

2008 Guide to **Community Resources**

for Mills-Peninsula patients and their families

For more information, call our free
Health Education Resource Line:
1-800-654-9966

Or visit our Website:
www.mills-peninsula.org



*Mills-Peninsula
Health Services*

A Sutter Health Affiliate

With You. For Life.

About this booklet...

Our community offers many services to help you manage at home after leaving the hospital. This booklet has been designed by Mills-Peninsula as a guide to locating the help you need. If you have questions, call the toll-free Senior Focus Health Resource Line, **1-800-654-9966**. Services provided by Mills-Peninsula are noted with an (●). The information included in this booklet is intended as a guide to some of the many services available in San Mateo County. We cannot guarantee that the booklet is all-inclusive, and listing in the booklet does not imply endorsement or affiliation of any particular service by Mills-Peninsula Health Services. Although the booklet is updated regularly, telephone numbers, addresses and agency availability may have changed since the last printing.

General questions to ask

Be clear about what you need. Ask:

- Are there any restrictions?
 - age limitations
 - doctor's orders needed
 - income
 - minimum order
- Do you provide services where I live?
- What is the cost of the service?
- Does insurance cover? Who does paperwork?
- Does the agency come to me or do I receive services at the agency?
- What should I do if I don't get good service?
- What alternatives do I have?
- How long will it take to get this service?

Personal Care Agencies

These are agencies which do NOT require a doctor's order. They provide hourly companions and attendants, live-ins for personal care, meal preparation, light housekeeping, shopping and transportation.

■ **Private Placement** means the client employs and supervises the attendant and manages payroll withholding taxes, Workman's Compensation, etc. The agency charges you a "finder's fee" (usually a percentage of the attendant's first month's wages).

* **Indicates that agency provides both private and agency supervised care.**

Beady's Agency N. San Mateo County	650-349-2381
*Irish Help at Home	San Mateo: 650-347-6903 San Francisco: 415-759-0520
*Matched Care Givers	San Mateo: 650-375-0580 San Francisco to San Jose Menlo Park: 650-321-2273
Rite Help	650-347-9366
Self Help for the Elderly	415-982-9171
Senior Employment Agency/ Family Service Agency San Mateo County (attendants 55 years old and older)	650-403-4300

■ **Agency Supervised Care** means the agency employs and supervises the worker.

Accent Care	800-834-3059
Ahau Home Care	650-866-3157
Arcadia Health Care San Mateo, Santa Clara Counties	650-324-8381
Aunt Ann's	650-757-2000
Care Resources San Mateo, San Francisco Counties	650-301-3270
Choice Care	San Francisco: 415-665-2010 San Mateo: 650-347-2010
Elder Care Services	415-469-8300
Geriatric Home Care	650-631-3735
Home Care Professionals	San Mateo: 650-757-4717 San Francisco: 415-722-5658
Home Instead	650-877-8009
Home Sweet Home Care	650-556-9906
LivHome (DBA Advo Life) San Mateo, Santa Clara Counties	800-417-1897
*Matched Care Givers San Francisco to San Jose	San Mateo: 650-375-0580 Menlo Park: 650-321-2273
Medical Care Professionals San Mateo, San Francisco Counties	650-583-9898
New Haven Home Health	650-301-1660
Pathway Continuous Care San Mateo, Santa Clara Counties	650-949-9650
Nurse Providers San Mateo, San Francisco Counties	650-992-8559
Nursing Resources Inc. Entire Bay Area	800-990-6877 or 650-401-5750
Older Adults Care Management San Mateo, Santa Clara, San Francisco Counties	650-342-7740
Seniors at Home (Division of Jewish Family Services)	San Francisco: 415-449-3700 San Mateo: 650-688-3000

Equipment

Durable Medical Equipment and Supplies

Some pieces of equipment (walkers, commodes, beds) may be covered by insurance with a doctor's order; some (shower chairs, grab bars, etc.) are not covered. Your Discharge Planner (or the company you call) will assist you in determining what is needed, what percentage (if any) of the cost is covered by insurance, and where and how to obtain the equipment.

Admiral Home Health	650-697-0900
Apria Home Care	800-788-5007
Bischoff Medical Mart	650-347-6606
California Home Medical Equipment	800-906-0626
Lincare	888-747-0181
Primrose Center	650-342-2255
•Rehab Specialists	650-965-8282

Adult Day Care

Structured programs for adults providing social activities, mid-day meal and sometimes other services such as health assessment and rehabilitation.

Transportation often is available.

Coastside Adult Day Health Center Half Moon Bay	650-726-5067
•Mills-Peninsula Senior Focus Burlingame Adult Day Health Center/ Alzheimer's Day Care and Resource Center	650-696-3660
Community Gate Path Burlingame	650-259-8544
Rosener House - Menlo Park	650-322-0126
San Carlos Adult Day Support Center Catholic Charities CYO	650-592-9325
So. San Francisco Adult Day Care	650-829-3824

Pharmacies that deliver

Check your telephone book for more listings.

Mills Square Pharmacy Burlingame to San Mateo and Foster City	650-347-5251
Sunshine Center Pharmacy Daly City to San Mateo	650-589-4133
AARP Pharmacy mail order	800-456-2277
Ted's Village Pharmacy	650-349-1373

Housing

A 1 Care	866-995-3300
Alternative Beginnings	650-642-6888
Apex Care	800-287-9111
Baker Registry	650-343-2156
Board & Care and Skilled Nursing referrals	
Care for Seniors	415-664-9991 or 650-342-9111
HIP Housing (Human Investment Project for Housing)	650-348-6660
Homesharing information	
Long-term Care Ombudsman	650-349-7008
Monitors nursing and board & care homes; makes referrals	
HUD - Low Income Housing	650-802-3300

Crisis Line

Battered Women 24-hour assistance	800-300-1080 or 650-312-8515
CORA (Community Overcoming Relationship Abuse)	
Child Protective Services	650-595-7922
Crisis Intervention, Suicide Prevention and Crisis Center	1-800-784-2433
So. San Francisco to San Mateo Belmont to Palo Alto Coastside	650-579-0350 650-368-6655 650-726-6655
•Mills-Peninsula 24-hour Psychiatric Emergency Crisis Line	650-696-5915
Rape Crisis Service	650-692-7273
TIES - Adult Protective Services 24-hour assistance	800-675-8437

Safety/Assurance

CID (Center for Independence of the Disabled)	650-595-0783
Grab bars and other safety modifications	
Friendly Visiting Services Visits, daily telephone calls to those living alone	650-342-3882
Home Safety Services (grab bars, stair railings, ramps, lifts)	650-571-7774
•Lifeline Personal help button to call for assistance in an emergency	650-696-4823

Food/Nutrition

Grocery Shopping Assistance

Shopping assistance for seniors who are homebound (SASH)

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

Belmont	650-595-0783
San Mateo	650-522-7490
Millbrae	650-259-2370
Redwood City	650-780-7274
San Carlos	650-802-4384
South San Francisco	650-829-3824

Specialized County-wide SASH program:

Center for Independence of the Disabled (CID)

Belmont: 650-595-0783

Daly City: 650-991-5122

Safeway / Albertsons
Delivery online

Meal Programs/Delivery/Emergency Food

Meals on Wheels

Delivers meals to homebound seniors

Daly City, Belmont	650-295-2173
San Carlos south	650-323-2022
Pacifica	650-738-7350
Coastside	650-726-9056

To Go - Restaurants on the Run 650-692-4200

Restaurant meal delivery

Delivery area: Millbrae to Los Altos

Minimum order: \$20.00

Delivery fee: \$9.99

Senior Nutrition Program

Low-cost lunches. Call local senior center for sites.

Transportation

Ambulance

911 is for "life threatening" situations only

Bayshore Ambulance	650-525-9700
AMR (American Medical Response)	650-259-6100

Wheelchair Van (self pay)

Easy Rider	650-520-4044
HMT	800-923-1997
Med Ex	877-633-3946
Medicus Transit	650-346-6562
Sean Trans Services requires proof of disability	650-992-1277
Team Transport	510-887-3700

Mobility Impaired

Coastside Opportunity Center requires proof of disability	650-726-9071
Redi-Wheels (SamTrans) requires proof of disability	650-366-4856

Volunteer Patient Transportation

American Cancer Society 800-227-2345
for cancer patients or 650-578-9902
24-hour assistance

FISH (Friends in Service to Humanity)

Doctor and dentist appointments only.

Monday - Friday; one week notice required.

Millbrae to San Mateo	650-570-6002
Belmont to Redwood City	650-593-1288

Fee for Service

Need A Ride?	650-462-0853
West Bay Home Care Wheelchair van	650-992-1924

Support Groups

For information on other support groups or for a listing of dates and times, call the Mills-Peninsula Health Resource Line 1-800-654-9966.

Alcoholics Anonymous 650-577-1310
24-hour assistance

- Alzheimer's 800-654-9966
- Arthritis/Fibromyalgia/Osteoporosis 650-696-4750

Support Groups *continued*

•Cancer	800-654-9966
•Cardiac	650-696-5824
•Caring for Elders	800-654-9966
•Chronic Pain	800-654-9966
•Diabetes	800-654-9966
•Loss, Grief-Bereavement	800-654-9966
•Ostomy	800-654-9966
•Parkinson's Caregivers	800-654-9966
•Post Polio	800-654-9966
•Repetitive Strain	650-696-4562
•Stroke Survivors	800-654-9966

Information and Referral

Aging & Adult Service	650-573-3900
Nursing Homes, Adult Protective Services, Conservatorship, In Home Support	
•Mills-Peninsula Health Resources	800-654-9966
AT&T Accessibility Resource Center - Customer Service	800-772-3140
Ombudsman Program of San Mateo Co. SNF's and B&C's	650-349-7008
Primrose Center	650-342-2255

For caregivers

Alzheimer's Association	800-660-1993 or 650-962-8111
Family Caregiver Alliance Referral to counseling,or support groups, respite	800-445-8106 415-434-3388
•Senior Focus Caregiver Support Services Respite, counseling, education and support groups	650-696-3660

Health Related

AIDS Services - Edison Clinic	650-573-2385
Alzheimer's Association	800-660-1993
American Cancer Society	650-578-9902 or 800-227-2345
American Diabetes Association	800-342-2383
American Heart Association	800-242-8721
American Lung Association	510-638-5864
Cancer Information Hotline	800-4 CANCER
Golden Gate Regional Center Childhood Disabilities	650-574-9232
National Stroke Association	800-787-6537
Peer Counseling for Older Adults	650-573-2543

Information *continued*

Peninsula Center for the Blind and Visually Impaired	800-660-2009 or 650-858-0202
Planned Parenthood	800-967-7526
Samaritan House Resources for working poor	650-347-3648
•Mills-Peninsula Health Service Line	800-654-9966

Legal, Financial, Insurance

CANHR (California Advocates for Nursing Home Reform)	800-474-1116 415-974-5171
HICAP (Health Insurance Counseling and Advocacy Program)	800-434-0222 or 650-627-9350
Lawyer Referral Service San Mateo County BAR	650-369-4149
Legal Aid/Senior Advocates	800-381-8898
Medi-Cal Health Plan of San Mateo	Programs 800-750-4776
Medi-Cal Daly City/Pacifica	650-301-8720
Medi-Cal North County	650-877-5608
Medi-Cal South County	650-599-3811
Medicare billing questions	800-633-4227
Social Security/Medicare/SSI	800-772-1213
State Disability (SDI)	800-480-3287
Veteran's Service Office / Peninsula works	650-802-6598

Counseling

Adolescent Family Life	650-573-2501
AIDS Services - Edison Clinic	650-573-2385
•Behavioral Health Intake mental health/chemical dependency	650-696-5909
Catholic Charities Social Services	650-295-2160
Family Services Agency Counseling and support groups	650-403-4300
Jewish Family & Children's Services	415-449-3700
KARA Life threatening illness support	650-321-5272
Public Health Nursing	650-573-2501
Senior Mental Health S.M. County	650-573-3571

