



Making Connections • Staying Active • Living Well

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

Services & Resources

Services Available at Mastick...

Mastick Senior Center provides the following services and discount forms. For more information, call (510) 747-7500.

1. Case Management Appointments
 2. HICAP Appointments
 3. Notary Public Appointments
 4. Podiatry Consultation Appointments
 5. Program Registration
 6. Transportation Assistance
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7. Advance Health Care Directive Kits (\$4)
 8. AUSD Parcel Tax Exemption Forms
 9. Do Not Resuscitate Forms (\$1)
 10. Garbage and Recycling Discount Forms
 11. Home Energy Assistance Program (HEAP) Forms
 12. POLST Kits (\$1)
 13. Utility Users' Tax Exemption Forms

Senior Connections

Senior Connections, funded in part by the Mastick Senior Center Advisory Board (MSCAB), 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 a Case Manager are available on **Tuesdays, Wednesdays** and **Thursdays**, 9:00 a.m. to 3:00 p.m. To schedule an appointment, call (510) 747-7505.

Transportation Services

Assistance with transportation services is available **Tuesdays, Wednesdays** and **Thursdays**, 9:00 a.m. to 12:00. To schedule an appointment, call (510) 747-7513.

Alameda Loop Shuttle

The Alameda Shuttle 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. The shuttle operates from 8:30 a.m. to 4:00 p.m. on **Tuesdays, Wednesdays** and **Thursdays**. *City of Alameda Paratransit Services funded by Measures B/BB.*

Free Bus Program for Alameda Seniors

The City of Alameda provides **free**, unlimited ride AC Transit bus passes to eligible Alameda residents, on a first-come first-served basis.

Eligibility criteria includes:

- 1.) Alameda Resident;
- 2.) Mastick Member;
- 3.) Age 65+ or enrolled with East Bay Paratransit; and
- 4.) Income eligible

To learn more, call (510) 747-7513 or visit www.alamedaparatransit.com.

511 Transportation Hotline

511 is a one-stop phone and web resource for up-to-the-minute Bay Area traffic, transit, rideshare, and bicycling information. This service is 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.

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.

AARP Smart Driver Course

Refresh your driving skills and save on auto insurance by taking the AARP Smart Driver Course specifically designed for motorists age 50 and older. AARP Smart Driver Courses are available **online only**, until further notice. For more information, visit www.aarpdriversafety.org.

Emergency Wheelchair Repair

Easy Does It, a nonprofit developed to meet the special emergency needs of individuals with disabilities and seniors, provides assistance with sudden wheelchair, scooter or mobility device breakdown. For assistance, call (510) 704-2111, Monday through Friday between 8:30 a.m. to 11:00 p.m., or Saturday and Sunday between 10:30 a.m. to 11:00 p.m. for this free service available to the cities of Albany, Berkeley, Alameda, Castro Valley, Hayward, Oakland, San Leandro, and San Lorenzo. For more information, visit www.easydoesitservices.org. *FASTER funded by the Alameda County Transportation Commission.*

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 www.aseb.org or call (510) 644-8292 (Berkeley) or (510) 656-1329 (Fremont).

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) 337-2131.

Employment & Financial Assistance...

AARP Tax-Aide Program

During tax season, AARP Tax-Aide Program volunteers provide **free** tax preparation services to low and middle income individuals with special attention to those age 60 and older by appointment at the **Mastick Senior Center**. *This program is sponsored by AARP, IRS, and Mastick Senior Center.*

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 or visit www.eastbayworks.com.

Employment Development Department

Employment Development Department (EDD) connects millions of job seekers and employers. For more information, call 1-800-300-5616 or visit www.edd.ca.gov. For Disability Insurance Claims, contact the EDD at 1-800-480-3287.

Senior Employment Opportunities Program

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

Social Security Administration

For questions regarding Social Security or Supplemental Security Income, call 1-800-772-1213. Currently, the Oakland Office, 1-866-964-7420 (360 22nd Street, Suite 400) and San Leandro Office 1-866-331-2181 (320 Davis Street) are open for in-person assistance by appointment only. Critical services continue to be offered by phone and online. Visit www.socialsecurity.gov for more information.

Food Programs...

The Mastick Café

At **Mastick Senior Center**, Spectrum Community Services provides a nutritious lunch, **Monday through Friday between at 12:00**. Advanced reservations are required three days prior to your lunch visit. For more information or to reserve or cancel a lunch reservation, call (510) 747-7503. Eligible candidates must be at least 60 years of age. A donation of \$3.75 per meal is appreciated.

Alameda Food Bank

The Alameda Food Bank is a private, non-affiliated nonprofit organization providing nutritious food to low-income Alameda residents. For more information, to volunteer or to donate/receive food, call (510) 523-5850 or visit www.alamedafoodbank.org. Food distribution location is 650 West Ranger Avenue at Alameda Point (Bus Line 96) on Mondays, Wednesdays and Fridays, 12:00 to 4:00 p.m.

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.

Brown Bag Program

Mercy Brown Bag Program, with the support of Elder Care Alliance's Mercy Retirement & Care Center, sorts, packs and distributes groceries to seniors within the following eligibility criteria.

- Age 60 and older;
- Gross monthly income of
 - \$2,522 (one-person household)
 - \$3,411 (two-person household)
 - \$4,300 (three or more person household)

Food is distributed on the **first Thursday** of each month. Membership must be renewed annually. **Applicants must provide identification and proof of income at time of registration.** For assistance, call 510-534-8540, extension 369.

Grief and Bereavement Support...

Grief Support Group

Alameda Hospital and Kindred Hospice offers support group(s) for those grieving the loss of a loved one. For more information, call (925) 737-0203.

Sutter VNA & Hospice

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

Health Programs & Information...

Bay Area Community Services (BACS)

Bay Area Community Services (BACS) provides innovative behavioral health and housing services for individuals and families across the Bay Area. For more information, call (510) 613-0330 or visit www.bayareacs.org.

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.

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 offers individual counseling regarding Medicare billing and claim problems, Medicare supplemental insurance, prescription drugs, Medicare HMOs and other managed care options, long-term care insurance and appeals. To make an appointment, call (510) 839-0393.

Medi-Cal Assistance

For information about Medi-Cal, visit www.alamedacountysocialservices.org or call 1-800-698-1118.

Medicare Assistance

For information about Medicare and Medicare services, visit www.cms.gov. For specific questions about Medicare claims, visit www.medicare.gov or call 1-800-MEDICARE.

Health Programs & Information (cont'd.)...

Order of Malta Oakland Clinic

The Order of Malta Oakland Clinic, a nonprofit medical clinic located adjacent to the Cathedral of Christ the Light, 2121 Harrison Street, Suite 120, Oakland, provides free, on-site preventative health care services and treatment to uninsured and low-income patients. For information, visit www.orderofmaltaclinic.com or call (510) 587-3000.

Podiatry Screening

Dr. Dale Wright, DPM, provides podiatric consultation in the Media Room at the **Mastick Senior Center** by appointment only. To schedule an appointment, call (510) 747-7506.

Housing Supportive Services...

Alameda County—In-Home Supportive Services (IHSS)

The IHSS Program is designed to provide assistance with day to day activities such as housecleaning, meal preparation, grocery shopping and personal care to older adults and individuals with disabilities, who without this service, would be unable to remain safely in their home. For more information, call (510) 577-1800 or visit www.alamedasocialservices.org.

AFD Housing Safety Program

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

Alameda Residential Rehabilitation Programs

The Housing Rehabilitation Programs offers low-interest loans and grants to eligible Alameda homeowners. Rental property owners, whose units are occupied by 51% or more low income renters, are also eligible for low-interest loans to make repairs and qualified property improvements. Households with individuals who are seniors or disabled may be eligible for additional assistance. Rehabilitation staff has technical skills and experience to assist with projects from conception to execution. For more information, call (510) 747-6884.

Alameda Rent Program

The Housing Authority of the City of Alameda, through a services contract with the City of Alameda, administers the Rent Program. For more information, call (510) 747-4346 or visit www.alamedarentprogram.org.

Eden Council for Hope & Opportunity Housing (ECHO)

ECHO, 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, call (510) 581-9380 or 1-855-275-3246 or visit www.echofairhousing.org.

Information & Referral Assistance...

Alameda County Information & Referral Hotline

Need help? Get answers by simply dialing 211, texting 898211 or visiting www.211alamedacounty.org. 211 is a free, non-emergency, confidential, three-digit phone number and centralized source for health, housing, and human services information.

California Advocates for Nursing Home Reform (CANHR)

CANHR is an advocacy organization dedicated to improving the choices, care and quality of life for California's long term care consumers. Through direct advocacy, community education, legislation and litigation it has been CANHR's goal 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, visit www.canhr.org or call (415) 974-5171 or 1-800-474-1116.

Legal, Notary & Mediation Services...

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.

Legal, Notary & Mediation Services (cont'd.)

Alameda Legal Services

- Legal Assistance for Seniors (LAS) provides legal assistance to individuals age 60 and older. For assistance, call (510) 832-3040.
- Lawyers in the Library, a program of Legal Access Alameda, the pro bono arm of the Alameda County Bar Association, provides free consultations and referrals. Visit www.alamedafree.org/Events-directory/Lawyers-in-the-Library-By-Phone or call (510) 747-7713 to sign up for a fifteen-minute phone appointment with a volunteer attorney. Services are offered, 5:00 p.m. to 7:00 p.m., on the second Tuesday of the month as follows: August 10, September 14, October 12 and November 9.

Bay Area Legal Aid

Bay Area Legal Aid provides free legal advice, referrals and representation to Alameda County residents with low income experiencing housing, public benefits, or consumer legal issues. For more information and to reach the Legal Advice Line, call (510) 250-5270 or 1-800-551-5554 between 9:30 a.m. – 3:00 p.m. on Mondays and Thursdays or 9:30 a.m. to 1:00 p.m. on Tuesdays and Wednesdays, or visit www.baylegal.org.

Centro Legal de la Raza

Centro Legal de la Raza, located at 3022 International Boulevard, Suite 410, Oakland, provides free one-to-one legal consultation services for renters with low income within the City of Alameda. For more information, call (510) 437-1554 or visit www.centrolegal.org.

Legal Access Alameda County

Legal Access Alameda (Legal Access) is the pro bono arm of the Alameda County Bar Association. Legal Access provides free legal services to individuals with low income in Alameda County through monthly legal clinics in a range of areas of law. For more information, call the intake line at (510) 302-2222, option 4.

Notary Service

Notary service is available by appointment at the **Mastick Senior Center**. To schedule an appointment, call (510) 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, call SEEDS at (510) 548-2377.

Lesbian, Gay, Bisexual and Transgender...

Lavender Seniors of the East Bay

Lavender Seniors provides social support services that foster a sense of belonging for all LGBTQ+ older adults. For information, call (510) 736-5428, e-mail info@lavenderseniors.org or visit www.lavenderseniors.org.

Pacific Center for Human Growth

Pacific Center's mission is to enhance the mental health and overall well-being of the LGBTQIA+ and QTBIPOC communities by providing culturally responsive therapy, peer to peer support groups, community outreach services, and facilitated workshops. For more information, visit www.pacificcenter.org or call (510) 548-8283.

Recycling Information...

ACI's On-Call Clean Up Program

Once every 12 months, residents of single-family homes and multiplexes (up to 4 units) can schedule, at their convenience, a free clean up including: up to 2-cubic yards of unwanted household items, properly contained latex paint, household batteries, and up to three bulky items. For more information or to schedule an On-Call Clean Up, call (510) 483-1400 or visit www.AlamedaCountyIndustries.com.

Battery (Household) Disposal

Batteries are accepted in the bins next to the Media Room at the **Mastick Senior Center** Parking Lot, Monday through Friday from 8:30 a.m. to 3:00 p.m. or call Alameda County Industries (ACI) at (510) 483-1400.

Sharps and Medication Disposal Household Hazardous Waste Oakland Facility

Drop-off by appointment only
(2100 East 7th Street, Oakland, CA 94606)
For more information, call 1-800-606-6606 or visit www.stopwaste.org/hhw

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

Police Department Medication Waste Bin

(1555 Oak Street, Alameda, CA 94501)

Daily, 8:00 a.m. to 8:00 p.m.

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

Senior Companionship Services...

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 reassurance telephone calls and is a source of comfort to individuals living alone, homebound, disabled or convalescing from an illness. For more information about this **free** program, call (510) 204-4487 and leave a message, Mondays and Tuesdays, 8:00 a.m. to 4:30 p.m.

Social Call

Social Call matches trained volunteers with adults age 60+ for scheduled one-on-one compassionate phone conversation. For more information, call 1-877-797-7299 or visit www.covia.org/services/social-call/.

Well Connected

Well Connected offers activities, education, support groups, and friendly conversation via phone or online conferences. Program is available to adults age 60+ who are interested in lifelong learning, support, fun and engagement. For more information, call 1-877-797-7299 or visit www.covia.org/services/well-connected/.

Utility Assistance...

Alameda Municipal Power

Alameda Municipal Power offers programs to assist customers having difficulty paying their utility bills. For more information, call (510) 748-3900.

PG&E

The PG&E Energy Savings Assistance Program provides qualified customers with energy-saving improvements at no charge. For more information, call 1-800-743-5000.

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.