North Orange County Senior Collaborative (NOCSC) is a cooperative effort by both private and public entities and persons seeking to identify and address the unmet needs of seniors and their support systems in our community.

http://nocseniorcare.org/
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NOCSC Members and Adjunct Members ~ 2012

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# STEPS AND SERVICES TO USE IN DETERMINING SENIOR CARE

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**Note:** The resources and services listed in this publication are not intended to be a recommendation or a comprehensive listing, but rather a guide for residents and caregivers in North Orange County, California.

For More Information Contact:  

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OR  

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714-738-3400 OR 714-930-5313

Care giving descends upon us in all sorts of ways -- through sudden crises or a series of small but unsettling mishaps and warning signs. You may be the only person to step in or you may simply be the linchpin of a large network of family members and friends willing to help. Whatever the situation, you may not be sure of the next step. Or even the first step. Whether you are in the middle of a crisis and decisions have to be made quickly or planning ahead for an elderly loved one because of unsettling warning signs, the following questions, suggestions and information may be helpful in a variety of ways.

Does your loved one need help? Here are some warning signs ~ Check those that apply

- Difficulty walking -- unsteady when standing -- recent fall(s)
- Poor grooming and personal hygiene -- soiled clothing
- Loss of appetite -- changes in eating / cooking habits
- Spoiled or outdated food in fridge -- little nutritious food in home
- Diminished driving skills -- recent accidents -- near misses
- Loss of interest in activities once enjoyed
- Reluctance to socialize
- Difficulty concentrating ... poor judgment
- Memory loss -- forgetfulness -- confusion
- Mishandled medication(s)
- Persistent fatigue -- lack of energy
- Personality changes -- irritability -- sudden mood changes
- Unopened mail -- past due bills -- mishandled finances
- Poor housekeeping / home maintenance -- unsafe conditions

First Questions You Need To Ask And Answer

Take a minute and jot down your answers to the following questions:

1. What specific kind of help does your loved one need? ___________________
2. Who will be financially responsible for their care? ___________________
3. How much time do you personally have to give? ___________________
4. Who will be legally responsible? ___________________
5. Who is the actual decision maker? ___________________
6. What kind of medical needs do they have? ___________________

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7. Describe the type of day your loved one routinely has? ____________________
8. Are the problems undiagnosed but correctable? ____________________
9. If your loved one’s problems are not correctable, what living arrangements and nursing care plans are most appropriate? ____________________
10. If they are able to remain in their own home, how will you determine what type of in-home care to arrange? ____________________
11. Are there transportation issues? ____________________
12. Is assisted living preferred / possible over nursing homes? ____________________
13. What particular challenges does your loved one’s disability pose? ____________________
14. What is the best way to access community resources? ____________________
15. How will you manage it all ~ and still maintain a life of your own? ____________________

Information That You Will Need About Your Loved One

- Make sure you know the senior’s date of birth and Social Security number. You will need this information to access many services.
- Collect information about medical providers. If you haven’t done so already, gather details about your loved one’s physicians and health insurance.
- Names, phone numbers and addresses of the senior’s medical professionals doctors dentist and pharmacy (be sure to include complete details about any arrangements the senior has made for discount prescriptions).
- Copies of health insurance policies and the front and back of all insurance cards if your loved one is 65 or older, you will need a copy of his or her Medicare card.
- Make a list of all medications prescription drugs and over-the-counter drugs (such as aspirin, antacids, herbal remedies, nutritional supplements -- even daily multi-vitamins) dosage amounts and instructions for taking them (time of day, with food or between meals, etc.). Take this list with you to ALL of your loved one’s medical appointments to help avoid dangerous prescription drugs interactions.
- Date and results of recent medical tests Include exams, x-rays, CT scans and MRI’s, dental, hearing and eye tests, etc.

http://nocseniorcare.org/
Complete health history
  - Be sure to take this with you to all of your loved one’s medical appointments.
  - Include major illness and medical conditions for your loved one’s parents, brothers and sisters.

Learn as much as possible about the medical condition afflicting the senior.
  - Talk to his or her doctors about the disorder.
  - Study the symptoms & progression of the disease so you can anticipate what might come next.

Call a family meeting.
  - Try to get as many people as possible involved from the beginning. Early input from them will facilitate communication and decision-making down the line.
  - Allow all family members a chance to express themselves and their feelings about what should be done.
  - When possible, designate a person to be responsible for each task.

Legal Issues & Tools

Find out if the senior has the proper legal tools and documents in place and if they are up to date.
  - Has someone been appointed to take care of business and make health care decisions in case of temporary or permanent disability?
  - Has the senior made clear their wishes for end-of-life care?
  - If necessary, consult an attorney specializing in elder law.
    Check the yellow pages in your local telephone directory, or go to the National Academy of Elder Law Attorneys’ website at www.naela.org. On NAELA home page, you’ll find a link that will help you locate an elder law attorney in your area ~ or see the Elder Law section in this guide.

These are some of the essential documents the senior should have or should ask their attorney to prepare. These must be reviewed from time to time to be sure they are current:

1. Will / Trust
2. Durable Power of Attorney for Finances
3. Advanced Health Care Directives
4. HIPAA Release (authorization for release of medical information) (See next page for explanation of HIPAA)

http://nocseniorcare.org/
Does your loved one have ‘capacity’?
- If the senior’s ability to understand and make decisions is in question, see an attorney at once.
- Discuss Conservatorship and its alternatives with an attorney.

Investigate your loved one’s health insurance matters.
- What kind of coverage do they have?
- Are they eligible for Medicare benefits or Medi-Cal? If so, are they enrolled properly?
- Do they have a long term care insurance policy in place? If so, what exactly does it cover?
- Do they have any coverage through a private pension plan or retirement package?

Confidentiality and HIPAA

Your doctor and other medical professionals are required by law to protect your medical privacy. The Federal law is known as HIPAA. This is why you are often asked to sign a form stating that you have received the provider’s Privacy Statement. The form often includes an Authorization giving permission to share your medical information with other health care providers, your spouse or other person you designate. Here are some tips:

Don’t wait until a medical emergency to sign a HIPAA release and an Advance Health Care Directive. Every time you visit a doctor, hospital, medical lab, etc., give them a copy of your Advance Health Care Directive and ask to sign the provider’s HIPAA form so that those assisting you are authorized to receive information about your care.

Important Note: Each HIPAA form applies only to that particular provider; you need to sign a separate one for each provider. If you are incapacitated because of illness or accident, your medical provider needs a written list on your HIPAA of everyone they are allowed to speak with such as spouse, children, brothers, sisters, etc. Be specific – list these by name.

Life Support (DNR & POLST)

When a patient has been diagnosed with a serious life-threatening or terminal illness, it is important for that person to consider life support options or resuscitation choices. Discuss life support options with your doctor. End-of-Life physician orders are called POLST (Physician Orders for Life Sustaining Treatment) or DNR (Do Not Resuscitate). These orders are not prepared or signed by attorneys.

http://nocseniorcare.org/
**What Kind Of Medical Care Do You Need?**

**Getting The Most Out Of Your Doctor Visit**

A visit to the doctor's office can be stressful and intimidating but there are steps you can take to make the most out of your doctor's visit:

- Before your visit, write down your questions. Bring them to your office visit; ask the most important questions first; and make sure you get answers to your top two or three concerns.
- Before your visit, write your list of symptoms and details and what the symptoms were like when they first started.
- If you have diabetes or hypertension, bring your home-monitoring records.
- Bring all your medications, including herbals, supplements and vitamins.
- Bring a tape recorder or a health care folder or notebook to write down the doctor's responses to your questions; advice about treatment and other information about treatment and follow-up.
- If you feel you need support in communicating with the doctor, in remembering information, or if you have a complicated health problem, have a friend or relative accompany you to be your advocate and to help you remember information. Ask the doctor to write down his / her responses to your questions.
- Let the doctor know if you do not understand anything you are being told.
- Before you leave the office, make sure that you understand about your condition, your treatments, when you need to meet the goals prescribed by your doctor and when you need to follow up with another visit.
- After the visit, follow through with the plan discussed during the visit.

**What is a Geriatrician and why should you see one?**

Geriatricians are physicians with extra training in caring for the special needs of the older adult. Geriatrician’s help patients manage common disorders, including hypertension, diabetes and arthritis and are trained in treating specialized problems such as stroke and memory loss. They also understand how physical health problems affect other aspects of seniors’ lives - their mobility, social interaction and ability to live as independently as before. Geriatricians look beyond the medical problems to see their impact on a patient's overall well-being. They understand that health care involves not only medical examinations but also mental, spiritual, functional and social-well being.

Having a proper diagnosis is important in understanding what is needed to help older adults maintain their good health, improve their health with specialized care, and receive the care they need to age in place or to live a quality life in a supportive community.

Community Resources, Housing & Nutritional Needs

- Take a crash course in community resources
  - Find out about senior centers and adult day health services in the senior’s area ~ what kind of care do they offer, transportation, etc.
  - What are the best home health agencies around? What meal delivery and transportation support options are available?
  - Assess the senior’s skills and determine the resources they need.

- Even if this is an acute crisis that is likely to pass, start gathering information about assisted living facilities and other long-term care options. When the time comes, you will want to be able to offer the senior a range of options to choose from.

- Recognize that loss of sight, hearing loss, memory loss, confusion, incontinence and depression are not normal aspects of aging. In many cases, these are treatable conditions ~ they could very well be the result of prescription drugs interactions or drug side effects and need to be assessed for that. Failure to identify or treat these conditions may place elderly patients at risk of unnecessary functional decline.

- If your senior lives in an assisted living facility at some distance from you, one of your concerns will be replenishing your loved one’s health care supplies at a reasonable price. While you can hire a personal shopper, it may be less expensive and just as reliable for you to shop online and have the supplies delivered to your senior.

- Consider hiring a care manager.
  - These professionals are trained to quickly assess the overall situation, make recommendations about needed services and, if necessary, coordinate community resources and hire and manage paid caregivers (see page 13).

Talk To And Consult With . . .

- Consult with everybody and anybody.
  - Talk to friends, neighbors, acquaintances -- anyone with experience in caring for an elder.
  - Assemble a mosaic of information about how to proceed and what to expect down the line. You will learn that others have been there before and found their way through -- though sometimes with great difficulty and sadness.

- Talk to your senior.
  - Allow them as much independence as circumstances permit.

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Remember that the caregiver’s role is to help them maintain as much control over their lives as feasible, not take it away.

- Allow them to make their own decisions unless the decisions become harmful to them. The more you can consult with them, consider their desires, and truly respect them, the smoother the transition in your relationship will be.
- Make sure that everyone on the care giving team ~ whether they are family members, friends or professionals ~ has the information they need to perform their responsibilities.
- Make a list of emergency numbers, family contact numbers and other items and distribute it to those who might need it.
- Family members should know how to locate legal, financial and medical documents like durable powers of attorney, trusts and wills, investment account statements and health insurance policies in case of emergency.

- If the senior is still living at home, make sure you and others in their inner circle have keys to the residence in case of emergency.

- Keep good notes.
  - Whenever you talk to a doctor, lawyer, insurance company, service agency, government office or advocacy organization, write down the date and the name of the person you spoke with, contact information and the substance of the conversation.
  - Keep separate files for different areas of concern -- financial topics, medical affairs and so on.

- Even though this may sound unnecessarily pessimistic, never assume that the professional and medical personnel who are helping you with your loved one will do what they promise. If you don’t actively follow-up, you may set yourself up for disappointment. While they made their promises with the best of intentions, these professional people are extremely busy and have other people to care for in addition to your loved one. Bottom Line stay involved to increase your satisfaction.

- Acknowledge your own feelings of loss, anger, shock and confusion. Perhaps you realized this moment was coming, perhaps not. In any event, you are likely to find unsettling emotions bubbling through the surface. Allow yourself time to experience them. Write them down in a journal. Take a long bath. Find a quiet corner and close your eyes. Take care of yourself, too.

http://nocseniorcare.org/
Helpful Websites

www.aarp.org (American Association of Retired Persons)
http://www.adrcoc.org/ (Aging and Disability Resource Connection of Orange County)
www.aging-parents-and-elder-care.com
www.alz.org/oc (Alzheimer’s Association of Orange County)
www.caregiveroc.org (Caregiver Resource Center of Orange County)
www.canhr.org (California Advocates for Nursing Home Reform ~ information for MediCal long-term care payment)
www.medicare.gov
http://nocseniorcare.org/ (North Orange County Senior Collaborative)
www.todaysseniors.com

What Kind Of In-Home Care Do You Need?

It’s important to know specifically, what type of care that your loved one actually needs. The following are types of in-home care to consider and inquire about, as well as descriptions of typical caregiver responsibilities.

1. Homemaker / Companion
   • Provide friendly companionship
   • Assists with light housework, shopping, laundry, etc.
   • No coverage by insurance

2. Caregivers
   • Assist with personal needs such as bedside care, bathing, feeding, etc.
   • May also assist with transportation to doctors and therapy appointments
   • May perform errands such as food shopping, picking up prescriptions
   • May help with meal preparation and light housekeeping
   • They do not perform skilled nursing tasks
   • Usually not covered by insurance

3. Registered Nurse (RN) Or Licensed Vocational Nurse (LVN)
   • For specific acute & immediate nursing care. (i.e. trach care, IV’s)
   • For insurance reimbursement you must have a doctor's order and show written documentation of procedure which could only be performed by an R.N. or L.V.N. on a continuous basis
   • Nurses do not typically perform housekeeping duties

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**Helpful Guidelines When Interviewing Potential Attendants**

1. What specific duties will be required of attendant?
2. What days and hours will the attendant be expected to work?
3. What is the attendant’s hourly or daily rate? Is there a charge for a minimum number of hours? Are there additional charges for over 8-hour shifts and / or holidays?
4. How do they want to be paid? Keep receipts or copies of payment.
5. Who provides meals?
6. How much advance notice will be required if the attendant is late or cannot come?
7. What arrangements will be made to cover the shift in the attendant’s absence?
8. Will the attendant provide his or her own transportation?
9. Will the attendant provide transportation for the patient? Will the attendant use their car or the patient’s? Whose insurance is used?
10. What is the attendant’s prior work experience?
11. Are references available from a previous employer?
12. What will the family’s role be in caring for the patient?
13. What attitude towards the patient does the attendant have?
14. Are there any smoking rules?
15. Will they be permitted to bring friends, children, spouse, pets, etc.?

**Types of Residential Settings**

*Retirement communities*, also called senior independent living communities, are designed to accommodate independent seniors with few medical problems.

*Assisted Living communities* combine housing, healthcare and socialization and some assistance with personal care in an independent environment.

*Residential Care Homes* (often referred to as a *Board and Care*) provide care for seniors in a homelike setting that’s very much like a family. This type of setting is excellent for residents who do not want to live in a larger community setting but still require a level of assistance similar to that offered by an assisted living facility or a nursing home. This type of home varies considerably in both size and setting. The staff in a residential care home may assist with medications, help residents bathe/get dressed and other activities.

*Memory Care communities* and Alzheimer’s care is often delivered in an assisted living or nursing home setting usually on a separate floor or unit. Most of these living environments have secured areas to prevent wandering.

*Skilled Nursing Facilities (SNF)* (may be referred to as a *Nursing Home*) or a


Rehab Facility) provide a high level of care for those requiring constant nursing attention and for those who have significant deficiencies with everyday activities (i.e., activities of daily living / ADL's). A SNF often includes both the young and elderly who may have physical or mental disabilities. Residents typically receive occupational, physical and other rehabilitative therapies after an accident, illness or hospitalization along with medical care.

Home Health care can only be given by licensed health workers, such as skilled nursing care, physical therapy rehabilitation or other in-home services for the treatment of an illness or injury and is typically (though not necessarily) initiated by a physician. Medicare may pay for some home health care, but only if you meet certain qualifications and conditions. Check with your insurance company or physician for more information.

Palliative Care addresses the needs of patients struggling with chronic and / or life threatening illnesses and may occur at home or in a Skilled Nursing setting. Comfort and quality of life ~ sometimes combined with curative treatment ~ are the focus of care.

Hospice Care is for individuals who are approaching end of life and are no longer seeking a cure or curative treatments. The focus of their treatment is comfort and quality of life for their remaining days. Hospice and Palliative care are both team-oriented groups consisting of specially trained professionals, volunteers and family members and may occur in a variety of settings, including home.

☀ General Sources of Information and Services for Seniors

2-1-1 Orange County 2-1-1
A free 24-hr, 3-digit telephone number that will enable callers to access comprehensive info & referrals to health and human services. Provides links to services including food, shelter, domestic violence, counseling, etc.

Adult Protective Services ~ Orange County 714-825-3000
Report either voluntarily (anonymously) or as a mandated reporter suspected concerns regarding a dependent adult / elder abuse situation that may be perpetrated by others (physical, neglect, financial, abandonment, isolation, abduction, etc.) or self-neglect (physical care, medical care, health & safety hazards, malnutrition / dehydration, other).

Alzheimer's Association of Orange County 800-272-3900
The Alzheimer's Association Orange County Chapter provides patient and family services to aid present and future victims and caregivers of Alzheimer's disease and related disorders, advocacy for improved public policy and needed legislation, education and increasing public awareness of Alzheimer's disease, and funding research into the cause, prevention, treatment and cure for Alzheimer's disease and related disorders.

Braille Institute (Orange County) Regional Sight Center  714-821-5000
Braille Institute offers a wide array of free services designed to help people with vision loss to lead enriched and fulfilling lives. Free services include low vision rehabilitation consultations, library services, support groups, campus and outreach classes. Website provides user-friendly information.
www.brailleinstitute.org/orangecounty

Cal Optima (for Cal Optima Direct members)  714-246-8400
CalOptima is a public health plan which provides health care coverage for Orange County residents who are eligible for full Medi-Cal.
www.caloptima.org

Caregiver Resource Center of Orange County  714-446-5030
Assists families coping with the physical, emotional and financial responsibilities of caregiving an adult over age 60. Services include family consultation, assessment and care planning, support counseling, psycho-educational seminars, guest speakers bureau, respite planning and community education.
www.caregiveroc.org

City Governments
Contact individual city halls for grant & senior assistance information through yellow pages and / or city websites. Local city governments likewise fund and operate community / senior centers and are knowledgeable and helpful in terms of information, services, classes and case management.

Community SeniorServ  714-220-0224
Community SeniorServ is dedicated to meeting the needs of older adults in central and north Orange County and offer services which include: Friendly Visitor Program, Adult Day Services, Meals-on-Wheels and Case Management.
www.communityseniorserv.com

Council on Aging-Orange County  714-479-0107 or 714-352-8820
Provide direct service to families of older adults and persons with disabilities through its five programs: Long-Term Care Residential Ombudsman, Health Insurance counseling and Advocacy, Caring Connections Friendly Visitor, Care Management and Financial Abuse Specialist Team. Linkage with resources and services to help seniors improve socialization and remain safe and independent.
www.coaoc.org

Dayle McIntosh Center ~ Disability Resources & Advocacy  714-621-3300
The Dayle McIntosh Center is an independent living center (ILC) providing disability resources and advocacy to residents of Orange County with a disability. DMC offers a range of services such as Aging with Vision Loss, Benefits Advocacy, Mobility Management Program (i.e. travel training), Transition Services and community organizing.
www.daylemc.org

http://nocseniorcare.org/
Orange County Office on Aging 714-567-7500
Advocates, plans & facilitates relative to all aging issues on behalf of older persons in Orange County. Together with their partners, provides a guide to older adult services, i.e. transportation, counseling, adult day care, financial assistance, housing, legal aid, meals, & more.
www.officeonaging.oc.gov.com/

OSHER / OLLI ~ Osher Life Long Learning Institute 657-278-4686
Seeks to enhance the quality of life for mature adults by promoting intellectual growth in a center for senior learning. Call for course and class information.
Cal State Fullerton / Dr. Pauline Abbott, PhD

St. Jude Medical Center / Senior Services 714-446-7035
Provides health and service related resources to seniors in North Orange County that include a Caring Neighbors home visitation program, medical transportation for low-income seniors, a falls risk assessment program, a weekly grief recovery support group, Medicare insurance planning, multiple healthy living and community outreach trainings and classes for seniors and caregivers, and in-home depression counseling.
www.stjudemedicalcenter.org

UCI SeniorHealth Center 714-456-5523
Located at UC Irvine Medical Center, the SeniorHealth Center is designed expressly for older patients’ special health care needs ~ health assessment, primary care, geriatric consultation, and memory / neurological assessment. UC Irvine Medical Center has a movement disorders program as well.
www.healthcare.uci.edu/seniorhealth/index.asp

Note: The resources and services listed in this publication are not intended to be a recommendation or a comprehensive listing, but rather a guide for residents and caregivers in North Orange County, California.

☼ Adult Day / Health Care Centers

Acacia Adult Day Health Care (Non-Profit) / Garden Grove 714-530-1566
AltaMed Adult Day Health Care / Cypress 714-236-8100
Alzheimer’s Family Services Center / Huntington Beach 714-593-9630

http://nocseniorcare.org/
Buena Park Senior Day Care Program 714-826-3163
The Senior Day Care is designed for frail seniors over 60 years of age who are in need of supervision and care during the day while their caregiver(s) work or take time for themselves. The program is offered 9am to 3pm, Monday through Friday. The fee is a $15 donation per day.

Commonwealth Adult Day Health Care Ctr / Buena Park 714-522-4960
Happy (Chinese) - Adult Day Health Care / Brea 714-990-0333
RIO Adult Day Health Care / Fullerton 714-680-6060
Sarang (Persian / All) Adult Day Health Care / Anaheim 714-778-9000

☀ Agencies That Can Help Locate Housing or Senior Care Assistance

A Place for Mom 866-584-7194
www.aplaceformom.com/

Alzheimer’s Association 800-272-3900
17771 Cowan, Suite #200, Irvine 949-955-9000
http://www.alz.org/carefinder/careoptions/options1.asp#hospice

Assisted Living Placements 888-854-7750
www.assistedlivingplacements.com

Clear Choice Senior Services 714-404-8210
Linda4Seniors@yahoo.com

County of Orange, Office on Aging 714-567-7555
Website: officeonaging.ocgov.com
(Click on “Find An Older Adult Service Provider” near the top of the page. Click on “Search Directory”, click on category, then find Housing / Shelter.)

My Senior Care 714-316-1450
www.myseniorcare.com/

☀ Bereavement / Grief Groups

Brea:
St. Angela Merici Catholic Church 714-529-0639
Thursday’s ~ Twice A Month / 7:00 ~> 9:00 p.m.

Fullerton:
Healing Hearts After Loss ~ St. Jude Medical Center 800-870-7537 #3
Every Thursday / 2:00 ~> 3:00 p.m.

http://nocseniorcare.org/
Fullerton Senior Center  714-738-6305
Monday / 12:30 ~> 2:30 p.m.
Wednesday / 1:00 ~> 3:00 p.m.

First Evangelical Free Church  714-529-5544
Every Tuesday / 7:30 ~> 9:00 p.m. / Bldg. #B 206

Placentia:
Hospice Care of California  714-577-9656
Tuesday / 10:00 ~> 11:30 a.m.

Yorba Linda:

Yorba Linda Friends Church  714-524-3340
1st & 34d Wednesdays / 7 ~> 9 p.m. / Rm. #113

St. Martin de Porres Church  714-777-2266
Saturday Mornings ~ Ask For Mary

☀ Care Management Agencies (For Fee)

If you are helping a person or need help yourself, where can you turn? There are many resources available to help you live at home comfortably. These include:

In-HomeCare
These care services involve professionals coming to the home to help the caregiver and the person with dementia. Services vary in type and can include:

- **Companion Services**
  Help with supervision, recreational activities or visiting
- **Personal Care Services**
  Help with bathing, dressing, toileting, exercising or other personal care
- **Homemaker Services**
  Help with housekeeping, shopping or meal preparation

The following is a list of agencies that can help locate and provide homemakers and caregivers (hourly / daily) ~ rates vary according to the agency.

Caregivers / Homemakers:

Alta Home Care  714-744-8191
Benchmark Home Care Services, Inc.  714-773-0081
Caring Sisters  714-530-3118
Colonial Home Care Services  714-289-7220
Comfort Keepers  714-744-3800
Home Care Providers  714-671-6877

Home Managed Care Inc.  714-893-8801
   • Los Angeles  310-337-0061
   • San Bernardino  909-885-2181
Horizon Support Services, Inc.  714-696-7230
LivHome  949-794-9470
People’sCare In-Home Care  855-546-6322
Senior Helpers  714-694-0992
So. Cal Home Care, Inc  800-707-8781
St. Joseph Home Care Services  714-712-7094
VNA Home Health Care  949-263-4700

☼ Care Management (May Be No Cost If Financially Eligible ~ Including home visitation and light housework):

Community SeniorServ  Main  714-220-0224
1200 North Knollwood Circle, Anaheim / Home Services  714-823-3294
www.communityseniorserv.com

Council on Aging-Orange County  714-479-0107 or 800-434-0222
Caring Connections Friendly Visitors Program connects families and/or frail and disabled adults to services in the community that help them remain in their home through an assessment of the client’s needs.
www.coaoc.org

Orange County Office on Aging / In-Home Support Services (IHSS): Available for individuals receiving SSI/SSP (Supplemental Security Income) or other eligible individuals receiving Medi-Cal. Will provide partial payment for domestic and personal care.
www.officeonaging.oc.gov.com/
IHSS ~ Orange County  714-825-3000
IHSS ~ Los Angeles  888-944-4477
IHSS ~ Riverside  951-867-3800
Office on Aging, Riverside Co.  800-510-2020

Caregiver Resource Center  714-446-5030
Assists families coping with the physical, emotional and financial responsibilities of caregiving an adult with chronic health care concerns. Services include family consultation, assessment and care planning, support counseling, psycho-educational seminars, respite planning and community education.
www.caregiveroc.org

St. Jude Med. Center / Caring Neighbors Volunteers  714-446-7064
A friendly visitor program for North Orange County Seniors ~ includes errands, light housekeeping chores, visiting / socialization or just a walk in the park.
www.stjudemedicalcenter.org

http://nocseniorthcare.org/
**Driver’s Assessment & Training Classes**

AARP ~ Driver Training & Update Class 800-424-3410
The AARP Driver Safety Program is an online course for drivers age 50 and older. This course is also available in a classroom setting. Tune up your driving skills, update your knowledge of the rules of the road & learn defensive driving techniques. Complete the course online at your own pace. This course may qualify you for an insurance discount.
www.AARPDriverSafety.org

Mature Driving Class (No Cost) ~ North Orange County School of Continuing Education / Older Adults Program 714-808-4909
Held routinely at local Senior Centers ~ call NOCSCE (above) or local Senior Center for the next times and dates. This one-day course is for licensed drivers age 55 and older who wish to brush up on traffic laws and safety techniques and to qualify for a reduced insurance premium, which is recognized by most insurance companies.

St. Jude ~ Senior Driver Safety Assessment 714-992-3000 x2318
Requires physician referral for a 1x appointment of 3-4 hour duration with clinical assessment of interview, vision testing, perceptual testing, physical skills and reaction times followed by a behind the wheel assessment in a dual-control car. Client leaves with written recommendations and resources regarding safe driving.
www.stjudemedicalcenter.org

**Elder Law Attorneys**
(Estate & Benefit Planning / Medi-Cal / Conservatorship)

Elizabethanne Miller Angevine, Attorney 562-464-1150
13215 E. Penn St., Ste. #205, Whittier

Faye Blix, Attorney 949-454-2205
23601 Moulton Parkway, Suite #220, Laguna Hills

Michelle West, Attorney 714-703-1500
12431 Lewis St., Ste. #102, Garden Grove

Daniel R. York, Attorney 714-738-3400
1953 E. Chapman Avenue, Fullerton
www.DanYorkLaw.com

Public Law Center (No Cost for Those Eligible) 714-541-1010
601 Civic Center Drive West, Santa Ana

http://nocseniorcare.org/
Public Law Center provides assistance with a wide array of civil legal issues affecting seniors including estate planning, conservatorship, benefits, discrimination, health care, housing and dispute resolution. PLC seeks to effect broad-based, large-scale change in areas that impact the disadvantaged in OC. www.publiclawcenter.org

Falls Risk Prevention
Falling is one of the leading health concerns for people over 60. In fact, falls are responsible for the most common, serious and devastating problems faced by the older population. In-home falls risk assessments are generally provided at no-cost by home-health agencies and many in-home care agencies as well ~ please ask for it if it is not offered. Two local hospitals that provide the falls risk assessment and prevention service are:

St. Joseph Hospital Rehabilitation Services 714-771-8222
St. Jude Medical Center / Senior Services 714-446-7064

Center for Disease Control (CDC) ~ Falls Prevention www.cdc.gov/ncipc/duip/preventadultfalls.htm

Financial Planning / Veterans Benefits

Eclectic Associates (private financial planners) 714-738-0220
1021 W. Bastanchury, Ste. #120, Fullerton
http://www.eclecticassociates.com

H.E.L.P. (Healthcare & Elder Law Programs, Corp.) (No Cost or Low Cost) Non-profit organization dedicated to empowering older adults and their families by providing impartial information, education and counseling on financial planning, consumer protection, elder care, and the law. www.help4srs.org/financial/planning/

Orange County Veterans Service (No Cost) 714-480-6555
Ask for Joe Ford, VSO Veterans Claims Office
1300 Grand Ave. Bldg. B, Santa Ana
www.veterans.ocgov.com

U.S. Dept. of Veterans Affairs (No Cost) 800-827-1000
A Veterans Service Officer (VSO) is available at no cost to assist claimants in applying. Applicants should deal with accredited attorneys, claims agents or Veterans Service Organizations Representatives accredited by the U. S. Department of Veterans Affairs. www.vba.va.gov or www.ebenefits.va.gov

Your Estate Coach (private financial planners) 714-447-8564
1501 N. Harbor Blvd., Ste. #100, Fullerton
www.YourEstateCoach.com

http://nocseniorcare.org/
Financial Assistance / Social Services

Cal Works / Medi-Cal / & Food Stamps 714-541-7700
Social Security / SSI / Medicare 800-772-1213

Food Assistance And Home Meal Delivery

Community SeniorServ / Meals-on-Wheels 714-823-3294
1200 North Knollwood Circle, Anaheim
www.CommunitySeniorServ.com

LifeSpring Home Nutrition 800-798-5767
www.homenutrition.com/

Local Senior Centers provide meals, food pantries, transportation and / or the appropriate contact information for help. Please see a complete listing of local Senior Centers beginning on pages 23-24.

Food Pantries

Comprehensive Emergency Food Resources Guide; Emergency Groceries & Prepared Food in Orange County (OC 211 Services) http://www.211oc.org/docs/2010Guide.pdf Contact for location & criteria

Caring Hands Food Pantry, First Lutheran Church 714-871-7820
215 N. Lemon Ave., Fullerton
Mondays, 6pm-7pm; Wednesdays, 12pm-2pm.

Pathways of Hope 714-738-0255
(Formerly: Fullerton Interfaith Emergency Service (FIES) Distribution Center)
611 S. Ford Ave.. Fullerton
Mondays through Fridays, 9 pm - 4 pm
www.pathwaysofhope.us

Second Harvest Food Bank 949-653-2900
Works with partner agencies to distribute food throughout Orange County feedoc.org/

Geriatricians In Orange County

Lisa Gibbs, M.D. 714-456-7007
UC Irvine SeniorHealth Center
101 The City Dr. South
Orange, CA 92868

http://nocseniorcare.org/
Gregory Gatchell, D.O.  
UC Irvine SeniorHealth Center

Chinh Le, M.D. (Speaks Vietnamese)  
UC Irvine SeniorHealth Center

Laura Mosqueda, M.D.  
UC Irvine SeniorHealth Center

Sonia Sehgal, M.D. (Speaks Hindi)  
UC Irvine SeniorHealth Center

Steven Tam, M.D.  
UC Irvine SeniorHealth Center

Comprehensive Medical Assessment Information Can Be Found At:

UC Irvine SeniorHealth Center  714-456-7007
101 The City Dr. South
Orange, CA 92868

UCI Irvine Health Assessment Program for Seniors (HAPS)  714-456-7007

HAPS is a comprehensive medical assessment designed to assist older adults with complex medical, psychological and social challenges. It involves a thorough evaluation by a geriatrician, neuropsychologist, pharmacist, nutritionist, social worker and occupational therapist.

☀ Handymen / Home Repair Assistance

All Pro Builders, Inc.  714-255-0131
1400 W. Commonwealth Ave., Fullerton, CA 92833  562-430-6800
http://www.allprobuildersinc.com/contact.php

EmLiv ~ Empowering People to Live Independently  949-716-4832
www.emliv.com/emlterms.html

Rick Grubbs  714-758-5450
Four-Star Home Repair / Handyman

Rebuilding Together ~ Home Repair Projects & Service  714-667-8174
P. O. Box #329, Tustin
Email: scarpenter@rebuildingtogetheroc.org

Werner (Tom) General Repairs and Handyman Service  714-812-6603
Licensed and Insured

http://nocseniorcare.org/
**Housing Assistance**

City Governments: Contact individual City Halls for grant / assistance information through yellow pages and / or official city websites

Fair Housing Council of Orange County  
www.Fairhousingoc.org  
714-569-0823

Housing and Urban Development:  
www.hud.gov  
714-796-5577

OC Office on Aging  
www.officeonaging.ocgov.com  
800-510-2020  
714 567-7500

Shelter Referrals (Orange County 211) (24 hrs)  
www.211oc.org  
888-600-4357

**Insurance Agents / Assistance**

Barbara Gamboa ~ Health Insurance Agent  
Independent Contr./Auth. Ins. ~ St. Jude Medical Center  
714-446-7154

Martha T. Collins, RHU @ Martin & Associates  
Independent Agent, License #0788313  
714-879-9880

HICAP / Health Insurance Counsel. & Advocacy Prog.  
Council on Aging / Orange County  
www.coaoc.org  
800-434-0222

**Medication Dispensing Equipment**

Clear Choice Senior Services – MedFolio / MedReady  
714-404-8210  

Comfort Keepers - Tab Safe  
www.ComfortKeepers.com/orange-ca  
714-744-3800

Philips Lifeline Medication Dispensing Service  
www.ManageMyPills.com  
949-273-6465

**Memory and Health Assessment / Resources**

Alzheimer’s Association / Orange County Chapter  
800-272-3900  
The Alzheimer's Association Helpline operates 24 hours a day, seven days a week, in 140 languages. Services include consultation, family support groups, resource information, education, and advocacy.  
www.alz.org/oc

http://nocseniorcare.org/
ORANGE COUNTY VITAL AGING PROGRAM 949 764-6288
Hoag NeuroSciences Institute through a grant provides free memory assessments, education, online assessment tools, and info on dementia.
www.ocvitalaging.org

UCI Irvine SeniorHealth Center 877-427-7824
Health Assessment Program for Seniors (HAPS) ~ Comprehensive evaluation by geriatrician and health care team to assist older adults with complex medical, psychological and social challenges.
www.healthcare.uci.edu/seniorhealth/index.asp

UCI MIND 949-824-2382
Institute for Memory Impairments & Neurological Disorders ~ A state and federally sponsored program that provides specialized assessment for patients with Alzheimer’s disease and related disorders

Moving Assistance & Professional Organizers

Anthony's Moving 800-490-1150
Anthony’s Moving is a licensed, full-service moving and storage company with affordable prices, located in Orange.
www.anthonysmovingandstorage.com

Changing Spaces 714-926-9265
Specializing in downsizing and senior relocation services ~ moving seniors one step at a time. Organizing, de-cluttering, move coordination and new home set-up.
www.designyourmoveoc.com

Empower ~ Senior Transition Specialists 949-716-8387
Downsizing, moving and estate liquidation
www.empowersts.com

Helping Hands Relocation 714-435-0616
Servicing the senior community with a stress free moving experience.
helpinghands-online.com

Personal Emergency Response Systems

American Red Cross Lifeline 800-543-3546
OC-redcross.org

Life Alert 800-360-0329
Lifealert.com

Philips Lifeline of Southern California 949-273-6465
lifeline.medicalalert@gmail.com

http://nocseniorcare.org/
Prescriptions ~ Low Cost / Discount Plans

Benefits Check Up
Benefits Check Up is a service of the National Council on Aging. The website has applications and fact sheets for over 250 programs that will help pay for prescription drugs, healthcare costs, and applications for the low income subsidy. It helps find programs for persons ages 55 and older that may pay for some costs of essential items, prescription drugs, health care, or services.

www.benefitscheckup.org / Email: comments@benefitscheckup.org

NeedyMeds
NeedyMeds is a 501(3) (c) non-profit with the mission of helping people who cannot afford medicine or healthcare. Information is available anonymously and free of charge. Brochure available to organizations which assist people who need help paying for their medicine. NeedyMeds update list is a monthly email that will keep participants up to date regarding what’s new.

www.needymeds.org / Email: info@needymeds.com

Partnership for Prescription Assistance
Mission: Increase awareness of patient assistance programs & boost enrollment of those who are eligible. Many will get their prescriptions free are nearly free. The PPA offers a single point of access to more than 475 public and private assistance programs, including nearly 200 programs offered by pharmaceutical companies.

www.pparx.org

Rx Assist
RxAssist is a web-based resource center. It offers a comprehensive database of patient assistance programs, as well as practical tools, news articles and up-to-date information on how to access assistance from nearly 100 companies and more than 700 medications. Searches can be performed on a number of variables: company name, brand name drug, generic name, drug therapy class. Maintains a directory of patient assistance programs for patients, their families, & health care professionals. Operated by Volunteers in Health Care.

www.rxassist.org / Email: info@rxassist.org

Rx Help for Californians
This website provides access to public and private assistance programs to help low income and uninsured Californian residents get free or discounted brand name drugs. Search for programs using drug names.

www.RxHelpforCa.org

http://nocseniorcare.org/
Rx Hope: Hope for Everyone 732-507-7400
The Rx Hope mission: To make the patient assistance program journey faster and easier by supplying vital information and help. Their website allows patients and their providers to apply for patient assistance programs offered by hundreds of manufacturers, and find information on programs offered by the state and federal governments, as well as by pharmaceutical companies. The Patient Assistance Information section gives information about particular products or companies.
www.rxhope.com / Email: CustomerService@RxHope.com

Walmart ($4.00 chg. for some prescriptions)

☀ Respite Care

Respite care is the provision of short-term, temporary relief to those who are caring for family members or others.

Acacia Villa 714-879-0920
1620 E. Chapman Ave., Fullerton

Cambridge Court 714-992-1750
1621 E. Commonwealth Ave., Fullerton

De Palma Terrace 714-528-4990
351 E. Palm Drive, Placentia

Emeritus at Brea 714-671-7898
285 W. Central Ave., Brea

Fullerton Gardens (Memory Care) 714-441-2636
1510 E. Commonwealth Ave., Fullerton

Sunnycrest Senior Living 714-992-1999
1925 Sunnycrest Drive, Fullerton

Whitten Heights Assisted Living / Memory Care 562-691-1200
200 W. Whittier Blvd., La Habra

☀ Senior Centers

Senior Centers offer a variety of services for older adults including education classes, activities, senior events, health information, travel, support groups, transportation, nutrition programs and more. Call Center for more details.

Anaheim Senior Citizens Center (9 a.m. ~> 5 p.m. / M - F) 714-828-7893
250 E. Center St., Anaheim

http://nocseniorcare.org/
Anaheim Senior Center / Brookhurst (9 a.m. -> 3 p.m. / M - F) 714-765-4511
2271 W. Crescent Avenue, Anaheim
(Free transportation to daily congregate meals for members)

Brea Senior Center (8 a.m. -> 3 p.m. / M - F) 714-990-7750
500 Sievers Ave., Brea
(Free transportation to daily congregate meals for members)

Buena Park Senior Center (8 a.m. -> 4 p.m. / M – F) 714-236-3870
8150 Knott Avenue, Buena Park
Congregate meals and Adult Day Care available

Cypress Senior Center (8 a.m. -> 5 p.m. / M – F) 714-229-2005
9031 Gridley Street, Cypress
(Free transportation to congregate meals)

Fullerton Senior Center (7:30 a.m.~>4 p.m. / M-F) 714-738-6305
400 W. Commonwealth Ave. (St. Mary’s Church), Fullerton
(Free transportation to congregate meals)

La Habra Senior Center (8 a.m. -> 5 p.m. / M – F) 562-905-9700
201 E. La Habra Blvd, La Habra
(Free transportation to congregate meals)

Orange Senior Center (8 a.m. -> 4 p.m. / M – F) 714- 538-9633
170 S. Olive Street, Orange, CA 92866
Congregate meals available

Placentia Senior Center (9 a.m. -> 1 p.m. / M – F) 714-986-2332
143 S. Bradford Ave., Placentia
(Free transportation to daily congregate meals for members)

Santa Ana Senior Services Center (9 a.m. -> 5 p.m. / M – F) 714-647-6540
424 W. 3rd. St., Santa Ana
(Free transportation to daily congregate meals for members; must be Santa Ana resident)

Santa Ana / Southwest Senior Center 714-647-5306
2201 W. McFadden Ave. Santa Ana
(Free transportation to daily congregate meals for members)

Vietnamese Hope Community Center (9 a.m. -> 5 p.m. / M-F) 714-554-4211
1528 Century Blvd., Santa Ana
(Free transportation to daily congregate meals for members)

Yorba Linda Senior Center (9 a.m. -> 5 p.m. / M - F) 714-961-7181
4501 Casa Loma Avenue, Yorba Linda
(Free transportation to daily congregate meals for members)

http://nocseniorcare.org/
Services Available In Your Home

Acupuncture

Fangil Chung Acupuncture Clinic 714-871-3660
Licensed Acupuncturist / Acupressure

Barber

Lather.One Barber Shop / Hair Styling 714-4467-9645
Ana Serrato / George G.
www.Latherone.com

Dentist

Ann Bui, RDHAP, B.S. ~ Mobile Dental Hygienist 562-281-5628
9877 Chapman Avenue, Garden Grove
rdhapdentalhygienist.com/

HomeCare Dentists (Serving All of Orange County) 949-429-7100
27126 A Paseo Espada, #B705, San Juan Capistrano
www.homecaredentists.com/

Doctor

OC Visiting Physicians 949-943-9976
ocvisitingphysicians.com

Sarah G. Nghiem, D.O. 714-434-7777
Specialized Home-Bound Medicine
snghiem@newportbeachvein.com

Medical Supply / Durable Medical Equip. (Home Delivery)

IDA Med Inc. 714.894.1818
12792 Valley View #C, Garden Grove

Night & Day LLC (Adam Kaynes) 877-510-0890
Home Health Care Products for Seniors
1512 E. Edinger Ave., Ste C, Santa Ana, CA 92705
www.seniorarmor.com

Nurse (LVN & RN)

Onsite Nurse Concierge, LLC 877-659-7851
www.onsitenuurse.net

http://nocseniorcare.org/
Visiting Nurses Assoc. Home Health
vnahhs.com/ 949-263-4700

Occupational Therapist
Rehab Without Walls 866-734-2296
Rescare Company / Thomas Puppe
Thomas.puppe@rescare.com

Physical Therapist
Rehab Without Walls 866-734-2296
House Call Physical Therapy (Mike Forsgren, PT) 714-618-2916
18208 Laurel View Dr., Yorba Linda, Ca 92886

Podiatrist
Dr. Michael Poliskie 714-780-0110
Orange County Foot & Ankle Group, Inc.
300 N. Euclid, #A, Fullerton
www.ocfeet.com/

Dr. David Rizzo 714-423-8249
P. O. Box #2683, Fullerton
DrRoadMap.com

Dr. Paul Yoon, D.P.M. 714-535-3668
1781 W. Romneya Dr., Unit I, Anaheim
www.yoonpodiatry.com/

Speech Therapist
Rehab Without Walls 866-734-2296

☀ Transportation Low Cost / Sr. Discount (North O.C.)

OCTA Transit Authority 714-636-7433
www.octa.net

OCTA ACCESS Program (interview required) 714-560-5956
www.octa.net/access_service.aspx

OC Office on Aging for Referrals / Resources 800-510-2020
www.officeonaging.oc.gov.com

http://nocseniorcare.org/
Anaheim Senior Wheels 714-765-4510
250 E. Center Street, Anaheim 714-535-7171

Brea Shuttle 800-581-7433
($1.00 w/in Brea or St. Jude/Placentia-Linda medical offices)

E. Anaheim Comm. Ctr. “Senior Wheels” 714-765-4510
Bus Vouchers / (Anaheim Hills)

FISH of Fullerton 714-533-3113

Fullerton Taxi Voucher Program 714-738-6305
City of Fullerton Senior Transportation Program: Nutrition and shopping
transportation programs. Reservations call or visit the Senior Center location at:
St. Mary’s Church, 400 W. Commonwealth, Room #8B, Fullerton, Mon - Fri.

Korean American Seniors Association (Members Only) 714-530-6705

La Habra City Shuttle Senior Transportation 866-557-7433
101 W. La Habra Blvd., La Habra 562-905-9664

St. Jude Senior Medical Transportation Program 714-446-5473
(St. Jude patients ~ some restrictions apply)

Senior Connections (County Wide ~ Check For Availability) 877-777-0988

St. Anselm’s Senior Transportation 714-537-0608

Vietnamese Community Center of Orange County 714-558-6009 or 714-558-3097
(Membership required)

Yorba Linda Recreation Dept. 714-528-7433
Senior Services Center (Transportation to services w/in Yorba Linda & 1 mi.
beyond city limits; must be a ‘Trails’ member $1.00 each way.)

☀ Vision, Hearing, Motion / Balance Loss Resources

ACCESS- Orange County Transportation Authority (OCTA)
www.octa.net 714-560-6282

Aging and Disability Resource Connection of Orange County (ADRC)
www.adrcoc.org/ 800-510-2020

http://nocseniorcare.org/
Balance and Mobility Classes go hand-in-hand with falls risk prevention, improved strength and muscle tone, and good overall health and vitality. Please check your local Senior Center for class days / times as well as the following class options:

- Center for Successful Aging / Cal State Fullerton 657-278-7012
- Center for Rehabilitation and Wellness / St. Jude 800-870-7537
- YMCA Family Center / Fullerton 714-879-9622
- Braille Institute Regional Sight Center (Orange County) 714-821-5000
  527 North Dale Ave, Anaheim, Ca 90601
  [http://www.brailleinstitute.org/orange_county](http://www.brailleinstitute.org/orange_county)
- Dayle McIntosh Center-Disability Resources and Advocacy 714-621-3300
  13272 Garden Grove Blvd, Garden Grove, Ca 92843
  [www.daylemc.org](http://www.daylemc.org)
- Deaf and Disabled Telecommunications Program / California Telephone Access Program ~ CTAP Santa Ana Service Center 800-806-1191
  2677 North Main Street, Suite 130, Santa Ana
  [www.ddtp.org](http://www.ddtp.org)
- Disability Rights California 800-719-5798
  (Call for referral to local office or phone counseling)
  [www.disabilityrightsca.org](http://www.disabilityrightsca.org)
- Southern California College of Optometry / Eye Center 714-449-7401
  The Eye Care Center (ECC) is the major patient care and clinical teaching facility of the Southern California College of Optometry located in Fullerton, California. The ECC is a world-class center for eye and vision care and works closely with seniors in their low vision rehab and ocular disease center.
  [www.sccoeyecare.com/](http://www.sccoeyecare.com/)
- St. Jude Brain Injury Network 714-446-5626
  130 W. Bastanchury Road, Fullerton

For More Information Contact: Karyl Dupée, MFT ~ 714-446-7035
St. Jude Medical Center / Senior Services
130 W. Bastanchury Road, Fullerton, CA 92835
E-Mail Address: [Karyl.Dupee@stjoe.org](mailto:Karyl.Dupee@stjoe.org)

OR
Daniel R. York, Esq., Chairman NOCSC
North Orange County Senior Collaborative
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714-738-3400 OR 714-930-531

Resource Guide Last Updated: March 2012
Worried about an aging parent, spouse or friend?

Learn More About:

• Steps to take & answers to questions
• Managing in-home care
• Essential legal documents
• Choosing a new living environment
• Resources to help you cope

Register for a **free** 1 hour class: 1-714-446-7035

**DATE:** Monthly ~ Every 4th Wednesday In 2012-13

**TIME:** 7 p.m. ~> 8 p.m.

**PLACE:** St. Jude Community Services
130 W. Bastanchury Road, Fullerton, CA

Entrance On Laguna Rd
Next To The Car Wash
Easy Parking!

Courtesy of St. Jude Senior Services &
North Orange County Senior Collaborative
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