

WISE & Healthy Aging

Westside Guide for the 50+

2020 -
2021

Your FREE Neighborhood Resource for Living Well

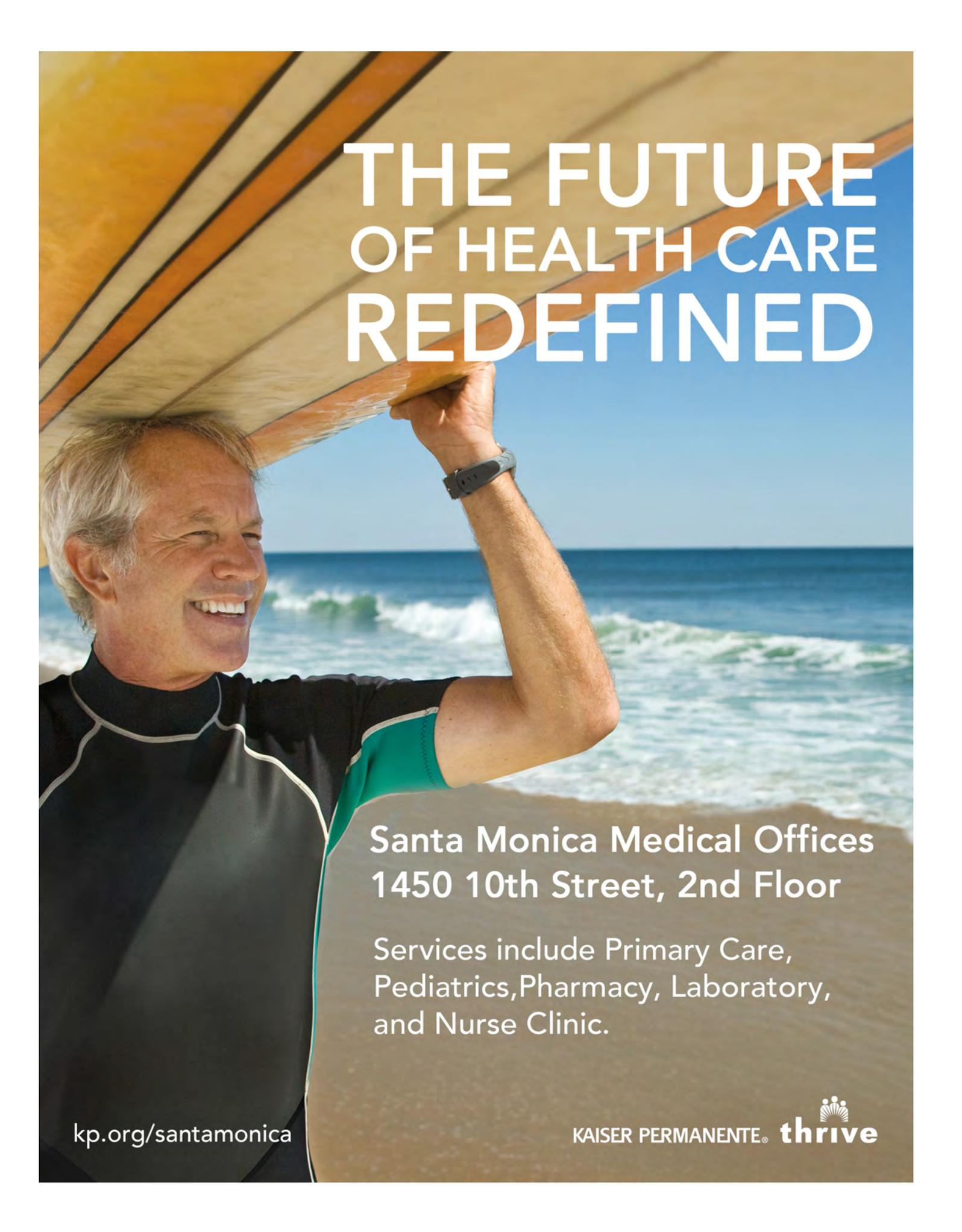


INSIDE: RESOURCES FOR
Healthcare | Care Services
Housing Related | Financial & Legal
Insurance | Community Resources

Elder Justice Resource Guide PAGE 32

WISE
& *Healthy Aging*



A photograph of a middle-aged man with grey hair, smiling broadly. He is wearing a black wetsuit with a teal stripe on the sleeve and is holding a surfboard under his arm. The background shows a beach with waves and a clear blue sky.

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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
- 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, Torrance, and Long Beach)
- Elder Abuse Prevention Services
- Los Angeles Oasis
- Peer Counseling Program
- Adult Day Service Center (Santa Monica and Woodland Hills)
- 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+

Layout & Design:
Danielle Brinney

About the Guide

The 2020-21 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 22-23

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

Tax Assistance



Medicare Counseling



Financial Counseling



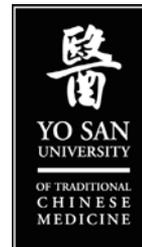
Disability Community Resource Center



Legal Clinics



Community Acupuncture Clinic for Seniors 60 & Older



Call for information and
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)

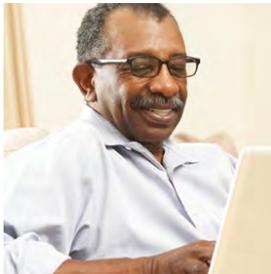
is part of the Lifelong Learning Community Project and is a network of organizations committed to enhancing the quality of services to older adults and caregivers in the Westside.

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

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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

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 Health

1250 16th Street
Santa Monica, CA 90404
(310) 319-4560
uclahealth.org

OATF

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 –

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 –

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

Men's Support Groups –

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

Stress Management Group –

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

Transitions: A Group for People 50 to 65 –

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 –

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

**MENTAL HEALTH SERVICES
(continued)****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](http://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/
peer-counseling](http://www.wiseandhealthyaging.org/peer-counseling)

- 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

NUTRITION**Department of Public Social Services-
Health & Nutrition Hotline**

(877) 597-4777

OTHER**Grassp Health**

2425 Olympic Blvd.
Santa Monica, CA 90401
(877) 400-6688
Grassphealth.com

OATF**PHYSICAL THERAPY****Carol Hahn - Wellness and Fitness Nurse**

(310) 612-9064
www.CarolHahnRN.com

OATF**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](http://www.endocrinology.med.ucla.edu/gonda.htm)

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

710 Westwood Plaza, C-224
Los Angeles, CA 90095-1769
(310) 794-3665
www.eastonad.ucla.edu

OATF

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

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 for Aging Healthy & Well

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www.yosan.edu/clinic

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- Motor Vehicle Report (DMV Check)
- Professional Reference Checks
- Caregiver Competency Screening Exams
- Physical Examination and TB Testing
- Multiple Interviews
- CPR Certification
- Personality Exam

WISE
Healthy Aging

www.wisecare.org

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The Right Choice for Your Loved One...

- Daily socializing with peers
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- Trained and caring staff
- Tailored activities for each participant
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- The break/respice you need
- Support group meetings

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CARE SERVICES

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

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

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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

Support services for disabled adults and seniors

OATF

CJ & Associates Care Consulting

1-(877) 877-8771
catherine@cjcareconsulting.com
www.cjcareconsulting.com

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

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Alzheimer's Los Angeles

4221 Wilshire Blvd., Suite 400
Los Angeles, CA 90010
(323) 938-3379
www.alzheimersla.org

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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

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USC Family Caregiver Support Center

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

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CARE SERVICES

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/
peer-counseling
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/
peer-counseling

CEMETARY & FUNERAL SERVICES

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

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

Hillside Memorial Park
6001 W. Centinela Avenue
Los Angeles, CA 90045
(310) 641-0707
www.hillside Memorial.org

OATF

HOSPICE

Optimal Hospice
5000 E. Spring Street #525
Long Beach, CA 90815
(562) 494-7687
www.bristolhospice.com

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IN-HOME CARE

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

CARE SERVICES

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Cemetery
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FD #2101

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

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AVAILABLE NOW at WOODLAWN CEMETERY, MAUSOLEUM & MORTUARY

GREEN/NATURAL BURIAL

THE ECO-FRIENDLY ALTERNATIVE TO TRADITIONAL BURIAL

With traditional burial, there are

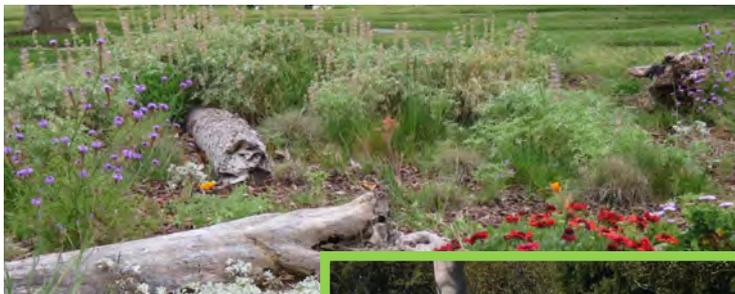
- millions of pounds of metal from caskets
- millions of pounds of concrete from burial vaults
- hundreds of thousands of gallons of embalming fluid which contains a mixture of formaldehyde, glutaraldehyde, methanol, humectants and other toxic substances

placed in the ground and are either hazardous or imperishable.

With green/natural 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.



In Eternal Meadow, Woodlawn's new green/natural burial section, eco-conscious concepts are also at work above ground. Eternal Meadow is a naturalistic wildflower meadow garden of native southern California plants that provides habitat for the region's native birds and pollinator insects like the endangered Monarch butterfly. Green/natural burial nurtures the growth cycles of the 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@smgov.net | FD #2101

CARE SERVICES

**IN-HOME CARE
(continued)**

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
(323) 746-4950
pmurphy@homecareassistance.com

OATF

**Homewatch Caregivers of West LA
and South Bay**

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

OATF



**WISE & Healthy Aging -
WISE HomeCare**

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

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.211la.org

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

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

PERSONAL CHEF SERVICES

Chefs For Seniors, Inc.

West Los Angeles Area
(310) 266-1535
sonia.lesko@chefsforseiors.com

OATF

SOCIALIZATION PROGRAMS

Friendly Phone Call Program

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



**Los Angeles Oasis -
WISE & Healthy Aging**

1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 857-1527 or (323) 291-3414
https://los-angeles.oasisnet.org



Oasis provides lifelong learners age 50+ with opportunities to meet others who share their interests. The goal is to help our members live a vibrant, healthy and productive life. Oasis offers a wide variety of courses and programs including fitness, health and wellness, current affairs and more. We also have a distinguished speaker series and have presentations from health professionals. For those who would like to give back to their community, we have volunteer opportunities including our Intergenerational Tutoring Program. We have two locations, one in Santa Monica and the other inside Macy's (3rd floor) in the Baldwin Hills Crenshaw Plaza (4005 Crenshaw Blvd., Los Angeles, 90008). For information regarding membership, please give us a call or visit our website.

TECHNOLOGY ASSISTANCE

Magnus Care

11300 Exposition Blvd. Suite 203
Los Angeles, CA 90064
(424) 226-8318
www.magnuscare.co

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.

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*



HOUSING RELATED

EMERGENCY HOUSING

Culver City Homeless Info Line
(310) 253-6767



Los Angeles County Information Services
211
www.211la.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.

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

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 RELATED

**HOUSING AUTHORITIES
(continued)**

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
www.lahsa.org

REALTOR

LA Estate Solutions – David Bruce

(424) 229-1626
info@laestatesolutions.com

Helping Older Adults with property sales as a Certified Seniors Real Estate Specialist®. Call for a pre-recorded message about our Guaranteed Sale program. DRE#01839192

**Michelle Menna, SRES®
Seniors Real Estate Specialist**

Keller Williams Larchmont
Los Angeles, CA 90004
(323) 559-4422
michelle@michellemenna.com

Nationally certified to guide homebuyers and sellers ages 50+ through major life-style transitions, e.g., selling a long-held family home, downsizing, joining an adult community.

OATF

REFERRAL SERVICES

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

A Home That Cares

9854 National Blvd. #465
Los Angeles, CA 90034
(310) 592-2381
www.ahomethatcares.com

OATF

California Registry

(800) 777-7575
www.calregistry.com

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
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



Community Corp.
of SANTA MONICA

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 22-23**

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.

HOUSING RELATED

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

Edward Jones – Deborah Der, CFP®
10125 W. Washington Boulevard
Suite 101
Culver City, CA 90232
(310) 253-9194
deborah.der@edwardjones.com

OATF

RKO Fiduciary Services
(310) 453-4203
RKOFiduciaryServices.com

Private Professional Trust and Estate Administration tailored to you. Expertise in managing business to real property, contentious family issues while protecting and maximizing assets.

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

Natalie Stanger, Daily Money Manager
Helping People Manage Personal Finances
Santa Monica, West L.A., Culver City
(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/
community-resources
Open year round, also available during
tax season at other sites.

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

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**

American Advisors Group

2500 Broadway, Suite F125
Santa Monica, CA 90404
(310) 920-7610
Bdelacruz@aag.com

OATF

**Federal Housing Administration-
Housing Counseling Agency Locator**

(800) 569-4287

**West-Cal Mortgage, Reverse
Mathius Marc Gertz MBA AFC**

Santa Monica, CA 90408
(310) 447-5266
www.wreverseurthinking.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



Last Word Law
Estate Planning

Last Word Law – Estate Planning

21550 Oxnard Street, Suite 900
Woodland Hills, CA 91367
(209) 867-7526 (TOP-PLAN)
Ben @LastWordLaw.com

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

FINANCIAL & LEGAL

LEGAL (continued)

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.

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
community-resources

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

Home Equity Conversion Mortgage (HECM) & Jumbo Reverse Mortgage Loans

- ✓ Convert your home equity into a better retirement
- ✓ Jumbo reverse mortgage loans available for high-value properties
- ✓ No capital gains or income tax on loan distributions*



Call your local expert:
(310) 920-7610



Brad Dela Cruz

AAG Top Producer, NMLS# 582941

Reverse Mortgage Professional

bdelacruz@aag.com

2500 Broadway, Ste F125

Santa Monica, CA 90404

In-home consultations available.



*Capital gains taxes are only due upon a sale. Reverse mortgages are loans, secured by a mortgage on your home, that do not require a sale of the home. The proceeds of a loan are not taxable as income.

NMLS # 9392 (www.nmlsconsumeraccess.org). American Advisors Group (AAG) is headquartered at 3800 W. Chapman Ave., 3rd & 7th Floors, Orange CA, 92868. (CA Loans made or arranged pursuant to a California Finance Lenders Law license (603F324) and Licensed by the Department of Business Oversight under the California Residential Mortgage Lending Act (4131144). This ad was not approved by HUD, FHA, or any government agency. For full legal disclosure, please visit: www.americanadvisorsgroup.com/disclosure

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

**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 - Long Term
 Care Ombudsman Program**
 1527 4th Street, 2nd Floor
 Santa Monica, CA 90401
 (310) 394-9871, Ext.160
 www.wiseandhealthyaging.org/
 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.

FINANCIAL & LEGAL

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

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

www.lafla.org

Santa Monica Office:

1640 5th Street, #124

Santa Monica, CA 90401

(310) 899-6200

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** www.211la.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**
- 24-Hour Friendship Line (for those who are lonely and need to talk): **800-971-0016**

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: brokercheck.finra.org
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

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

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

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

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

MEDICARE AND MEDI-CAL

Barry A. Sikov, Medicare Advisor
522 S. Sepulveda Blvd. #207
Los Angeles, CA 90049
(310) 476-9720
Barry@belairinsuranceservices.com

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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

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WEST LA Baby Boomer Insurance Services

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& Health Insurance Options

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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)

Medicare Insurance Counseling (HICAP) at WISE & Healthy Aging
1527 4th Street, 2nd Floor
Santa Monica, CA 90401
(310) 394-9871
www.wiseandhealthyaging.org/
community-resources

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

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Confused about **Medicare**?
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Ca Lic #0826092



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Bus (858)481-8990 e-mail: ehisinc@sbcglobal.net Fax (858)755-3499



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/

FREE Medicare Counseling

Tuesday Afternoons
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
Independence at Home
3800 Kilroy Airport Way #100
Long Beach, CA 90806
(866) 421-1964
www.IndependenceAtHome.org

OATF

Jewish Family Service of Los Angeles
Felicia Mahood Multipurpose Center
11338 Santa Monica Boulevard
Los Angeles, CA 90025
(310) 231-9228
www.jfsla.org

OATF



IT ALL STARTS WITH ONE CALL:

Independence at Home
866-421-1964

Maybe you just need a little extra support at home. Independence at Home (IAH) has a team of caring professionals ready to help.

Our trained social workers, gerontologists, nurses, mental health professionals, pharmacists, and health educators can connect older adults and their caregivers to the services needed to stay healthy and independent at home.

- From case management to medication safety to in-home behavioral health therapy, IAH has a variety of programs to help older adults age safely in their communities.
- There is no charge for our assistance. If you are 55 and older—or a caregiver to someone 55 and older—find out how IAH can help you. Many services are also available in Spanish and other languages.



A SCAN COMMUNITY SERVICE.

Santa Monica Commission for the Senior Community
 1685 Main Street, Room 212
 Santa Monica, CA 90401
 (310) 458-8701
 human.services@smgov.net

OATF

USC Family Caregiver Support Center
 3715 McClintock Avenue
 Los Angeles, CA 90089
 (855) 872-6060
 fcsc.usc.edu

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 Community Resource Center
 12901 Venice Boulevard
 Los Angeles, CA 90066
 (310) 390-3611
 www.dcrc.co

OATF

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.disabilityrightsca.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

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.org/transportation
 Helping older drivers improve skills, avoid accidents and traffic violations (certification allows for discount on auto insurance).

Conscious Aging
 Santa Monica, CA 90401
 (310) 266-2135
 lwow.biz

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Emeritus - Santa Monica College
 1227 Second Street
 Santa Monica, CA. 90401
 (310) 434-4306
 www.smc.edu/emeritus
 Emeritus is Santa Monica College's zero-cost, noncredit lifelong learning program for older adults offering classes in Arts & Crafts, Computers, Health, Literature, Music, Political Science and Theater Arts.

OATF

Los Angeles OASIS
 1527 4th Street, 2nd Floor
 Santa Monica, CA 90401
 (310) 394-9871
 https://los-angeles.oasisnet.org



COMMUNITY RESOURCES

EDUCATION (continued)

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
<https://los-angeles.oasisnet.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.

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

FACILITIES RENTAL

Santa Monica Bay Woman's Club
 1210 4th Street
 Santa Monica, CA 90401
 (310) 395-1308
info@smbwc.org

FARMERS MARKETS

A Complete List of Farmers Markets on page 56.

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

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

FITNESS (continued)

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



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/wise-diner-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

COMMUNITY RESOURCES

Assistance for the HOMELESS (continued)

St. Joseph Center

204 Hampton Drive
Venice, CA 90291
(310) 396-6468
www.stjosephctr.org

The Giving Spirit

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

HOT LINES

Alzheimer's Association Helpline

(800) 272-3900

California Poison Control Center

(800) 222-1222
www.calpoison.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

LIBRARIES (continued)

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 Boulevard
 Santa Monica, CA 90401
 (310) 458-8600
 smpl.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

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



Get Carded at the Library

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- Check out up to 50 items at a time
- Download e-books and e-audiobooks
- Enjoy streaming movies and music
 - Access a variety of databases
 - Manage your checkouts, renewals and holds online

SANTA MONICA PUBLIC LIBRARY
 310-458-8600 | smpl.org



COMMUNITY RESOURCES

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

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

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

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 RESOURCES

PARKS / RECREATION CENTERS (listed by city)

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

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



**Los Angeles Oasis -
WISE & Healthy Aging**
1527 4th Street, 1st Floor
Santa Monica, CA 90401
(310) 857-1527
<https://los-angeles.oasisnet.org>

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

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

WISE & Healthy Aging Transportation Support

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

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@smsgov.net

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@smsgov.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



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.

Visit our website (noted below) and click on Adventures for complete itineraries and reservation forms for all trips.



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

OATF

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/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...**



Since 1972, WISE & Healthy Aging (formerly WISE Senior Services and Center for Healthy Aging) has been known for our innovative programs and services designed to meet the needs of seniors and caregivers.

Care Management and Home Care Many more seniors are aging in place. And 90% of baby boomers indicate that they want to remain in their homes as long as possible. Our In-Home Services team helps to coordinate care and resources for more than **400** seniors.

WISE HomeCare
A WISE & Healthy Aging Service

WISE & HEALTHY AGING
LONG-TERM CARE OMBUDSMAN PROGRAM
COVERING CITY AND COUNTY OF LOS ANGELES

Elder Abuse Prevention 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 more than **1,800** long-term care facilities throughout the county. Our regional offices are located in Van Nuys, Santa Monica, Pasadena, Montebello and Long Beach. State-certified staff and volunteer ombudsmen conducted **6,460** unannounced facility visits. **9,378** cases were investigated of which 20% involved elder abuse and neglect. We provided **1,539** hours of community and professional trainings on elder abuse prevention.



Our **Adult Day Service Centers** (Santa Monica and Woodland Hills) provide day care programming to more than **200** frail seniors. Most program participants are dealing with early memory loss, dementia or Alzheimer's Disease. Our Santa Monica Center is the only state-designated Alzheimer's



Day Care Resource Center (ADCRC) on the Los Angeles Westside. We offer a safe, enjoyable environment with trained and caring staff. WISE Minds is our customized programming for those with early memory loss. And "Somos Amigos" is for Spanish-speaking adult day care clients.



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

[Continued on other side](#)

WISE & Healthy Aging is a 501(c)(3) nonprofit corporation. 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.



Alleviating Hunger Nutrition is one of the most critical aspects of staying healthy. **22,691** hot meals were served to low-income seniors at three locations in Santa Monica.

For active older adults, Los Angeles Oasis programming (Westside and Baldwin Hills) offers lifelong learning opportunities, volunteer engagement and activities that promote health and wellness. With **1,238** members, our facilities offer all types of exercises, creative arts and personal growth as well as discussion groups, book groups events and excursions through WISE Adventures.



A 'Village' Model to Support Aging in Place

This concierge-level service within Oasis provides services and assistance to encourage members to stay active, meet other people, participate in community activities and tap into trusted, vetted vendors for services.



Transportation & Mobility Program When seniors no longer drive

and cannot walk long distances, getting to and from doctor appointments, the grocery store or pharmacy can be a real challenge. **2,026** seniors have access to transportation resource information, AARP Driver Safety classes, and a transport service through MODE (Mobility on Demand Everyday), including door-through-door service, in conjunction with the City of Santa Monica.



Training & Education Center Our certified instructors provide nationally-recognized, evidence-based trainings in healthier living, fall

prevention, diabetes education and chronic disease self-management. Our WISE Caregiver Training Academy focuses on evidence-based trainings for lay family and career caregivers. We also conduct specialty trainings in Alzheimer's Disease and dementia (available in multiple languages).

Senior Peer Counseling Trained volunteer peer counselors provide individual and group counseling to more than **185** seniors. On-site and off-site services are also available. We offer workshops and support groups for men, women, those transitioning into the next chapter of their life's journey, seniors who are primary caregivers for grandchildren, those dealing with the loss of a loved one, and people challenged by clutter and hoarding.



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



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.

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



EMERITUS

A Program of
Santa Monica College

SMC Emeritus, a noncredit older adult program of Santa Monica College, offers **over 120 FREE classes at the Emeritus Campus** and convenient locations throughout the community. Come acquire new skills, learn healthy living strategies, express your artistic side, and meet others who share your interests.

We are committed to lifelong learning and welcome you to the Emeritus family.

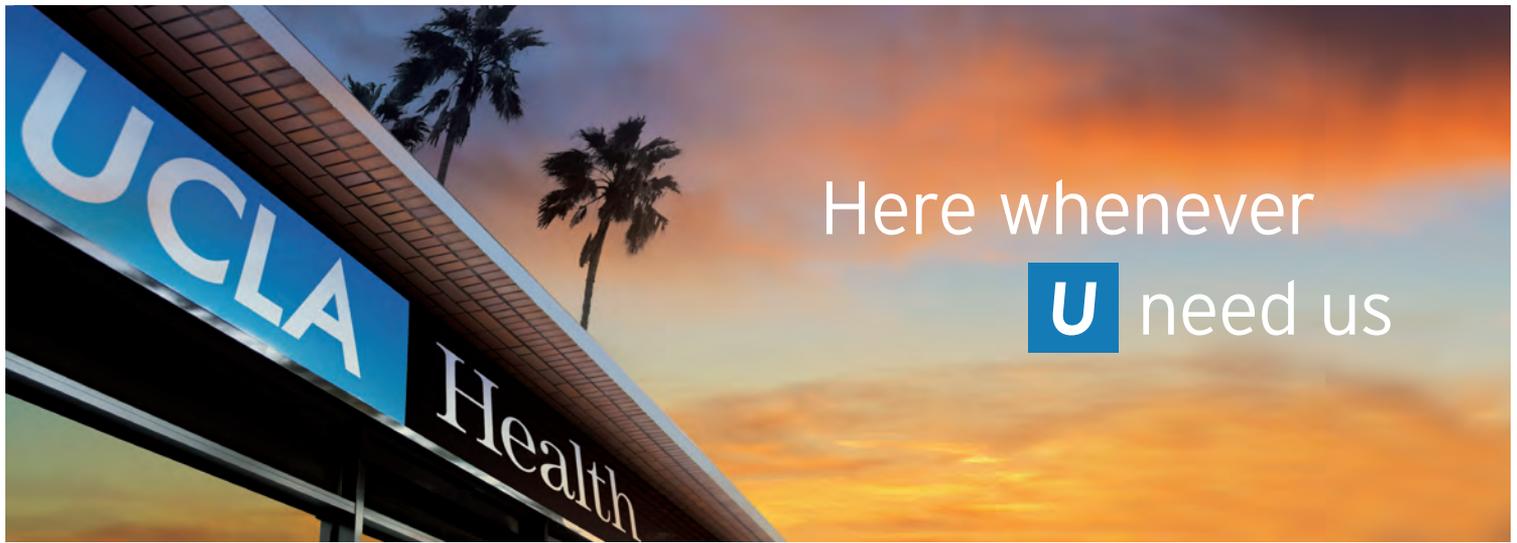
All older adults are welcome.



For more information:
call **310-434-4306**,
visit our website at **smc.edu/emmeritus**,
or stop by our office at
1227 Second Street, Santa Monica.

SANTA
MONICA
COLLEGE

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

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Santa Monica Wilshire Immediate Care

2424 Wilshire Blvd.
Santa Monica, CA 90403
310-828-4530
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Santa Monica 16th Street Immediate Care

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

Century City Westfield Century City

10250 Santa Monica Blvd., Suite 2440
Los Angeles, CA 90067
310-286-0122
Mon – Fri, 8 am – 8 pm
Sat – Sun and most holidays, 9 am – 6 pm

Culver City Westfield Culver City

6000 Sepulveda Blvd., Suite 2660
Culver City, CA 90230
310-313-0020
Mon – Fri, 8 am – 8 pm
Sat – Sun and most holidays, 9 am – 6 pm

Malibu Immediate Care

23815 Stuart Ranch Road, Suite 301
Malibu, CA 90265
310-317-0034
Mon – Fri, 8 am – 8 pm
Sat – Sun, 9 am – 6 pm

Marina del Rey Immediate 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 Immediate 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 Immediate Care

27235 Tourney Rd., Suite 2500
Valencia, CA 91355
661-253-2851
Mon – Fri, 8 am – 9 pm
Sat – Sun, 9 am – 5 pm

Westwood (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

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



it begins with U

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