

WISE & Healthy Aging Westside Guide for the 50+

2018 -
2019

Your FREE Neighborhood Resource for Living Well



INSIDE: RESOURCES FOR
Healthcare | Care Services
Housing Related | Financial & Legal
Insurance | Community Resources

Elder Justice Resource Guide PAGE 36

WISE
& *Healthy Aging*




A photograph of a middle-aged man with grey hair, smiling broadly. He is wearing a black wetsuit with teal accents and is holding a wooden surfboard under his arm. The background shows a sandy beach, blue ocean waves, and a clear blue sky. The text is overlaid on the right side of the image.

THE FUTURE OF HEALTH CARE REDEFINED

Santa Monica Medical Offices
1450 10th Street, 2nd Floor

Services include Primary Care,
Pediatrics, Pharmacy, Laboratory,
Nurse Clinic, and rotating specialties
(Dermatology and Podiatry).

kp.org/santamonica

KAISER PERMANENTE®  thrive

Westside Guide for the 50+

WISE & Healthy Aging is no stranger to the Westside. With almost 50 years of service to older adults and caregivers, WISE & Healthy Aging is proud to be a one-stop resource on the Los Angeles Westside. Headquartered in Santa Monica, our nonprofit social services organization has a mission to advance the dignity and quality of life of older adults through leadership, advocacy and high-quality innovative services.

This Guide can also be found on-line at www.westsideguide.org. The online guide will contain the latest updates. We welcome your feedback. Reach us at (310) 394-9871 or email: info@wiseandhealthyaging.org

Welcome to the “Westside Guide for the 50+”!

WISE & Healthy Aging: Major Programs & Services

- Benefits Enrollment Center
- Club 1527 (including concierge “village model” services)
- In-Home Services/Care Management
- WISE HomeCare
- City & County of Los Angeles Long-Term Care Ombudsman Program (regional offices: Santa Monica, Van Nuys, Pasadena, Montebello and Lakewood)
- Elder Abuse Prevention Services
- Los Angeles Oasis
- Mental Health Services
- Peer Counseling Program
- Adult Day Service Center
- Support Groups
- Training & Education Center (including the WISE Caregiver Training Academy)
- Transportation & Mobility Services
- Financial, Legal and Mediation Consultation Clinics
- Community Acupuncture Clinic
- WISE Adventures Travel Program
- WISE Diner Healthy Lunches
- WISE Minds
- Volunteer Opportunities
- Information, Referral & Assistance



1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org



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SMARTER
than a
scammer

A PROJECT OF
WISE & HEALTHY AGING

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Westside Guide for the 50+ Production Team

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Danielle Brinney and Jenny Gov

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About the Guide

The 2018-19 Westside Guide for the 50+ is published by WISE & Healthy Aging. It is also available online at www.westsideguide.org and in print at our offices, local libraries, senior centers and other locations throughout the Los Angeles Westside. WISE & Healthy Aging is located at: 1527 4th Street, 2nd Floor, Santa Monica, CA 90401 (310) 394-9871

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NURSING HOME CHECKLIST
on pages 26-27

Learn the markers of good care and what specifically to look for and ask when selecting a nursing home for your loved one.

WISE & Healthy Aging is a 501(c)(3) nonprofit community-based, social services organization. To distribute the Guide free of cost, we sell advertising space. While we appreciate the paid listings in the Guide, their inclusion does not imply a recommendation or endorsement of products or services by WISE & Healthy Aging. Always be a vigilant consumer. Verify information and seek references where appropriate.

WISE & Healthy Aging's Community Collaborations

These FREE services are held at
WISE & Healthy Aging at 1527 4th Street, 2nd Floor
(Ken Edwards Center), Santa Monica

Tax Assistance

Tuesday Mornings
9 am - 1 pm



Financial Counseling

1st Tuesday & Wednesday
of Every Month



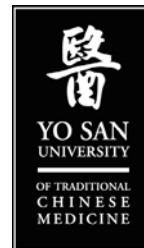
Medicare Counseling

Tuesday Afternoons
1 - 4 pm



Community Acupuncture Clinic for Seniors 60 & Older

Thursday Mornings
9 am - Noon



Legal Clinics

Alternating
Monday Mornings
9 am - Noon



Call for an appointment:
(310) 394-9871



WISE & Healthy Aging is a nonprofit social services organization.



The OATF is not an independent organization, has no paid staff, no formal governing body, and no website, and does not provide on-going services.

For membership information, contact Ishara Bailis at ibailis@mednet.ucla.edu

The Older Adult Task Force (OATF)

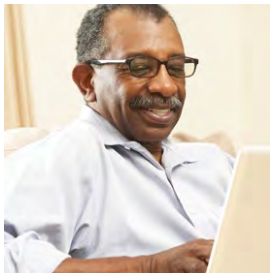
is part of the Lifelong Learning Community Project and is a network of organizations committed to enhancing the quality of services to older adults and caregivers in the Westside.

Over the past twenty years, the OATF has facilitated inter-agency collaboration between non-profits, for-profits, public agencies, and local businesses.

The OATF aims to:

- Organize special educational programs for the community. Recent events include: “Get Connected: A free tech fair for older adults”; “Westside Health and Wellness Conference”; and lectures by experts on a variety of topics.
- Foster information sharing among service providers to older adults and caregivers.

We encourage you to look for members of the OATF who are marked with a **OATF** throughout this guide. They are committed to providing quality services to older adults in our community.



The Santa Monica Commission for the Senior Community (CSC):

- ◇ Makes recommendations to the City Council on matters pertaining to the senior community.
- ◇ Collects timely information on issues relevant to adults 50+, their families and caregivers.
- ◇ Advises and works in partnership with City staff to recommend and promote quality programs for adults 50+.

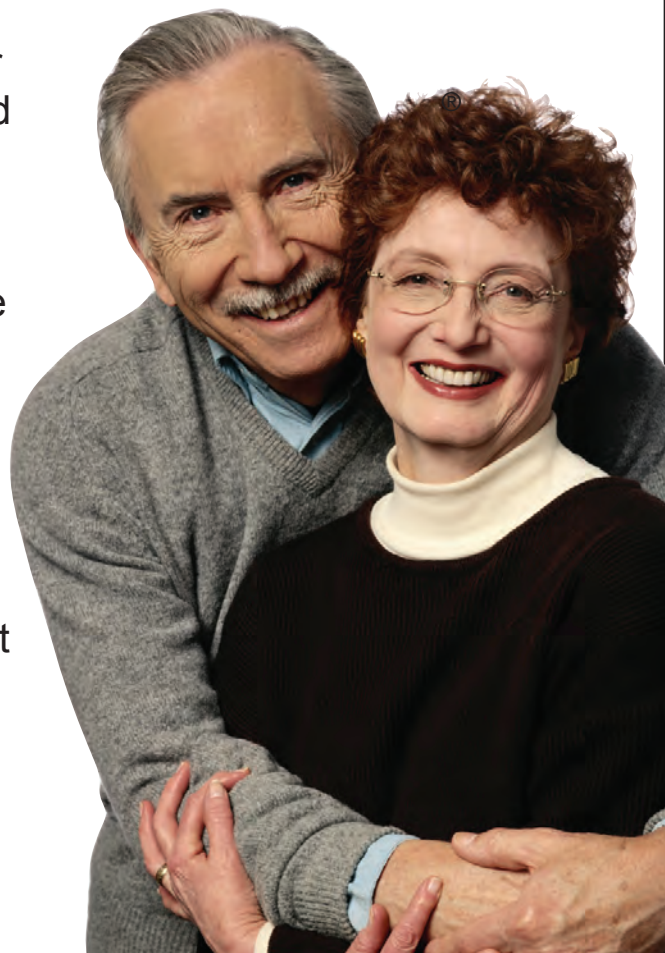
The CSC meets the 3rd Wednesday of each month at 1:30pm at the Ken Edwards Center, 1527 4th Street, Room 105, Santa Monica. The meetings are open to the public and your participation is welcome.

If you are a resident of the City of Santa Monica interested in serving on the Commission, you can complete an application with the City of Santa Monica City Clerk’s Office, 1685 Main Street, Room 102, or online at www.smgov.net/departments/clerk/boards/ For more information on applying and serving on the CSC please call (310) 458-8211.

To Contact the CSC:
Please Call (310) 458-8701
or Email: HumanServices@SMGOV.NET

Creating healthier communities, together

Providence Saint John's Health Center has been serving the Santa Monica and Westside communities since 1942 and has maintained a reputation for clinical excellence and award-winning care. Our services include distinguished care in cardiology, orthopedics, women's health and cancer, including the world-renowned John Wayne Cancer Institute, dedicated to clinical research and advancements in cancer care. Providence Saint John's has been recognized as one of America's 50 Best Hospitals™ by Healthgrades® and ranked among the top 5 percent in the nation for Overall Clinical Excellence eight years in a row.



For more information or a free physician referral call
1-888-HEALING (432-5464) or visit providence.org/saintjohns.



healthgrades®

HEALTHCARE



COMMUNITY CLINIC

Yo San University Community Clinic

13315 W. Washington Blvd.
Los Angeles, CA 90066
(310) 577-3006
www.yosan.edu

HEALTHCARE SERVICES

Los Angeles County Department of Public Health - Office of Senior Health

3530 Wilshire Blvd, 8th Floor
Los Angeles, California 90010
(213) 738-2645
publichealth.lacounty.gov/aging

Westside Family Health Center

1711 Ocean Park Blvd.
Santa Monica, CA 90405
(310) 450-4773
www.wfhcenter.org

HOME MEDICAL EQUIPMENT

Horton & Converse Pharmacy & Medical Supplies

11600 Wilshire Blvd., LL-14
West Los Angeles, CA 90025
(310) 479-0960
www.HortonAndConverse.com

OATF

HOSPITALS/ MEDICAL CENTERS

Find a Health Center on
findahealthcenter.hrsa.gov

Cedars-Sinai Medical Center

8700 Beverly Blvd.
Los Angeles CA, 90048
(310) 423-3277
www.cedars-sinai.org

Cedars-Sinai Marina Del Rey Hospital

4650 Lincoln Blvd.
Marina Del Rey, CA 90292
(310) 823-9011
www.cedars-sinai.org

Kaiser Permanente West Los Angeles Medical Center

6041 Cadillac Avenue
Los Angeles CA, 90034
(323) 857-2000
kp.org/westlosangeles

Kaiser Permanente Baldwin Hills-Crenshaw Medical Offices

3782 West Martin Luther King Jr. Blvd.
Los Angeles, CA 90008

Kaiser Permanente Culver Marina Medical Offices

12001 W. Washington Blvd.
Los Angeles, CA 90066

Kaiser Permanente Inglewood Medical Offices

110 N. La Brea Ave.
Inglewood, CA 90301

Kaiser Permanente Playa Vista Medical Offices

5620 Mesmer Ave.
Culver City, CA 90230

Kaiser Permanente Santa Monica Medical Offices

1450 10th St.
Santa Monica, CA 90401

Kaiser Permanente Venice Medical Offices

5971 Venice Boulevard
Los Angeles, CA 90034

Providence Saint John's Health Center

2121 Santa Monica Blvd.
Santa Monica CA, 90404
(310) 829-5511
California.providence.org/saint-johns/

Ronald Reagan UCLA Medical Center

757 Westwood Plaza
Los Angeles, CA 90095
(310) 825-9111
www.uclahealth.org

UCLA Medical Center, Santa Monica

1250 16th Street
Santa Monica, CA 90404
(424) 259-6000
www.uclahealth.org/santa-monica

MENTAL HEALTH SERVICES

Didi Hirsch Mental Health

4760 S. Sepulveda Blvd.
Culver City, CA 90230
(888) 807-7250
www.didihirsch.org



Peer Counseling Support Groups

Bereavement Group –

Thursdays, 1:00 – 2:30 pm

This group provides a safe, confidential place to grieve the loss of a loved one and an opportunity to address one's own emotional needs.

Women's Group: Expanding Your Horizons –

Mondays, 2 – 3:30 pm

A safe place for women to share the pain and pleasure of life, and to provide and receive emotional support.

Men's Support Groups –

**Mondays, 10:30 am – Noon
or Thursdays, 11 am – 12:30 pm**

Confidential and trusting environments in which men can talk about personal issues in their lives, covering both physical and emotional concerns.

Stress Management Group –

Mondays, Noon - 1:30 pm

Learn techniques to reduce anxiety and gain control of life's stressors.

Transitions: A Group for People 50 to 65 –

Thursdays, 1 – 2:30 pm

For people who have reached a crossroad in their lives and are unsure which path to choose. Through sharing thoughts and feelings, members can help each other untangle life's dilemmas.

From Collecting to Declutter –

Call for more information

A step-by-step, 16-week program to assist and support participants in gaining control over acquiring and saving too many things.

For more information: (310) 394-9871, ext. 373 or 215

Pre-registration is required. No drop-ins, please. Fees are based on the ability to pay.

Individual peer counseling is available. Peer counselors receive extensive training and are supervised by a licensed mental health professional.

WISE & Healthy Aging, a nonprofit social services organization, advances the dignity and quality of life of older adults through leadership, advocacy and high-quality innovative services.

www.wiseandhealthyaging.org

Los Angeles County Department of Mental Health

Access Line
(800) 854-7771

Full Service Partnership Program (FSP)
(213) 738-4851

(Field Capable Clinic Services (FCCS)
310) 966-6509

Prevention and Early Intervention (PEI)
(213) 738-2305

dmh.lacounty.gov

Services are available through directly operated and contract agencies throughout the Los Angeles county. These services involve screening and assessment, case management, individual/family treatment and crisis intervention services.

Los Angeles County Department of Mental Health - Genesis Program

550 South Vermont Avenue, 6th Floor
Los Angeles, CA 90020
(213) 351-7284

Geriatric Evaluation Networks
Encompassing Services Information and Support (GENSIS)

Step Up On Second

1328 Second St.
Santa Monica, CA 90401
(310) 394-6889
www.stepuponsecond.org

Counseling Programs/ Specialized Issues

WISE & Healthy Aging - Peer Counseling Program

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871, Ext. 373
www.wiseandhealthyaging.org/peer-counseling

Counseling services for seniors 55 and older dealing with stage-of-life matters such as loss, health and transition.

Paraprofessional peer counselors provide individual counseling and facilitate support groups to provide older adults with interaction and emotional support.

WISE & Healthy Aging - Support Groups

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871, Ext. 233
www.wiseandhealthyaging.org/support-groups

- **Bereavement Group**
- **From Collecting to Declutter**
- **Caregiver Support Group**
- **Journal Group**
- **Men's Support Groups**
- **Stress Management**
- **Transitions: A Support Group for People 50 to 65**
- **Women's Group: Expanding Your Horizons**

Outpatient Mental Health Services

Donald Schultz, PhD

12401 Wilshire Blvd.
Suite 304
Los Angeles, CA 90025
(310) 592-3405
donaldschultz.phd@gmail.com

WISE & Healthy Aging - Counseling & Therapy Center

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871, Ext. 211
www.wiseandhealthyaging.org/mental-health-services

NUTRITION

Department of Public Social Services- Health & Nutrition Hotline
(877) 597-4777

Nutrition by Terri

Los Angeles, CA
(626) 532-3980
www.terriscrystal.com

OATF

PHARMACY

Horton & Converse

Pharmacy and Medical Supplies

11600 Wilshire Blvd., LL-14
West Los Angeles, CA 90025
(310) 479-0960
www.HortonAndConverse.com

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PHYSICAL THERAPY

Carol Hahn - Wellness and Fitness Nurse

(310) 612-9064
www.CarolHahnRN.com

OATF

Cynthia Bomaster - Physical Therapy

(424) 229-2278
cbomaster@gmail.com

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REFERRAL/ SPECIALIZED CARE

Gonda Diabetes Center (David Geffen School of Medicine at UCLA)

UCLA 200 Medical Plaza
Suite 530
Los Angeles, CA 90095
(310) 825-7922
www.endocrinology.med.ucla.edu/gonda.htm

Mary S. Easton Center for Alzheimer's Disease Research at UCLA

10911 Weyburn Avenue, #200
Los Angeles, CA 90095
(310) 794-6039

HEALTHCARE

VETERANS MEDICAL SERVICES

VA West Los Angeles Medical Center
11301 Wilshire Blvd.
Los Angeles, CA 90073
(310) 478-3711

VA Greater Los Angeles Healthcare System

Eligibility/Enrollment Questions
(888) 816-0803

Medical Advice for Enrolled Veterans
(877) 252-4866

Pharmacy
(800) 952-4852

VISION

National Eye Institute - Eye Diseases Health and Research Information

(301) 496-5248
www.nei.nih.gov

YO SAN UNIVERSITY COMMUNITY CLINIC



Your Westside Partner
for Aging Healthy & Well

Call 310.577.3006

YOUR 1ST ACUPUNCTURE VISIT FREE
MENTION "WISE" WHEN SCHEDULING YOUR APPOINTMENT*.

65+ patients pay only \$25* per Acupuncture Visit with Supervised Interns
(*Excludes herbs. Specialty clinic visits \$35)

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www.yosan.edu/clinic

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HomeCare

A WISE & Healthy Aging Service

Serving the Los Angeles Community

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- Wide range of services that are tailored to fit individual needs.
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- Meal Preparation
- Homemaking Assistance with Light Housekeeping, Laundry, Household Maintenance
- Transportation/Errands to Doctor's Appointments, Shopping, Pharmacy and Pick-up

Experienced and Bonded Caregivers

- At Least One Year of Caregiving Experience
- Nationwide Criminal Background Check
- Motor Vehicle Report (DMV Check)
- Professional Reference Checks
- Caregiver Competency Screening Exams
- Physical Examination and TB Testing
- Multiple Interviews
- CPR Certification
- Personality Exam

Toll-Free:
(866) 757-9473

WISE
Healthy Aging

1527 4th Street, 2nd Floor • Santa Monica • (310) 394-9871

Your Trusted Source for Adult Day Service Center

The Right Choice for Your Loved One...

- Daily socializing with peers
- A safe, enjoyable environment
- Trained and caring staff
- Tailored activities for each participant
- Open 10 hours daily, Monday–Friday



A
Veterans
Benefit!



The Right Choice for You...

- Peace of mind
- The break/respice you need
- Support group meetings

WISE
&
Healthy Aging

Please call for a complimentary “sample” day.
(310) 394-9871

1527 4th St., 2nd Floor • Santa Monica, CA 90401

www.wiseandhealthyaging.org

CARE SERVICES



CARE YOU CAN COUNT ON



24Hr HomeCare is a non-medical homecare company that provides high quality, customized, professional caregiving services to seniors, ensuring they may continue to live full, active and healthy lifestyles.

- Available 24/7
- No Hourly Minimum
- Diagnosis-Specific Care
- Quality Assurance of Care
- 2-Hour Rapid Response Guarantee

Call today for a free consultation!
(310) 258-9525 | www.24hrcares.com
Home Care Organization License # 194700055





CARE SERVICES

ADULT DAY PROGRAMS

Adult Day Service Center

WISE & Healthy Aging

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871

www.wiseandhealthyaging.org/adult-day-services

Daily socializing with peers in a safe, enjoyable environment with trained and caring staff

OATF

OPICA Adult Day Program & Counseling Center

11759 Missouri Avenue
Los Angeles, CA 90025
(310) 478-0226
www.opica.org

OATF

CARE MANAGEMENT

WISE & Healthy Aging - Care Management/ In-Home Services

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871

www.wiseandhealthyaging.org/care-management-in-home-services
Support services for disabled adults and seniors

OATF

CJ & Associates Care Consulting

catherine.jonas14@gmail.com
(310) 413-1277

Call for a free telephone consultation. Care Management & Counseling Services to preserve the independence and quality of life for older adults & their families.

OATF

CAREGIVER RESOURCES

Adult Identification Registry (Santa Monica Police Department)

Community Affairs Unit
333 Olympic Drive
Santa Monica, CA 90401
(310) 458-8474
santamonicapd.org

Alzheimer's Association California Southland Chapter

9606 S. Santa Monica Blvd., Suite 200
Beverly Hills, CA 90210
(323) 309-8821
www.alz.org/socal

OATF

Alzheimer's Greater Los Angeles

4221 Wilshire Blvd., Suite 400
Los Angeles, CA 90036
(866) 435-7259
www.alzcla.org

OATF

Beverly Hills - Public Works Customer Service (Caregiver Parking Permit)

(310) 285-2467

In-Home Supportive Services Program (IHSS)

(888) 944-4477 (Toll-Free)
(213) 744-4477 (Application Line)
dpss.lacounty.gov/dpss/ihss/
The IHSS Program will help pay for caregiver services.

In-Home Supportive Services - Personal Assistance Services Council (PASC)

(877) 565-4477
www.pascla.org
A back-up attendant program for temporary, replacement homecare workers.

Los Angeles Department of Aging

221 N. Figueroa Street
Suite 180
Los Angeles, CA 90010
(213) 482-7252
www.aging.lacity.org

Network of Care (web-based resource)

www.losangeles.networkofcare.org/aging/

Resources & Education for Stroke Caregivers' Understanding & Empowerment (RESCUE)

www.rorc.research.va.gov/rescue/index.cfm
Web-Based Informational Materials for Caregivers of Veterans Post-Stroke

SmallCircles

Connecting Caregivers
www.smallcircles.co

OATF

USC Family Caregiver Support Center

3715 McClintock Ave.
Los Angeles, CA 90089
(855) 872-6060
<http://fcscgero.org>

WISE Caregiver Training Academy

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871, Ext. 264
www.wiseandhealthyaging.org/caregiver-training-academy

CARE SERVICES

Counseling / Support Groups

Alzheimer's Caregivers Support Group (Culver City Senior Center)
(310) 253-6729

Los Angeles Department on Aging - Caregiver Support Groups
221 N. Figueroa Street, Suite 180
Los Angeles, CA 90010
(213) 482-7242

Stroke Support Group
(Roxbury Park Community Center)
(310) 205-0910

WISE & Healthy Aging - Caregiver Support Groups
1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org/support-groups
Also information and referral to community resources.

WISE & Healthy Aging - Loss (Bereavement) Support Group
1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org/support-groups

CEMETARY & FUNERAL SERVICES

Cemetery and Funeral Bureau Office
(916) 574-7870
www.cfb.ca.gov

Woodlawn Cemetery, Mausoleum & Mortuary (FD #2101)
1847 14th Street
Santa Monica, CA 90404
(310) 458-8717
www.woodlawns.com

HOSPICE

Premier Hospice & Homecare
21300 Victory Blvd., Suite 640
Woodland Hills, CA 91367
(800) 857-1467
www.premierhospice.us

Providence Trinity Care Hospice
5315 Torrance Boulevard
Torrance, CA 90503
(800) 535-8446
trinitycarehospice.org

OATF

IN-HOME CARE

24Hr HomeCare
5901 Green Valley Circle, Ste 470
Culver City, CA 90230
(310) 258-9525
www.24hrcare.com

CARE SERVICES

City of Santa Monica
WOODLAWN
Cemetery
Mausoleum
Mortuary

FD #2101

*Helping families honor,
remember, and celebrate life.*







• Traditional Burial • Green Burial • Cremation • Funeral Planning & Mortuary Services

ALL IN ONE LOCATION

1847 14th Street, Santa Monica, CA 90404 | phone: (310) 458-8717 (on-call - 24/7)
woodlawn.cemetery@smgov.net | www.woodlawns.com

AVAILABLE NOW at WOODLAWN CEMETERY, MAUSOLEUM & MORTUARY

GREEN BURIAL

THE ECO-FRIENDLY ALTERNATIVE TO TRADITIONAL BURIAL

With traditional burial, there are

- millions of pounds of metal from caskets
- millions of pounds of concrete from burial vaults
- hundreds of thousands of gallons of toxic embalming fluid

placed in the ground and are either hazardous or imperishable.

With green burial, there are

- no caskets containing metals; only decomposable materials such as simple wooden or wicker caskets, organic burial shrouds and biodegradable urns are used
- no cement vaults
- no toxic embalming fluid

offering an eco-friendly process to return our bodies to earth.

CARE SERVICES



In Eternal Meadow, Woodlawn’s new green burial section, eco-friendly concepts are also at work above ground. Eternal Meadow is a naturalistic wildflower meadow garden of native California plants that provides habitat in the midst of Santa Monica for native birds and pollinator insects like the endangered Monarch butterfly. Green burial nurtures the natural growth cycles of the habitat provided by Eternal Meadow, fosters a greater union with nature, and is a meaningful way to honor the life of a loved one. Contact our office for more information.

1847 14th Street, Santa Monica, CA 90404 | (310) 458-8717 | woodlawn.cemetery@smsgov.net | FD #2101

CARE SERVICES

**IN-HOME CARE
(continued)**

ALLPOINT Home Health

11340 Olympic Blvd.
Suite 220
Los Angeles, CA 90064
(310) 441-2009
www.allpointhomehealth.com

OATF

Dynamic Nursing Services

14260 Ventura Blvd.
Suite 300
Sherman Oaks, CA 91423
(800) 955-9111
www.dynamicnursing.com

OATF

Home Care Assistance

9047 W. Olympic Blvd.
Beverly Hills, CA 90211
(650) 285-3560
jgoldberg@homecareassistance.com

OATF



Let our family care for yours.™

Homewatch CareGivers

8929 S. Sepulveda Blvd.
Suite 314
Los Angeles, CA 90045
(310) 338-8558
www.hwcg.com/los-angeles

OATF

Honor

6167 Bristol Parkway, Suite 320
Culver City, CA 90230
(818) 439-8408
sarah@joinhonor.com

OATF

LivHome

5670 Wilshire Boulevard, Suite 500
Los Angeles, CA 90036
(323) 933-5880
www.livhome.com/los-angeles

OATF

Right at Home – Santa Monica

1750 14th Street, Suite A
Santa Monica, CA 90404
(310) 313-0600
timp@rahwestla.com

OATF



WISE & Healthy Aging -

WISE HomeCare

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(866) 757-9473 (Toll Free)
www.wiseandhealthyaging.org/homecare

INFORMATION & REFERRAL

**City of Los Angeles -
Department of Aging**

221 N. Figueroa Street
Suite 180
Los Angeles, CA 90010
(213) 482-7252
www.aging.lacity.org

**Los Angeles County
Area Agency on Aging -
Information and Assistance**

(800) 510-2020
(213) 738-4004
css.lacounty.gov



**Los Angeles County
Information Services**

211
www.la.org

**WISE & Healthy Aging -
Information & Referral**

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871, Ext. 464
www.wiseandhealthyaging.org/referrals

SOCIALIZATION PROGRAMS

Friendly Phone Call Program

(Culver City - Social Services)
(310) 253-6729

Imagine That! Creative Engagement

Serving Los Angeles County
(310) 739-7690
sarahj@imaginethat.la

OATF

Independent Living Concierge

8424 Santa Monica Blvd., #A504
West Hollywood, CA 90069
(323) 333-8774
www.IndependentLivingConcierge.com

OATF



SeniorSensory

Serving LA County
(424) 269-4433
www.seniorsensory.com
Providing purposeful and stimulating activities for older adults everywhere. Programs include: technology assistance, brain games, arts and crafts, current events, and much more!

OATF

In-Home Services

WISE
Healthy & Aging



Your trusted source for professional services to assist and support older adults who want to stay in their homes and live independently for as long as possible.

In-Home Services Provides Comprehensive Information and Referral Service such as:

- In-home assistance and care
- Mental health services and supportive counseling
- Caregiver support and respite services
- Home delivered meals and nutrition programs
- Transportation services
- Housing and residential placement referrals
- Resources to avoid homelessness
- Referrals to professionals for legal and financial advice
- Referrals for geriatric, neuropsychiatric assessments, including physician liaison services

In-Home Services Also Provides Assistance with:

- Coordination of in-home help to assist with activities of daily living such as personal care, shopping, house-keeping and meal preparation
- Ongoing client support and monitoring
- Evaluation of mobility and safety needs
- Completing applications and forms for benefits such as Medicare, Medi-Cal, Social Security, Supplemental Security Income and low income utility discounts
- Discussing end-of-life decisions and advance planning



An Affordable Choice

To meet the needs of the economically disadvantaged, WISE & Healthy Aging offers free assessments and supportive services to low-income individuals age 60 and over, or disabled adults.



“Their kindness, respect, and intelligence has given me a sense of hope for the future. I have no family nearby. I now have security in my life.”

Call (310) 394-9871 for more information.

As Americans Age, Caregiving Challenges Only Increase

Brain research has grown as people continue to live longer, more Americans are caring for someone with a chronic condition, disability or old age. According to the Caregiver Action Network, there are approximately 90 million family caregivers in the U.S. today and two out of every five adults care for a family member. As the baby boomer generation ages, caregiving will continue to be a crucial issue among Americans.

Steven Zarit, PhD has been a distinguished professor in the Department of Human Development and Family Studies at Penn State University and adjunct professor at the Institute of Gerontology, College of Health Sciences, Jönköping University in Sweden. He has conducted numerous research studies on caregivers and developed interventions and programs to lower burden and improve well-being of caregivers. He also studied intergenerational family relationships and health and functioning in very late life. He serves on the board of directors of the National Adult Day Services Association and is a former Alzheimer's Association board member.

The American Psychological Association (APA) recently asked Dr. Zarit the following six questions:

APA: How has the role of caregiver changed in the U.S.? Given the growing diversity of the U.S. population, how does ethnicity and culture factor into caregiving today?

Zarit: Although historical statistics are rare, it is clear that more people are providing ongoing care to family members for disabilities and other

special needs than ever before. A 2009 report from the National Alliance on Caregiving indicated that 28 percent of adults are providing regular help to another person. This care mostly goes to an older person, but it may also include younger individuals — special needs children, individuals with severe chronic mental health problems and so on. Looking specifically at older people, the amount of care has increased because people are living longer and reach ages where disabilities are common. Furthermore, people appear to live longer than in the past after the onset of disabilities, including the cognitive problems associated with neurodegenerative conditions, such as dementia.

Another change is that families have fewer resources for providing care. Family care has often been taken on by women in the family, specifically daughters and daughters-in-law. Over the last 50 years, more women entering the workforce has raised the challenge of how to maintain employment while providing care to an elder while, in some cases, also taking care of children. Smaller family size also means there are fewer offspring for providing care to a parent. One benefit of increased longevity is that survival of both spouses in a marriage means that if one of them becomes disabled, the other will usually be able to provide care. There are probably more spouses than daughters now providing care, although their own age and health sometimes is a limiting factor.

There is great diversity among caregivers. One difference is a somewhat greater commitment among African-Americans to helping older parents. A research



Steven Zarit, PhD

study found, for example, that middle-aged African-Americans provided relatively more help to parents and somewhat less to their children than did whites, and this difference was associated with stronger feelings about the importance of helping one's parents.

APA: What are some of the most significant psychological challenges for someone who has assumed the role of caregiver for a parent or other relative?

Zarit: The psychological challenges depend in part on the extent of care. Caregiving can range from providing occasional and minimal care to giving ongoing, extensive and sometimes full-time care. These challenges also depend on the relationship between caregiver and care recipient — it is different for a spouse than for an adult child, for example, to provide care — and the quality of the relationship. In intense care, high stress situations, the challenges are considerable. Caregiving can take up most, if not all, of the caretaker's time. It can feel like you are always on call and needing to be vigilant. It can also feel like you are engulfed — your life has become just caring and you cannot do the other things

that have been important and rewarding. Another major challenge is coordinating care with doctors and other care providers. Our systems for supporting caregivers are complicated, confusing and underfunded, and caregivers often feel frustrated and alone in trying to navigate through various services.

The other major psychological challenge is that care takes place in the context of a relationship that has a long, complex history. It is helpful in managing difficult care situations to have some emotional distance from the care receiver, so as to plan out appropriate care strategies. But this can be difficult for many caregivers because of the long history, both good and bad, of the relationship. Caregivers may feel criticized and not appreciated by a parent or spouse they are caring for, or by siblings and other relatives.

APA: How common is it for individuals who become caregivers of family members to have specific training or guidance? What would this kind of training entail? Is it available and where would one get it?

Zarit: Few caregivers get training and guidance when they transition into the role. Most never receive any training at all over the entire course of caregiving. The most likely sources are support groups.

Training should begin with practical information about the person's disease, how to manage it and include information about resources that can be helpful for the care receiver and caregiver. Beyond that, caregivers have been found to benefit from learning problem solving approaches, whether that means learning to manage behavioral or emotional problems of the care receiver, learning to seek more help from other family

members or balancing caregiving with other areas in their lives.

APA: What does psychological research say about the effect — good or bad — that long-term caregiving can have on an individual?

Zarit: Research has shown that intense caregiving situations can be harmful to a caregiver's health and well-being. Caregivers in these situations have higher rates of depressive symptoms, anger, lower positive emotions, greater health problems and higher mortality than age- and gender-matched individuals.

However, many caregivers also gain a sense of satisfaction from providing care. They feel they are doing the right thing for a parent or spouse, and this can help them deal with the frustrations they experience.

APA: How can a person determine if he or she would make a good caregiver for a family member?

Zarit: Within families, it is often the person who is good at providing care, and may already do so in other roles. But, all caregivers probably need to learn strategies that will help them be effective — patience, listening to the care receiver, gaining some emotional distance, managing time so that they can get regular breaks, calling on others for help, including family and paid help. In other words, not trying to do everything alone — this is a common pitfall for many caregivers.

APA: What are the psychological benefits and/or drawbacks of a family member acting as a caregiver versus a paid professional?

Zarit: I would not characterize this as an “either-or” issue. When care is more than minimal, it works best when there is a partnership between the family caregiver and paid professionals, who provide regular relief, either through home care or an adult day care program. Family caregivers may anticipate drawbacks to using paid help, such as their parent or spouse may not like the helper or program, but good programs can overcome those types of barriers. When care is around-the-clock and the caregiver and care receiver are in constant company of one another, both of them will welcome a change of scene.

Turning care over to paid help can be difficult, even for a few hours a week. Family caregivers feel guilty or are convinced that no one else can provide the right kind of help for their parent or spouse. Placing a relative in a nursing home can be extremely difficult and challenging. Furthermore, caregiving does not end at the institution's door. Family members can continue to provide help in the institution and may encounter a variety of new challenges, such as figuring out their role in the institution and how to work with staff.

The American Psychological Association, in Washington, D.C., is the largest scientific and professional organization representing psychology in the United States. APA's membership includes nearly 130,000 researchers, educators, clinicians, consultants and students. Through its divisions in 54 subfields of psychology and affiliations with 60 state, territorial and Canadian provincial associations, APA works to advance the creation, communication and application of psychological knowledge to benefit society and improve people's lives.

From Collecting to Declutter...

Struggling to gain control over too much stuff?

Assess your need to gain control of your stuff:

1. Feel overwhelmed when thinking about your clutter?
2. Tried to “clean up” or “organize” yourself repeatedly, with no lasting results?
3. Ashamed to have anyone come to your home?
4. Feel more confused in your home than in the outside world?
5. Find yourself buying more of everything because “you never know when you will run out?”
6. Have multiple copies of books, clothing or any other items because you couldn’t find what you already owned when you needed it?
7. Has a loved one expressed dismay about the way you live?
8. Do you flit from one task to another, feeling like you never get anything done?
9. Find yourself getting distracted easily?
10. Feel like, “What’s the use, it will just get messed up again,” when you begin to declutter?
11. Do you hold onto broken items because “they might come in handy someday,” or “I’m going to fix them someday?”
12. Feel like there will never be enough for you?
13. Find it hard to decide what is worth keeping and what is not worth keeping?
14. Obsess about saving food? Do you have enough canned goods to feed the neighborhood?
15. Do you save garbage - fast food boxes and wrappers, obvious trash, things that smell bad, etc.?

**If you have 5 or more
“Yes” answers, you may be
considered a clutterer.**



This checklist is provided by WISE & Healthy Aging’s Peer Counseling Program. For information about the next Buried In Treasures Workshop Orientation, call (310) 394-9871, ext. 373 or 215.

WISE
& Healthy Aging

WISE & Healthy Aging

Training & Education Center

Nationally recognized, evidence-based courses are offered on a variety of topics.

COURSE OFFERINGS:

A Matter of Balance: An award-winning program designed for older adults to help them manage falls and increase activity levels. Learn changes to reduce fall risks at home and exercises to increase strength and balance. *(Spanish available)*

Diabetes Empowerment Education Program (DEEP): An innovative 6-week series of workshops to control diabetes and pre-diabetes, prevent complications, and generally live a better and more active life. Topics include the latest information about diabetes along with tips on nutrition, exercise, working with the health care team and family support.

Healthier Living: This 6-week, once-a-week series of workshops supports self-management of ongoing health conditions such as arthritis, heart disease, and diabetes. Benefits of the course include: feeling better, better relationships with health care providers, more energy, helping to control pain, and better sleep. *(Spanish available)*

**For more information on these courses, please call:
(310) 394-9871, ext. 264**

— A PROGRAM OF WISE & HEALTHY AGING —
WISE CAREGIVER TRAINING ACADEMY
 A NONPROFIT ORGANIZATION COMMITTED TO EXCELLENCE IN CAREGIVING

California Working Caregivers: A 5-hour in-service training covering safety precautions for the home, emergency preparedness, infection control and the role of the caregiver. Meets annual state requirements. On-line training also available.

Alzheimer's Disease & Dementia Specialty Course: 16-hour evidence-based course on care for individuals with Alzheimer's Disease and dementia, including how to address behavior changes. *(Spanish and other languages available)*

WISE ElderPal: An evidence-based course focusing on basic principles of personal care, held weekly over 6 weeks. Ideal for family caregivers and those getting into elder home care.

**For more information on these courses, please call:
(310) 394-9871, ext. 287**

CARE SERVICES



SUPPORT FOR ADULTS WITH MEMORY LOSS AND THEIR FAMILIES

Adult Day Program

OPICA Brain Train

Support Groups

Counseling



OPICA Adult Day Program and Counseling Center
11759 Missouri Ave - Los Angeles, CA 90025
Tel: 310.478.0226 www.opica.org

NURSING HOME CHECKLIST
on pages 26-27

Learn the markers of good care and what specifically to look for and ask when selecting a nursing home for your loved one.

Your Trusted Source!

WISE HomeCare
A WISE & Healthy Aging Service

Toll-Free: (866) 757-9473

Serving the
Los Angeles Community

- WISE HomeCare offers a wide range of services that are tailored to fit individual needs.
- Services are provided by experienced and bonded caregivers



www.wisecare.org

SEARCHING FOR SENIOR CARE?

FIND QUALITY, SAFE CARE OPTIONS

- **QUALITY** - We pre-screen every community in our network
- **SAFETY** - We preview State Care and Violation Records
- **PERSONALIZED** - We "Match" your needs to the right care options
- **FREE** - We are a FREE Community Service

CarePatrol
"Better Senior Living Choices"

Jason Eddy, Certified Senior Advisor
JasonE@CarePatrol.com

310-528-5616



Peace Of Mind

Serving Southern California
Certified Alzheimer's Caregiver
www.CarePatrol.com



ASSISTED LIVING BOARD & CARE HOMES MEMORY CARE NURSING HOMES

Let Us Support You – Addressing Early Memory Loss

Using the latest research, WISE & Healthy Aging's WISE Minds programming empowers individuals in the early stages of memory loss to impact cognitive ability, stress and depression. Our smaller group setting promotes wellness and includes activities that stimulate mind, body and soul.



A Program of WISE & Healthy Aging

WISE Minds

CUSTOM WORKOUTS FOR YOUR BODY AND BRAIN

(310) 394-9871, ext. 482



HOUSING RELATED

EMERGENCY HOUSING

Culver City Homeless Info Line
(310) 253-6767



Los Angeles County Information Services
211 www.infoline-la.org

Los Angeles Homeless Services Authority - Year Round Shelter Program
(800) 548-6047 (800) 660-4026 (TDD)
www.lahsa.org

HOME MODIFICATIONS AND REPAIRS

City of Los Angeles Department on Aging - Handyworker Program
(213) 808-8803
(213) 978-3231 (TDD)
(866) 557-7368 (Toll-free)
Free minor home repairs and safety devices.

HOME ORGANIZATION

Got Clutter?
4126 Coolidge Avenue
Los Angeles, CA 90066
(310) 617-1595
www.facebook.com/gotclutter.robin/

OATF

ORGANIZED AGING

Rebekah Gould
Home Organization for Older Adults
(310) 720-1162
info@organizedaging.com
organizedaging.com

OATF

HOUSING ASSISTANCE

Beverly Hills - Community Preservation Division (Rent Stabilization)
(310) 285-1119

Culver City Rent Control
www.culvercityrentcontrol.com

Federal Housing Assistance (FHA) Resource Center
(888) 827-5605

Housing Rights Center
(800) 477-5977
www.hrc-la.org
Tenant and landlord counseling, fair housing education, and complaint investigation

Los Angeles County Housing Resource Center
(877) 428-8844
www.housing.lacounty.gov

Community Corp. of Santa Monica
1423 Second Street, Suite B
Santa Monica, CA 90401
Phone: (310) 394-8487

Legal Aid Foundation of Los Angeles
1550 W. 8th Street
Los Angeles, CA 90017
800-399-4529

Santa Monica Office:

1640 5th Street, #124
Santa Monica, CA 90401
(310) 899-6200 www.lafla.org

Los Angeles Housing & Community Investment Department

1645 Corinth Avenue, Suite 104
Los Angeles, CA 90025
(877) 428-8844
(213) 473-5990 (TDD)
Lahd.lacity.org

Malibu - Mobilehome Park Rent Stabilization Commission

(310) 456-2489, Ext. 232

Santa Monica Rent Control Board

1685 Main St., Room 202
Santa Monica, CA 90401
(310) 458-8751
www.smgov.net/RentControl

Santa Monica Renter's Rights - Tenant Helpline

(310) 394-0848

US Department of Housing and Urban Development (HUD)

611 West Sixth Street, Suite 801
Los Angeles, CA 90017
(213) 894-8000 (213) 894-8133 (TTY)
(Toll-Free, Public Housing)
(800) 955-2232 www.hud.gov

HOUSING AUTHORITIES

City of Beverly Hills - Community Development Department

455 North Rexford Drive
Beverly Hills, CA 90210
(310) 285-1141

HOUSING RELATED

HOUSING RELATED

**HOUSING AUTHORITIES
(continued)**

City of Malibu - Planning Department
23825 Stuart Ranch Road
Malibu, CA 90265
(310) 456-2489, ext. 485

City of Santa Monica Housing Division
1901 Main Street, Suite B
Santa Monica, CA 90405
(310) 458-8702
Housing Authority/Section 8
(310) 458-8740
www.smgov.net/housing

Culver City Housing Division
(310) 253-5780
www.culvercity.org/Government/CommunityDevelopment/Housing.aspx

Housing Authority of the County of Los Angeles (HACoLA)
(626) 262-4510 (Section 8 Program)
(626) 262-4511 (Public Housing Program)
www.lacdc.org

Los Angeles City Housing Authority
2600 Wilshire Blvd.
Los Angeles, CA 90057
(213) 252-2500
(213) 252-5309 (TTY) www.hacla.org

Los Angeles Homeless Services Authority
811 Wilshire Blvd., 6th Floor
Los Angeles, CA 90017
(213) 683-3333

LONG-TERM CARE FACILITIES

Silverado Beverly Place Memory Care/Community
330 North Hayworth Avenue
Los Angeles, CA 90048
(323) 852-9200
www.silverado.com

OATF

REFERRAL SERVICES

Find and compare Medicare and Medicaid-certified nursing homes on www.medicare.gov/nursinghomecompare

A Home That Cares - Bonnie Davis
9854 National Blvd. #465
Los Angeles, CA 90034
(310) 592-2381
bonnie@ahomethatcares.com

OATF

California Registry
(800) 777-7575
www.calregistry.com

CarePatrol
(310) 528-5616
JasonE@CarePatrol.com
Certified Senior Advisor / Certified Alzheimer Caregiver. Safest care options for seniors including Assisted Living, Memory Care, Independent Living, In-home. Serving Southern CA. Free Community Service.

Culver City Housing Division - Affordable Housing Database
(310) 253-5780
www.culvercity.org/en/Government/CommunityDevelopment/Housing.aspx

ElderCare Locator
(800) 677-1116 www.eldercare.gov

Heart Light - A Referral Service
9854 National Blvd, #269
Los Angeles, CA 90034
(310) 204-2223
Stacy@heartlightonline.com

OATF

SENIOR HOUSING

Los Angeles Housing and Community Investment Department
lahd.lacity.org
Affordable Housing Roster and Resources

Santa Monica Rent Control - Apartment Referral List
1685 Main Street, Room 202
Santa Monica, CA 90401
(310) 434-2609
www.smgov.net/rentcontrol

Silvercrest Senior Residence - The Salvation Army
1533 5th Street
Santa Monica, CA 90401
(310) 393-5336
www.salvationarmy.org

OATF



A non-profit organization that restores, builds, and manages affordable housing for people of modest means.

For more information, give us a call or visit our website www.communitycorp.org (310) 394-8487

NURSING HOME CHECKLIST on pages 26-27

Learn the markers of good care and what specifically to look for and ask when selecting a nursing home for your loved one.

City and County of Los Angeles Long-Term Care Ombudsman Program



Protecting the rights and dignity of residents in skilled nursing and residential care facilities throughout Los Angeles County since 1980.

The WISE & Healthy Aging Ombudsman Program is an advocacy group of trained professionals who help protect and ensure the quality of care of individuals living in long-term care facilities. Ombudsmen educate residents and their families about their rights in these facilities, help to resolve complaints and address a variety of issues—which include facility staff training, attitudes, response and behavior; admission and discharge matters; nutrition and dietary concerns; physical therapy; matters of dignity; Medicare, Medi-Cal, SSI, and many other relevant issues.

A number of Ombudsman services are offered to assist residents and their families with these issues:

- **Advocacy**

Presenting and promoting residents concerns to a facility's administration, legislators and policy makers.

- **Investigation**

Investigating complaints made by or on behalf of residents.

- **Conflict Resolution**

Assisting parties to reach agreements and to resolve conflicts with the residents' satisfaction as the main focus.

- **Education**

Promoting resident and caregiver awareness of their rights, including any pertinent State or Federal regulations.

To find an office near you, call
1-800-334-9473 (WISE)
For emergency after hours, contact
the State Crisis line 800-231-4024

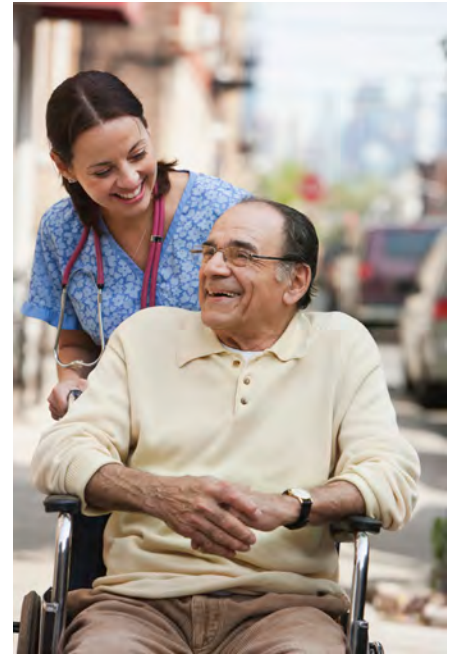
WISE
& *Healthy Aging*



Ombudsmen have a State mandate to receive reports and conduct preliminary investigations of allegations of elder or dependent adult abuse in long-term care facilities. The Ombudsman Program is partially funded by the County of Los Angeles Workforce Development, Aging and Community Services; Area Agency on Aging, through the older Americans Act of 1965, as amended; and the City of Los Angeles Department of Aging.

NURSING HOME CHECKLIST

The following are markers of good care.



GENERAL INFORMATION

- Medicare certified?
- Medicaid (called Medi-Cal in CA) certified?
- Offers the needed level of care (skilled, custodial, etc.) or special services in a separate unit (dementia, ventilator, rehabilitation)
- Bed available?
- Located close enough for friends and family to visit.
- Is the nursing home listed on The National Nursing Home Watch List. The url for the state-by-state list of nursing homes is www.memberofthefamily.net/ca.htm/nursing-homes. The url for the California Watch List is www.memberofthefamily.net/ca.htm)
- Check the violation status of any California nursing home at Nursing Home Guide (http://www.nursinghomeguide.org/NHG/nhg_txt_ho_me.lasso) created by the California Advocates for Nursing Home Reform™.

APPEARANCE OF RESIDENTS

- Residents are clean, appropriately dressed for the season or time of day and well groomed

NURSING HOME LIVING SPACES

- The nursing home is free from overwhelming, unpleasant odors
- The nursing home appears clean and well kept.
- The temperature in the nursing home is comfortable for residents.
- The nursing home has good lighting.
- Noise levels in the dining room and other common areas are comfortable.
- Smoking is not allowed or is restricted to certain areas of the nursing home.
- Furnishings are sturdy, yet comfortable and attractive.

STAFF

- The relationship between the staff and the residents appears to be warm, polite and respectful.
- All staff wears nametags.
- Staff knocks on the door before entering a resident's room and refers to residents by name.
- The nursing home offers a training and continuing education program for all staff.

- The nursing home does background checks on all staff.
- The guide on your tour knows the residents by names and is recognized by them.
- There is a full-time registered nurse (RN) in the nursing home at all times other than the administrator or director of nursing.
- The same team of nurses and certified nursing assistants (CNAs) work with the same resident 4 to 5 days per week.
- CNAs work with a reasonable number of residents.
- CNAs are involved in care planning meetings.
- There is a full-time social worker on staff.

NURSING HOME CHECKLIST (continued)

- There is a licensed doctor on staff. Is he or she there daily?
- Can he or she be reached at all times?
- The nursing home's management team has worked together for at least one year.

RESIDENTS' ROOMS

- Residents may have personal belongings and/or furniture in their rooms.
- Each resident has storage space (closet and drawers) in his or her room.
- Residents have access to a personal telephone and television.
- Residents have a choice of roommates.
- Water pitchers can be reached by residents.
- There are policies and procedures to protect resident's possessions.

HALLWAYS, STAIRS, LOUNGES & BATHROOMS

- Exits are clearly marked.
- There are quiet areas where residents can visit with friends and family.
- The nursing home has smoke detectors and sprinklers.

- All common areas, residents' rooms, and doorways are designed for wheelchair use.
- There are handrails in the hallways and grab bars in the bathrooms.

MENUS AND FOOD

- Residents have a choice of food items at each meal. (Ask about whether favorite foods are served.)
- Nutritious snacks are available upon request.
- Staff helps residents eat and drink at mealtimes, if help is needed.

ACTIVITIES

- Residents, including those who are unable to leave their rooms, may choose to take part in a variety of activities.
- The nursing home has outdoor areas for resident use and staff helps residents go outside.
- The nursing home has an active volunteer program.

SAFETY AND CARE

- The nursing home has an emergency evacuation plan and holds regular fire drills.
- Residents get preventive care, like a yearly flu shot, to keep them healthy.



- Residents may still see their personal doctors.
- The nursing home has an arrangement with a nearby hospital for emergencies.
- Care plan meetings are held at times that are convenient for residents and family members to attend whenever possible.
- The nursing home has corrected all deficiencies (failure to meet one or more federal or state requirements) on its last state inspection report.

FINANCIAL CONSIDERATIONS

- Cost per month
- Insurance contribution
- Medicare contribution

Make note of other things you observe on your visit!



FINANCIAL & LEGAL

FINANCIAL

Jewish Free Loan Association

Interest-free Loans for People of all Faiths
(323) 761-8830
www.jfla.org

OATF

Edward Jones – Deborah Der

10125 W. Washington Boulevard, #101
Culver City, CA 90232
(310) 253-9194
deborah.der@edwardjones.com

OATF

ENERGY / UTILITY ASSISTANCE

City of Los Angeles - Utility Tax Exemption Unit

P.O. Box 53233
Los Angeles, CA 90053
(213) 978-3050

City of Malibu's Senior Citizen Utility Tax Exemption

23825 Stuart Ranch Road
Malibu, CA 90265
(310) 456-2489, ext. 223

City of Santa Monica's Billing Office - Utility Fee Waiver

1717 Fourth Street, Room 150
Santa Monica, CA 90401
(310) 458-8224

Low-income customers may qualify for a waiver of the fixed bimonthly fee portion of the City's water and wastewater bill.

Los Angeles County Treasurer and Tax Collector (Utility User Tax Senior Citizen Exemption)

500 West Temple Street, Room 462
Los Angeles, CA 90012
(213) 893-7984
ttc.lacounty.gov

Los Angeles Department of Water and Power - Low Income Discount Rate

P.O. Box 515407, Room L63
Los Angeles, CA 90051
(800) 342-5397
(800) 432-7397 (TDD)
www.ladwp.com/lowincome

Southern California Edison

CARE Program (discount electric rates)
(800) 447-6620
www.sce.com/care

Energy Assistance (free appliances
and installation of energy-efficient
appliances)
(800) 205-8596
www.sce.com

Medical Baseline Allocation
(discounts on regular use of electronic
life support equipment)
(800) 684-8123
www.sce.com/medicalbaseline

Southern California Gas Company

CARE Program (20% discount on
monthly gas bill)
(800) 427-2200
www.socalgas.com/assistance/care

Energy Savings Assistance Program
(no-cost energy-saving home
improvements and repairs)
(800) 331-7593
www.socalgas.com/assistance/esap

Low-Income Home Energy Assistance Program (utility bill assistance)

(866) 675-6623
(916) 263-1402 (TDD/TTY)
www.socalgas.com/for-your-home/
assistance-programs/liheap/

FINANCIAL PLANNING

Get My Ducks In a Row - Organization & Money Management

Santa Monica, San Fernando Valley,
Thousand Oaks
(818) 999-9963
DianeSussman@live.com

OATF

Natalie Stanger, Daily Money Manager

Helping People Manage Personal Finances
(310) 572-1299
nstanger2@gmail.com

OATF

INCOME TAX COUNSELING

California State Controller's Office - Property Tax Postponement

(800) 952-5661
www.sco.ca.gov/public_services.html

State of California - Franchise Tax Board

(800) 338-0505
www.ftb.ca.gov

**INCOME TAX COUNSELING
(continued)**

**WISE & Healthy Aging - Tax-Aide
Counseling (AARP) - Main Location**

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org
Open year round, also available during
tax season at the sites on next page:

OATF

Claude Pepper Senior Citizen Center

Los Angeles, CA 90035
(310) 559-9677

Culver City Veterans Auditorium

Culver City, CA 90230
(310) 253-6700

Felicia Mahood Senior Center

Los Angeles, CA 90025
(310) 479-4119

Joslyn Senior Center

El Segundo, CA 90245
(310) 524-2705

Rogers Park Center

Inglewood, CA 90301
(310) 412-5504

Roxbury Recreation Center

Beverly Hills, CA 90212
(310) 285- 6840

Westchester Senior Center

Los Angeles, CA 90045
(310) 649-3317

PUBLIC BENEFITS

BenefitsCheckUp

www.benefitscheckup.org

Benefits Enrollment Center -

WISE & Healthy Aging
1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(855) 636- 7655

www.wiseandhealthyaging.org/
benefits-enrollment-center

The center provides eligibility screening
and assistance to complete, submit and
follow up on applications for benefits.

California Lifeline Program

(866) 272-0349
Provides discounted home phone and cell
phone services to eligible households

Denti-Cal

(800) 322-6384
www.denti-cal.ca.gov
Dental Services are currently provided
as one of the many benefits under the
Medi-Cal program.

**Department of Public and Social
Services**

11110 West Pico Blvd.
Los Angeles, CA 90064
(310) 258-7400
www.ladpss.org
The following programs are offered at
this location; CalWORKs, CalFresh,
General Relief, Medi-Cal, and GROW.

Go Direct

(800) 333-1795
www.godirect.org
You are required by the U.S. Department
of the Treasury to switch to electronic
payments.

**National League of Cities (NLC)
Prescription Discount Card**

(888) 620-1749
www.caremark.com/nlc/
Discounts only available at participating
pharmacies.

**REVERSE MORTGAGE
COUNSELING**

**Federal Housing Administration-
Housing Counseling Agency Locator**
(800) 569-4287

Senior Funding Advisors

855 Via de la Paz
Suite 6
Pacific Palisades, CA 90272
(310) 454-2255
lester@seniorfundingadvisors.com

OATF

LEGAL

**Culver City Senior Citizens
Association - Legal Counseling**

(310) 253-6700

Disability Rights California

(Free legal services for the disabled)
(800) 776-5746
www.disabilityrightsca.org

**Law Offices of Gerald L. Kane, a Life
Care Planning and Elder Law Firm**

16255 Ventura Boulevard, Suite 510
Encino, CA 91436
(818) 905-6088
Barbara@EstPlan.com

OATF

Legal Aid Foundation of Los Angeles

1102 South Crenshaw
Los Angeles, CA 90019
800-399-4529

Santa Monica Office:

1640 5th Street, #124
Santa Monica, CA 90401
(310) 899-6200
www.lafla.org

**Los Angeles County Commission on
Human Relations - Dispute Resolution
Program**

(213) 738-2621
lahumanrelations.org
The Los Angeles County Dispute
Resolution Program provides LA County
residents with an alternative to resolve
disputes without having to engage with
the formal judicial system.

FINANCIAL & LEGAL

Los Angeles County Registrar/Recorder

(800) 201-8999
www.lavote.net

The Recorder's Office is responsible for recording legal documents that determine ownership of property, as well as maintaining files of birth, death, marriage and real estate records for Los Angeles County.

Public Counsel

610 South Ardmore Avenue
Los Angeles, CA 90005
(213) 385-2977

www.publiccounsel.org

Public Counsel provides a wide variety of legal services to low-income individuals, nonprofits and small businesses.

State Division of Workers' Compensation

320 W. 4th Street, 9th floor
Los Angeles, CA 90013
(213) 576-7389
(800) 736-7401 (Information and Assistance Unit)
www.dir.ca.gov/dwc

WISE & Healthy Aging - Free Legal Clinics

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org

BAR ASSOCIATIONS

Beverly Hills Bar Association

9420 Wilshire Blvd., 2nd Floor
Beverly Hills, CA 90212
(310) 601-2422
(310) 601-2442 (Lawyer Referral Service)
www.bhba.org

Culver Marina Bar Association

11100 Washington Boulevard
Culver City, CA 90232
(310) 838-1151
culvermarinabar.org

Los Angeles County Bar Association

1055 West Seventh Street
Suite 2700
Los Angeles, CA 90017
(213) 627-2727
www.lacba.org

Santa Monica Bar Association

2461 Santa Monica Blvd., #529
Santa Monica, CA 90404
(310) 450-9289
(310) 581-5163 (Lawyer Referral Service)
(310) 450-9289 (Arbitration Program)
smba.net

CONSUMER PROTECTION

California Bureau of Real Estate

320 West 4th Street
Suite 350
Los Angeles, CA 90013
(877) 373-4542
dre.ca.gov

Department of Consumer Affairs- Bureau of Automotive Repair (BAR)

6001 Bristol Parkway
Culver City, CA 90230
(310) 410-0024
www.bar.ca.gov
The BAR Field Office will answer general consumer questions and complaints and help identify locations of licensed Smog Check stations.

Los Angeles County Department of Consumer Affairs - Small Claims Advisors

(800) 593-8222
www.dca.lacounty.gov

Free help for Small Claims Court litigants is available to individuals and businesses suing or being sued in a Los Angeles County Small Claims Court.

Medical Board of California- Physician and Consumer Information Unit

(800) 633-2322
www.mbc.ca.gov
License Verification, General Licensing, Application and Complaint Information for health care consumers.

Santa Monica City Attorney- Consumer Protection Unit

1685 Main St., Third Floor
Santa Monica, CA 90401
(310) 458-8336
(310) 917-6626 (TTY)
www.smconsumer.org
The Consumer Protection Unit enforces a wide variety of local and state laws to assure that Santa Monica businesses treat all of their customers fairly.

CRIMINAL/CIVIL LAW

California Victim Compensation Program (CalVCP)

(800) 777-9229
vcgcb.ca.gov
Helps pay bills and expenses that result from certain violent crimes.

Los Angeles City Attorney's Victim Assistance Program

201 North Los Angeles Street
LA MALL, Space 301
Los Angeles, CA 90012
(213) 978-2097
atty.lacity.org

Law Office of Los Angeles County - Public Defender

(213) 974-2811
(800) 801-5551 (TDD)
pd.co.la.ca.us

ELDER ABUSE

Adult Protective Services (APS)

3333 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010
(213) 351-5401

Brown Nerri & Smith LLP

11766 Wilshire Blvd.
Suite 1670
Los Angeles, CA 90025
(310) 593-9890
sara@bnsklaw.com

OATF

California Advocates for Nursing Home Reform

(800) 474-1116
www.canhr.org

California Department of Business Oversight - Seniors Against Investment Fraud (SAIF)

(866) 275-2677
www.dbo.ca.gov

The Seniors Against Investment Fraud (SAIF) program alerts and educates Californians over the age of 50 about financial and investment fraud, common scams, and unscrupulous sales practices that specifically target seniors.

Los Angeles County District Attorney's Office - Elder Abuse Section

201 North Figueroa St., 12th Floor
Los Angeles, CA 90012
(213) 580-3383
da.lacounty.gov/seniors/

WISE & Healthy Aging - Financial Abuse Specialist Team

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org/fast-financial-abuse-specialist-team

WISE & Healthy Aging - Long Term Care Ombudsman Program

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871, Ext.160
www.wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman

Department of Mental Health-Public Guardian

320 West Temple Street, 9th Floor
Los Angeles, CA 90012
(213) 974-0515
dmh.lacounty.gov
The Public Guardian provides the legal process of conservatorship to persons unable to properly care for themselves or who are unable to manage their finances.

LAWYER REFERRAL SERVICE

SMART LAW - Information Line

(213) 243-1500
www.smartlaw.org
Lawyer Referral and Legal Information Service

State Bar of California - Lawyer Referral Service

845 South Figueroa Street
Los Angeles, CA 90017
(866) 442-2529
calbar.ca.gov

LICENSING & COMPLAINTS

Attorney Complaint Hotline (State Bar of California)

(800) 843-9053
calbar.ca.gov

California Department of Fair Employment and Housing

320 West 4th Street, 10th Floor
Los Angeles, CA 90013
(800) 884-1684
(800) 700-2320 (TTY)

www.dfeh.ca.gov

The Department of Fair Employment and Housing protects Californians from employment, housing and public accommodation discrimination, and hate violence.

Consumer Reporting Industry - Opt-In or Opt-Out request

(888) 567-8688
OptOutPrescreen.com
Opt out of unsolicited mail, pre-approved credit card and insurance offers.

Federal Trade Commission

(877) 382-4357
www.ftc.gov
File a complaint if you are experiencing fraudulent, deceptive and unfair business practices in the marketplace.

Los Angeles Department of Building and Safety

1828 Sawtelle Blvd., 2nd Floor
Los Angeles, CA 90025
311
www.ladbs.org
File a complaint regarding code violations.

Los Angeles Housing Department - Rent Stabilization Ordinance (RSO)

1645 Corinth Ave., Suite 104
Los Angeles, CA 90025
(866) 557-7368
www.lahd.lacity.org
The Rent Stabilization Ordinance protects tenants from excessive rent increases.

National Do Not Call Registry

(888) 382-1222
Telemarketing.donotcall.gov
File a complaint, stop telemarketers from calling.

U.S. Postal Inspection Service

(877) 876-2455
postalinspectors.uspis.gov
Report Mail Fraud

FINANCIAL & LEGAL

LICENSING & COMPLAINTS (continued)

Utilities Fraud Hotline (California Public Utilities Commissions) (800) 649-7570 www.cpuc.ca.gov File a complaint about your phone, water, or electric company.

NOTARY PUBLIC

California Secretary of State- Los Angeles Regional Office 300 South Spring Street, Room 12513 Los Angeles, CA 90013 (213) 897-3062 www.sos.ca.gov

PROBATE

Probate Department of the Los Angeles Superior Court 111 North Hill Street, Room 429 Los Angeles, CA 90012 (213) 974-5471 www.lacourt.org/probate

TENANT ASSISTANCE

Legal Aid Foundation of Los Angeles 1102 South Crenshaw Los Angeles, CA 90019 800-399-4529 Santa Monica Office: 1640 5th Street, #124 Santa Monica, CA 90401 (310) 899-6200 www.lafla.org

Seniors Against Scammers!

8 out of 10 people will be targeted by scammers

Have you been affected by a scam?

You are not alone!

Join our weekly phone-in group, and get confidential peer support in the comfort of your own home.

Common scams:

- Romance scams, Lottery scams, Phone, mail and internet, Grandparent scams, Identity Theft, IRS/Federal government

For more information, or to sign up, call: (310) 394-9871 ext. 423



Knowledge is Power!

SMARTER than a scammer

A PROJECT OF
WISE & HEALTHY AGING

Lottery Scam

A letter or an email message arrives that claims you've won a foreign lottery or online sweepstakes. The letter may appear to be from a government agency, a bank, a well-known national company, or a company you never heard of. Regardless of the return address, the only thing between you and your winnings: a check or wire transfer from you to cover taxes, fees, shipping costs, or insurance.



An offer to play a foreign lottery can be tempting and fun, but it's also illegal. If a sweepstakes run by an American company is legitimate, you won't have to pay to enter or to win. That's the law. No federal government agency runs or supervises a lottery; regardless, if you have to pay, it's a purchase, not a prize.

Identify Theft

Someone gets your personal information and runs up bills in your name. They might use your Social Security or Medicare number, your credit card, or your medical insurance – along with your good name. How would you know? You could get bills for things you didn't buy or services you didn't get. Your bank account might have withdrawals you didn't make. You might not get bills you expect. You should check your credit report regularly to ensure that no unauthorized accounts are in your name.



Romance Scam

Not everyone using online dating sites is looking for love. Scammers create fake online profiles using photos of other people — even stolen pictures of real military personnel. They profess their love quickly. And they tug at your heartstrings with made-up stories about how they need money — for emergencies, hospital bills, or travel. Why all of the tricks? They're looking to steal your money.

Scammers may also reach out through your email, Facebook, on dating websites.

An online love interest who asks for money is almost certainly a scam artist.

Remember, these scammer do not want to get into your pants they want to get into your pocket book.

Grandparent Scam/Imposter Scam

You get a call or an email. It might say you've won a prize. It might seem to come from a government official. Maybe it seems to be from someone you know – your grandchild, a relative or a friend. It's commonly someone who says they're your grandchild and that they are in jail in a foreign country. Or maybe it's from someone you feel like you know, but you haven't met in person – say, a person you met online who you've been writing to. Whatever the story, the request is the same: wire money to pay taxes or fees, or to help someone you care about. No government agency will ever ask you to wire money. Ask questions and you'll likely find that the story starts to fall apart.

Charity Fraud

Someone contacts you asking for a donation to their charity. It sounds like a group you've heard of, it seems real, and you want to help. How can you tell what charity is legitimate and what's a scam? Scammers want your money quickly. Charity scammers often pressure you to donate right away. They might ask for cash, and might even offer to send a courier or ask you to wire money. Scammers often refuse to send you information about the charity, give you details, or tell you how the money will be used. They might even thank you for a pledge you don't remember making.



FINANCIAL & LEGAL

Here's what you can do: 1. Take your time. Tell callers to send you information by mail. For requests you get in the mail, do your research. Is it a real group? What percentage of your donation goes to the charity? Is your donation tax-deductible? How do they want you to pay? Rule out anyone who asks you to send cash or wire money. Chances are, that's a scam.

IRS & Other Government Entity Scams

The IRS continues to warn the public to be alert for telephone scams. These callers claim to be with the IRS. The scammers often demand money to pay taxes. Some may try to con you by saying that you're due a refund. The refund is a fake lure so you'll give them your banking or other private financial information.



These con artists can sound convincing when they call. They may even know a lot about you. They may alter the caller ID to make it look like the IRS is calling. They use fake names and bogus IRS badge numbers. If you don't answer, they often leave an "urgent" callback request.

These scams really get going during tax time. Remember, the IRS does not cold call citizens.

The "Nigerian" Email Scam

The people behind these messages claim to be officials, businesspeople, or the surviving spouses of former government honchos in Nigeria or another country whose money is tied up temporarily. They offer to transfer lots of money into your bank account if you will pay the fees or "taxes" they need to get their money. If you respond to the initial offer, you may receive documents that look "official."

The emails are from crooks trying to steal your money or your identity. Inevitably, emergencies come up, requiring more of your money and delaying the "transfer" of funds to your account. In the end, there aren't any profits for you, and your money is gone along with the thief who stole it. According to State Department reports, people who have responded to these emails have been beaten, subjected to threats and extortion, and in some cases, murdered.

These emails can really tug at your heartstrings and appeal to your sense of altruism. Successful scam artists know exactly how to get you to give up your money. If you get an email asking you to send money to help out a stranger, delete it. Someone is up to no good, and trying to manipulate your emotions.

Medicare Fraud/Healthcare Scams

You see an ad on TV, telling you about a new law that requires you to get a new health care card. Maybe you get a call offering you big discounts on health insurance. Or maybe someone says they're from the government, and they need your Medicare number to issue you a new card. Scammers follow the headlines.

Do you really have to get a new health care card? Is that discounted insurance a good deal? Is that "government official" really from the government? The answer to all three is almost always: No. Here's what you can do: 1. Stop. Check it out. Before you share your information, call Medicare (1-800-MEDICARE), do some research, and check with someone you trust.

Tech Support Scams/Microsoft Scam

Scammers have been peddling bogus security software for years. They set up fake websites, offer free "security" scans, and send alarming messages to try to convince you that your computer is infected. Then, they try to sell you software to fix the problem. At best, the software is worthless or available elsewhere for free. At worst, it could be malware — software designed to give criminals access to your computer and your personal information.



The latest version of the scam begins with a phone call. Scammers can get your name and other basic information from public directories. They might even guess what computer software you're using.

**Red Flags of Scammers
(National Fraud Information Center):**

- A promise that you can win money, make money, or borrow money easily;
- A demand that you act immediately or else miss out on this great opportunity;
- A refusal to send you written information before you agree to buy or donate;
- An attempt to scare you into buying something;
- Insistence that you wire money or have a courier pick up your payment; and,
- A refusal to stop calling after you've asked not to be called again.

- Get on the do not call list. You can sign up by calling 1-888-382-1222 or online at www.donotcall.gov
- Stop unsolicited credit card offers in the mail. Call toll-free 1-888-5-OPT-OUT (1-888-567-8688) or visit www.optoutprescreen.com.
- Check your bank statements and check your credit report. AnnualCreditReport.com or 1-877-322-8228
- Protect your information. Where would they find your credit card or Social Security number?
- Protect your personal information by shredding documents before you throw them out, by giving your Social Security number only when you must, and by using strong passwords online.

How can I prevent being scammed?

- Don't answer phone if you don't recognize the number. If it's someone who needs to talk to you for a legitimate reason, they will leave a message.
- If you do answer the phone and the person is selling something hang up.
- Don't wire money to cover travel, medical emergencies, hotel bills, hospital bills, visas, losses from a temporary financial setback. In fact, it's a good idea to never wire money period, unless you know for sure that your family or friend is abroad and in trouble.
- Don't send money to tide someone over after a mugging or robbery, and don't do anyone a favor by making an online purchase or forwarding a package to another country.
- Do not use public Wi-Fi to check sensitive financial information, or to make purchases using your credit card.
- Social media: If you are on sites like Facebook, make sure that your privacy settings don't allow strangers to view your information.



**Have you been scammed?
Here's what you can do:**

Report it!

- Local law enforcement
- Federal Trade Commission (www.ftc.gov)
- All scams: FBI's Internet Crime Complaint Center (www.ic3.gov)
- IRS scam calls. IRS: https://www.treasury.gov/tigta/contact_report_scam.shtml
- Websites that you met the scammer on (examples: Match.com; Facebook.com)
- Mail scams: United States Postal Inspectors (<https://postalinspectors.uspis.gov/>)

Get support!

- Friends, family, group and individual counseling
- We offer a support group here at WISE & Healthy Aging. Call (310) 394-9871.



Elder Justice

A Resource Guide for Action



This Resource Guide was created by WISE & Healthy Aging,
and funded in part by the City and County of Los Angeles Area Agencies on Aging.



Recognizing the Signs...

Physical Abuse

- Signs of being restrained, such as rope marks on wrists
- Unexplained signs of injury such as bruises, welts, scars, broken bones or sprains
- Over or under medication
- Broken eyeglasses or frame
- Caregiver's refusal to allow you to see the person alone
- Report of drug overdose or apparent failure to take medication regularly
- Physical or chemical restraints for caregiver's convenience

Emotional Abuse

- Threatening, belittling, or controlling caregiver behavior that you witness
- Caregiver isolates elder; refusing to allow access to visitors, mail, phone, etc.
- Uncharacteristic behavior such as withdrawal or changes in alertness

Sexual Abuse

- Bruises around breasts or genitals
- Unexplained sexually transmitted diseases or unexplained vaginal or anal bleeding
- Torn, stained, or bloody underclothing

Neglect by Caregivers or Self-Neglect

- Unusual weight loss, malnutrition, dehydration
- Untreated physical problems, such as bed sores
- Unsanitary living conditions: dirt, bugs, soiled bedding and clothes
- Poor hygiene, lack of clean or appropriate clothing
- Unsafe living conditions (no heat or running water; faulty electrical wiring, fire hazards)
- Desertion of the elder at a public place

Financial Exploitation

- Significant or unauthorized withdrawals from the elder's accounts
- Sudden changes in the elder's financial condition
- Items or cash missing from the household
- Suspicious changes in wills, power of attorney, titles, and policies
- Addition of names to the elder's signature card
- Unpaid bills or lack of medical care, although the elder has enough money to pay for them
- Financial activity the elder couldn't have done, such as ATM withdrawals by a bedridden account holder
- Unnecessary services, goods, or subscriptions
- Unusual change in spending habits

Scams

- Constant phone calls from various phone numbers
- Elder/adult suddenly wiring money
- Large accumulation of lottery mail
- Elder/adult secretive about a relationship with someone they have not met in person

Resources...

General Information

- City of Los Angeles Department of Aging and Information and Assistance: **213-482-7252**
- County of Los Angeles Area Agency on Aging: **800-510-2020**
- Department of Community and Senior Services: www.css.lacounty.gov **213-738-4004**
- Los Angeles County Information and Referral, dial: **211** or visit www.infoline-la.org
- City of Los Angeles Information and Referral, dial: **311** or visit www.lacity.org/311-services
- WISE & Healthy Aging Information & Referral for senior services: **310-394-9871**

Legal Assistance

- Bet Tzedek Legal Services: www.bettzedek.org **323-939-0506**
- California State Attorney General: www.ag.ca.gov **800-952-5225**
- Legal Aid Foundation of Los Angeles: www.lafla.org **800-399-4529**
- Los Angeles City Attorney's Office Elder Abuse Hotline: **877-477-3646**
- Los Angeles County Bar Association Lawyer Referral & Information Smart Law www.smartlaw.org **213-243-1525**
- Los Angeles County District Attorney Elder Abuse Section: **213-257-2290**
- Los Angeles County Public Administrator - Public Guardian: **213-974-0515**
- CANHR State Bar Certified Lawyer Referral Service: **800-474-1116**

Domestic Violence

- National Domestic Violence Hotline: **800-799-7233**
- Domestic Violence Hotline Southern California: **800-978-3600**
(Callers may receive help in 13 languages)
- Jewish Family Service Family Violence Project: **818-505-0900 (crisis line)**
- VINE - Victim Information and Notification Everyday
(A service by the Los Angeles County Sheriff's Department to notify you when the status of an inmate changes) **877-846-3452**

Mental Wellness

- County of Los Angeles Department of Mental Health, Older Adult Services ACCESS Center
(Help regarding hoarding and other mental health issues): **800-854-7771**
- National Suicide Prevention Lifeline: **800-273-8255**
- Los Angeles Warmline (phone support): **855-952-9276**

Resources...



Financial Fraud and Exploitation

Credit Card Fraud

If you are a victim of identity theft, or you want to avoid becoming a victim of identity theft, call these agencies to freeze new accounts being opened in your name. Also for disputes regarding your credit record.

Experian: www.experian.com **888-397-3742**

Equifax: www.equifax.com **800-525-6285**

TransUnion: www.transunion.com
800-680-7289

Free Annual Credit Report Request a free credit report: www.annualcreditreport.com
877-322-8228

Mail Fraud

U.S. Postal Inspection Service Report mail fraud: <http://postalinspectors.uspis.gov>
877-876-2455

Opt-out from unsolicited mail, pre-approved credit card and insurance offers:
888-567-8688

Direct Marketing Association Inc. Remove name from mailing & emailing list: www.dmachoice.org

Telephone Fraud

Federal Trade Commission (FTC) Telemarketing fraud/identity theft:
877-382-4357

Do Not Call Registry Stop telemarketers from calling you: www.donotcall.gov
888-382-1222

Internet Crime/Spam

Internet Crime Complaint Center
www.ic3.gov

Broker/Investment Fraud

California Department of Business Oversight Seniors Against Investment Fraud (SAIF)
866-275-2677

Concerns about brokers, investment advisers, financial planners, mortgage lenders and bill payers: www.corp.ca.gov

Financial Industry Regulatory Authority (FINRA) BrokerCheck Check the background of a broker or brokerage: **800-289-9999**

Consumer Issues

California Department of Consumer Affairs Check licenses for doctors, nurses and other healthcare professionals: www.dca.ca.gov
800-952-5210

California Department of Insurance Insurance concerns: www.insurance.ca.gov
800-927-4357

California Department of Real Estate Real estate concerns: www.dre.ca.gov
213-620-2072

California Public Utilities Commission Utility complaints: www.cpuc.ca.gov/puc
800-649-7570

Contractors State License Board Concerns regarding licensed and unlicensed contractors: www.cslb.ca.gov
800-321-2752

Los Angeles County Department of Consumer and Business Affairs Landlord/tenant issues, housing discrimination, homebuyer issues, consumer complaints: www.dca.lacounty.gov
800-593-8222

Resources...

Social Security Administration

- www.socialsecurity.gov Fraud Hotline: **800-269-0271**

Medicare or Medi-Cal Fraud

- California Attorney General Bureau of Medi-Cal Fraud & Elder Abuse: **800-722-0432**
On-line complaint form: www.ag.ca.gov/bmfea
- Center for Health Care Rights/California Health Advocates: www.cahealthadvocates.org
Health Insurance Counseling and Advocacy Program (HICAP)
Medicare and healthcare counseling: **800-434-0222**
- Department of Health Services for Medi-Cal fraud: **800-822-6222**
- U.S. Health & Human Services TIPS Hotline to report Medicare fraud: **800-447-8477**
- Los Angeles County District Attorney Victim-Witness Assistance
<http://da.co.la.ca.us>: **800-380-3811** or **626-927-2500**
- Ageless Alliance <http://agelessalliance.org>
(Uniting against elder abuse through awareness, support and community engagement)

Reporting...

Dial 911 to report elder abuse or neglect to the Police NOW if the abuse is immediate and life-threatening.

Elder Abuse Hotline at 877-477-3646 or 800-992-1660 to report allegations of abuse when you are unsure on where to call.

Adult Protective Services, County of Los Angeles, 888-202-4248 if you suspect elder abuse in the community. Call 213-351-5401 if you are outside of Los Angeles County.

Long-Term Care Ombudsman, at WISE & Healthy Aging 800-334-9473 and report suspected abuse occurring at board and care homes, nursing homes and assisted living facilities in LA County. Statewide Ombudsman after hours crisis line: 800-231-4024.

Protecting Yourself...

Do:

- Stay active with your local senior center. It can be a valuable source of information.
- Plan for your care as you age. Identify reliable people who can provide assistance if needed.
- Review your finances regularly. Be extremely cautious when selecting “trustworthy” individuals to help manage your affairs when needed.
- Participate in community activities. Volunteering is a great way to have contact with others and make friends. Call WISE & Healthy Aging at **310-394-9871** for volunteer opportunities.

Don't:

- Don't put off preparing your future physical and financial needs.
- Don't accept personal care from anyone in exchange for property or assets without a lawyer or other trusted advocate to witness the transaction.
- Don't allow others to keep details of your finances from you.
- Don't give out personal or financial information to people you don't know, especially over the phone.
- Don't sign legal documents that you do not understand.

WISE & Healthy Aging is a non-profit, social services organization recognized for its wide range of innovative support services designed to meet the needs of a diverse clientele within the greater Los Angeles area.

Our mission is to advance the dignity and quality of life of older adults through leadership, advocacy and high-quality, innovative services.



INSURANCE

California Department of Insurance
300 South Spring Street, South Tower
Los Angeles, CA 90013
(800) 927-4357 (Consumer Hotline)
(800) 967-9331 (Licensing Hotline)
www.insurance.ca.gov

Employee's Health Insurance Services Inc.
P.O. Box 27
Del Mar, CA 92014
(858) 481-8990
ehisinc.com

West LA Baby Boomer Insurance Services
1821 Wilshire Blvd.
Suite 525
Santa Monica, CA 90403
(310) 351-7772
westlamedicare@gmail.com

MEDICARE AND MEDI-CAL

Center for Healthcare Rights
520 S. Lafayette Park Place, Suite 214
Los Angeles, CA 90057
(213) 383-4519
(800) 824-0780

Covered California
www.coveredca.com
Determine eligibility and apply online
for Medi-Cal.

Deborah Lewis, Medicare Insurance Broker
Los Angeles, CA 90043
(213) 440-0937
dlewis.onlinehealth.news

OATF

Health Insurance Counseling and Advocacy Program (HICAP)
(At Culver City Senior Center)
4095 Overland Avenue
Culver City, CA 90232
(310) 253-6700

Medi-Cal
(800) 541-5555
www.medi-cal.ca.gov

Medi-Cal Managed Care- Health Care Options
(800) 430-4263
Office of the Ombudsman
(888) 452-8609
www.healthcareoptions.dhcs.ca.gov

Medicare
(800) 633-4227
(877) 486-2048 (TTY)
www.medicare.gov

Medicare Insurance Counseling (HICAP) at WISE & Healthy Aging
1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org/medicare-insurance-counseling
The Health Insurance Counseling and Advocacy Program (HICAP) provides free information, counseling and advocacy to Los Angeles County Medicare beneficiaries who need help getting through the Medicare maze

BRUCE A. JOHNSTON

WEST LA Baby Boomer Insurance Services

The Insurance Agency of record for
Westside Baby Boomers for Medicare
& Health Insurance Options

Medicare Advantage Plans Medicare
Supplements RX Plans Travel Insurance



1821 Wilshire Blvd Suite 525
Santa Monica California 90403
310.351.7772

westlamedicare@gmail.com 101medicare.com
Ca Lic#OH45182

**MEDICARE AND MEDI-CAL
(continued)**

Report Medicare Fraud
(800) 447-8477
www.stopmedicarefraud.gov

SCAN Health Plan
3800 Kilroy Airport Way, Suite 100
Long Beach, CA 90806
(310) 780-2304
www.scanhealthplan.com

OATF

SOCIAL SECURITY & SSI

Social Security Administration
11500 West Olympic Blvd., Suite 300
Los Angeles, CA 90064
(800) 772-1213
(800) 325-0778 (TTY)
www.ssa.gov

Social Security Fraud Hotline
(800) 269-0271
(866) 501-2101 (TTY)
www.oig.ssa.gov/report

**STATE DISABILITY
INSURANCE**

State Disability Insurance Program
888 South Figueroa Street, Suite 200
Los Angeles, CA 90017
(800) 480-3287
www.edd.ca.gov/Disability/

**Americans with Disabilities Act -
Information Line**
(800) 514-0301
(800) 514-0383 (TTY)
www.ada.gov

**UNEMPLOYMENT
INSURANCE**

**Unemployment Insurance (UI)
Program**
(800) 300-5616
(800) 815-9387 (TTY)
www.edd.ca.gov/Unemployment/



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Counseling**

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1 - 4 pm



Do you need information about...

- How Medicare works
- HMOs or Medigap Insurance
- Long-term Care Insurance
- Medicare Prescription Drug Coverage (Part D)

Free information, counseling and advocacy provided by HICAP in collaboration with WISE & Healthy Aging. Call for appointment.

(310) 394-9871

1527 4th Street, 2nd Floor • Santa Monica



COMMUNITY RESOURCES

ANIMAL CARE & CONTROL

Animal Control and Pet Care (Beverly Hills)
(310) 285-1119

Animal Control Services (Culver City)
(310) 837-1221

City of Los Angeles-Department of Animal Services
11361 Pico Blvd.
Los Angeles, CA 90064
(888) 452-7381
www.laanimalservices.com

Department of Animal Care and Control (County of Los Angeles)
(562) 728-4882
animalcare.lacounty.gov

Santa Monica Police Department - Animal Control Unit
(310) 458-8594

COMMUNITY SERVICES

Culver City Senior Center
4095 Overland Avenue
Culver City, CA 90232
(310) 253-6700
www.culvercity.org

Independence at Home
3800 Kilroy Airport Way
Suite 100
Long Beach, CA 90806
(562) 637-7103
skuljian@scanhealthplan.com

OATF

Jewish Family Service of Los Angeles
Felicia Mahood Multipurpose Center
11338 Santa Monica Boulevard
Los Angeles, CA 90025
(310) 213-9228
www.jfsla.org

OATF

Santa Monica Commission for the Senior Community
(310) 458-8701
www.smgov.net/seniors

OATF



WISE & Healthy Aging
1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org

OATF

DISABILITY SERVICES

Americans with Disabilities Act Information Line
(800) 514-0301
(800) 514-0383 (TTY)
www.ada.gov

California Department of Rehabilitation (DOR)

Culver City Branch:
6125 Washington Blvd., Suite 200
Culver City, CA 90232
(310) 559-6140
www.rehab.cahwnet.gov

Westchester Branch:
5120 Goldleaf Circle, Suite 360
Los Angeles, CA 90056
(323) 298-2500
(323) 298-2521 (TTY)

City of Culver City - Disability Services
(310) 253-6729

Disability Rights California
350 South Bixel Street
Suite 290
Los Angeles CA 90017
(213) 213-8000
(800) 776-5746 (Toll-free)
(800) 719-5798 (TTY)
www.disabilityrightscsca.org

Los Angeles County Commission on Disabilities
500 West Temple Street, Room 358
Los Angeles, CA 90012
(213) 974-1311
(800) 735-2929 (TDD)
www.laccod.org

Network of Care for Behavioral Health
losangeles.networkofcare.org
Online information portal for people with developmental disabilities

Santa Monica Adaptive Recreation and Sports (SMARS)
1401 Olympic Blvd.
Santa Monica, CA 90404
(310) 458-8237

Live a Vibrant, Healthy and Productive Life!

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Lifelong Learning

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Volunteer with our nationally-recognized intergenerational tutoring program and other areas of opportunity.



310.394.9871



AARP[®] TAX-AIDE

FREE Tax Help!

Los Angeles Westside Tax-Aide Locations:

- Ken Edwards Center (Santa Monica)
- Westchester Senior Center (Los Angeles)
- Felicia Mahood Senior Center (Los Angeles)
- Culver City Senior Center (Culver City)
- Joslyn Senior Center (El Segundo)
- Rogers Park Center (Inglewood)
- Roxbury Park Community Center (Beverly Hills)
- Claude Pepper Senior Citizen Center (Los Angeles)

Become a Volunteer Tax Preparer!

Volunteers receive extensive, IRS-approved training and pass a qualifying exam to become certified tax preparers.

**For more information,
call (310) 394-9871**

AARP Tax-Aide is a program sponsored by WISE & Healthy Aging in conjunction with the IRS & the AARP Foundation.

DISABILITY SERVICES

Disability Community Resource Center

12901 Venice Blvd.
Los Angeles, CA 90066
(888) 851- 9245
www.dcrc.co

Westside Regional Center

5901 Green Valley Circle
Suite 230
Culver City, CA 90230
(310) 258-4000
www.westsiderc.org

Westside Special Olympics

1401 Olympic Blvd.
Santa Monica, CA 90404
(310) 458-8237
www.sosc.org

EDUCATION

**AARP Driver Safety Program**

(sponsored by WISE & Healthy Aging Transportation & Mobility Program and Santa Monica Big Blue Bus)
1527 4th Street, 1st Floor
Santa Monica, CA 90401
(310) 394-9871, Ext. 455
www.wiseandhealthyaging/transportation
Helping older drivers improve skills, avoid accidents and traffic violations (certification allows for discount on auto insurance).

Emeritus - Santa Monica College

1227 Second Street
Santa Monica, CA 90401
(310) 434-4306
www.smc.edu/emmeritus
Emeritus is SMC's zero-cost, Non-Credit Lifelong Learning Program, offering classes in Arts & Crafts, Computers, Health, Literature, Music, Political Science and Theater Arts.

OATF

WISE & Healthy Aging | 310.394.9871 | www.wiseandhealthyaging.org



Oasis is a national nonprofit effort dedicated to engaging retired and working older adults in lifelong learning, community engagement and living a healthy lifestyle.

Los Angeles OASIS

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.oasisnet.org/losangeles

UCLA Health 50 Plus

1250 16th Street
Santa Monica, CA 90404
(800) 516-5323
uclahealth.org

OATF

WISE & Healthy Aging -

Education & Training Center
1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org

EMERGENCY SERVICES

A Complete List of Non-Emergency Contacts by City (right)**Los Angeles County Specific Needs Disaster Registry**

snap.lacounty.gov
Register online to enhance the efficiency of first-responder agencies to assist you or a loved one with disabilities in an emergency.

Los Angeles Fire Department - Community Emergency Response Team

(213) 893-9840
www.cert-la.com
The Community Emergency Response Team (CERT) program is an all-risk, all-hazard training.

NON-EMERGENCY FIRE AND POLICE DEPARTMENTS BY CITY

Call 9-1-1 when there is a life-threatening emergency that requires the immediate response of emergency services such as police, fire or paramedic.

■ **BEVERLY HILLS** ■

Fire Department
(310) 550-4900

Police Department
(310) 550-4951

■ **CULVER CITY** ■

Fire Department
310) 839-1146

Police Department
(310) 837-1221

■ **MALIBU** ■

Fire Department
(310) 317-1802

Police Department
(310) 456-6652

■ **SANTA MONICA** ■

Fire Department
(310) 458-8660

Police Department
(310) 458-8491

■ **WEST LOS ANGELES** ■

Fire Department
(310) 575-8559

Police Department
(310) 444-0702

COMMUNITY RESOURCES

**EMERGENCY SERVICES
(continued)**

Malibu City - Emergency & Traffic Hotline
(310) 456-9982

SMAAlerts
(310) 458-2263
www.cityofsantamonica.bbcportal.com/
SMAAlerts allows the City of Santa Monica to provide you with critical information in an emergency situation.

EMPLOYMENT

California State Employment Development Department
12160 Mindanao Way
Marina Del Rey, CA 90292
(310) 574-6464
www.edd.ca.gov

Senior Community Service Employment Program
(310) 680-3700
www.doleta.gov/Seniors/

Work Source Center
(888) 226-6300
www.211la.org

FARMERS MARKETS

A Complete List of Farmers Markets on the back inside cover.

Los Angeles County Farmers Market Office
(818) 591-8161

Pacific Coast Farmers Market Association - Certified Farmers Market Hotline
(925) 825-9090

FITNESS

Emeritus - Santa Monica College
1227 Second Street
Santa Monica, CA 90401
(310) 434-4306
www.smc.edu/emeritus

OATF

Los Angeles Oasis
1527 4th Street
Santa Monica, CA 90401
(310) 394-9871
www.oasisnet.org/la



Santa Monica Family YMCA
1332 6th Street
Santa Monica, CA 90401
(310) 393-2721
www.ymcasm.org

OATF

Train With Susan – Personal Training and Small Group Exercise
In Your Home or My Private Studio
(323) 574-4802
www.trainwithsusan.com

FOOD PROGRAMS

Claude Pepper Senior Citizens Center
1762 South La Cienega Blvd.
Los Angeles, CA 90035
(310) 559-9677

Culver City Senior Nutrition Program
4095 Overland Avenue
Culver City, CA 90232
(310) 253-6726
(Home delivered meals program)
(310) 253-6748

Culver Palms Meals on Wheels
4427 Overland Avenue
Culver City, CA 90230
(310) 559-0666
www.mealsonwheelsculverpalms.org

Felicia Mahood Lunch Program
11338 Santa Monica Blvd.
Los Angeles, CA 90025
(310) 479-4119



Meals on Wheels West
1823 A Michigan Avenue
Santa Monica, CA 90404
(310) 394-5133
www.mealsonwheelswest.org

OATF

Oakwood Recreation Center
767 California Street
Los Angeles, CA 90291
(310) 452-7479

Penmar Recreation Center
1341 Lake Street
Venice, CA 90291
(310) 396-8735

Roxbury Park Community Center
471 South Roxbury Drive
Beverly Hills, CA 90212
(310) 285-6840

Venice Japanese Community Center
12448 Braddock Drive
Los Angeles, CA 90066
(310) 822-8885
www.vjcc.com

Westchester Senior Citizen Center
8740 Lincoln Blvd.
Los Angeles, CA 90045
(310) 649-3317

Westside Food Bank
1710 22nd Street
Santa Monica, CA 90404
(310) 828-6016
www.westsidefoodbankca.org

**FOOD PROGRAMS
(continued)**



WISE Diner/ Senior Lunch Program

(A program of WISE & Healthy Aging)

Ken Edwards Center

1527 4th Street, First Floor

Santa Monica, CA 90401

(310) 394-9871, Ext.436

www.wiseandhealthyaging.org/healthy-lunches-program

The WISE & Healthy Aging WISE Diner Program offers healthy lunches served in welcoming group settings throughout the City of Santa Monica to older adults 60 and older.

WISE Diner/ Senior Lunch Program

(A program of WISE & Healthy Aging)

Reed Park

1133 7th Street

Santa Monica, CA 90403

WISE Diner/ Senior Lunch Program

(A program of WISE & Healthy Aging)

WISE Adult Day Service Center

1527 4th Street, 2nd Floor

Santa Monica, CA 90401

Assistance for the HOMELESS

Chrysalis

1853 Lincoln Blvd.

Santa Monica, CA 90404

(310) 401-9400

www.changelives.org

Los Angeles Homeless Services Authority

811 Wilshire Blvd., 6th Floor

Los Angeles, CA 90017

(213) 683-3333

OPCC

1453 16th Street

Santa Monica, CA 90404

(310) 450-4050

St. Joseph Center

204 Hampton Drive

Venice, CA 90291

(310) 396-6468

www.stjosephctr.org

The Giving Spirig

11693 San Vicente Blvd., #113

Los Angeles, CA 90049

(310) 943-6460

www.thegivingspirit.org

The Salvation Army Santa Monica Corps

1533 4th Street

Santa Monica, CA 90401

(310) 451-1358

www.santamonica.salvationarmy.org

Upward Bound House

1104 Washington Ave.

Santa Monica, CA 90403

(310) 458-7779

www.upwardboundhouse.org

Venice Community Housing

720 Rose Ave.

Venice, CA 90291

(310) 399-4100

www.vchcorp.org

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For more information, call: (310) 857-1527

1527 4th Street, 1st Floor • Santa Monica

www.wiseandhealthyaging.org

Driver Safety Course

Sharpen your driving skills with our AARP approved 8-hour course (two half-day sessions). Receive a 3-year DMV certificate that can help reduce your auto insurance rates.

For more information, call (310) 394-9871

1527 4th Street, 2nd Floor • Santa Monica

www.wiseandhealthyaging.org

COMMUNITY RESOURCES


 The logo for WISE Diner features the word "WISE" in large, bold, orange capital letters. Below it, the word "Diner" is written in a teal, cursive script. The background consists of several horizontal yellow lines.

WISE Diner is a lunch program of WISE & Healthy Aging for adults age 60 and older who are residents of Santa Monica. The lunch program is funded primarily from the City of Santa Monica's Community Grants Program. Residents of Santa Monica are encouraged to make a \$3 donation for their lunch. Individuals who are not residents of Santa Monica may enjoy a WISE Diner lunch for \$5.

Lunch Service Locations

Ken Edwards Center

1527 4th Street
 Santa Monica, CA 90401
 Monday through Friday
 (Saturday Boxed Lunch)

Reed Park

1133 7th Street
 Santa Monica, CA 90403
 Monday through Friday

Call: (310) 394-9871

www.wiseandhealthyaging.org

WISE & Healthy Aging is a nonprofit social services organization dedicated to serving older adults and caregivers.

HOT LINES

Alzheimer's Association Helpline
 (800) 272-3900

California Poison Control Center
 (800) 222-1222
www.calpoision.org

City of Los Angeles Sanitation - Customer Service
 (800) 773-2489

Domestic Violence Safety Plan Hotline
 (800) 978-3600

Elder Abuse Hotline
 (877) 477-3646

Environmental Protection Hotline (Malibu City)
 (310) 359-8003

Identity Theft Resource Center
 (888) 400-5530
www.idtheftcenter.org

Los Angeles County Information Services
 211
www.infoline-la.org

National Cancer Institute- Information Service
 (800) 422-6237
www.cancer.gov

National Institute on Aging - Information Center
 (800) 222-2225

Santa Monica Police Department- Graffiti Removal
 (310) 458-2231

Suicide Prevention Lifeline
 (800) 784-2433

LIBRARIES

Beverly Hills Public Library

444 North Rexford Drive
Beverly Hills, CA 90210
(310) 288-2220
www.beverlyhills.org

Donald Bruce Kaufman- Brentwood

11820 San Vicente Blvd.
Los Angeles, CA 90049
(310) 575-8273
www.lapl.org

Julian Dixon Library

4975 Overland Avenue
Culver City, CA 90230
(310) 559-1676
www.lapl.org

Lloyd Taber - Marina del Rey Library

4533 Admiralty Way
Marina del Rey, CA 90292
(310) 821-3415
www.lapl.org

Malibu Public Library

23519 West Civic Center Way
Malibu, CA 90265
(310) 456-6438
www.colapublib.org

Mar Vista Library

12006 Venice Blvd.
Los Angeles, CA 90066
(310) 390-3454
www.lapl.org

National Library Service for the Blind and Physically Handicapped

(800) 424-8567

Palisades Branch Library

861 Alma Real Drive
Pacific Palisades, CA 90272
(310) 459-2754
www.lapl.org

Palms - Rancho Park Library

2920 Overland Avenue
Los Angeles, CA 90064
(310) 840-2142
www.lapl.org

Robertson Branch Library

1719 South Robertson Boulevard
Los Angeles, CA 90035
(310) 840-2147
www.lapl.org

Venice - Abbot Kinney Memorial Library

501 S. Venice Blvd
Venice, CA 90291
(310) 821-1769
www.lapl.org

West Los Angeles Regional Library

11360 Santa Monica Blvd.
Los Angeles, CA 90025
(310) 575-8323
www.lapl.org

Westchester - Loyola Village Library

7114 W. Manchester Ave.
Los Angeles, CA 90045
(310) 348-1096
www.lapl.org

Westwood Library

1246 Glendon Ave.
Los Angeles, CA 90024
(310) 474-1739
www.lapl.org

SANTA MONICA PUBLIC LIBRARY

Santa Monica Public Library, Main

601 Santa Monica Blvd.
Santa Monica, CA 90405
(310) 458-8600
smppl.org

OATF

Fairview Branch Library

2101 Ocean Park Blvd.
(310) 458-8681

Montana Branch Library

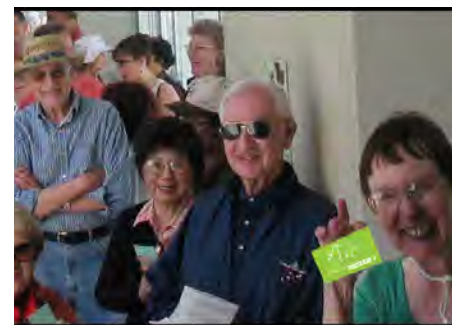
1704 Montana Ave.
(310) 458-8682

Ocean Park Branch Library

2601 Main St.
(310) 458-8683

Pico Branch Library

2201 Pico Blvd.
(310) 458-8684



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SANTA MONICA PUBLIC LIBRARY

310-458-8600 | smppl.org

COMMUNITY RESOURCES

MUSIC THERAPY

Laura Kanofsky MT-BC, LCSW – Music Therapy

1223 Wilshire Boulevard #775
Santa Monica, CA 90403
(310) 927-1718
laura.kanofsky@gmail.com

OATF

OTHER

Step Up on Second, Inc.

1328 Second Street
Santa Monica, CA 90401
Phone (310) 394-6889
Fax (310) 394-6883
www.stepuponsecond.org

Step Up delivers compassionate support to people experiencing serious mental illness to help them recover, stabilize, and integrate into the community.

Clare Foundation

909 Pico Blvd.
Santa Monica, CA 90405
Phone (866) 452-5273
www.clarefoundation.org

The People Concern

1453 16th Street
Santa Monica, CA 90404
Phone (323) 334-9000
www.thepeopleconcern.org

PARKING ENFORCEMENT

Enforcement Services (Culver City)

(310) 253-5555

Parking Enforcement (Beverly Hills)

(310) 550-4875

Parking Enforcement (Malibu City)

(800) 654-7275

Parking Enforcement (Santa Monica)

(310) 458-8466

PARKS / RECREATION CENTERS (listed by city)

Beverly Hills

Beverly Cañon Gardens

241 North Cañon Drive
Beverly Hills, CA 90210
(310) 285-2537

Beverly Gardens Park

22 blocks along Santa Monica Blvd.
Beverly Hills, CA 90210
(310) 285-2537

Coldwater Canyon Park

1100 N. Beverly Drive
Beverly Hills, CA 90210
(310) 285-6820

Greystone Park & Mansion

905 Loma Vista Drive
Beverly Hills, CA 90210
(310) 285-6830

La Cienega Community Center/Park

8400 Gregory Way
Beverly Hills, CA 90210
(310) 285-6810

La Cienega Tennis Center

325 S. La Cienega Blvd.
Beverly Hills, CA 90211
(310) 285-6820

Roxbury Park Community Center

471 S. Roxbury Dr.
Beverly Hills, CA 90212
(310) 285-6840

Will Rogers Memorial Park

9650 Sunset Blvd.
Beverly Hills, CA 90210
(310) 285-2536

Culver City

Blair Hills Park

5950 Wrightcrest Drive
Culver City, CA 90232
(310) 253-6650

Blanco Park

5801 Sawtelle Blvd.
Culver City, CA 90232
(310) 253-6650

Carlson Park

10400 Braddock Drive
Culver City, CA 90232
(310) 253-6650

Culver City Park

9700 Jefferson Blvd.
Culver City, CA 90232
(310) 253-6650

Culver/Slauson Park

5072 South Slauson Avenue
Culver City, CA 90230
(310) 391-5451

Culver West Alexander Park

4162 Wade Street
Culver City, CA 90066
(310) 253-6650

El Marino Park

5301 Berryman Avenue
Culver City, CA 90230
(310) 253-6650

Fox Hills Park

5809 Green Valley Circle
Culver City, CA 90230
(310) 253-6650

Lindberg Park

5041 Rhoda Way
Culver City, CA 90230
(310) 253-6650

Syd Kronenthal Park

3459 McManus Avenue
Culver City, CA 90232
(310) 253-6650

Tellefson Park

3998 Bentley Avenue
Culver City, CA 90232
(310) 253-6650

**PARKS / RECREATION
CENTERS (listed by city)****Veteran's Park**

4117 Overland Avenue
Culver City, CA 90230
(310) 253-6650

Los Angeles**Cheviot Hills Recreation Center**

2551 Motor Avenue
Los Angeles, CA 90064
(310) 837-5186

Crestwood Hills Recreation Center

1000 Hanley Ave.
Los Angeles, CA 90049
(310) 472-5233

Glen Alla Park

4601 Alla Road
Los Angeles, CA 90292
(310) 202-2803

Holmby Park

601 Club View Drive
Los Angeles, CA 90024
(310) 202-2803

Palms Recreation Center

2950 Overland Ave.
Los Angeles, CA 90064
(310) 838-3838
Palms.RecreationCenter@lacity.org

Malibu**Charmlee Wilderness Park**

2577 Encinal Canyon Road
Malibu, CA 90265
(310) 457-7247

Los Flores Creek Park

3805 Las Flores Canyon Road
Malibu, CA 90265
(310) 456-2489

Legacy Park

23500 Civic Center Way
Malibu, CA 90265
(310) 317-1364

Malibu Bluffs Park

24250 Pacific Coast Hwy.
Malibu, CA 90265
(310) 317-1364

Malibu Community Pool

30215 Morning View Drive
Malibu, CA 90265
(310) 589-1933

Malibu Equestrian Park

6225 Merritt Drive
Malibu, CA 90265
(310) 317-1364

Michael Landon Community Center

24250 Pacific Coast Highway
Malibu, CA 90265
(310) 317-1364

Trancas Canyon Park

6050 Trancas Canyon Road
Malibu, CA 90265
(310) 317-1364

Marina del Rey**Burton W. Chace Park**

13650 Mindanao Way
Marina del Rey, CA 90292
(310) 305-9595

Fisherman's Village

13737 Fiji Way
Marina del Rey, CA 90292
(310) 821-1081

Marina Beach

4101 Admiralty Way
Marina del Rey, CA 90292
(310) 305-9545

Yvonne B. Burke Park

4400 Admiralty Way
Marina del Rey, CA 90292
(310) 305-9545

Pacific Palisades**Palisades Recreation Center**

851 Alma Real Drive
Pacific Palisades, CA 90272
(310) 454-1412
Palisades.RC@lacity.org

Rivas Canyon Park

14700 Oracle Place
Pacific Palisades, CA 90272
(310) 840-2187

Santa Ynez Recreation Center

17005 Palisades Circle
Pacific Palisades, CA 90272
(310) 459-4083

Temescal Gateway Park

15601 West Sunset Blvd.
Pacific Palisades, CA 90272
(310) 454-1395

Will Rogers State Historic Park

1501 Will Rogers State Park Road
Pacific Palisades, CA 90272
(310) 454-8212
www.parks.ca.gov

Playa del Rey**Del Rey Lagoon**

6660 Esplanade Place
Playa Del Rey, CA 90293
(310) 202-2803

Dockweiler State Beach

12505 Vista del Mar
Playa del Rey, CA 90293
(310) 305-9503

Playa del Rey Beach

Culver Blvd. & Pacific Avenue
Playa del Rey, CA 90293

Titmouse Park

415 Culver Blvd.
Playa Del Rey, CA 90293
(310) 202-2803

COMMUNITY RESOURCES

**PARKS / RECREATION
CENTERS (listed by city)**

Vista Del Mar Park

6200 Vista Del Mar Blvd.
Playa Del Rey, CA 90293
(310) 202-2803

Santa Monica

**1450 Ocean - the Camera Obscura
Building**

1450 Ocean Avenue
Santa Monica, CA 90401
(310) 458-2239
www.smgov.net/1450ocean

Airport Park

3201 Airport Avenue
Santa Monica, CA 90405
(310) 458-8300
www.smgov.net/parks

Annenberg Community Beach House

415 Pacific Coast Highway
Santa Monica, CA 90402
(310) 458-4904
www.annenbergbeachhouse.com

Ashland Park

1650 Ashland Avenue
Santa Monica, CA 90405
(310) 458-8300

Barnard Way Linear Park

2440 Barnard Way
Santa Monica, CA 90405
(310) 458-8300

Chess Park

Ocean Front Walk at Seaside Terrace
Santa Monica, CA 90401
(310) 458-8450

Clover Park

2600 Ocean Park Blvd.
Santa Monica, CA 90405
(310) 458-8300

Colorado Center Park

26th Street and Broadway
Santa Monica, CA 90404
(310) 458-8300

**Community Recreation Division -
Community Gardens**

(310) 458-8300
www.smgov.net/Departments/CCS/content.aspx?id=33150

Cove State Park

1401 Olympic Blvd.
Santa Monica, CA 90404
(310) 458-8237
thecove@smgov.net

Crescent Bay Park

2000 Ocean Avenue
Santa Monica, CA 90405
(310) 458-8300

Douglas Park

2439 Wilshire Blvd.
Santa Monica, CA 90403
(310) 458-8300

Euclid Park

1525 Euclid Street
Santa Monica, CA 90404
(310) 458-8300

Goose Egg Park

Palisades Avenue
(between 4th and 7th Streets)
Santa Monica, CA 90402
(310) 458-8300

Hotchkiss Park

2302 4th Street
Santa Monica, CA 90405
(310) 458-8300

Joslyn Park

633 Kensington Road
Santa Monica, CA 90405
(310) 458-8300

Los Amigos Park

500 Hollister Avenue
Santa Monica, CA 90405
(310) 458-8300

Marine Park

1406 Marine Street
Santa Monica, CA 90405
(310) 458-8300

Memorial Park

1401 Olympic Blvd.
Santa Monica, CA 90404
(310) 458-8300

Miles Memorial Playhouse

1130 Lincoln Blvd.
Santa Monica, CA 90403
(310) 458-8634
www.smgov.net/departments/CCS/MilesPlayhouse/

Ocean View Park

2701 Barnard Way
Santa Monica, CA 90405
(310) 458-8300

Ozone Park

720 Ozone Street
Santa Monica, CA 90405
(310) 458-8300

Palisades Park

Ocean Avenue (between Colorado Ave.
and Adelaide Dr.)
Santa Monica, CA 90401
(310) 458-8300

Park Drive Park

2415 Broadway Blvd.
Santa Monica, CA 90404
(310) 458-8300

Reed Park

1133 7th Street
Santa Monica, CA 90403
(310) 458-8300

PARKS / RECREATION CENTERS (listed by city)

Rustic Canyon Recreation Center

601 Latimer Road
Santa Monica, CA 90402
(310) 454-5734
RusticCanyon.RC@lacity.org

Santa Monica Family YMCA

1332 6th Street
Santa Monica, CA 90401
(310) 393-2721
www.ymcasm.org

OATF

Santa Monica State Beach

(310) 458-8300
www.smgov.net/Portals/Beach/

Schader Park

1425 Cloverfield Blvd.
Santa Monica, CA 90404
(310) 458-8300
www.smgov.net/parks

South Beach Park

3400 Barnard Way
Santa Monica, CA 90405
(310) 458-8300
www.smgov.net/parks

Steward Street Park

1819 Stewart Street
Santa Monica, CA 90404
(310) 458-8300
www.smgov.net/parks

Tongva Park and Ken Genser Square

1615 Ocean Avenue
Santa Monica, CA 90401
(310) 458-8300
www.smgov.net/parks

Virginia Avenue Park

2200 Virginia Avenue
Santa Monica, CA 90404
(310) 458-8300
www.smgov.net/parks

Venice

Canal Park

200 Linnie Canal
Venice, CA 90291
(310) 202-2803

Triangle Park

Oxford Avenue and Marr Street
Venice, CA 90291
(310) 202-2803

Venice Beach

1800 Ocean Front Walk
Venice, CA 90291
(310) 399-2775

Older Adults Recreation Centers

Beverly Hills Active Adult Club (BHAAC)

471 S. Roxbury Drive
Beverly Hills, CA 90212
(310) 285-6840
www.beverlyhills.org/living/seniorprograms/seniorservices/

Claude Pepper Senior Citizen Center

1762 South La Cienega Blvd.
Los Angeles, CA 90035
(310) 559-9677
ClaudePepper.SeniorCenter@Lacity.org



Club 1527 - WISE & Healthy Aging

1527 4th Street, 1st Floor
Santa Monica, CA 90401
(310) 857-1527
www.wiseandhealthyaging.org/club-1527

Culver City Senior Center

4095 Overland Avenue
Culver City, CA 90232
(310) 253-6700
www.culvercity.org

Felicia Mahood Senior Multipurpose Center

11338 Santa Monica Blvd.
Los Angeles, CA 90025
(310) 479-4119

Freda Mohr Multipurpose Center

330 North Fairfax Avenue
Los Angeles, CA 90036
(323) 937-5900
www.jfsla.org

WISE & Healthy Aging/Santa Monica Dial-A-Ride

Including Door-Through-Door Service

Are you a Santa Monica resident who is 60+ years or 18+ years and disabled?
Let us help you with your transportation needs.

Call for Information: **(310) 394-9871, ext. 455**



1527 4th Street, 2nd Floor | Santa Monica, CA 90401 | www.wiseandhealthyaging.org

COMMUNITY RESOURCES

Older Adults Recreation Centers

Israel Levin Senior - Adult Center
201 Ocean Front Walk
Venice, CA 90291
(310) 396-0205
www.jfsla.org

Malibu Senior Center
23825 Stuart Ranch Road
Malibu, CA 90265
(310) 456-2489, Ext. 357
www.malibucity.org

Pico - Robertson Family Resource Center
8838 West Pico Blvd.
Los Angeles, CA 90035
(310) 247-0534
www.jfsla.org

Westchester Senior Center
8740 Lincoln Blvd.
Los Angeles, CA 90045
(310) 649-3317
Westchester.SCC@lacity.org

Westminster Senior Citizen Center
1234 Pacific Avenue
Venice, CA 90291
(310) 392-5566
Westminster.SeniorCenter@lacity.org

SOCIAL ORGANIZATIONS



Santa Monica Bay Woman's Club
1210 4th Street
Santa Monica, CA 90401
(310) 395-1308
www.smbwc.org
Dedicated to fellowship and service since 1905. Our 100 year old historical landmark building is available for your business or personal event rentals.

OATF

TRANSPORTATION

Access Services Incorporated
(213) 488-1748
(800) 883-1295 Reservation Line
www.asila.org
Access Services Inc. is a county-wide agency that provides shared ride, curb-to-curb transportation to serve the needs of individuals with disabilities throughout the Los Angeles County.

Metro Reduced Fare Office - Senior Transit Access Pass (TAP) Card
(213) 680-0054
www.metro.net

Beverly Hills Dial-A-Ride Shuttle
(310) 275- 2791

Beverly Hills Taxi Coupon Program
P.O. Box 741165
Los Angeles, CA 90004
(310) 981-9318
www.beverlyhills.org

City of Beverly Hills - Transportation Planning
455 North Rexford Drive
Beverly Hills, CA 90210
(310) 285-1128
transportation@beverlyhills.org

City of Culver City - Department of Transportation
4343 Duquesne Avenue
Culver City, CA 90232
(310) 253-6510
www.culvercity.org/government/transportation

Culver City - Dial-A-Ride Program
(310) 253-6729
(310) 253-6580 (Schedule a Ride)

Culver City Bus
4343 Duquesne Avenue
Culver City, CA 90232
(310) 253-6510

Culver City Taxi Coupon Program
4095 Overland Avenue
Culver City, CA 90232
(310) 253-6729

Culver City Traffic Engineering - Parking Permit Program
9770 Culver Boulevard
Culver City, CA 90232
(310) 253-5615

Department of Motor Vehicles - Culver City Office
11400 Washington Boulevard
Los Angeles, CA 90066
(800) 777-0133
dmv.ca.gov

City of Los Angeles - Department of Transportation
100 South Main Street
10th Floor
Los Angeles, CA 90012
(213) 972-8470
Ladot.lacity.org

LADOT Transit Services - Cityride Program
201 North Los Angeles Street, #18B
Los Angeles, CA, 90012
(310) 808-2273
www.ladottransit.com/other/cityride
The program offers participants reduced costs for individuals age 65 or older and qualified disabled persons in the City of Los Angeles and select areas of Los Angeles County.

City of Santa Monica - Department of Transportation
1685 Main Street
Room 115
Santa Monica, CA 90401
(310) 458-8291
transportation.management@smgov.net



WISE & Healthy Aging Transportation and Mobility Services

*Supporting our
young-at-heart Seniors*

Do you know, or are you, a senior or an adult with a disability who needs transportation to maintain independence?

Through coordinated efforts, WISE & Healthy Aging can help...

What is the Santa Monica Dial-a-Ride Service?

The service is a shared-ride service offering curb to curb van transportation at low cost for seniors and people with disabilities who live in the City of Santa Monica. Riders can use the service for any transportation purpose, such as:

- **Health Care** Visit a doctor, therapist, medical facility or hospital
- **Education** Take a class, attend school, a lecture or a discussion group
- **Enjoyment** Visit friends and relatives, go to the movies, the park or any other recreational or social activity
- **Shopping** Go to grocery stores, department stores, the mall or any shopping area in Santa Monica

We transport clients in comfortable, wheelchair accessible vans driven by specially trained, uniformed, and licensed drivers.

To register for Santa Monica MODE Paratransit, visit or call:

WISE & Healthy Aging
Transportation & Mobility Program
1527 4th Street, Santa Monica, CA 90401
(310) 394-9871
Fax: (310) 395-0863
www.wiseandhealthyaging.org

To schedule or cancel a trip, call:

Santa Monica MODE Call Center
(310) 458-6633

To contact the Big Blue Bus, visit their Transit Store, a complete customer service center and retail store at 1334 5th Street, Santa Monica, CA 90401.



Group Travel with WISE & Healthy Aging

WISE & Healthy Aging offers exclusive group travel opportunities for adults of all ages. These high-quality packages are available at competitive prices, and are a safe way to travel. Make new friends and see the sights. Relax, the planning is already done for you!

Travelers can sign up for local one-day excursions, multi-day trips internationally or within the United States.



England, Scotland & Wales



Washington D.C. Blossoms



Classic Italy by Rail



Albuquerque Balloon Festival



Discover Cuba



Vietnam and Cambodia

Visit www.wiseandhealthyaging.org/travel-programs for complete itineraries and reservation forms for all trips.
trips@wiseandhealthyaging.org (310) 394-9871



**TRANSPORTATION
(continued)**

**Department of Motor Vehicles -
Santa Monica Office**

2235 Colorado Avenue
Santa Monica, CA 90404
(800) 777-0133
dmv.ca.gov

**Santa Monica Bus Lines
(Big Blue Bus)**

1660 7th Street
Santa Monica, CA 90401
(310) 451-5444
www.bigbluebus.com

Senior Beach Parking Permit

1717 4th Street
Suite 150
Santa Monica, CA 90401
(310) 458-8295
parking.office@smgov.net

**WISE & Healthy Aging - "Dial-a-Ride"
Program**

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871, Ext.455
www.wiseandhealthyaging.org/
transportation

In collaboration with the City of Santa Monica's Big Blue Bus, the WISE & Healthy Aging/ Santa Monica Dial-A-Ride program offers low cost, shared-ride curb-to-curb van transportation to Santa Monica residents who are at least 60 years of age and persons with disabilities who are 18 years of age or older. Also, for seniors needing more assistance, a door-through-door service is available.

TRAVEL/LEISURE



**WISE & Healthy Aging -
WISE Adventures**

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org

VETERANS' SERVICES

Call Center for Homeless Veterans
(877) 424-3838

Department of Veterans Affairs
(877) 222-8387

(Debt Management Center)
(800) 827-0648
(Caregiver Support Line)
(855) 260-3274

Los Angeles National Cemetery

950 South Sepulveda Blvd.
Los Angeles, CA 90049
(310) 268-4675
www.cem.va.gov

Los Angeles Regional Benefits Office

11000 Wilshire Blvd.
Los Angeles, CA 90024
(800) 827-1000
www.benefits.va.gov/losangeles

New Directions for Veterans

11303 Wilshire Blvd., #116
Los Angeles, CA 90073
(310) 914-4045
www.ndvets.org

VA Caregiver Support Line

(855) 260-3274

VA Insurance Center

(800) 669-8477

Veterans Administration

(800) 827-1000
www.va.gov

Veterans Crisis Line

(800) 273-8255

Veterans Help Desk - Employment Service

(855) 824-8387
Vaforvets.va.gov

West Los Angeles Vet Center

5730 Uplander Way
Suite 100
Culver City, CA 90230
(310) 641-0326

**VOLUNTEER
OPPORTUNITIES**

City of Beverly Hills Volunteer Program

(310) 285-6843



Meals on Wheels West

1823 A Michigan Avenue
Santa Monica, CA 90404
(310) 394-5133
www.mealsonwheelswest.org

**Retired and Senior Volunteer Program
(RSVP) - Culver City**

(310) 253-6722
www.culvercity.org/government/prcs/
seniorservices/volunteerprogram

**WISE & Healthy Aging -
Volunteer Services**

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871, Ext.552
www.wiseandhealthyaging.org/
to-volunteer



Preparing Makes Sense for Older Americans. Get Ready Now.

1. Get a Kit of emergency supplies.

Be prepared to improvise and use what you have on hand to make it on your own for **at least three days**, maybe longer. While there are many things that might make you more comfortable, think first about fresh water, food and clean air.

Recommended Supplies to Include in a Basic Kit:

- ✓ **Water:** one gallon per person per day, for drinking and sanitation
- ✓ **Non-perishable food:** at least a three-day supply
- ✓ **Flashlight and extra batteries**
- ✓ **First Aid kit**
- ✓ **Whistle** to signal for help
- ✓ **Filter mask** or cotton t-shirt, to help filter the air
- ✓ **Moist towelettes, garbage bags and plastic ties** for personal sanitation
- ✓ **Wrench or pliers** to turn off utilities
- ✓ **Battery-powered or hand crank radio** and a NOAA Weather Radio with tone alert and **extra batteries**
- ✓ **Manual can opener** if kit contains canned food
- ✓ **Plastic sheeting and duct tape**, to shelter -in-place
- ✓ **Important family documents**
- ✓ **Items for unique family needs**, such as daily prescription medication or pet food



Include Medications and Medical Supplies: If you take medicine or use a medical treatment on a daily basis, be sure you have what you need on hand to make it on your own for at least a week and keep a copy of your prescriptions as well as dosage or treatment information. If it is not possible to have a week-long supply of medicines and supplies, keep as much as possible on hand and talk to your pharmacist or doctor about what else you should do to prepare. If you undergo routine treatments administered by a clinic or hospital or if you receive regular services such as home health care, treatment or transportation, talk to your service provider about their emergency plans. Work with them to identify back-up service providers within your area and other areas you might evacuate to.

Include Emergency Documents: Include copies of important documents in your emergency supply kits such as family records, medical records, wills, deeds, social security number, charge and bank accounts information and tax records. It is best to keep these documents in a waterproof container. If there is any information related to operating equipment or life-saving devices that you rely on, include those in your emergency kit as well. If you have a communication disability, make sure your emergency information list notes the best way to communicate with you. Also be sure you have cash or travelers checks in your kits in case you need to purchase supplies.

Additional Items: If you use eyeglass, hearing aids and hearing aid batteries, wheelchair batteries or oxygen, be sure you always have extras in your kit. Also have copies of your medical insurance, Medicare and Medicaid cards readily available. If you have a service animal, be sure to include food, water, collar with ID tag, medical records and other emergency pet supplies.

Consider two kits: In one, put everything you will need to stay where you are and make it on your own. The other should be a lightweight, smaller version you can take with you if you have to get away.

2. Make a Plan for what you will do in an emergency.

The reality of a disaster situation is that you will likely not have access to everyday conveniences. To plan in advance, think through the details of your everyday life.

Develop a Family Emergency Plan: Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations. **Consider a plan where each family member calls, or e-mails, the same friend or relative in the event of an emergency.** It may be easier to make a long-distance phone call than to call across town, so an **out-of-town contact** may be in a better position to communicate among separated family members. Depending on your circumstances and the nature of the attack, the first important decision is whether you stay put or get away. You should understand and plan for both possibilities. **Watch television and listen to the radio for official instructions as they become available.**

For more information, visit ready.gov or call 1-800-BE-READY



Preparing Makes Sense for Older Americans. Get Ready Now.

Create a Personal Support Network: If you anticipate needing assistance during a disaster, **ask family, friends and others to be part of your plan.** Share each aspect of your emergency plan with everyone in your group, including a friend or relative in another area who would not be impacted by the same emergency who can help if necessary. Include the names and numbers of everyone in your personal support network, as well as your medical providers in your emergency supply kit. Make sure that someone in your personal support network has an extra key to your home and knows where you keep your emergency supplies. If you use a wheelchair or other medical equipment, show friends how to use these devices so they can move you if necessary and teach them how to use any lifesaving equipment or administer medicine in case of an emergency. Practice your plan with those who have agreed to be part of your personal support network.

Create a Plan to Shelter-in-Place: There are circumstances when staying put and creating a barrier between yourself and potentially contaminated air outside, a process known as sheltering-in-place and sealing the room can be a matter of survival. **If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to shelter-in-place and seal the room. Consider precutting plastic sheeting to seal windows, doors and air vents.** Each piece should be several inches larger than the space you want to cover so that you can duct tape it flat against the wall. Label each piece with the location of where it fits. Immediately turn off air conditioning, forced air heating systems, exhaust fans and clothes dryers. Take your emergency supplies and go into the room you have designated. Seal all windows, doors and vents. Understand that sealing the room is a temporary measure to create a barrier between you and contaminated air. **Listen to the radio** for instructions from local emergency management officials.

Create a Plan to Get Away: Plan in advance how you will assemble your family and anticipate where you will go. **Choose several destinations in different directions** so you have options in an emergency. **Become familiar with alternate routes as well as other means of transportation** out of your area. If you do not have a car, plan how you will leave if you have to. If you typically rely on elevators, have a back-up plan in case they are not working. **Talk to your neighbors about how you can work together.**

Consider Your Pets: Whether you decide to stay put or evacuate, you will need to make plans in advance for your service animal and pets. Keep in mind that what's best for you is typically what's best for your animals. If you must evacuate, take your pets with you, if possible. However, if you are going to a public shelter, make sure that they allow pets. Some only allow service animals.

Fire Safety: Plan two ways out of every room in case of fire.

Contact Your Local Emergency Information Management Office: Some local emergency management offices maintain registers of older people so they can be located and assisted quickly in a disaster. Contact your local emergency management agency to see if these services exist where you live or visit ready.gov to find links to government offices in your area.

3. Be Informed about what might happen.

Some of the things you can do to prepare for the unexpected, such as assembling an emergency supply kit and making an emergency plan are the same regardless of the type of emergency. However, it's important to stay informed about what might happen and know what types of emergencies are likely to affect your region. Be prepared to adapt this information to your personal circumstances and make every effort to follow instructions received from authorities on the scene. Above all, stay calm, be patient and think before you act.

Developed in partnership with:



Homeland
Security



For more information, visit ready.gov or call 1-800-BE-READY

WISE & Healthy Aging at a **GLANCE...**



For more than four decades, WISE & Healthy Aging (formerly WISE Senior Services and Center for Healthy Aging) has been recognized for our innovative support programs and services designed to meet the needs of seniors and caregivers.

Benefits Enrollment Center One in three Americans, age 65 or older, lacks the resources to meet basic food, housing and medical needs. While they would qualify for programs that could help them pay for their needs, the enrollment process is too confusing or requires on-line registration. Last year, our BEC helped **673** seniors access these public benefits.

Care Management and Home Care More and more seniors are aging in place. In fact, 90% of baby boomers have indicated that they want to remain in their homes as long as possible. Our In-Home Services team helps to manage the care of **324** seniors.



Elder Abuse & Neglect The City and County of Los Angeles Long-Term Care Ombudsman Program at WISE & Healthy Aging, the largest program in the nation, advocates for the rights of disabled adults and senior residents in over **1,800** long-term care facilities throughout the County. Last year, **67** state-certified volunteers logged more than **14,500** hours assisting staff. Together with staff, they conducted **9,027** unannounced facility visits. **9,981** cases were investigated by ombudsmen of which 20% involved elder abuse and neglect.



Our **Adult Day Service Center** provides day care to **281** frail seniors and family member caregivers. Most day care program clients suffer from early memory loss, dementia or Alzheimer's disease. It's a safe, enjoyable environment with trained and

A Program of WISE & Healthy Aging

WISE Minds



caring staff. WISE Minds is customized programming for those dealing with early memory loss. And "Somos Amigos" is for Spanish-speaking adult day care clients.



Information & Referral Where do seniors turn to, be it housing, food, medical, legal, or family-related issues? Our Information & Referral Desk helps some **2,000** seniors each year deal with unexpected crises.



Alleviating Hunger Nutrition is one of the most critical aspects of staying healthy. 24,947 hot meals were served to low-income seniors at four different locations throughout the community.

For Active Older Adults Club 1527 is an exciting gathering place for adults age 50 and older who want to exercise, learn, travel and engage in new activities with their peers. With **1,023**

members, there are classes in all types of exercise, creative arts and personal growth as well as discussion groups, a book club and excursions.



Building Personal Connections This concierge-level service within Club 1527 provides services, assistance and programs that encourage members to get out of their homes, meet other people, participate in community activities and tap into trusted, vetted vendors for home repairs.



Transportation & Mobility Program

When one no longer drives and cannot walk long distances, getting to and from doctor appointments, the grocery or pharmacy can be a real challenge. **4,884** seniors have access to transportation resource information, AARP Driver Safety classes, and a personalized van transportation service through our Dial-A-Ride, including door-through-door service.

Supporting Caregivers Caring for an elderly loved one is never easy. Over **200** family members attend support groups and training to learn from other family member caregivers and experts.

Training & Education Center Our certified instructors provide nationally-recognized, evidence-based trainings in healthier living, fall prevention and chronic disease self-management. Our WISE Caregiver Training Academy focuses on evidence-based trainings for lay family and career caregivers. The Academy also conducts specialty training in Alzheimer’s Disease and Dementia (available in Spanish).

— A PROGRAM OF WISE & HEALTHY AGING —
WISE CAREGIVER TRAINING ACADEMY
 A NONPROFIT ORGANIZATION COMMITTED TO EXCELLENCE IN CAREGIVING

Mental Health Counseling Trained mental health professionals and peer counselors provide individual and group therapy to more than **100** seniors. On-site and field-capable clinical services available.



1527 4th Street, 2nd Floor
 Santa Monica, CA 90401
 (310) 394-9871
wiseandhealthyaging.org

WISE & Healthy Aging, a nonprofit social services organization, enhances the independence, dignity and quality of life of older adults through leadership, advocacy and innovative services.

COMMUNITY RESOURCES

Notes

Lined area for taking notes, consisting of multiple horizontal lines.

Westside Farmers Markets

Beverly Hills Farmers Market

9300 block of Civic Center Drive
(between Third St. and Santa Monica)
Beverly Hills, CA 90210
Sundays, 9 am to 1 pm
(310) 285-6830

Brentwood Farmers Market

741 Gretna Green Way
Brentwood, CA 90049
Sundays, 9 am to 2:30 pm

Century City Farmers Market

1800 Avenue of the Stars
Century City, CA 90067
Thursdays, 11 am to 3 pm

Culver City Farmers Market

3800 Main Street
(between Culver Blvd and Venice Blvd)
Culver City, CA 90232
Tuesdays, 2 pm to 7 pm

La Cienega Farmers Market

1801 S. La Cienega Blvd.
Los Angeles, CA 90035
Thursdays, 2 pm to 7 pm
(424) 287-2280
www.lacienegafarmersmarket.com

Malibu Farmers Market

23555 Civic Center Way
Malibu, CA 90265
Sundays, 10 am to 3 pm
(310) 428-4262

Mar Vista Farmers Market

Grand View at Venice Blvd.
Los Angeles, CA 90066
Sundays, 9 am to 2 pm
www.marvistafarmersmarket.org
(310) 861-4444

Marina Del Rey Farmers Market

Admiralty Way & Via Marina in Lot#10
Marina Del Rey, CA 90292
Thursdays, 9 am to 2 pm

Motor Avenue Farmers Market

Corner of Motor Ave and National Blvd.
Sundays, 9 am to 2 pm
(310) 202-9002
www.motoravenuemarket.com

Original Farmers Market

Third Street & Fairfax Ave.
Angeles, CA 90036
Tuesday - Sunday, 10 am to 8 pm
(323) 933-9211
www.farmersmarketla.com

Pacific Palisades Farmers Market

1037 Swarthmore Ave.
Pacific Palisades, CA 90272
Sundays, 8 am to 1 pm

Playa Vista Farmers Market

6400 Seabluff Drive
Los Angeles, CA 90094
Wednesdays, 4 pm to 8 pm
(June - Dec)
www.playavistafm.com

Santa Monica Downtown Farmers Market

Arizona Avenue
(between 4th & 2nd)
Santa Monica, CA 90401
Wednesdays, 8:30 am to 1:30 pm
Saturdays, 8:30 am to 1 pm
(310) 458-8712
www.farmersmarket.smgov.net

Santa Monica Main St. Farmers Market

2460 Main St. (in Heritage Square)
Santa Monica, CA 90405
Sundays, 8:30 am to 1:30 pm
(310) 458-8712
www.farmersmarket.smgov.net

Santa Monica/ Virginia Avenue Farmers Market

2200 Virginia Avenue
(Pico Blvd. at Cloverfield Blvd.)
Santa Monica, CA 90404
Saturdays, 8 am to 1 pm
(310) 458-8712
www.farmersmarket.smgov.net

Venice Farmers Market

500 Venice Blvd.
(Venice Blvd. & Venice Way)
Venice, CA 90291
Fridays, 7 am to 11 am
(310) 399-6690
www.venicefarmersmarket.com

West Los Angeles Farmers Market

1600 Purdue Avenue
Los Angeles, CA 90024
Sundays, 9 am to 2 pm
(310) 739-5028
www.westlafarmersmarket.info

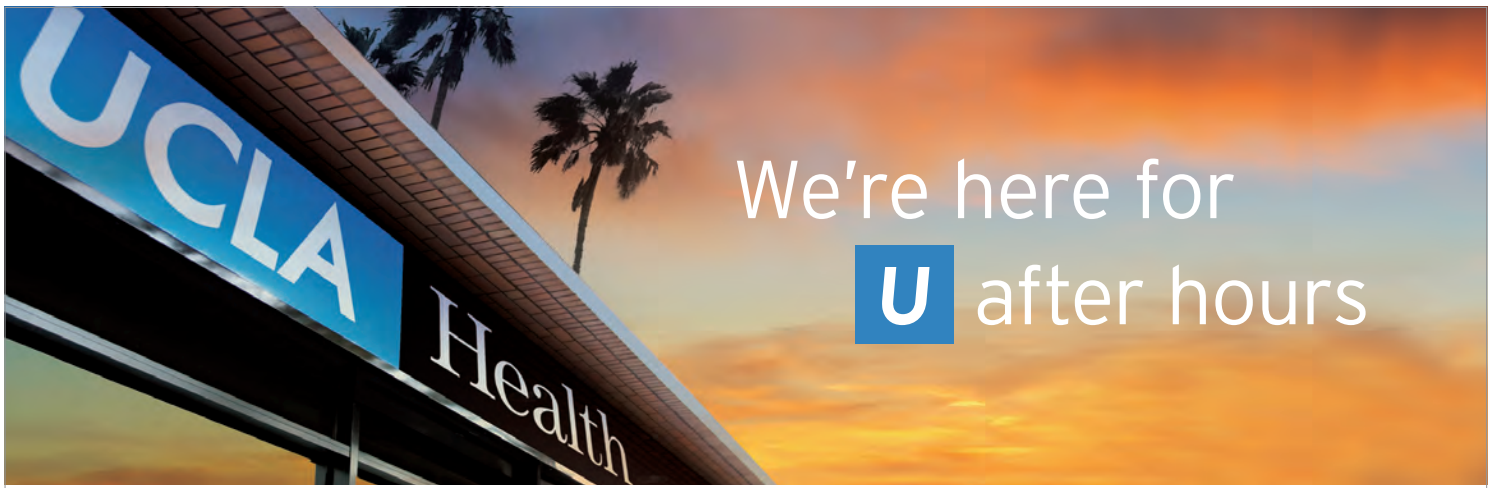
Westchester Farmers Market

7000 W. Manchester Avenue
Los Angeles, CA 90045
Wednesdays, 8:30 am to 1:30 pm
www.westchesterfarmersmarket.com

Westwood Village Farmers Market

1031 Broxton Avenue
Los Angeles, CA 90024
Thursdays, 12 noon to 6 pm





We're here for **U** after hours

UCLA Urgent Care

You don't become one of the most trusted names in medicine without working extra hours and weekends. And with our urgent care, you get the outstanding doctors and staff you trust when your primary care physician is unavailable.

If it's a true emergency, call 911. For everything else, come see us.

- No appointment necessary
- Walk-ins and new patients welcome
- Most insurance plans accepted
- Pediatric and adult services available

Century City (New location)

Westfield Century City
 10250 Santa Monica Blvd.
 Suite 2440
 Los Angeles, CA 90067
 310-286-0122
 Mon - Fri, 8 am - 8 pm
 Sat - Sun, 9 am - 6 pm

Playa Marina Walk-in Urgent Care

4560 Admiralty Way, Suite 100
 Marina del Rey, CA 90292
 310-827-3700
 Mon - Fri, 9 am - 9 pm
 Sat - Sun, 9 am - 6 pm

Redondo Beach After-Hours Care

514 N. Prospect Ave., Suite 103
 Redondo Beach, CA 90277
 310-937-8555
 Mon - Fri, 5 pm - 9 pm
 Sat, 9 am - 1 pm

Santa Clarita After-Hours Care

27235 Tourney Rd., Suite 2500
 Valencia, CA 91355
 661-253-2851
 Mon - Fri, 5 pm - 9 pm
 Sat, 9 am - 1 pm

Santa Monica Evaluation & Treatment Center

1245 16th St., Suite 125
 Santa Monica, CA 90404
 310-315-8900
 Mon - Fri, 5 pm - 9 pm
 Sat - Sun, 9 am - 5 pm

Santa Monica Urgent Care

2424 Wilshire Blvd.
 Santa Monica, CA 90403
 310-828-4530
 Mon - Fri, 9 am - 9 pm
 Sat - Sun, 9 am - 6 pm

Westwood Urgent Care (Pediatrics only)

200 UCLA Medical Plaza, Suite 265
 Los Angeles, CA 90095
 310-825-0867
 Mon - Thurs, 8 am - 8 pm
 Fri, 9 am - 4 pm; Sat, 9 am - 3 pm

Woodland Hills Urgent Care

The Village at Westfield Topanga
 6344 Topanga Canyon Blvd.
 Suite 2040
 Woodland Hills, CA 91367
 818-610-0292
 Sat - Sun, 9 am - 6 pm



it begins with U

1-800-UCLA-MD1 (1-800-825-2631) uclahealth.org/urgentcare