



Making Connections • Staying Active • Living Well

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1155 Santa Clara Avenue, Alameda, CA 94501 ~ [www.mastickcenter.com](http://www.mastickcenter.com) ~ (510) 747-7500

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## 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. HICAP & Long-term Care Appointments
3. Legal Assistance for Seniors (LAS) Appointments
4. Notary Public Appointments
5. Case Management Appointments
6. Dental Consultation Appointments
7. Podiatry Consultation Appointments
8. Transportation Assistance
9. AUSD Parcel Tax Exemption Forms
10. Garbage and Recycling Discount Forms
11. Home Energy Assistance Program (HEAP) Forms
12. Utility Users' Tax Exemption Forms
13. Advance Health Care Directive Kits (\$4)
14. Do Not Resuscitate Forms (\$1)
15. POLST Kits (\$1)

### 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 a Case Manager are available on **Tuesdays, Thursdays and Fridays**, 10:00 a.m. - 3:00 p.m. For an appointment, please call (510) 747-7506.

### Transportation Services ...

#### Transportation Office

The Transportation Office, located in the Mastick Office, is open **Tuesdays** through **Thursdays**, 9:00 a.m. to 3:00 p.m. Ticket sales are offered Tuesday and Thursdays only, 9:00 a.m. – 12:00.

Transportation Ticket Sales	
EBP Ticket Books (10-Tickets)	\$40

The City of Alameda will provide free, unlimited ride AC Transit bus passes to Alameda residents, who qualify, on a first-come first served basis. To qualify for a free AC Transit bus pass, you must be an Alameda resident who is a Mastick Senior Center Member, 65 years old or better or enrolled with East Bay Paratransit and meet the income limits. For additional information, visit [alamedaparatransit.com](http://alamedaparatransit.com) or call (510) 747-7513.

#### 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 who have taken the standard course within the last **three** years offered on the first Wednesday of the month between 9:00 a.m. and 1:30 p.m.

## **Transportation Services (cont'd.)...**

*Advance registration is required* 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. Note regarding fee, effective July 1, 2020 - \$20 per person for AARP members, \$25 per person for non-members. The registration fee is payable by check ONLY to AARP.

### **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.

### **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 at least three 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 1-888-227-6333 or 1-800-227-2345.

## **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.

## **City of Alameda 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.*

## **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.

## **Senior Companionship Services...**

### **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/](http://www.covia.org/services/well-connected/).

### **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/](http://www.covia.org/services/social-call/).

### **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.

## **Senior Companionship Services (cont'd.)...**

### **Alameda County—In-Home Supportive Services (IHSS)**

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

## **Housing Supportive Services...**

### **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.

### **Housing Rehabilitation Programs**

There are 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. There are low- to no-interest loans available 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.

### **Rent Review Advisory Committee**

The Rent Review Advisory Committee is comprised of two tenants, two landlords, and one homeowner that is neither a tenant nor landlord. Members are not advocates for tenants and landlords, rather the Committee acts as a third-party mediator of rent increase disputes. The Committee does not provide legal advice. Members are nominated by the Mayor and confirmed by the City Council. The Committee meets on the first Monday of the month. For more information, call (510) 747-4346.

### **Eden Council for Hope & Opportunity (ECHO) Housing**

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 at (510) 496-0496 or 1-888-922-3246.

## **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.

### **Alameda Municipal Power**

Alameda Municipal Power has a number of options 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.

## Food Programs...

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### **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 \$1,561 (single), \$2,113 (two-person household), \$2,666 (three or more person household). 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 time of registration!***

### **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. Call (510) 747-7503 by 12:00 noon the day before your lunch visit (for Monday lunches, please call on Friday).

### **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 Fresh Produce  
2300 Central Avenue

For delivery information, call (510) 523-1777

## Health Programs & Information...

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### **Blood Pressure Screening**

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

### **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 (510) 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 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.

### **Dental Consultation**

Dr. Alfred Chong provides free dental consultation on the **third** Thursday of the month from 10:30 a.m. to 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 (510) 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.

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

### **Bay Area Community Services (BACS)**

Bay Area Community Services (BACS) offers mental health services, housing solutions, adult day programs and youth services. For more information, visit [www.bayareacs.org](http://www.bayareacs.org) or call (510) 613-0330.

### **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, extension 4.

### **Medicare Assistance**

For information about Medicare and Medicare services, visit [www.cms.gov](http://www.cms.gov). For specific questions about Medicare claims, visit [MyMedicare.gov](http://MyMedicare.gov) or call 1-800-MEDICARE.

## 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 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 [www.edd.ca.gov](http://www.edd.ca.gov). For Disability Insurance Claims, contact the EDD at 1-800-480-3287.

## **Social Security Administration**

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

## Information & Referral Assistance...

### **California Advocates for Nursing Home Reform (CANHR)**

California Advocates for Nursing Home Reform (CANHR) is an advocacy organization 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 through community education, legislation, consumer resources, direct advocacy, and litigation, creating a united voice for long term care reform and humane alternatives to institutionalization. For more information, visit [www.canhr.org](http://www.canhr.org) or call (415) 974-5171 or 1-800-474-1116.

### **Information & Referral Assistance Hotline**

Need Help? Get answers by simply dialing 211 or visiting [www.211alamedacounty.org](http://www.211alamedacounty.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 12:00 to 2:00 p.m. in the Mastick Office. For an appointment, call (510) 747-7506. For more information about LAS, call (510) 832-3040.
- Legal Assistance Hotline 1-800-296-1467 (for seniors 60 and older).
- Lawyers in the Library is a free consultation and referral program staffed by volunteer attorneys. They offer services at Alameda's Main Library on the **third** Tuesday of the month from 6:00-8:00 p.m. and the West End branch on the **first** Monday of the month from 6:00-8:00 p.m.

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

### **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 12<sup>th</sup> 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.

### **Bay Area Legal Aid**

Bay Area Legal Aid provides free legal advice, referrals and representation to low-income, Alameda County residents experiencing housing-related legal issues. For more information, call 1-888-382-3405 between 9:30 a.m. – 3:00 p.m. on Mondays and Thursdays or 9:30 a.m. – 1:00 p.m. on Tuesdays and Wednesdays, or visit [www.baylegal.org](http://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 low-income renters within the City of Alameda. Drop-in clinics, for the first six tenants, are held every **second** Friday of the month from 10:00 a.m. – 12:00 at the Mastick Senior Center. For more information, call (510) 437-1554 or visit [www.centrolegal.org](http://www.centrolegal.org).

### **Notary Service**

Notary service is available at Mastick Senior Center on Wednesdays from 1:30 p.m. to 3:15 p.m. 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.

## **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 call (510) 450-8596.

### **Grief Support Group**

Alameda Hospital and Kindred Hospice offer 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), 1<sup>st</sup> 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 [www.aseb.org](http://www.aseb.org) or call (510) 644-8292 (Berkeley), (510) 888-1411 (Hayward) or (510) 656-1329 (Fremont).

## **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 information, call (510) 736-5428 or e-mail [info@lavenderseniors.org](mailto:info@lavenderseniors.org).

### **Pacific Center for Human Growth**

Pacific Center fosters and enhances the well-being and self-respect of Lesbian, Gay, Bisexual, Transgender, and Queer youth, adults, and seniors through the delivery of LGBTQ competent mental health and wellness services, and through the cultivation of a strong community of LGBTQ-proficient mental health care professionals. For more information, visit [www.pacificcenter.org](http://www.pacificcenter.org) or call (510) 548-8283.

## **Recycling Information...**

### **Disposing of Household Batteries**

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

### **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](http://www.AlamedaCountyIndustries.com).

## **Sharps and Medication Disposal...**

### **Household Hazardous Waste**

#### **Oakland Facility**

(2100 East 7<sup>th</sup> Street, Oakland, CA 94606)  
Wednesday – Friday, 9:00 a.m. to 2:30 p.m.  
and Saturday 9:00 a.m. to 4:00 p.m.

- Sharps (syringes, pen needles, lancets)
- 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 (vitamins may be disposed of safely in the trash)