CITY OF SAN DIEGO

Senior Services Handbook

Presented as a public service by the City of San Diego Fire & Life Safety Services and San Diego Medical Services

City of San Diego

Senior Services Handbook

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INTRODUCTION

How to Use This Handbook

This information has been compiled and presented in handbook form to provide easy access to City services and facilities specifically geared toward the needs of seniors. It is organized alphabetically by City Departments with a Quick Reference Guide to help you find specific services and phone numbers. We hope you find this handbook helpful.

SERVICES BY CITY DEPARTMENT

City Attorney

Seniors and Law Enforcement Together – TRIAD/SALT

TRIAD is a partnership between law enforcement personnel, police chiefs and seniors. Their primary goals are to reduce criminal victimization of older citizens and enchance the delivery of law enforcement services to this high risk population. For further information on how TRIAD/SALT can assist you to resolve a problem in your neighborhood contact TRIAD/SALT at (619) 531-3245.

FAST

The Fiduciary Abuse Specialist Team (FAST) is a multi-disciplinary group that meets on a monthly basis to discuss prevention, intervention and prosecution efforts in elder financial abuse cases. FAST is composed of law enforcement agencies, District Attorney, City Attorney, Aging and Independence Services, Public Guardian, Probation, and many other individuals and organizations interested in elder financial crimes (760) 480-1030.

Safe Seniors Coalition

A multi-disciplinary group committed to public and professional education, increased prevention and prosecution efforts, and information sharing about elder physical abuse and neglect. The Coalition seeks out projects to aid seniors and lends support whenever possible. The Safe Seniors Coalition, with the support of Aging and Independence Services and the San Diego City Attorney's Office, publishes a quarterly newsletter to educate the public about elder abuse. The Safe Seniors Coalition also has a website: www.safeseniors.org. The Coalition meets every third Monday of the month at the San Diego City Attorney's Office and is open to interested seniors. Information on meeting times and locations is available by contacting Marta Overly in the City Attorney's office at (619) 533-5500.

Elder Abuse Reporting

There are many forms of elder abuse including, but not limited to, physical abuse, sexual abuse, neglect (committed by another person or self-neglect), emotional abuse, financial abuse and domestic violence. There are many ways elder abuse can be reported. If there is an ongoing act wherein the victim or senior is in danger or threat of danger, call 9-1-1 immediately. There is also a 24-hour, 7 day a week, Aging and Independence Services hotline: 1-800-510-2020.

City Attorney's Consumer and Environmental Protection Help Line
This unit assists anyone who may have been the victim of, or witness to, a consumer or environmental crime in the City of San Diego. The help line is answered Monday through Friday, 9-11 a.m. and 1-3 p.m. Recorded information is available on the help line 24 hours per day at (619) 533-5600.

Community Service Centers

Taking care of City business has never been easier. The City of San Diego has decentralized services and resources to conveniently located neighborhood centers. Each center, regardless of its location, offers a variety of standard City services while also offering customized service tailored to the unique qualities of its neighborhood. Examples of services include accepting payments for water bills and parking citations; obtaining City job listings and applications; business license applications; minor permits; reporting graffiti, potholes and damaged sidewalks/curbs; and use of community meeting rooms. Centers are located in Carmel Valley, Central, Clairemont, Golden Hill, Market Street, Mid-City, Navajo, North Park, Otay Mesa/Nestor, Peninsula, Rancho Bernardo, San Ysidro, Scripps Ranch and Tierrasanta. Call (619) 235-5202 for more information on the location closest to you.

Environmental Services

Trash and Recycling Collection
Trash and Recycling Collectors will assist physically challenged seniors with moving City issued automated bins to the curbside for collection. Seniors must prove via written notice from a physician or medical provider that a physical condition prohibits them from moving containers from residence to curbside. For more information or to schedule assisted collection, please contact Environmental Services Department, Customer Service at (858) 694-7000, Monday through Friday from 8 a.m. to 5 p.m.

Household Hazardous Waste Drop Off
Household hazardous waste such as leftover paint, pesticides and petroleum based products cannot be placed in City trash containers for collection and must be disposed of at permitted facilities such as the City's household hazardous waste transfer facility, which is open most Saturdays. For physically challenged seniors or those without resources to transport such waste, hazardous waste specialists will provide a door-to-door pick up service. For more information or to schedule assisted collection, please contact Environmental Services Department, Used Oil Info Line at (619) 235-2111, Monday through Friday from 8 a.m. to 5 p.m.

Library

The City's Public Library system, which includes the downtown Central Library, 33 community branch libraries and READ/San Diego (the adult literacy program), offers a number of services for seniors at multiple locations. For information call (619) 236-5800.

Library services for seniors include:

- book delivery program for homebound seniors
- books on tape
- large print books
- senior book discussion groups
- machines to enlarge print
- computer and Internet access
- magnifying glasses
- Internet training at the Central Library
- talking books and talking book players
- numerous volunteer opportunities

Office of the Mayor

Mayor's Senior Affairs Advisory Board (SAAB)

In April 2000, the Mayor reconstructed the City's Senior Affairs Advisory Board in order to advise the Mayor and Council on issues which affect seniors–the fastest growing demographic in San Diego. The Senior Affairs Advisory Board now consists of seven senior service delivery professionals and four over-60 senior representatives.

The SAAB meets the second Monday of each month and all meetings are open to the public. For more information, please call Priscilla Garrovillas at the City's Senior Citizens Office at (619) 236-6905.

Park and Recreation

Senior Services Office

The Senior Services Office is located in the lobby of the City Administration Building at 202 C Street. Information and referral services are provided to seniors by seniors Monday through Friday from 8 a.m. to 5 p.m. Since the program began in 1961, more than 500,000 seniors have been assisted with the following: legal issues, accident insurance, insurance analysis, ID cards, out of town day-trips, special events such as craft shows and theme dances, homeowner and renter rebate assistance, housing information, public transportation schedules and discounts, help with tax information, employment services and the Telephone A Partner (TAP) program where daily telephone contact is made with home bound seniors to ensure their well being.

For more information call (619) 236-6905 or visit the office in the lobby of the City Administration Building.

Senior Service Centers

There are 15 senior centers/clubs throughout the city catering to the recreational and social needs of seniors in their communities. Their location are:

Park and Recreation Senior Services (619) 236-6905	202 C Street
Senior Centers	
Allied Gardens (619) 235-1129	5155 Greenbrier Avenue
Barrio Logan-Paradise (619) 235-1148	1880 Logan Avenue
Clairemont Friendship (858) 483-5100	3600 Clairemont Drive
El Cerrito-Colina Del Sol (619) 235-1144	4150 54th Place
Encanto (619) 527-3412	6555 Broadway
Golden Hill (619) 235-1138	2600 Golf Course Drive
La Jolla-Florence Riford (858) 459-0831	6811 La Jolla Boulevard
Memorial (619) 235-1141	610 S. 30th Street
Mira Mesa (858) 578-7325	8460 Mira Mesa Boulevard
North Park (619) 235-1152	2719 Howard Avenue
Rancho Bernardo-Joslyn (858) 487-9324	18401 W. Bernardo Drive
Redwood Club (619) 296-4274	3111 Sixth Avenue
Sandiesen (619) 692-4919	2221 Morley Field Drive
San Ysidro (619) 424-0468	125 E. Park Avenue
Southcrest (619) 527-3413	4149 Newton Avenue

San Diego Fire & Life Safety Services and San Diego Medical Services Enterprise (9-1-1 Paramedics)

Remembering When

A one-hour fire and fall prevention program for older adults. Covers 16 key safety messages through discussion, trivia quizzes, colorful brochures, videos and handouts.

San Diego's 9–1–1 System

A one hour program aimed at explaining how the 9-1-1 system works: from the time 9-1-1 is called, prearrival instructions, the arrival of firefighter/paramedics, the role of SDMSE (the City's 9-1-1 paramedics) and how paramedics decide where to take patients.

Blood Pressure Screening Clinics

Firefighter/paramedics will go to any senior citizen group or center to conduct a blood pressure screening clinic. Minimum 10 people.

An Introduction to the City's Service, San Diego Medical Services Enterprise (SDMSE)

A one hour Powerpoint presentation explaining the City's unique public/private partnership, SDMSE, which combines the forces of San Diego Fire and Life Safety Services and Rural/Metro of San Diego in providing emergency medical care and transportation to the citizens of San Diego. Call (858) 573-1497 for information on how to set up a presentation. If you have further questions after listening to the message, call (858) 573-1495 to speak with a Public Information Officer.

San Diego Police Department

Elder Abuse Team

One sergeant and six detectives formed a new unit to deal exclusively with the growing problem of elder abuse by caregivers. This team is part of the Financial Crime Unit. Call (619) 531-2896.

Retired Senior Volunteer Patrol (RSVP)

Seniors patrol the city in a non-confrontational, non-enforcement role as extra eyes and ears for police. Among the services provided: You Are Not Alone (YANA), where RSVPs check on homebound citizens and provide home checks for citizens while they are on vacation. For information on the RSVP program contact the RSVP Coordinator, Pete Zeda, at (858) 573-5043.

Home Security Checks
(Also see previous listing) RSVPs and Community Relations Officers are trained to conduct home security checks. The best advice: contact the area police station where you live and request a home security check.

Area Stations:

Central (619) 744-9500	2501 Imperial Avenue
Eastern (858) 495-7900	9225 Aero Drive
Mid-City (619) 516-3000	4310 Landis
Northeastern (858) 538-8000	13396 Salmon River Road
Northern (858) 552-1700	4275 Eastgate Mall
Southeastern (619) 527-3500	7222 Skyline Drive
Southern (619) 424-0400	1120 27th
Western (619) 692-4800	5215 Gaines

Senior Volunteer Opportunities

City of San Diego Volunteer Program
The City of San Diego has an extensive Volunteer Program. Volunteers can be found helping out in almost all City departments, working in offices, recreation centers and libraries, or at parks and beaches. Last year, over 35,000 volunteers worked more than 1,100,000 hours assisting in City departments. Many City programs could not operate at all without this volunteer assistance.

City volunteers are a diverse group including seniors. The City Volunteer Program has numerous volunteer opportunities, with over 150 different types of volunteer jobs in more than 20 City departments. If you are interested, contact the volunteer program at (619) 533-6714.

Water Conservation

Residential Water Survey Program

The Residential Water Survey Program is a FREE service offered to San Diego residents and is designed to help participants identify ways to substantially lower their water usage. During the appointment, the surveyor will teach you how to read your water meter and show you how to determine if you have a water leak. The surveyor will check your showerheads, faucets, toilets, dishwashers and washing machines. In addition, the surveyor will check your irrigation system and exterior landscaping, and advise you on the best way to maintain your lawn while using less water. At the end of the survey, participants will receive a water collection bucket filled with great promotional items. For more information or to schedule a Water Survey, call the City of San Diego's Water Conservation Hotline at (619) 570-1999 or e-mail us at water@sannet.gov.

Lawn and Garden Watering Calculator

Save money, save time and save water by giving your lawn and garden the right amount of water all year long. The City of San Diego Landscape Watering Calculator is an easy-to-use tool available on the World Wide Web that helps you estimate the right amount of water to give your landscape or garden. Just answer a few quick and easy questions about your landscape and the calculator will give you a printable weekly schedule with the right amount of water your plants need for the year. For more information call the Water Conservation Hotline at (619) 239-0132 or visit the Landscape Watering Calculator on the World Wide Web at www.sannet.gov/water/conservation.

SENIOR SERVICES TELEPHONE LIST

Accessing the 9-1-1 System Presentation	(858) 573-1495
Ambulance Service Presentation, City of San Diego	(858) 573-1496
Blood Pressure Screening Clinics	(858) 573-1496
Community Service Centers	(619) 235-5202
Consumer and Environmental Protection Help Line, City Attorney	(619) 533-5600
Elder Abuse Reporting	(800) 510-2020
Elder Abuse Team, Police Department	(619) 531-2896
Fire and Fall Education for Seniors (Remembering When)	(858) 573-1495
FAST (Fiduciary Abuse Specialist Team)	(760) 480-1030
Hazardous Waste Drop Off Assistance	(619) 235-2111
Home Security Checks	(858) 573-5043
Lawn & Garden Watering Calculator	(619) 239-0132
Library Services for Seniors	(619) 236-5800
Mayor's Senior Affairs Advisory Board	(619) 236-6905
Residential Water Survey Program	(619) 570-1999
Retired Senior Volunteer Patrol (RSVP)	(858) 573-5043
Senior Services Office, downtown	(619) 236-6905
Senior Service Centers, citywide location information	(619) 236-6905
Safe Seniors Coalition	(619) 533-5500
Trash and Recycling Collection Assistance	(858) 694-7000
TRIAD/SALT Seniors and Law Enforcement Together	(619) 531-3245
Volunteer Opportunities (citywide)	(619) 533-6714
You are Not Alone (telephone checks)	(858) 573-5043

CITY OF SAN DIEGO

MAYOR
Dick Murphy

CITY COUNCIL

Scott Peters
Toni Atkins
Brian Maienschein
Byron Wear
George Stevens
Jim Madaffer

CITY ATTORNEY
Casey Gwinn

CITY MANAGER
Michael T. Uberuaga

CITY CLERK
Charles Abdelnour

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