# HELP AT HOME



2015-2017

A guide to assist
San Mateo County residents
to remain at home

Published by San Mateo County Commission on Aging

#### **HELP AT HOME**

This directory is a mini-reference guide to assist San Mateo County adults of all incomes to remain in their own homes when they are ill, disabled or in crisis.

A listing in this guide does not imply endorsement of any particular agency or service, nor does omission reflect on the value or quality of a service. Individual providers are not listed in this booklet.

Information in Help at Home is subject to change; for the most current information,

visit www.smchealth.org/helpathome

#### **NETWORK OF CARE**

#### www.sanmateo.networkofcare.org/aging

This comprehensive internet-based resource is for older adults and adults with disabilities, as well as their caregivers, service providers and families.

This website, www.sanmateo.networkofcare.org/aging provides an extensive service directory to put people in touch with the right services at the right time. It also offers vital information about assistive devices, caregiving, diseases, day-to-day challenges and support, as well as daily news concerning aging and disabilities.

The "My Folder" feature allows users to store and organize important medical and healthcare-related information about themselves on a secure, Verisign-encrypted server. Users, if they choose to, can grant access to these files to others, such as a physician, lawyer, family member, trusted caregiver or friend.

Other resources include links to pertinent websites from across the nation; a comprehensive library; prescription assistance; community message boards; and fall prevention information.

### **Acknowledgments**

San Mateo County Board of Supervisors
San Mateo County Commission on Aging
San Mateo County Health System
Aging and Adult Services Division

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Special appreciation to Lindsey Joyner
Aging and Adult Services

Please contact **Lindsey Joyner 650-573-2643** at San Mateo County Aging and Adult Services to report corrections for the next edition or to request printed copies in English, Spanish, or Chinese.

# For PDF versions of the *Help at Home* online: www.smchealth.org/helpathome or www.sanmateo.networkofcare.org/aging

Unless otherwise noted all phone numbers listed in this guide are in the 650 area code.



Area codes 800, 877 and 888 are toll-free.

California Relay Service 711

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Chinese:  Discrete:  Chinese:  Chine
Spanish / Espanol:
Lincoln Community Center
Samaritan House
Tagalog / Sa Tagalog: Lincoln Community Center
Peninsula Family Service, Senior Peer Counseling 403-4300 x4363

# **General Information and Assistance**

Healthy Aging Response Team (HART) 991-5558
www.dcpartnership.org 101 Lake Merced Blvd., Daly City 94015
<b>North County:</b> Daly City, Colma, Pacifica, Brisbane, South San Francisco, and San Bruno
Peninsula Family Service
Fair Oaks Adult Activity Center 780-7542
www.peninsulafamilyservice.org 2600 Middlefield Rd., Redwood City 94063
<b>South County:</b> Belmont, Woodside, Portola Valley, San Carlos, Atherton, Redwood City, Menlo Park, and East Palo Alto
Self-Help for the Elderly
www.selfhelpelderly.org 50 E. 5th Ave., San Mateo 94401
<b>Central County:</b> Millbrae, San Mateo, Burlingame, Foster City, and Hillsborough
Senior Coastsiders
www.seniorcoastsiders.org 925 Main St., Half Moon Bay 94019
Coastside: Montara, Half Moon Bay, Pescadero, Moss Beach, San Gregorio, La Honda, El Granada, Loma Mar, and Princeton-by-the-Sea
<b>TIES 24-hour response</b>
www.smchealth.org/TIES (California Relay Service) 711
TIES serves as the main entry point for Aging and Adult Services, including Adult Protective Services, within the Health System.

# **EMERGENCY / CRISIS SERVICES**

Emergency calls for ambulance, fire, highway patrol or police services
Adult Protective Services 1-800-675-TIES (8437)
www.smchealth.org/elderabuse
Alcohol and Drug Helpline
24-hour information and referral to substance abuse services.
Community Overcoming Relationship Abuse
(CORA)
www.corasupport.org
Crisis Intervention and Suicide Prevention Center
www.star-vista.org 1-800-273-TALK (8255)
24-hour response
San Mateo County
Behavioral Health and Recovery Services
Call Center Access
www.smchealth.org/bhrs Information, assessment, and referral.

# ADULT DAY CARE (SOCIAL)

Adult Day Care Centers offer social and recreational services to individuals in a protective setting who cannot be left alone during the day because of social need, confusion or disability.

Catholic Charities CYO San Carlos Adult Day Services
Community Gatepath
Peninsula Volunteers, Inc. Rosener House Adult Day Services
South San Francisco Adult Day Care Center

# ADULT DAY HEALTH CARE (MEDICAL)

Adult Day Health Care Centers offer social, recreational and health-related services to individuals in a protective setting who cannot be left alone during the day because of health care and social need, confusion or disability.

or disability.
Coastside Adult Day Health Center
Mills-Peninsula Senior Focus
www.mins-permisula.org/semors

www.mills-peninsula.org/seniors 1720 El Camino Real, #10, Burlingame 94010

#### AGING AND ADULT SERVICES

#### A DIVISION OF SAN MATEO COUNTY HEALTH SYSTEM

225 37th Ave., San Mateo 94403

#### www.smchealth.org/aas

**TIES 24-hour response**. . . . . . . . . 1-800-675-TIES (8437)

www.smchealth.org/TIES. . . . . . (California Relay Service) 711

TIES serves as the main entry point for Aging and Adult Services, including Adult Protective Services. Social Workers answer questions about the variety of services available through the County and in the community. TIES also provides phone support and counseling on issues of concern to older and dependent adults with disabilities and their families.

# Call 1-800-675-TIES (8437) to reach, obtain information about, or refer someone to the following programs:

#### **Adult Protective Services**

www.smchealth.org/elderabuse

Staff investigates and develops care plan for older adults (age 65 or over) and dependent adults (between 18 and 64 years of age) who are at risk of neglect, abandonment, isolation, abduction, or physical, mental and/or financial abuse.

#### In-Home Supportive Services (IHSS)

www.smchealth.org/ihss

Provides household and personal care assistance to Medi-Cal eligible elderly, blind and disabled individuals who are unable to remain safely in their homes without this assistance.

#### Linkages

Provides assessment and case management to help older adults and adults with disabilities (age 18 or over), without regard to income, remain independent in the community.

#### Multipurpose Senior Services Program (MSSP)

Offers a comprehensive case management program designed to enable Medi-Cal eligible frail older persons (age 65 or over) to remain in their homes.

#### Public Administrator. . . . . . . . . (Referral Line) 573-3475

www.smchealth.org/publicadministrator

The Public Administrator Program serves the public by investigating and administering the estates of persons who die without a will or an appropriate person willing or able to act as the administrator. The Public Administrator acts under the authority of the Superior Court.

#### Public Guardian / Conservatorship Program

www.smchealth.org/publicguardian

Provides protective case management and financial services to court-appointed conservatees who are unable to manage their own personal needs and/or finances due to physical or mental disabilities and whose families are unable to provide these services.

#### OTHER AGING AND ADULT SERVICES RESOURCES

## 

www.smchealth.org/aaa. . . . . . . . (California Relay Service) 711

The Area Agency on Aging serves as a focal point for planning for older adults and adults with disabilities residing in San Mateo County. In addition to its advocacy role, the agency administers a variety of federal, state, local and private funds that support a coordinated network of community-based services for older adults and adults with disabilities.

## 

www.smchealth.org/coa. . . . . . . . (California Relay Service) 711

A volunteer group appointed by the San Mateo County Board of Supervisors to advise the Board and Aging and Adult Services on matters pertaining to older adults (age 60 or over). The Commission acts as an advocacy body for older adults and provides an opportunity for consumers to participate in the development of public policy.

#### Commission on Disabilities. . . . . . . . . . . . . . . . . 573-3900

www.smchealth.org/smccod. . . . . . (California Relay Service) 711

A volunteer group appointed by the San Mateo County Board of Supervisors to advise the Board and Aging and Adult Services on matters pertaining to people with disabilities. The Commission acts as an advocacy body for people with disabilities of all ages and provides an opportunity for them to participate in the development of public policy.

#### In-Home Supportive Services Advisory Committee

A volunteer group appointed by the San Mateo County Board of Supervisors to advise the Board and the Governing Board of the Public Authority for In-Home Supportive Services (IHSS), Aging and Adult Services, and the Public Authority on the delivery of IHSS services and those aspects of the IHSS program that relate to home care providers. The Advisory Committee provides an opportunity for consumers, providers, advocates and other interested parties to participate in the IHSS program and policy development.

#### 

www.smchealth.org/ihss/publicauthority

Assists In-Home Supportive Services (IHSS) consumers in need of a homecare worker by maintaining a list of qualified individuals who are interested in working as an independent provider. Registry workers who have passed background checks are referred to IHSS consumers based on their needs. A registry specialist is available to provide assistance to consumers who require additional help in hiring a provider or in establishing a positive relationship with their worker. Also provides personnel services for IHSS providers and offers training to providers and consumers. The Public Authority is a separate agency from the County and is governed by the Board of Supervisors with input from an advisory committee.

#### **CARE AT HOME**

Care at Home refers to a wide spectrum of personal and health related services as well as organizations that provide equipment and supplies to patients and clients in their place of residence.

#### **HOME CARE AIDE AGENCIES**

Home Care Aide Agencies offer a wide spectrum of non-medical personal care and domestic support services provided by Certified Home Health Aides, Certified Nurses Aides, Personal Care Aides, Attendants, Homemakers, and Companion/Sitters. Staff are available on a continuous hourly or live-in basis. Many agencies also provide respite care services. All personnel are employees of, and supervised by, the Home Care Aide Agency. The agencies withhold taxes, provide workers' compensation insurance, and typically do criminal background checks and bond and insure their employees. There is no licensure mechanism available in California for these agencies.

AccentCare Home Health
3170 Crow Canyon Pl., #270, San Ramon 94583
<b>Care for Seniors</b>
www.careforseniorsagency.com
<b>Care Resource</b>
www.careresourcehome.com 401 Hillside Blvd., Daly City 94014
ComForcare Senior Services 474-0000
www.comforcare.com 611 Veterans Blvd., Redwood City 94063
<b>Comfort Keepers</b> 1-408-446-1199
www.comfortkeepers.com 10061 Pasadena Ave., #B, Cupertino 95014
<b>Divine Home Care</b>
www.divinehomecareca.com 2555 Flores St., #260, San Mateo 94403
Home Care Assistance 1-866-4-LIVE-IN (454-8346)
www.homecareassistance.com
148 Hawthorne Ave., Palo Alto 94301
102 S. El Camino Real, San Mateo 94401 401-3670
Home Helpers of San Mateo County
www.homecaresanmateoca.com  Home care services-meals, transportation, light housekeeping, laundry, companionship and personal care.
Home Instead Senior Care
www.seniorsbayarea.com 2207 S. El Camino Real, San Mateo 94403

Home Sweet Home Care
Homecare Professionals
<b>Huddleston Care, LLC</b>
Institute on Aging:
In Home Assistance and Older Adults
<b>Care Management</b> 1-866-926-6226
www.ioaging.org 291 Lambert Ave., Palo Alto 94306
Interim Personal Care and Support
Kaiser Permanente Medical Center
Home Health Agency
<b>Kindred at Home</b>
LWF Home Care Specialists 1-800-631-6550
www.lwfhomecare.com
Matched CareGivers

Medical Care Professionals	8	
www.medicalcareprofessionals.com 363 El Camino Real, #215, South San Francisco 94080		
<b>Pathways Private Duty</b> 1-888-600-227	3	
www.pathwayshealth.org	0	
Reliable Caregivers, Inc	0	
www.reliablecaregivers.com 1700 California St., #400, San Francisco 94109		
<b>Right at Home</b>	5	
www.rah-sfpeninsula.com 483 Seaport Ct., #104, Redwood City 94063		
Senior Assist of the Peninsula, LLC343-583	33	
www.seniorassistpeninsula.com 1720 Marco Polo Way, #E, Burlingame 94010		
<b>Senior Helpers</b> 343-677	0'	
www.seniorhelpers.com 2121 S. El Camino, #450, San Mateo 94403		
Seniors·At·Home		
Jewish Family and Children's Services		
www.seniorsathome.org	30	
Supple Senior Care	36	
www.suppleseniorcare.com 1 Appian Way, #714-11, South San Francisco 94080		
Synergy Home Care of San Mateo 703-6087		
www.synergyhomecare.com/sanmateo 1710 S. Amphlett Blvd., #128, San Mateo 94402		

#### **HOME HEALTH CARE AGENCIES**

Home Health Care Agencies are licensed by the State of California to provide skilled nursing (RN and/or LVN) and are required to offer at least one of the following services: Occupational, Physicial or Speech Therapy; Medical Social Services; and/or Certified Home Health Aides. These services require a physican's order and the need for skilled care. Ask the agency if it accepts Medicare, Medi-Cal or private insurance. Hospice Services provides physical and emotional care for terminally ill patients and their families. Agencies marked with this symbol (\*) are Hospice Certified agencies.

Alegre Home Care
Amedisys Home Health Services 1-800-380-3886 www.amedisys.com 1710 Gilbreth Rd., #301, Burlingame 94010
Hospice by the Bay
Kaiser Permanente Medical Center
Hospice Department
Kindred at Home
Maxim Healthcare Services
Mission Hospice and Home Care
Nursing and Rehab at Home

*	Pathways Private Duty.       .1-888-755-7855         www.pathwayshealth.org.       .1-408-730-5100         585 N. Mary Ave., Sunnyvale 94085
	Professional Home Care Associates1-800-919-8090 www.prohomecare.com
*	Silverado Bay Area Hospice
	Staffing Home Care
*	Sutter Care at Home
	Therapy in your Home
*	Veterans Affair Health Care System Hospice Care Program
*	VITAS Innovative Hospice Care
	IN-HOME SUPPORTIVE SERVICES (IHSS)573-3900 www.smchealth.org/ihss Provides household and personal care assistance to Medi-Cal eligible aged, blind and disabled individuals who are unable to remain safely in their own home without this assistance.

#### **REFERRAL AGENCIES**

These agencies recruit, screen and refer caregivers. They place caregivers with clients and generally collect a placement fee. Some referral agencies charge an hourly rate which includes both the agency fee and the caregiver's wage. The referral agency typically does not pay employer/employee payroll taxes or workers' compensation insurance. There is no licensure mechanism available in California for these agencies.

<b>1Plus1 Senior Care</b>
<b>A1 Care</b>
From the Heart Senior Services
Nurse Registry
DEMENTIA CARE
These agencies provide information, support and services to clients with Alzheimer's disease or related dementia and to their caregivers and families.
<b>Alzheimer's Association</b>
Catholic Charities CYO San Carlos Adult Day Services
Family Caregiver Alliance
Mills-Peninsula Senior Focus Alzheimer's Day Care Resource Center 696-3660 www.mills-peninsula.org/seniors 1720 El Camino Real, #10, Burlingame 94010
Peninsula Volunteers, Inc. Rosener House Adult Day Services

#### **EMPLOYMENT AND TRAINING**

Peninsula Family Service Second Career Employment Program
FAMILY CAREGIVER SUPPORT SERVICES
Alzheimer's Association
Coastside Adult Day Health Center
Edgewood Center for Children and Families www.edgewood.org832-6910
Family Caregiver Alliance         .1-800-445-8106           www.caregiver.org         .1-415-434-3388
Kimochi, Inc
Legal Aid Society of San Mateo County 1-800-381-8898 www.legalaidsmc.org
Mills-Peninsula Health Services Senior Focus
Neurological Support Network

Caregiver Support Groups dealing with Alzheimer's Disease, Parkinson's Disease, Lewy Body Dementia, Progressive Supranuclear Palsy, Multiple System Atrophy, Frontotemporal Dementia and any other neurodegenerative disease.

# FINANCIAL ASSISTANCE, GOVERNMENT PROGRAMS, INSURANCE

Health Plan of San Mateo (HPSM)	.1-800-750-4776
www.hpsm.org	616-0050
(TTY	
A managed care health plan that provides health San Mateo County residents who are enrolled in Medi-Cal, HealthWorx and Care Advantage.	care benefits to
Care Advantage	.1-866-880-0606
HPSM's Medicare Advantage/Prescription Drug F eligibility who have both Medicare and Medi-Cal.	Plan for dual
<b>Health Insurance Counseling Advocacy</b>	Program
(HICAP).  www.hicapsanmateocounty.org.  Free Medicare counseling and advocacy including supplemental insurance plans, prescription drug of term care insurance policies. Services are provide at your local senior center and other locations through the country of	627-9350 g information about coverage and longed by appointment
<b>Medi-Cal</b>	
East Palo Alto, Menlo Park	363-4175
Atherton, Portola Valley, Redwood City, Woodsid	le599-3811
Belmont, Burlingame, Foster City, Hillsborough, N San Carlos, San Mateo	802-5018
Moss Beach, Pescadero, Princeton-by-the-Sea,	ai, Montara,
San Gregorio	573-3949
Brisbane, Colma, Daly City, Pacifica	
San Bruno, South San Francisco	877-5663
For inpatients / outpatients at San Mateo Medical	
	573-2349

<b>Medicare</b>
Peninsula Family Service Second Career Employment Program 403-4300 www.peninsulafamilyservice.org 24 Second Ave., San Mateo 94401 Provides training and job placement to eligible people age 60 or over.
Social Security / Medicare Eligibility / SSI www.ssa.gov
TIES 24-hour response
Veterans Services
Assists veterans, survivors, and dependents of veterans in gaining access to benefits based on military service. Advocates on their behalf.
UTILITIES SERVICES
<b>AT&amp;T (telephone)</b>
Information on special services for elderly and disabled.
PG&E

numerous programs and community outreach projects.

#### FOOD AND NUTRITION SERVICES

www.rotr.com
Serves the bay area but not the Coastside.
(Half Moon Bay or Pacifica)

#### GROCERY SHOPPING AND FOOD SERVICES

#### Second Harvest Food Bank

Call Food Connection (1-800-984-3663) to find out about food, hot meals and pantries in your community:

**Brown Bag Program** - groceries for adults 60 or over & disabled adults 55 or over

CalFresh (Food Stamps) - money for groceries

Family Harvest - groceries for families with minor children

Produce Mobile - fruit/vegetables

#### **Shopping Assistance for Seniors (SASH)**

San Bruno	
San Mateo	

Matches seniors with volunteers who will grocery shop for them. Volunteers will initially pay for the groceries and are reimbursed by the senior when delivery is made. Ask for the SASH coordinator.

#### **HOME DELIVERED MEALS OF SAN MATEO COUNTY**

Applicants must be unable to shop and / or safely prepare meals on their own and do not have adequate assistance.

The program is donation based and financial contributions are welcome. For information about the program, call:

Belmont to East Palo Alto	.323-2022
Montara to Half Moon Bay	726-9056
Pacifica	.738-7350
San Mateo to Daly City 1-800-675-TI	ES (8437)
Self-Help for the Elderly	342-0822

#### **SENIOR NUTRITION SITES**

Some sites have a suggested donation; others have a set fee. Days of service vary. Call for more information.

City of San Mateo Senior Center	522-7490
www.cityofsanmateo.org 2645 Alameda de las Pulgas, San Mateo 94403	
Doelger Senior Center	.991-8012
101 Lake Merced Blvd., Daly City 94015	
East Palo Alto Senior Center	329-5900
560 Bell St., East Palo Alto 94303	

Lincoln Community Center
Magnolia Senior Center
Martin Luther King Jr. Community Center 522-7498 www.cityofsanmateo.org 725 Monte Diablo, San Mateo 94401
Menlo Park Senior Center
Pacifica Senior Services
Peninsula Family Service Fair Oaks Adult Activity Center
Peninsula Volunteers, Inc. Little House
Redwood City Veterans Memorial Senior Center www.redwoodcity.org/parks/cc/
San Bruno Senior Center
San Carlos Adult Community Center
Self-Help for the Elderly

Senior Coastsiders	726-9056
www.seniorcoastsiders.org	
925 Main St., Half Moon Bay 94019	
Twin Pines Senior Center	. 595-7444

#### **HOME SAFETY AND MEDICAL EQUIPMENT**

#### **DURABLE MEDICAL EQUIPMENT**

Ask each medical supplier if their services are covered by Medicare, Medi-Cal or private insurance.

www.admiralmedical.com 357 El Camino Real, Millbrae 94030

#### **Apria Healthcare**

www.apria.com	
480 Carlton Ct	07
South San Francisco 94080	44
3905 Bohannon Dr., Suites C-G 1-800-801-90	01
Menlo Park 94025	20
(Serves residents in zip codes 94403 - Mountain View)	
Bay City Medical Supplies	06
Lincare	81

Also call your local pharmacy for information about small equipment and supplies.

#### **DURABLE MEDICAL EQUIPMENT - LOANED**

Also call your senior center for information about small equipment and supplies.

## HOME MODIFICATION AND ADAPTIVE EQUIPMENT

California Telephone Access Program
(CTAP)1-800-806-1191
www.californiaphones.org (TTY) 1-800-806-4474
Distributes free, specialized telecommunications equipment and services for individuals who have difficulty using a standard telephone for a variety of different medical reasons.
Center for Independence of Individuals with Disabilities
www.cidsanmateo.org (TTY) 522-9313
1590 El Camino Real, #C, San Bruno 94066
2001 Winward Way, #103, San Mateo 94404 645-1780
Assistive technology; housing modification; advocacy and personal assistance programs; independent living skills; financial counseling; peer counseling and support groups; information and referral.
Habitat for Humanity 1-800-HABITAT (422-4828)
www.habitatgsf.org
Home Safety Services, Inc 1-888-388-3811
www.homesafety.net
1169 Chess Dr., #D, Foster City 94404 Installs grab bars, stair railings, wheelchair ramps and other safety / accessibility devices.

Rebuilding Together Peninsula
Provides free repairs for low income homeowners throughout San Mateo County and Northern Santa Clara County.
Vista Center
3200 Hillview Ave., #120, Palo Alto 94304 For the blind and visually impaired: social services, training in activities of daily living, orientation and mobility; support groups and counseling; Braille and computer classes; a low vision clinic and a store.
HOME SAFETY
Fall Prevention Task Force of San Mateo County
( <b>FPTF</b> )1-844-NO-FALLS (663-2557)
www.smcfallprevention.org  Provides resources and referrals for older adults, caregivers and
service providers.
<del>-</del>
service providers.
service providers.  PG&E
PG&E
PG&E
PG&E
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# **MedicAlert Foundation International** www.medicalert.org. . . . . . . . . . . . . . . . 1-800-432-5378

A 24-hour emergency service for members who wear a necklace or bracelet with medical condition and MedicalAlert emblems.

#### **HOSPITALS AND MEDICAL CENTERS**

Kaiser Permanente Medical Center (For Kaiser members only) www.kp.org 1150 Veterans Blvd., Redwood City 94063 299-2000
1200 El Camino Real, South San Francisco 94080742-2000
Mills-Peninsula Health Services
San Mateo Medical Center
Sequoia Hospital
Seton Medical Center
Seton Medical Center Coastside
Stanford Hospital and Clinics

## **HOUSING OPTIONS AND REFERRALS**

www.seniorseasons.com Personalized, no-cost referral service to assisted living, independent, retirement and residential care homes.	California Advocates for Nursing Home Reform	
Human Investment Project  (HIP Housing)	www.canhr.org	
(HIP Housing)		
www.hiphousing.org Offers a Home Sharing Program matching persons with housing to share with those needing a place to live. Rent and service exchanges available. Also owns and manages over 200 units of subsidized and low-income housing.  Ombudsman Services of San Mateo County, Inc.  www.ossmc.org	Human Investment Project	
Offers a Home Sharing Program matching persons with housing to share with those needing a place to live. Rent and service exchanges available. Also owns and manages over 200 units of subsidized and low-income housing.  Ombudsman Services of San Mateo County, Inc.  www.ossmc.org	(HIP Housing)	
www.ossmc.org	Offers a Home Sharing Program matching persons with housing to share with those needing a place to live. Rent and service exchanges available. Also owns and manages over 200 units of	
After 4:00 p.m. and on weekends 1-800-675-TIES (8437) Monitors nursing homes and residential care homes for care and complaints.  Project Sentinel	Ombudsman Services of San Mateo County, Inc.	
Monitors nursing homes and residential care homes for care and complaints.  Project Sentinel	www.ossmc.org	
Project Sentinel		
www.housing.org Fair housing enforcement, first-time buyer education, rental dispute mediation and foreclosure prevention counseling.  Senior Seasons, Inc		
Fair housing enforcement, first-time buyer education, rental dispute mediation and foreclosure prevention counseling.  Senior Seasons, Inc	<b>Project Sentinel</b>	
dispute mediation and foreclosure prevention counseling.  Senior Seasons, Inc		
Senior Seasons, Inc	· · · · · · · · · · · · · · · · · · ·	
www.seniorseasons.com Personalized, no-cost referral service to assisted living, independent, retirement and residential care homes.  Stegner Registry of San Mateo County 365-1884 www.stegnerregistry.com	dispute mediation and foreglosure prevention counseling.	
Personalized, no-cost referral service to assisted living, independent, retirement and residential care homes.  Stegner Registry of San Mateo County 365-1884 www.stegnerregistry.com	<b>Senior Seasons, Inc.</b>	
independent, retirement and residential care homes.  Stegner Registry of San Mateo County 365-1884 www.stegnerregistry.com		
Stegner Registry of San Mateo County 365-1884 www.stegnerregistry.com	•	
www.stegnerregistry.com		
	<b>Stegner Registry of San Mateo County</b> 365-1884	
Gives information about and makes referrals to assisted care		
communities for the elderly, including permanent and respite		
placement. No fee charged to client.		

# INFORMATION AND REFERRAL, ASSISTANCE, ADVOCACY

<b>211</b> 1-800-273-6222 www.211bayarea.org
Information and referral to health and human service programs. 211 is free, confidential and available 24-hour a day in more than 150 languages.
<b>TIES 24-hour response</b>
www.smchealth.org/TIES (California Relay Service) 711
TIES serves as the main entry point for Aging and Adult Services, including Adult Protective Services, within the Health System. Social workers answer questions about the wide variety of services available through the county and in the community. TIES also provides phone support and counseling on issues of concern to older and dependent adults, adults with disabilities and their families.
Alcohol and Drug Helpline
Alzheimer's Association 1-800-272-3900 www.alz.org/norcal
2290 N. First St., #101, San Jose 95131
Area Agency on Aging 573-3900
www.smchealth.org/aaa (California Relay Service) 711
The Area Agency on Aging serves as a focal point for planning for older adults and adults with disabilities residing in San Mateo County. In addition to its advocacy role, the agency administers a variety of federal, state, local and private funds that support a coordinated network of community-based services for older adults and adults with disabilities.
California Advocates for Nursing Home Reform
www.canhr.org
Medi-Cal eligibility and recovery, pre-placement counseling, a lawyer referral service and advocacy for long term care issues.

Center for Independence of Individuals with Disabilities www.cidsanmateo.org
Commission on Aging
Commission on Disabilities
Fall Prevention Task Force of San Mateo County (FPTF)
Health Insurance Counseling Advocacy Program  (HICAP)
Home Care Association of America (HCAOA)  www.hcaoa.org 1-800-22-HCAOA (224-2262)  Provides leadership, representation and education for the advancement of non-medical private duty home care. Provides a strong, unitied voice to speak on behalf of home care industry.

Lawyer Referral Service	9
<b>Legal Aid Society Senior Advocates</b> 1-800-381-8898 www.legalaidsmc.org Provides free legal counsel and assistance to adults 60 or over.	3
Mills-Peninsula Senior Focus	)
National Hospice and Palliative Care Organization	,
www.nhpco.org	)
Network of Care	
www.sanmateo.networkofcare.org/aging	
Ombudsman Services of San Mateo County, Inc.  www.ossmc.org	7
Pacific Stroke Association	5
Peninsula Conflict Resolution Center (PCRC)  www.pcrcweb.org	
Peninsula Family Service Fair Oaks Adult Activity Center	5

Peninsula Library System
www.plsinfo.org All city and county libraries offer services via phone, mail or Internet (books on tape or CD, large print books, videos, DVDs and other materials).
San Mateo County Dental Society
San Mateo County Medical Association 312-1663
www.smcma.org Provides the public with referrals to physicians based on geographic area preference, specialty, hospital affiliation and language needs.
Second Harvest Food Bank 1-800-984-FOOD (3663) www.shfb.org
LEGAL ASSISTANCE
California Advocates for Nursing Home Reform www.canhr.org
Community Overcoming Relationship Abuse
(CORA)
Family Caregiver Alliance 1-800-445-8106
www.caregiver.org
Lawyer Referral Service
www.smcba.org Makes referrals to local attorneys for a nomical fee.
Legal Aid Society Senior Advocates 1-800-381-8898 www.legalaidsmc.org
Provides free legal counsel and assistance to adults age 60 or over.
Peninsula Conflict Resolution Center (PCRC)  www.pcrcweb.org

#### Public Guardian / Conservatorship Program

www.smchealth.org/publicgaurdian. . .1-800-675-TIES (8437) Provides protective case management and financial services to court appointed conservatees who are unable to manage their own personal needs and/or finances due to physical or mental disabilities and whose families are unable to provide these services.

# LESBIAN, GAY, BISEXUAL AND TRANSGENDER COMMUNITY SERVICES

Congregational Church of San Mateo	
www.ccsm-ucc.org	
225 Tilton Ave San Mateo 94401	

#### **Institute on Aging**

Friendship Line	1-800-971-0016
www.ioaging.org/lgbt	

Openhouse	1-415-296-8995
www.openhouse-sf.org	

1800 Market St., San Francisco 94102

#### Peninsula Family Services

**L.G.B.T. Senior Peer Counseling**. . . . .403-4300 x4322 www.peninsulafamilyservice.org

## Peninsula Metropolitan Community Church. . . 515-0900

www.peninsulamcc.org

1150 W. Hillsdale Blvd., San Mateo 94403

#### **MENTAL HEALTH SERVICES**

#### **Catholic Charities CYO**

www.catholiccharitiessf.org

36-37th Ave., San Mateo 94403

Offers counseling to couples, individuals and families.

Spanish speaking counseling available.

Mills-Peninsula Health Services  Behavioral Health
National Alliance on Mental Illness 638-0800 www.namisanmateo.org Offers family support, group education and advocacy.
Older Adult System of Integrated Services (OASIS) www.smchealth.org
Peninsula Family Service
San Mateo County
Behavioral Health and Recovery Services Call Center Access
Senior Coastsiders
OTHER MEDICAL / DENTAL SERVICES
(FPTF)

are available for older adults, family members, caregivers, and healthcare providers. Speakers can be arranged for local community and organizational events and forums, upon request.

Health Plan of San Mateo (HPSM)
Hearing and Speech Center
Medi-Cal1-800-223-8383East Palo Alto, Menlo Park.363-4175Atherton, Portola Valley, Redwood City, Woodside.599-3811Belmont, Burlingame, Foster City, Hillsborough, Millbrae, San Carlos, San Mateo.802-6470El Granada, Half Moon Bay, La Honda, Loma Mar, Montara, Moss Beach, Pescadero, Princeton-by-the-Sea, San Gregorio.573-3949Brisbane, Colma, Daly City, Pacifica.301-8720San Bruno, South San Francisco.877-5663For patients at San Mateo Medical Center.573-2222
MedicAlert Foundation International1-800-432-5378 www.medicalert.org 24-hour emergency service for members who wear a necklace or bracelet with medical condition and MedicAlert emblems.
Mills-Peninsula Health Services  www.mills-peninsula.org/seniors 1720 El Camino Real, #10, Burlingame 94010  Senior Focus

ot House Calls
<b>Parkinson's Institute</b>
www.thepi.org
675 Almanor Ave., Sunnyvale 94085 Treatment, research, speech and physical therapy.
Ravenswood Family Health Center
www.ravenswoodfhc.org
Bell Haven Medical Clinic 100 Terminal Ave., Menlo Park 94025
Ravenswood
1798 A Bay Rd., East Palo Alto 94303
Ron Robinson Senior Care Center
A primary care clinic and geriatric assessment unit where seniors of all income levels and all levels of independence and health care receive one-stop medical care tailored exclusively to meet their needs.
San Bruno VA Outpatient Clinic
www.sanfrancisco.va.gov 1001 Sneath Ln., #300, San Bruno 94066
San Mateo County Dental Society
ר וטיועכט וכוכוזמוט וטו עכוזנמו נמוב.

# **San Mateo County Health Clinics**

www.sanmateomedicalcenter.org

39th Avenue Health Clinic	.573-3702
Coastside County Clinic	. 573-3941
Daly City Clinic	. 301-8600
Fair Oaks Adult Clinic (Redwood City)	. 364-6010
South San Francisco Health Clinic	877-7070
Willow Clinic (Menlo Park)	.599-3890

# San Mateo County Medical Association. . . . . 312-1663

www.smcma.org

Provides the public with referrals to physicians based on geographic area preference, specialty, hospital affiliation and languages needs.

### Sequoia Hospital

www.sequoiahospital.org

Community health resource center, support groups, health screenings, fall prevention classes, blood pressure screenings at senior centers, flu vaccine site and diabetes classes.

#### 

www.vistacenter.org

2470 El Camino, #107, Palo Alto 94306

For the blind and visually impaired: social services; training in activities of daily living, orientation and mobility; support groups and counseling; Braille and computer classes; a low vision clinic and a store.

#### **SENIOR CENTERS**

Senior Centers are the entry point for many senior services, leisure activities and dining. These programs may offer information about, and referral to, services and agencies which may assist the seniors to remain at home.

# Senior Center Without Walls. . . . . . . . 1-877-797-7299

www.seniorcenterwithoutwalls.org. . . . . . . . 1-510-444-5974

Offers free activities, conversation, classes and support groups throughout the Bay Area to seniors. Participation is through free telephone conference calls.

<u>Belmont</u>
Twin Pines Senior Center
www.belmont.gov 20 Twin Pines Ln., Belmont 94002
20 TWITT Mes Lit., Delitiont 94002
Daly City
Doelger Senior Center
101 Lake Merced Blvd., Daly City 94015
Lincoln Community Center
901 Brunswick St., Daly City 94014
East Palo Alto
East Palo Alto Senior Center
560 Bell St., East Palo Alto 94303
Foster City
Foster City Parks and Recreation Department
Senior Wing
www.fostercity.org
650 Shell Blvd., Foster City 94404
Half Moon Bay
Senior Coastsiders
www.seniorcoastsiders.org
925 Main St., Half Moon Bay 94019
Menlo Park
Menlo Park Senior Center330-2280
www.menlopark.org
110 Terminal Ave., Menlo Park 94025
Peninsula Volunteers, Inc.
Little House
www.penvol.org/littlehouse
800 Middle Ave., Menlo Park 94025
Millbrae
Millbrae Senior Center
www.ci.millbrae.ca.us
477 Lincoln Cir., Millbrae 94030

<u>Pacifica</u>
Pacifica Senior Services
www.cityofpacifica.org
540 Crespi Dr., Pacifica 94044
Redwood City
Peninsula Family Service
Fair Oaks Adult Activity Center 780-7525
www.peninsulafamilyservice.org
2600 Middlefield Rd., Redwood City 94063
Redwood City Veterans Memorial Senior Center
www.redwoodcity.org/parks/cc/
1455 Madison Ave., Redwood City 94061
San Bruno
San Bruno Senior Center 616-7150
www.sanbruno.ca.gov
1555 Crystal Springs Rd., San Bruno 94066
San Carlos San Carlos Adult Community Center 802-4384 www.cityofsancarlos.org 601 Chestnut St., San Carlos 94070
San Mateo
City of San Mateo Senior Center
www.cityofsanmateo.org
2645 Alameda de las Pulgas, San Mateo 94403
Self-Help for the Elderly
www.selfelderly.org
50 E. 5th Ave., San Mateo 94401
South San Francisco
Magnolia Senior Center
www.ssf.net

## ADDITIONAL RESOURCES FOR INFORMATION

# **SUPPORT GROUPS**

Regular scheduled groups are available in the community to provide information, exchange ideas and offer mutual encouragement. Most of these organizations offer information and referral. Phone your local hospital, senior center or religious organization for additional support group information.

<b>211</b>
Al-Anon
Alcohol and Drug Helpline
Alcoholics Anonymous
ALS Association Golden West Chapter www.alsagoldenwest.org 1-415-904-2572
<b>Alzheimer's Association</b>
American Cancer Society24-hours: 1-800-227-2345 www.cancer.org
American Diabetes Association 1-408-241-1922 www.diabetes.org
American Heart Association and American Stroke Association 1-510-903-4050 www.heart.org
Arthritis Foundation
<b>Breathe California</b> 1-877-3 (BREATHE) 994-5868 www.ggbreathe.org
Catholic Charities CYO Counseling Services

Center for Independence of Individuals with Disabilities
www.cidsanmateo.org (TTY) 522-9313 1590 El Camino Real, #C, San Bruno 94066 589-8994
2001 Winward Way, #103, San Mateo 94404645-1780 Information and referral; peer counseling and support groups; assistive technology; financial counseling; housing modification; independent living skills; advocacy and personal assistance programs.
Cocaine Anonymous
Community Gatepath
Community Overcoming Relationship Abuse
(CORA)
<b>Epilepsy Foundation</b>
Family Caregiver Alliance
Gamblers Anonymous
Hearing Loss Association
Kara321-5272
www.kara-grief.org Grief Counseling

Lupus Foundation of Northern California www.lfnc.org
Mills-Peninsula Senior Focus
Muscular Dystrophy Association 1-415-673-7500 www.mdausa.org
National Alliance on Mental Illness 638-0800 www.namisanmateo.org
National Kidney Foundation
National Multiple Sclerosis Society1-800-344-4867 www.nationalmssociety.org
Neurological Support Network
Nicotine Anonymous
Pacific Stroke Association
Parkinson's Institute.         1-800-655-2273           www.thepi.org.         1-408-734-2800

Senior Peer Counseling
www.peninsulafamilyservice.org
Cantonese and Mandarin
English
Filipino
L.G.B.T. Community
Spanish/La Esperanza Vive
Sequoia Hospital
Health and Wellness Center
Vista Center
3200 Hillview Ave., #120, Palo Alto 94304 For the blind and visually impaired: social services; training in activities of daily living, orientation and mobility; support groups and counseling; Braille and computer classes; a low vision clinic

and a store.

## **TRANSPORTATION**

Transportation services respond to the needs of mobility impaired persons and other disabled persons unable to use public transportation. Some agencies provide transportation services related only to their programs. Call each service for eligibility, fee, route and schedule details.

American Cancer Society24-hours: 1-800-227-2345 www.cancer.org
Transportation to and from treatment centers for ambulatory cancer patients only.
Catholic Charities CYO San Carlos Adult Day Services
Coastside Adult Day Health Center
<b>East Palo Alto Senior Center</b>
Friends in Service to Humanity (FISH)  Belmont, Redwood City, San Carlos (Answering Service) 593-1288  All volunetter transportation assistance for medical appointments for seniors. Monday-Thursday 9am-5pm. Requires 2 full business days notice in advance (not including Fridays).
Get Up and Go
Peninsula Jewish Community Center (PJCC)
Magnolia Senior Center

601 Grand Ave., South San Francisco 94080

Menlo Park Senior Center
Mills-Peninsula Senior Focus
Need-A-Ride
Pacifica Senior Services
Peninsula Volunteers, Inc. Rosener House Adult Day Services
San Bruno Senior Center
San Mateo County Transit District (SamTrans)  Redi-Wheels and RediCoast
Senior Coastsiders
SilverRide

#### OTHER TRANSPORTATION RESOURCES

Driver Safety Classes
Identification Placard for the Disabled (DMV)1-800-777-0133
www.dmv.ca.gov People who are mobility impaired may apply for a placard to hang from the rear view mirror of the car in which they are riding. They will allow parking in specially designated parking spaces. Call Department of Motor Vehicles for application and physician's certification.
Mobility Ambassadors
Senior Mobility Guide

### Senior Mobility Guide

www.peninsularides.org

A comprehensive booklet and website providing information about a wide range of transportation programs and services to help seniors stay mobile, active and connected to the community. The booklet is available at senior center and libraries.

# **VOLUNTEER SERVICES**

Hands On Bay Area
Mills-Peninsula Senior Focus
Senior Companion Programs
(RSVP)
Volunteer Match

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