55	5:13	5:21	5:36
3:05	3:24	3:34	3:46	4:03	4:11	4:26	4:34	4:45	4:55	5:00	5:10	5:15	5:30	5:40	5:48	5:55	6:13	6:21	6:36
4:00	4:19	4:29	4:41	4:58	5:06	5:21	5:29	5:40	5:50	6:00	6:05	6:10	6:25	6:35	6:43	6:50	7:08	7:16	7:31
5:00	5:19	5:29	5:41	5:58	6:06	6:21	6:29	6:40	6:50	7:00	7:05	7:10	7:25	7:35	7:43	7:50	8:08	8:16	8:31
6:15	6:32	6:42	6:50	7:04	7:12	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7:10	7:27	7:37	7:45	7:59	8:07	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Line 50 does not operate on Sundays. La línea 50 no opera los domingos.



TAP CARDS tap

* WHILE THE SENIOR CENTER IS CLOSED, PALM PARK WILL
SERVE AS THE NEW TEMPORARY LOCATION. *



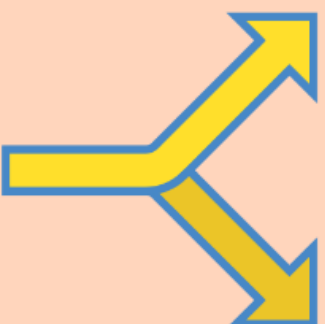
TAP cards are available for purchase by
appointment only at:

Palm Park

5703 Palm Ave, Whittier, CA 90601

Monday - Friday

10am-4pm



To make an appointment please call:

Palm Park

(562) 567-9495

For more information on Transit Services:

(562) 567-9480

Temperature check and mask or face covering required at time of appointment.



WANT TO GET UP AND GO?

LET WHITTIER DIAL-A-RIDE HELP YOU GET THERE!

Dial-A-Ride (DAR) is a service of the **City of Whittier** for residents who need a little extra help to get where they're going.

DAR is a shared-ride system. We organize pick-ups and drop-offs in a way that allows us to serve as many residents as possible. The vehicles can easily accommodate wheelchairs and walkers. And our friendly, trained drivers are there to help you get safely on and off the vehicle.

Who can ride?	City of Whittier residents who are 60 and over or any resident with a permanent or temporary qualifying disability that prevents driving or use of public transportation (with a doctor's certification).
Where can I go?	You can go anywhere within Whittier City limits. (If you need to go further for medical appointments, ask for information on DAR Plus.)
Can the driver help me?	The driver will stop at the curb and help you enter and leave the vehicle. Door-to-door service is available upon request.
What is the fare?	DAR uses pre-paid ride cards. Ride cards are available for \$5 (10 one-way regular rides) or \$10 (20 one-way regular rides). Cards do not expire. The drivers cannot accept cash. A special discounted monthly pass is available for low income residents. Assistants who are traveling to help you to and from your destination ride free.
What are the hours?	Monday through Friday 7:00 a.m. – 9:00 p.m. Saturday and Sunday 8:00 a.m. – 9:00 p.m. City of Whittier Official Holidays 8:00 a.m. – 4:00 p.m.
How far in advance do I have to book my trip?	We recommend that you schedule your ride at least two days ahead of time. You may schedule up to a week in advance or as late as 6:00 p.m. the night before. Same day service may also be available. (There is no same day service on holidays.) Standing order reservations may be made for ongoing medical treatments, work and some other necessary appointments. Special conditions apply.

Questions? Call (562) 567-9480

Or visit the Whittier Senior Center or Parnell Park to pick up an application and service guidelines.





¿NECESITA TRANSPORTE?

DEJE QUE WHITTIER DIAL-A-RIDE LE AYUDE LLEGAR A SU DESTINO

Whittier Dial-A-Ride es un servicio de la **ciudad de Whittier** para los residents de la ciudad que necesitan un poco de ayuda para llegar a sus citas.

Dial-A-Ride es un sistema de transporte compartido. Organizamos viajes de una manera que nos permite atender a tantos residents como sea posible. Los vehículos pueden acomodar fácilmente a sillas de ruedas y andaderas. Nuestros amables conductores están entrenados para ayudarle a entrar y bajar del vehículo.

¿Quién puede usar el servicio?	Personas mayor de 60 años o cualquier persona con una discapacidad permanente o temporal (con la certificación del médico).
¿A donde puedo viajar?	Puede viajar a cualquier sitio dentro de los límites de la ciudad de Whittier. Si desea ir más lejos, pida información sobre el programa Dial-A-Ride Plus o La Habra Heights Dial-A-Ride.
¿Puede el conductor ayudarme?	El conductor se detendrá en la acera y le ayudará a entrar y salir del vehículo. Servicio de puerta a puerta está disponible bajo petición.
¿Cuánto es la tarifa?	Un viaje sencillo cuesta cincuenta centavos. Tarjetas para viajar están disponibles en cantidades de \$5 y \$10 y no tienen vencimiento. Los conductores no aceptan dinero en efectivo. Un pase mensual de \$15 está disponible para pasajeros de bajos recursos que califican por las pautas de bajos recursos. Si requiere un asistente, el asistente viaja gratis.
¿Cuál es el horario?	Lunes a Viernes 7:00 a.m. a 9:00 p.m. Sábado y Domingo 8:00 a.m. a 9:00 p.m. Días festivos de la ciudad 8:00 a.m. a 4:00 p.m.
¿Con cuánta anticipación tengo que reservar mi viaje?	Viajes del mismo día a veces están disponibles. Para mejor servicio se recomienda reservar su viaje antes de las 6pm un día antes de su viaje. Cuando usted reserva su viaje con anticipación recibirá un sello en su tarjeta de descuento (verde) con valor de 25 centavos por viaje de ida y vuelta. Una tarjeta completa se puede redimir en la compra de su próxima tarjeta de viajes. No hay servicio del mismo día disponible en los días festivos. Citas fijas se pueden programar para tratamientos médicos, trabajo y otras citas necesarias. Se aplican condiciones especiales.

Para cualquier pregunta, llame a (562) 567-9480.

Puede visitar el centro para personas mayores de la ciudad de Whittier o el parque Parnell para recoger una aplicación y un folleto de información.



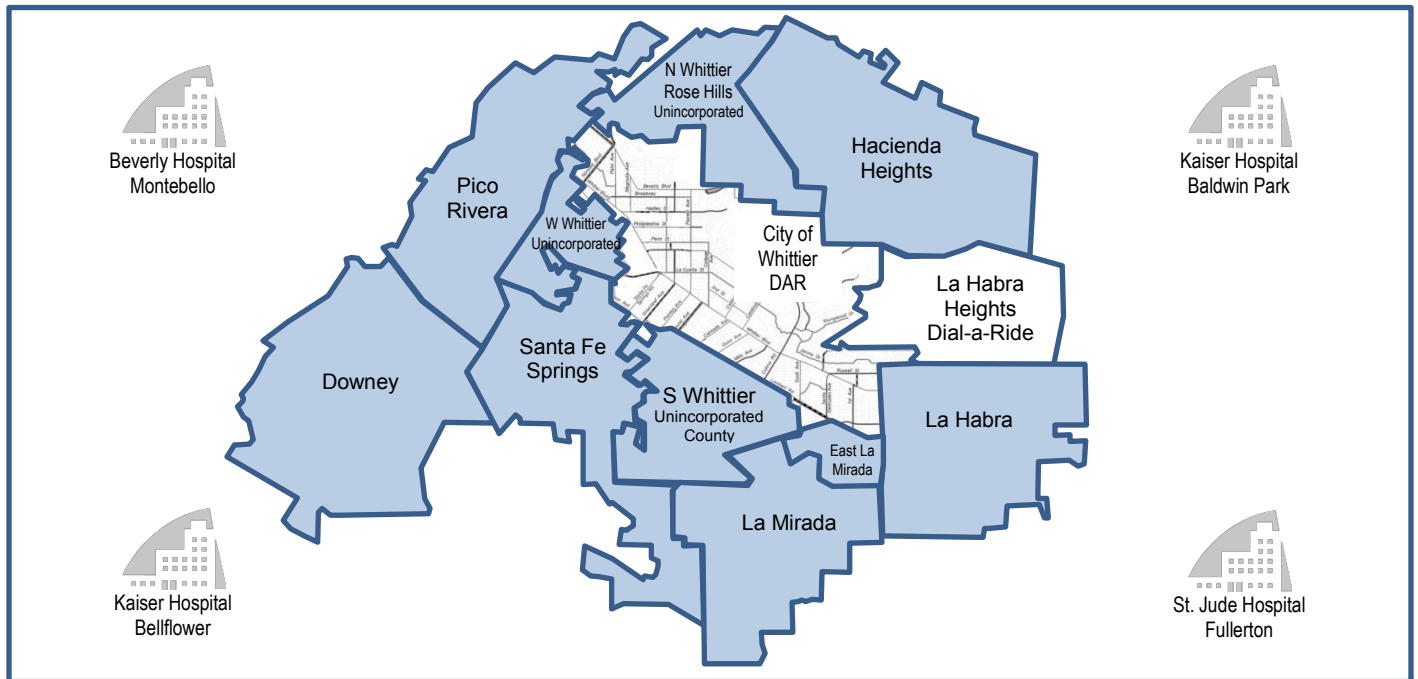


Whittier Out-of-City Service

Servicio para viajes fuera de la ciudad de Whittier

for City of Whittier Dial-A-Ride Participants
para participantes de City of Whittier Dial-A-Ride

- ✓ Medical and Dental Trips and visits to Rose Hills Memorial Park only
Sólo para citas médicas o dentales o para visitar Rose Hills Memorial Park
- ✓ Travel Monday to Friday, 8:00 a.m. – 4:30 p.m.
Viaje Lunes a Viernes 8:00 a.m. – 4:30 p.m.
- ✓ Prescheduled trips only – reserve up to one week ahead of time.
Viajes preprogramados únicamente – Reserve hasta una semana antes de tiempo.
- ✓ Special DAR Plus pre-paid cards are required and available in \$12 and \$24 increments.
Tarjetas especiales prepagadas para uso en DAR Plus se requieren y están disponibles en incrementos de \$12 y \$24.



DAR Plus One-Way Fares ♦ *DAR Plus Tarifas Sencillas*

\$2	Unincorporated South Whittier		West Whittier/Los Nietos	
\$3	Hacienda Heights Santa Fe Springs	La Habra Downey	La Mirada North Whittier/Rose Hills	Pico Rivera
\$4	Kaiser Bellflower St. Jude Hospital Fullerton		Kaiser Baldwin Park Beverly Hospital Montebello	

For reservations ♦ *Para reservar su viaje*

For more information ♦ *Para más información*

(562) 698-3013

(562) 567-9480



TOP 10 TIPS TO QUIT SMOKING

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



Enroll online at
www.nobutts.org

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

If you keep trying, you will succeed!

QUIT VAPING

FREE SERVICES FOR TEENS AND ADULTS

CONCERNED ABOUT YOUR VAPING?

Tried to quit but found yourself vaping again?

Trouble getting through the day without vaping?

Have others said something about your vaping?

YOU CAN QUIT.
WE CAN HELP!

Call, Text or Chat Today!



1-844-8-NO-VAPE

Telephone Coaching



Online Help



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



Fact Sheets & Services



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.

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

Make sure you're not making medication mistakes

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

Stay on top of health problems

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

Lower your risk of falling

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

Tips for Beating the Holiday Blues

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

Top 5 Tips

Get out and about

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

Volunteer

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

Drink responsibly

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

Accept your feelings

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

Talk to someone

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

Recognize Warning Signs of Depression

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

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

Depression is treatable.

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

Help Someone with the Holiday Blues

Include them

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

Lend a hand

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

Be a good listener

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

Encourage them to talk with a healthcare provider

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

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

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

**Community crisis centers
answer Lifeline calls.**



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

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CMHS-SVP-0126

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

suicidepreventionlifeline.org

**Learn the
Warning
Signs.**

Suicide Warning Signs

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

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

Suicide Is Preventable.

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

With Help Comes Hope



Natural Grief Responses

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

Grief can be experienced emotionally

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

Grief can be experienced physically or behaviorally

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

Grief can be experienced cognitively

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

Grief can be experienced spiritually

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

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

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

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

WHAT TO SAY

INSTEAD OF SAYING

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

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

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

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

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

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

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

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

TRY SAYING

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

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

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

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

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

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

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

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

WHAT TO DO

INSTEAD OF DOING THIS

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

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

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

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

Giving your suggestions and ideas for coping.

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

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

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

Posting immediate condolences on social media.

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

TRY DOING THIS

Take the initiative and do something for them.

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

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

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

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

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

Mention their name and share your memories.

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

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

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



10 Ways to Cope With The Death of a Loved One

1. Give Yourself Time

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

2. Share Your Thoughts

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

3. Take Care of Yourself

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

4. Journal

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

5. Write a Letter to the Person Who Died

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

6. Take a Trip Down Memory Lane

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

7. Crying

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

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8. Share Your Memories

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

9. Find Support

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

10. Be Gentle With Yourself

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

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Elder Financial Abuse

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

How to Recognize Financial Abuse

1. Transactional Elder Financial Abuse Indicators

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

2. Possible Legal Document Abuse Indicators

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

3. Life-Style Change Indicators

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

4. Personal Relationship Abuse Indicators

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

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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 country adult protective services agency or a local law enforcement agency. Officers and employees of financial institutions are also mandated reporters.

What is Reported?

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

When to Report?

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

Written Reports:

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

Failure to Report

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

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

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

Where to Report

Elder Scams

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

Attorney Complaints

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

Insurance Agent Complaints

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

Mortgage Lenders & Brokers Complaints

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

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

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

Chapter 1 Elder Abuse

Three Indisputable Facts about Elder Abuse:

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

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

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



Remember:

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

Part A Physical and Emotional Elder Abuse

What is Physical and Emotional Elder Abuse?

Physical abuse includes:

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

Neglect includes:

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

Emotional abuse includes:

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

Recognizing the Warning Signs

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

Physical warning signs:

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

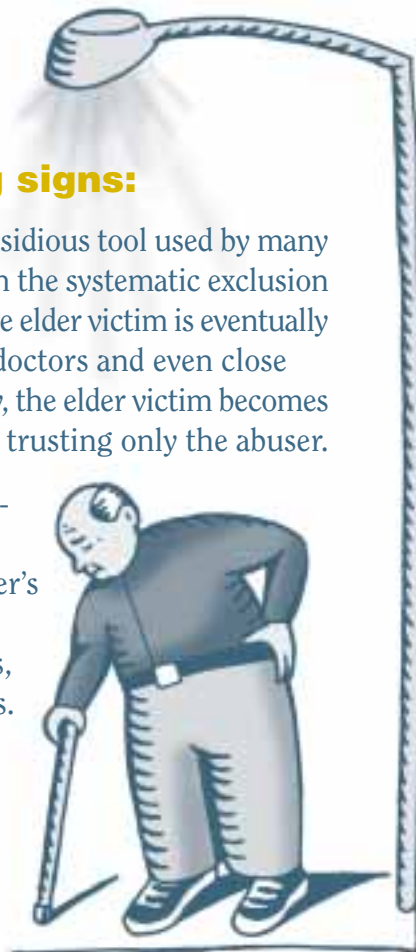
Behavioral warning signs:

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

Isolation warning signs:

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

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



REPORTING ELDER ABUSE:

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

HOW TO REPORT ELDER ABUSE:

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

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

Part C Elder Abuse in the Long-Term Care Facility

What is Long-Term Care?

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

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

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

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

How to Choose a Long-Term Care Facility

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

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

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

Recognizing the Warning Signs

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

Physical warning signs:

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



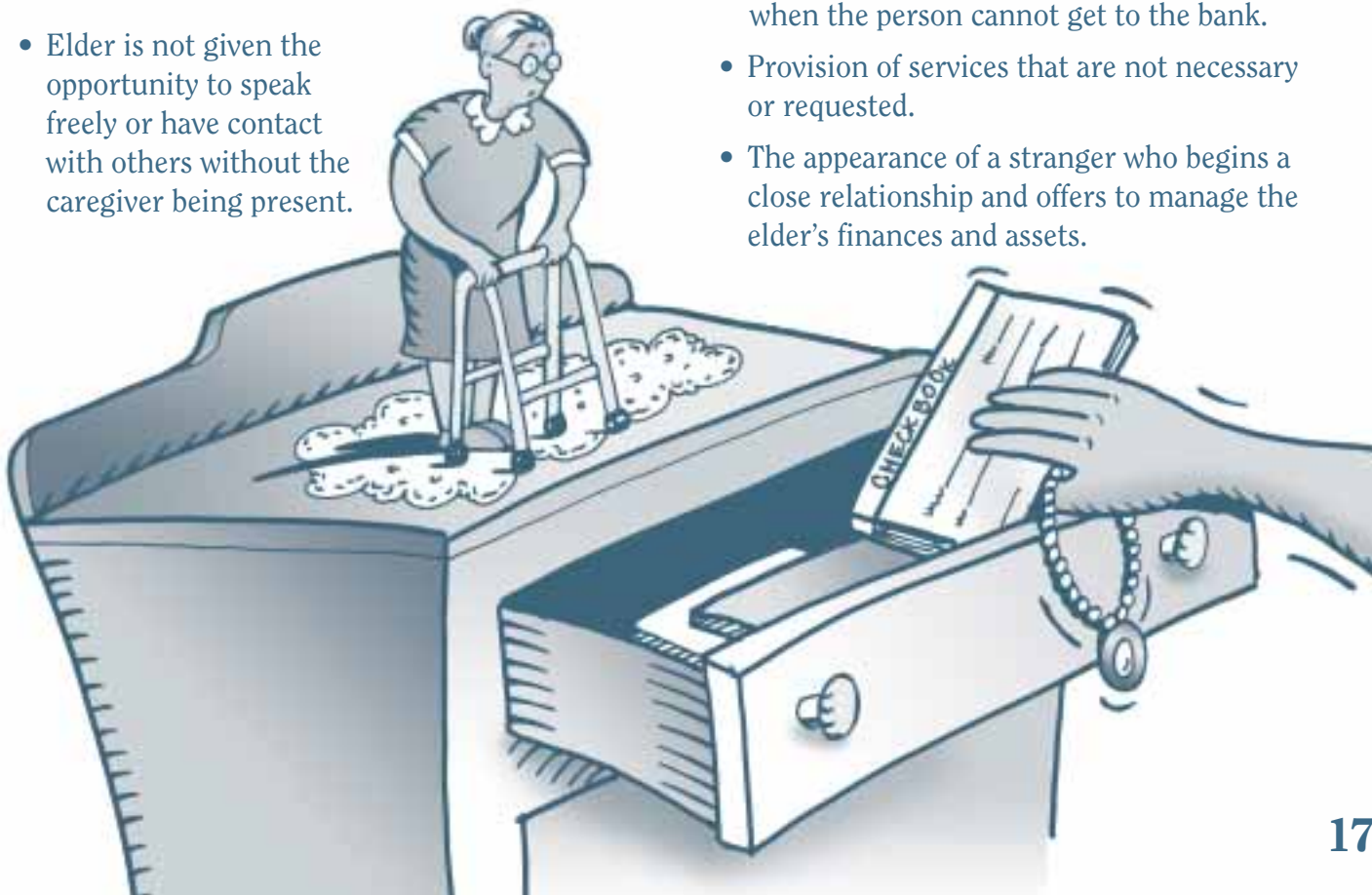
Behavioral warning signs:

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

Isolation warning signs:

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

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



Financial abuse warning signs:

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

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

Residents'

Each resident has the right to:

Dignity & Privacy:

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

Medical Condition & Treatment:

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

Bill of Rights *(Partial list)*

Abuse & Chemical & Physical Restraints:

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

Safety & Hygiene:

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

Transfer & Discharge:

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

Grievances:

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

Chapter 3 On-Line Resources

Alzheimer's Association

www.alz.org

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

AARP

www.aarp.org

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

Better Business Bureau

www.bbb.org

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

California Adult Protective Services

www.dss.cahwnet.gov/cdssweb

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

California Advocates for Nursing Home Reform

www.canhr.org

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

California Department of Aging

www.aging.state.ca.us

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

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

www.ag.ca.gov/bmfea/

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

California Department of Justice, Crime and Violence Prevention Center

www.safestate.org

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

On-Line Resources *continued from page 35*

Eldercare Locator

www.elder.org

Nationwide information and resource center for seniors and caregivers.

Long-Term Care Ombudsman

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

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



National Committee for the Prevention of Elder Abuse

www.preventelderabuse.org

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

National Family Caregivers' Association

www.nfcacares.org

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

National Hispanic Council on Aging

www.nhcoa.org

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

National Institute on Aging

www.nia.nih.gov

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

National Senior Citizens' Law Center

www.nscclc.org

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

Nursing Home Compare

www.medicare.gov

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

