



Making Connections • Staying Active • Living Well

1155 Santa Clara Avenue, Alameda, CA 94501 ~ www.mastickcenter.com ~ (510) 747-7500

Services & Resources

Mastick Office

The Mastick Office, open Monday through Friday from 9:00 a.m. to 3:00 p.m., is available to assist you with the following services:

1. Program Registration
2. Garbage and Recycling Discount Forms
3. Utility Users' Tax Exemption Forms
4. AUSD Parcel Tax Exemption Forms
5. Advance Health Care Directive Kits (fee \$2)
6. POLST Kits (fee \$1)
7. Do Not Resuscitate Forms (fee \$1)
8. Home Energy Assistance Program (HEAP) Forms
9. HICAP & Long-term Care Appointments
10. Notary Public Appointments
11. Legal Assistance for Seniors (LAS) Appointments
12. Transportation Assistance
13. California State Library Applications—Braille & Talking Book Library

Senior Connections

Senior Connections is a collaboration between Mastick Senior Center and Alameda Family Services to provide case management assistance for Alameda seniors needing help with health insurance, housing, in-home support services, food resources and MORE! Alameda Family Services is a human services organization whose programs improve the emotional, psychological and physical health of families. Appointments with an Engagement Specialist (Case Manager) are available on **Tuesdays** and **Thursdays**, 10:00 a.m. - 3:00 p.m. Home visits are also an option. To schedule an appointment, please call 747-7506.

Transportation Services ...

Transportation Office

The Transportation Office is located in the Mastick Office and open on Tuesday and Thursday from **9:00 a.m. to 12:00** and offers the following services:

Transportation Ticket Sales	
EBP Ticket Books (10-Tickets)	\$40
Premium Taxi Program Tickets	\$2.50 ea
Medical Return Trip Improvement Program (MRTIP) Tickets	\$2.50 ea

AARP Smart Driver Course

AARP Smart Driver Course is the largest classroom driver course specifically designed for motorists age 50 and older.

AARP offers two classroom formats (**refer to monthly schedule for class dates**):

- The **standard** course taught in two, four-hour sessions over a two-day period on the first and second Wednesday of the month from 9:00 a.m. to 1:00 p.m.; and
- The **refresher** course available to individuals that have taken the standard course within the last **four** years offered on the first Wednesday of the month between 9:00 am and 1:30 pm

Preregistration is a must and can be accomplished in the Mastick Office. The fee is \$15 per person for AARP members (AARP membership number required) and \$20 per person for non-AARP members. The registration fee is payable by check **ONLY** to AARP. Many insurance companies offer discounts upon completion of the course.

Transportation Services (continued)...

Bicycle License Requirement

The City of Alameda requires that all bicycles be licensed. For more information, call the Alameda Fire Department at (510) 337-2100.

511 Transportation Hotline

511 is a one-stop phone and web source for up-to-the-minute Bay Area traffic, transit, rideshare, and bicycling information. It's FREE and available 24 hours a day, seven days a week from anywhere in the nine-county Bay Area. Call 511 or visit 511.org.

Non-Emergency Wheelchair Transportation Program

Alameda County offers non-emergency transportation service for individuals needing assistance with a wheelchair breakdown. For information, call 1-877-509-4335.

Road to Recovery

Road to Recovery is an American Cancer Society program that provides free transportation services for patients to cancer-related medical appointments. Volunteer drivers bring ambulatory patients to and from medical treatment facilities, providing a friendly, supportive, and reliable presence for individuals unable to drive themselves. The program requires three to five business days advance notice. Appointments between 9:30 a.m. and 2:30 p.m., Monday through Friday, are preferable. For more information, call the American Cancer Society at (510) 832-7012.

Paratransit Services...

Alameda County Paratransit Service— East Bay Paratransit

East Bay Paratransit is a public transit service for people who are unable to use AC Transit buses or BART trains because of a disability or a disabling health condition. This service transports riders from their place of origin to their desired destination in wheelchair equipped vans and sedans. East Bay Paratransit was established by AC Transit and BART to meet Americans with Disabilities Act (ADA) requirements.

Alameda Paratransit Scholarship Program

The City of Alameda, through Measure B funding, offers limited matching funds to assist individuals with Premium Taxi Service and MRTIP expenses. Eligible candidates are Alameda residents, Premium Taxi Service or MRTIP certified, and meet the very-low income requirement. A limit of \$50 in matching funds per family is available each fiscal year, as long as funding is available. Proof of income is required and cannot be older than 60 days.

Medical Return Trip Improvement Program

The Medical Return Trip Improvement Program (MRTIP) provides subsidized taxi trips for individuals returning home from medical appointments. Since it is often difficult to predict when a medical appointment might end, MRTIP offers the option of calling the City of Alameda's transportation provider, Welcome Transportation Group, for a ride home when your medical appointment is completed. Participation is dependent of East Bay Paratransit eligibility. Participants are eligible to receive 10 MRTIP vouchers per month. Vouchers must be purchased in advance for \$2.50 each and expire after one year. The voucher covers the cost of transportation within Alameda County. *City of Alameda Paratransit Services funded by Measures B/BB.*

Paratransit Services (continued)...

City of Alameda Premium Taxi Service

Premium Taxi Service provides a 50 percent discount for taxi rides with a City of Alameda transportation provider. The service is not limited to medical trips. Eligible riders must purchase the required discount coupons in advance and are limited to purchasing a maximum of 20 coupons per quarter (every three months).

Eligibility requirements: Must be East Bay Paratransit certified, 75 years of age or older, or 70 years of age or older without a driver's license.

Cost: Each Premium Taxi Travel Voucher has a \$5 value and cost \$2.50. If the cost of a trip cannot be covered exactly with one or more \$5 Premium Travel Vouchers, an additional travel voucher or cash may be used to pay the additional cost. Drivers cannot provide change. Travel vouchers with a completed Travel Information Form to the taxi driver upon arrival at your requested destination. *City of Alameda Paratransit Services funded by Measures B/BB.*

City of Alameda Shuttle

The Alameda Shuttle, funded by Measures B/BB transportation sales tax dollars, provides a **free** way to get around town. The shuttle service is open to the public yet its primary purpose is to connect seniors and individuals with disabilities with access to major shopping destinations and medical facilities around the City. Other passengers may ride the shuttle as space allows. The shuttle operates from 9:00 a.m. to 4:00 p.m. on Tuesday, Wednesdays and Thursdays.

Disaster Preparedness...

Community Emergency Response Team (CERT)

The Alameda Fire Department's CERT program provides training for Alameda residents to increase self-sufficiency in a disaster. For more information or to register, contact the Disaster Preparedness Office at (510) 337-2121.

Housing Supportive Services...

Senior Center Without Walls

Senior Center Without Walls offers group activities, friendly conversation, and an assortment of classes to homebound seniors from the comfort of their own home through telephone conference calls. This program is **free** and available to seniors of Alameda County. *Senior Center Without Walls* is sponsored by Senior Resources at St. Paul's Episcopal Church, Oakland and the Episcopal Homes Foundation. For more information, call (510) 444-0243.

Alameda Friendly Visitors (AFV)

AFV, a companion program to Alameda Meals on Wheels (AMOW), provides companionship to seniors and homebound Alameda residents. To learn more about this program, call (510) 748-0342.

Alta Bates Tele-Care Program

The Alta Bates Tele-Care Program offers a daily reassurance telephone call to individuals living alone, homebound, disabled or convalescing from an illness. This **free** program is a source of comfort 365 days per year. For more information about this program, call (510) 204-4487 from 8:30 a.m. to 11:00 a.m. or leave a message.

Alameda County—In-Home Supportive Services (IHSS)

IHSS assists eligible aged, blind, and disabled individuals with activities of daily living including personal care, cooking, housecleaning and shopping. This service allows individuals to remain safely in their own homes. For more information, call (510) 577-1800.

Alameda Safety and Accessibility Program

The Alameda Fire Department's Safety and Accessibility Program assists with home modification improving safety and accessibility. This **free** service is available to low-income Alameda residents who are 62 years of age and older or disabled. For more information, call (510) 337-2133.

Housing Supportive Services (continued)...

Housing Rehabilitation Programs

The City of Alameda sponsors several rehabilitation programs providing loans, grants, and/or technical assistance to homeowners. Assistance is available to repair housing stock for low and moderate-income residents, correct code deficiencies, or perform minor emergency home repairs. The City makes low- to no-interest loans for roof replacements, furnace, plumbing, electrical and other related work for eligible homeowners. Rental property owners can get low interest loans so they can repair their rental units occupied by low-income tenants while still keeping their rent affordable. The substantial rehabilitation program creates new affordable rental units in existing vacant or underutilized structures. Income limits do not apply to the property owner/developer in these rental programs. For more information, call (510) 747-4341 or e-mail mdelagrange@alamedahsg.org.

Rent Review Advisory Committee (RRAC)

The RRAC reviews complaints of significant rental increases and provides a neutral forum for renters and residential property owners to present their views. It evaluates rent increases, determines whether they are equitable, and if not, attempts to mediate a resolution acceptable to all parties. Obtain a Rental Increase Complaint (RIC) Form by calling the Housing Development Division at the Housing Authority at (510) 747-4327 or by visiting www.alamedahsg.org.

Eden Council for Hope & Opportunity (ECHO) Housing

ECHO, established as a fair housing agency for very-low and moderate income clients, is a full service housing counseling organization providing the following services: fair housing counseling, mediation, landlord/tenant counseling programs, rental assistance, and emergency grant programs. For more information, please contact ECHO at (510) 496-0496 or 1-888-922-3246.

California Advocates for Nursing Home Reform (CANHR)

CANHR, a statewide nonprofit 501(c)(3) advocacy organization, is dedicated to improving the choices, care and quality of life for California's long term care consumers. CANHR's goal is to educate and support long term care consumers and advocates regarding the rights and remedies under the law and to create a united voice for long term care reform and humane alternatives to institutionalization. For more information, contact CANHR at (415) 974-5171 or 1-800-474-1116.

Utility Assistance...

Spectrum Community Service Low Income Home Energy Assistance Program (HEAP)

HEAP is a federally funded program that assists low-income households with energy bills. HEAP provides direct payment, once per year, to the utility company on behalf of an eligible applicant. Eligibility is based on the household's total monthly income. For more information, call (510) 881-0300.

Electricity Bill Assistance

Alameda Municipal Power has a number of options to assist customers having difficulty paying their utility bills. For more information, call (510) 748-3900.

Food Programs...

Brown Bag Program

Mercy Care Center's Brown Bag Program collects and distributes donated food to low-income seniors twice a month at Mastick Senior Center. Eligible candidates must be 60 or older, with a gross monthly income of \$1,458 (single) and \$1,966 (families of two or greater). Membership must be renewed annually. An annual voluntary membership contribution of \$10 is appreciated at registration. Food is distributed on the **first** and **third** Thursday from 9:00 a.m. to 10:00 a.m. in Dining Room 1. **Applicants must provide identification and proof of income at the time of registration!**

Food Programs (continued)...

Alameda Food Bank

The Alameda Food Bank is a private, non-affiliated non-profit organization providing nutritious food to low-income Alameda residents. For more information about the program or to donate food, please contact the Alameda Food Bank at 1900 Thau Way (between Buena Vista and Constitution Way) or by phone at (510) 523-5850.

The Mastick Café

A nutritious meal, provided by Spectrum Community Services, is served Monday through Friday at 12:00 in Dining Room I. Eligible candidates must be at least 60 years of age. A donation of \$3.75 per meal is appreciated. Advanced reservations are required and accepted Monday through Thursday, 11:15 a.m. to 12:00 Noon in Dining Room 1. For more information, call 747-7503.

Alameda Meals on Wheels (AMOW)

AMOW delivers hot, diet specific meals to seniors and homebound Alameda residents seven days per week. Meals are sold at cost and delivered by volunteers. Sliding scale fees ensure that services are accessible to all. To learn more, call (510) 865-6131.

Delivery Services

Dan's Produce (Grocery Items) 2300 Central Avenue (510) 523-1777 (Wednesday ONLY) No Delivery Fee (\$20 Minimum Order)

Health Programs & Information...

Blood Pressure and Podiatry Screening

Blood Pressure Screening

Alameda Fire Department provides blood pressure screening on the **second** and **fourth** Wednesday of each month from 10:00 a.m. to 12:00 in the Music Room, when possible.

Podiatry & Blood Pressure Screening

Dr. Dale Wright, DPM, provides blood pressure and podiatric screening on the **third** Tuesday of the month from 1:45 p.m. to 3:00 p.m. in the Media Room by appointment only. To make an appointment, call 747-7506.

Health Insurance Assistance

The Health Insurance Counseling and Advocacy Program (HICAP) is a volunteer supported program that helps Medicare beneficiaries of any age make informed choices and provides advocacy when health benefits are threatened or denied. HICAP counselors provide individual counseling regarding Medicare billings and claims problems, Medicare supplemental insurance, Prescription Drugs, Medicare HMOs and other managed care options, long-term care insurance, Appeals, and more. For an appointment, call the Mastick Office at (510) 747-7506. For an appointment at the Alameda Hospital, call HICAP at (510) 839-0393.

Dental Consultation

Dr. Alfred Chong provides free dental consultation on the **third** Thursday of the month from 10:30 a.m. – 12:00 in the Mastick Office. He will answer questions regarding your dental health, treatment options, and possible alternatives for pending dental procedures. To make an appointment, call 747-7506.

Community Paramedic Program

The goal of the Alameda Fire Department's Community Paramedic Program is to guide clients towards health and well-being, connect clients with appropriate services, and intervene when clients are unable to take an active role in the management of their healthcare. For more information, contact Alameda Fire Department EMS Division (510) 337-2163.

Order of Malta Oakland Clinic

The Order of Malta Oakland Clinic is located within the Cathedral of Christ the Light complex, 2121 Harrison Street, Suite 102, Oakland, and provides direct medical care when possible and facilitates referrals. For information, call (510) 587-3000.

Four Bridges

Four Bridges, sponsored by Bay Area Community Services (BACS), offers a psychosocial rehabilitation program for adults with severe and persistent mental illness. The program is offered Monday and Friday from 9:30 a.m. to 2:30 p.m. at First Congregational Church, 1912 Central Avenue. For more information, call (510) 613-0330.

Health Programs & Information (continued)...

Medi-Cal Assistance

The Medi-Cal Center is located at 8477 Enterprise Way, Oakland. Questions pertaining to Medi-Cal eligibility should be directed to 1-800-698-1118.

Medicare Assistance

For specific questions about Medicare claims, visit MyMedicare.gov or call 1-800-MEDICARE. The mailing address for Medicare is:

Centers for Medicare & Medicaid Services
7500 Security Blvd., Baltimore MD 21244

Employment & Financial Assistance...

Income Tax Preparation Assistance

From February through April 15, AARP Tax Assistance Program volunteers provide **free** tax preparation services to low and middle income individuals with special attention to those 60 and older by appointment at Mastick Senior Center. ***This program is sponsored by AARP, IRS, and Mastick Senior Center.***

Senior Employment Opportunities Program

ASSETS Senior Employment Opportunities Program assists low-income individuals, 55 years of age and older, with employment needs. For more information, call (510) 238-3535.

Alameda One-Stop Career Center

The Alameda One-Stop Career Center is a self-directed career resource center. The Center provides resources and services focused on assisting community members with job search, training information, and career assistance. For more information, call (510) 748-2208.

Employment Development Department

Employment Development Department (EDD) connects millions of job seekers and employers. For more information, call 1-800-300-5616 or visit their website at www.edd.ca.gov. Offices are located at 1212 Broadway, Oakland, or 675 Hegenberger, 3rd Floor, Oakland. For Disability Insurance Claims, contact the EDD at 1-800-480-3287 or visit their office located at 1600 Harbor Bay Parkway, Suite 120, Alameda.

Social Security Administration

For questions regarding Social Security or Supplemental Security Income, call 1-800-772-1213, or go to the Oakland office (360 22nd Street, Suite 400), or San Leandro office (320 Davis Street). Forms are available online at www.socialsecurity.gov.

Information & Referral Assistance...

Information & Referral Assistance Hotline
Need Help? Get answers by simply dialing 211 or visiting www.211.org. 211 is a free, non-emergency, confidential, three-digit phone number and service that provides easy access to housing information, and critical health and human services.

Legal, Notary, & Mediation Services...

Legal Services

- Legal Assistance for Seniors (LAS) provides legal assistance to seniors 60 and older on the **third** Monday of the month from 1:00 p.m. to 3:00 p.m. in the Mastick office. For an appointment, call the Mastick Office at 747-7506. For more information about LAS, call (510) 832-3040.
- The West End Library (788 Santa Clara Avenue) sponsors Lawyers in the Library on the **third** Monday of the month from 6:00 p.m. to 8:00 p.m. For more information, call (510) 747-7767.
- The Alameda Main Library (1550 Oak Street) sponsors Lawyers in the Library on the **first** Wednesday of the month from 6:00 p.m. to 8:00 p.m. For more information, call (510) 747-7713.
- Legal Assistance Hotline (for seniors 60 and older) can be reached at 1-800-222-1753.

Legal, Notary, & Mediation Services (continued)...

Alameda County Bar Association Volunteer Legal Services Corporation

The Alameda County Bar Association Volunteer Legal Services Corporation (VLSC) hosts a clinic the first Saturday of every month, 10:30 – 12:00, at the Alameda County Law Library (125 12th Street, Oakland). Experienced attorneys with the Community Legal Assistance Saturday Program (CLASP) are on hand to provide free legal consultation, advice and referral services in areas of law such as family, criminal, immigration, housing, employment, consumer, personal injury, probate and real estate. For more information, call (510) 302-2222, option 4.

Notary Service

Notary service is available on Wednesdays from 1:30 p.m. to 3:15 p.m. To schedule an appointment, please call 747-7506. Donations appreciated.

SEEDS Community Resolution Center

SEEDS has trained volunteers from East Bay communities representing a variety of ages, ethnic groups, religions, sexual orientations, occupations, life experiences, with the ability to speak several languages, available to provide mediation services to assist with conflict resolution. For more information, contact SEEDS at (510) 548-2377.

Adult Protective Services (APS)

Alameda County Social Services Agency/APS “*investigates and evaluates complaints of abuse or neglect.*” To report abuse (physical, emotional, financial), call APS at (510) 577-1900 or (510) 577-3500. Calls are received by a confidential voicemail system. Leave your name, phone number, and the nature of your call and an intake worker will promptly return your call.

Grief Support...

Sutter VNA & Hospice

Sutter VNA & Hospice offers bereavement group(s) for those grieving the loss of a loved one. For more information, please contact (510) 450-8596.

Alta Bates Summit Medical Center

Alta Bates Summit Medical Center offers a Grief Recovery Group at Summit Merritt Pavilion (350 Hawthorne Avenue, Oakland). For more information, call (510) 869-6778.

Grief Support Group

Alameda Hospital and Gentiva offers a non-denominational support group on the last Wednesday of each month from 4:00 p.m. to 5:15 p.m. at Alameda Hospital (2070 Clinton Avenue), 1st Floor (Women’s Health and Resource Center). For more information, call (925) 737-0203.

Dementia & Alzheimer’s Resources...

Alzheimer’s Services of the East Bay

Alzheimer’s Services of the East Bay (ASEB) is a non-profit organization providing services for individuals with Alzheimer’s disease and other related dementia, caregiver support, and community education about issues related to dementia care. For more information visit their website at www.aseb.org or contact them at (510) 644-8292 (Berkeley/Oakland) or (510) 888-1411 (Hayward).

Lesbian, Gay, Bisexual and Transgender...

Lavender Seniors of the East Bay

Lavender Seniors provides activities, support, and networking for Lesbian, Gay, Bisexual and Transgender seniors. For more information, call (510) 667-9655 or e-mail info@lavenderseniors.org.

Recycling Information...

Disposing of Household Batteries

Batteries are accepted at Mastick Senior Center's Lobby Desk, Monday through Friday from 8:30 a.m. to 4:00 p.m. or contact Alameda County Industries (ACI) Office at (510) 483-1400.

On-Call Clean Up

Residents of single-family homes and multiplexes (2-4 units) have the opportunity to schedule, at their convenience, the discard of up to 2-cubic yards of garbage and recyclable materials, and up to three bulky items. This service is available once per 12-month period (not calendar year) at no charge. You can schedule an additional pick-up for a charge. Scheduling at least a month in advance is suggested. Please note: to be considered eligible for this service, customers must have paid for at least one quarter of service (in addition to the required deposit) and have an account that is current. Also, customer must subscribe to a minimum of 20 gallons of garbage service. For more information or to schedule an On-Call Clean Up, call (510) 483-1400 or visit www.AlamedaCountyIndustries.com.

Sharps and Medication Disposal

Household Hazardous Waste Oakland Facility

(2100 East 7th Street, Oakland, CA 94606)

Thursday - Saturday, 9:00 a.m. to 1:00 p.m.

- Sharps (syringes, pen needles, lancets); and
- Medication (unwanted or expired).

Police Department Medication Waste Bin

(1555 Oak Street, Alameda, CA 94501)

Monday - Sunday, 8:00 a.m. to 8:00 p.m.

- Medication (unwanted or expired)
- **NO** vitamins, needles, batteries, thermometers, or illegal drugs are to be placed in the bin (vitamins may be disposed of safely in the trash)