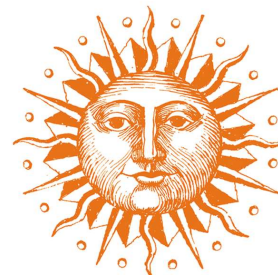


The University of California, Berkeley

The Wellness Guide



Ideas for Living and Staying Well in California

“Advancing the health and well-being of Californians is an important goal for all of us.

The Wellness Guide can help fulfill this goal. It provides useful information about staying well, taking charge of our health and finding resources. It describes what we can do for ourselves, our families and our communities.

We sincerely hope that you will use your Guide often and that it will be a valuable resource for you, your friends and your family.”

*Gray Davis
Governor, State of California*

*Robert M. Berdahl
Chancellor, University of California, Berkeley*



Alternative Formats

The Guide is also available in Spanish. The Guide and Guía are available on 4-track audiocassette, CD-ROM and floppy disk. The Guide is available in Braille.

Text versions of The Guide and Guía and an interactive version of The Guide will be available in Spring 2001 at our website: www.wellnessguide.org

For more information, call
Voice: (510) 643-9543
TTY: (510) 642-9792

The Wellness Guide

The Wellness Guide is produced by the University of California, Berkeley, in collaboration with thousands of Californians and many public and private partnerships.

For more information, contact:

The Center for
Community Wellness
School of Public Health
University of California
2150 Shattuck Avenue
Suite 610
Berkeley, California 94720-7380
Voice: (510) 643-9543
TTY: (510) 642-9792
wellnet@uclink4.berkeley.edu

The University of California, Berkeley

Edward E. Penhoet, PhD
Dean, School of Public Health

S. Leonard Syme, PhD
Prof. Emeritus of Epidemiology

Linda Neuhauser, DrPH
Project Executive Director

Shelley Martin, MPH, CHES
Editor-in-Chief

Katherine M. Simpson, MA, MFT
Senior Editor

Mary Martz, PhD
Community Editor

Jules Freedman
Production Manager

Pamela S. Fadem
Managing Editor

John Banagan
Office Assistant

W. Thomas Boyce, MD
Sheldon Margen, MD
Maxine Tatmon-Gilkerson, MPH
Special Advisors

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Anita Shafer Aaron, *Rose Resnick Lighthouse for the Blind & Visually Impaired*

Gerald Baptiste, *Center for Independent Living*

Jacquelyn Brand, *Alliance for Technology Access*

Sylvia Caras, *People Who Net*

Albert Cheong, *Independent Living Resource Center, San Francisco*

Yvette Fang, *United Cerebral Palsy of the Golden Gate*

Ann Cupolo Freeman, *Alta Bates-Summit Medical Center*

Mary Ann Glicksman, *Computer Access Center*

Tommy Jefferson Jr, *Student*

Cyndi Jones, *Center for an Accessible Society*

Laura Remson Mitchell, *Health Care and Disability Policy Consultant*

Corbett Joan O'Toole, *Disabled Women's Alliance*

Elsa Quezada, *Central Coast Center for Independent Living*

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What's in The Guide?

How to Use The Guide	Page 3
Index	5

Everyday Life 7

Our Communities	9
Know Your Rights	11
Food	13
Housing Options	15
Transportation	17
Money	19
Death and Dying	21
Lifelong Learning	23
Living With Disabilities	25
Older Adults	27
Finding a Job	29
Success on the Job	31

Parents and Children 33

Pregnancy	35
Birth	37
Babies	39
Being a Parent	41
When Your Child Has a Disability	43
Toddlers and Young Children	45
Discipline	47
Child Care	49
The School Years	51
Teens	53
More for Teens	55

Staying Well 57

Emotional Health	59
Eating Well	61
Exercise and Relaxation	63
Living with Technology	65
Health Care	67
More on Health Care	69
Sexuality and Relationships	71
Family Planning Decisions	73
Violence and Abuse	75
Alcohol, Tobacco and Other Drugs	77
Disasters and Emergencies	79

Resources in The Guide	81
------------------------	----



How To Use The Guide

The Wellness Guide



Use your *Wellness Guide* and your local telephone book to find community services. Follow these three steps.



Can't Find the Resource You Want?

- Start by asking people in similar situations about the resources they use. The resources you want may not exist, but here are some tips to help you:
- If you know the name of the program, look in the phone book or call Information (4-1-1).
- Call a toll-free number listed in the Guide and ask for local resources. For example, ☎ **800 CALIFORNIA LITERACY** will give you local literacy programs. All the toll-free numbers in the Guide are listed on [pages 80-84](#).
- Call one of the referral hotlines listed in General Information and Referral in your Yellow Pages Community Services section.
- Call your county Health or Social Services Department or your Community Center. They can often help you find local resources.

How To Use The Guide

1.

Each two-page topic in *The Wellness Guide* has a section called Where to Find Help with a list of Local Phone Numbers. In this example, we have circled **EDUCATION**.

2.

Look near the front of your Yellow Pages phone book for the Community Services section. The Yellow Pages Table of Contents will tell you where to find it.

3.

In Community Services you will find a section called Education, with phone numbers for local education resources.

Where To Find Help

Local Phone Numbers
These services are in the Community Services section in the front of your phone book. Write the numbers in the back of this book.

EDUCATION

VOLUNTEER SERVICES

Free Statewide Phone Numbers

800 ADA INFORMATION LINE (VOICE)	1-800-514-0301
(TTY)	1-800-514-0383
800 AMERICORPS	1-800-792-2677
800 CALIFORNIA LITERACY	1-800-894-7323
800 DIRECT STUDENT LOAN SERVICE	1-800-848-0979
800 ELDERHOSTEL (VOICE)	1-877-426-8056
(TTY)	1-877-426-2167

Websites

www.americorps.org	www.finaid.org
www.elderhostel.org	

Community Services

Community Services section of a phone book. The 'Education' section is circled in yellow.

Education

Adult Education

Fairview County Office of Education
333/839-2229

Fairview Unified School District
333/329-7719

Community education, vocational education and English as a Second Language (ESL) classes.

Literacy Referral Network
800/262-2123

Free help in learning to read.

California Department of Education
High School Equivalency Certificate
800/331-8318

Difficulty Using the Phone?

For information on adaptive telephone equipment, [see page 65](#). For more tips on using the phone, TTYs (text telephones) for the Deaf or the California Relay System, [see the inside back cover](#).

Difficulty Using the Phone Book?

Call **4-1-1** and ask to speak to an operator who will look up phone numbers for you. Some people with disabilities do not have to pay for this service. Talk to your phone company.

If you are looking for a resource in Community Services, tell the operator to look in the front of the Yellow Pages and say what section you are looking for, such as Education.

For Spanish and Other Languages

[See pages 80-84](#) for phone numbers of agencies whose staff speak Spanish or other languages or use AT&T translation services. The AT&T service provides telephone translation in many languages. Usually there is a fee for this service but some agencies will cover the charges.

Confidentiality and Privacy

When you call a service to see if you qualify, you may be asked to give your name, phone number, address, income, immigration status, age or social security number. You do not have to give any of this information until you actually apply for services. You can say that you may qualify but need more information.

Index

A - B

abortion	72, 73
abuse	27, 47, 49, 55, 74 <i>see also</i> violence
accessibility	11, 15, 16-17, 23, 24-25, 30, 34, 67, 69
adaptive equipment	15, 25, 30, 51, 64-65, 69
adoption	41, 73
adult education	22-23
Advance Health Directive	21, 68
AIDS	71, 77
alcohol	35, 55, 70, 72, 76-77
Alcoholics Anonymous (AA)	76-77
allergies	9, 38, 39
American Sign Language (ASL)	8, 23, 44
Americans with Disabilities Act (ADA)	11, 17, 23, 24, 29, 31
anxiety	58
assistants, personal	25, 41
baby care	37, 38-39, 46
bicycling	16
Big Brothers and Big Sisters	9
bilingual families	44, 51
birth control	37, 55, 72-73
birth/labor	34, 35, 36-37
blindness services	17, 25, 27, 43, 65
blood donation	69
bottle feeding	39
breast exams	71
breastfeeding	36-39
budgets	18-19

C - D

California Relay Service	65
car safety	17
cardiopulmonary resuscitation (CPR)	79
career counseling	29
carpooling	9, 16
cesarean section	37
child abuse	47, 49, 55, 74 <i>see also</i> violence
child care	48-49
child development	38-39, 42-55
child health services	37, 39, 43, 67
child support	41

childbirth	34, 35, 36-37
childhood fears	45
childproofing	41, 47
choking	39, 45
citizenship	11
computers	23, 64-65
condoms	37, 55, 71
contraception	37, 55, 72-73
counseling	21, 55, 58, 70, 77
credit cards	18-19
crib safety	39
crime prevention	53, 75
Deaf services	24-25, 27, 43, 45, 65
death and dying	20-21
debt	18
dental care	67
depression	27, 37, 55, 58, 59, 68, 75
diets	54, 61
disability rights	10-11, 14, 24, 30-31, 69
disability services	24-25, 42-43, 63
disability, children	21, 42-43, 47, 49, 51
disability, developmental	15, 25, 43, 71
disability, employment	29, 30, 31
disability, housing	15
disability, parents	34, 41, 51, 72
disability, psychiatric	59, 69
disability, travel	17
disaster preparedness	78-79
discipline	46-47
discrimination	10-11, 14, 24, 29, 31, 59, 69
divorce	41, 55
doctors	66-69
domestic violence	47, 53, 58-59, 74-75
drugs	35, 55, 72, 76-77 <i>see also</i> medication

E - F - G

earthquakes	78-79
eating problems	54, 61
education	22-23, 41, 48-49, 50-51, 53, 65
Elderhostel	23, 27
emergencies	67, 78-79
employment	24-25, 28-31, 35
English as a Second Language (ESL)	23, 44

Even Start	50
exercise	35, 62-63
eye care	67
Family Medical Leave	31, 35, 41
family planning	37, 55, 72-73
farm workers	11
feeding babies	38, 39
feeding toddlers	45
financial assistance	19
fires	78-79
first aid	79
fitness	62-63
floods	78-79
food	12-13, 45, 60-61
food poisoning	61
food stamps	13, 19
formula, infant	39
foster care	41, 73
funeral services	21
gambling	19
gardening	9, 12-13
Graduate Equivalency Diploma (GED)	23, 50
grandparents	26, 40
guns	75

H - I - J

hate crimes	74
Head Start	48-49
health care	20-21, 27, 34-39, 66-74
hearing test	37
hepatitis	71, 77
home health care	13, 15, 25, 42
home repairs	14-15
homework	51, 53
hospice care	20
hospitals	36, 37, 67
housing	14-15
immigrant services	9, 11
immunization	39, 50, 71
Independent Living Centers	24-25
infant care	36-39, 41, 42
infertility	73
informed consent	68

inhalants	77
insurance	17, 19, 21, 24, 27, 37, 66-67, 69
Internet	23, 27, 64-65, 69
jobs	28-31

L - M - N

La Leche League	38
labor/birth	34, 36-37
language classes	23
language development	35, 44-45, 49
latchkey kids <i>see</i> working parents	
lead poisoning	15, 39
learning disabilities	25, 45, 51, 53
legal assistance	10-11, 14, 20-21, 24, 41, 69
living will <i>see</i> Advance Health Directive	
mammograms	71
Meals on Wheels	13
Medi-Cal	15, 34, 43, 66, 67, 73
mediation programs	9, 53
medical care <i>see</i> health care	
Medicare	15, 27, 66, 69
medication	27, 34, 38, 59, 68, 70, 76-77
menopause	71
mental health	27, 37, 55, 58-59, 68-69
midwives	37
money	18-19
morning sickness	35
mourning	20-21
neighbors	9, 75
nurse-midwives	36
nursing homes	15
nutrition	13, 35, 38-39, 45, 60-61

O - P - R

organic food	9, 12-13
paratransit	17
parenting	32-55
parks	63
pelvic exams	71
personal care assistants	25, 41
pesticides	9, 61
pets	17, 21, 78

Planned Parenthood	55, 73
poisoning	67, 78-79
pollution	9
Post Traumatic Stress Disorder	59
pregnancy	34-35, 72-73, 77
prostate exams	71
public housing	15
rape	55, 58, 75
reading	23, 44-45, 50
recreation	62-63
recycling	9
relaxation	35, 62-63
renters' assistance	14-15
renters' rights	14
repetitive strain injury	65
retirement	19, 26-27
runaways	55

S

safety, car	17
safety, home	15, 27, 41, 51, 75
same-sex parents	40, 73
saving money	18-19, 41
scholarships	23
school meal programs	13, 51
school readiness	45, 49
schools	50-51, 53, 75
senior housing	14-15
senior meal programs	13
senior services	25, 26-27, 63
separation (divorce)	41
sexual harassment	11, 31
sexual orientation	55, 70
sexuality	37, 54-55, 70-73
sexually transmitted diseases (STDs)	37, 55, 70-73
shelters	75, 79
shots	39
sibling rivalry	47
sign language	8, 23, 44
single parents	40-41, 73
smoking	35, 55, 76-77
Social Security	19, 43
Social Security Disability Insurance (SSDI)	19, 31

special education	43, 51
sports	51, 62
State Disability Insurance (SDI)	31, 35
sterilization	73
steroids	54
stress	35, 47, 58-59, 70, 77
student loans	23, 65
Sudden Infant Death Syndrome (SIDS)	39, 49
suicide	59
Supplemental Security Income (SSI)	19
support groups	21, 25, 29, 40, 42, 59

T - U - V - W

teasing	51, 53
technology	25, 29, 64-65
teenagers	47, 52-55
teen parents	40, 53
telephone access	65
television	45, 51, 64
tobacco	72, 76-77
toddler care	44-45, 47
toilet learning (training)	45
toxic chemicals	9
transportation	16-17
tutoring	22, 53
unemployment insurance	31
utilities	15
VD <i>see</i> Sexually Transmitted Diseases (STDs)	
veterans' services	21, 29, 58
victim resources	11, 75
violence	46-47, 53, 58-59, 74-75 <i>see also</i> abuse
vision services	27, 67
vitamins	35, 60
vocational training	28-29, 53
volunteering	8-9, 22, 27, 51, 53, 78
voting	11
walking	16
WIC food program	13, 35, 61
wills	21
women's health care	69, 71, 73
Workers' Compensation	31
working parents	51

Everyday Life



*...there is a need
for the voices to
come together,
cross-disability,
cross-race, cross-
religion and
cross-countries...*

Judy Heumann,
US Undersecretary
for Education

The challenges of everyday life include finding a home, getting a job and making ends meet. Our well-being depends on meeting these basic needs. It also depends on the emotional and practical support we share with family, friends, neighbors and co-workers. These relationships are strengthened by our honor and respect for the things we have in common and the ways we are different.

We are diverse in many ways – through language, culture, age, religion, race, sexual orientation, disability and lifestyle. When we share our individuality and work together for the good of our families and communities, our lives become enriched.

The Wellness Guide offers information, referrals and resources so you can make informed choices for a healthier life for yourself, your family and your community.

Our Communities

Our communities make us stronger. At home, at work, in our families and neighborhoods, we turn to our communities for support and celebration.

It is exciting and challenging to live in communities where people have diverse cultures, languages and lifestyles. We share many common goals. We want safe neighborhoods, good schools and jobs, and a healthy environment. Working together, we can build strong communities and reach these goals.

Coming Together

This traditional Circle of Strength gathering honors the relationship between our well-being and our natural environment.



Human Issues Collaborative

Like many Californians, Aaron and Mona have learned English as a second language. For people who are Deaf, American Sign is often the first language.

Respect Diversity

Speak out when you see acts of discrimination or hear hateful remarks about race, gender, religion, disability, appearance or sexual orientation. Get your friends to support your efforts so you're not alone. Teach your children to respect all people.



Circle of Strength

Things You Can Do

Build Support

- Find people who share your interests and concerns. Look for activities and groups through your community center, place of worship, city hall or newspaper.
- Share babysitting and carpooling with your neighbors.
- Form a Neighborhood Watch. Talk to your neighbors and local police.
- Streetlights out? Too much noise? Join with neighbors. Start by calling your local Public Health or Public Works Department.
- Problems getting along? Mediation boards can help neighbors and others find solutions. Look under Mediation in your Yellow Pages.

New Immigrants

Moving to a new country often means learning another way of life and a new language. For support and information, call: 📞 **IMMIGRANT AND REFUGEE SERVICES**. If you are a farm worker, call: 📞 **800 CALIFORNIA RURAL LEGAL ASSISTANCE**.

Protect the Environment

- Use a car only when you have to. [See page 16.](#)
- Safely get rid of household toxics like old paint, batteries, engine oil, pesticides and bleach. Call: 📞 **800 CALIFORNIA ENVIRONMENTAL HOTLINE**.
- If toxics are dumped in your neighborhood, call: 📞 **800 TOXIC SPILL HOTLINE**.
- Fight indoor pollution. Don't smoke or use perfumes, fabric softeners or other scented products that can trigger allergies.
- Try to avoid buying things you use only once. Recycle bottles, cans, plastic and paper.
- Garden organically, without toxic pesticides and herbicides. Use natural fertilizers, like compost.
- Teach children to respect and care for their environment. Call: 📞 **ENVIRONMENTAL RESOURCES** or visit: www.epa.gov

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- 📞 **ENVIRONMENTAL RESOURCES**
- 📞 **GENERAL INFORMATION AND REFERRAL**
- 📞 **IMMIGRANT AND REFUGEE SERVICES**
- 📞 **VOLUNTEER INFORMATION**
- 📞 **YOUTH AND TEEN SERVICES**

Free Statewide Phone Numbers

- | | |
|--|-----------------------|
| 📞 800 CALIFORNIA ENVIRONMENTAL HOTLINE | 1-800-253-2687 |
| 📞 800 CALIFORNIA RURAL LEGAL ASSISTANCE | 1-800-242-2752 |
| 📞 800 TOXIC SPILL HOTLINE | 1-800-852-7550 |

Websites

www.epa.gov

Susan Vogel/Big Brothers Big Sisters of the East Bay, Inc.



Ruben, a role model and friend, has been Victor's Big Brother for over five years. To find or become a Big Brother or Sister, call:

📞 **YOUTH AND TEEN SERVICES.**

Make a Difference

With the help of volunteers, our communities can thrive. Whether you want to tutor children, coach sports or get involved in local government, there is a volunteer job for you. Call: 📞 **VOLUNTEER INFORMATION.**

Neighbors Helping Neighbors

Estelle, a Meals on Wheels volunteer, brings dinner to her neighbor, Marie.



Human Issues Collaborative

Know Your Rights



Lionel Fluker / Oakland Tribune

We all have rights. There are laws that protect our rights as individuals and as a society. They prohibit discrimination based on race, sex, sexual orientation, age, disability or religion. And although we are entitled to our rights, we still have to work hard to make sure everyone's rights are honored.

It helps to work with others. A small group of people can make a big change. Learn about your rights and stand up for the rights of others.

Sooch Rannells, who is 100 years old, and her 71-year-old daughter, Betsy Wood, are taking action for a cause they believe in.

Speak Up for Change

To advocate is to speak up for your rights and the rights of others. Here are some tips:

- Rehearse what you're going to say. Practice helps.
- Know your facts and stick to the point.
- Be persistent. Don't take "no" for an answer if you think you're right.
- Ask what you need to do to get services or to change a policy.
- Get support. Work with friends and local groups.
- Keep notes on phone calls and copies of letters.
- Remember, you don't have to reveal your income or immigration status to get basic information about services.

Parent Advocates

These parents are graduating from a program that teaches parents how to be better advocates for their children's education.



Jeff Chiu / SF Chronicle

Make Your Views Known

Visit, call, write or e-mail your representatives in local or state government, school districts or Congress. They are listed in the Government section of your phone book.

Problems With the Law?

You have the right to be treated with respect by law enforcement. If you feel you have been mistreated, you can file a police misconduct report. If you are arrested or accused of a crime, you have the right to remain silent and to have a lawyer. If you cannot afford a lawyer, you can get one for free. Call: **LEGAL SERVICES**.



Red A. Lamkey / Oakland Tribune

Our Constitution protects our rights to free speech and assembly.

Voting

All citizens over 18 have the right to vote unless they are in jail, on probation or have a conservator appointed by the courts to make decisions for them. To register to vote, fill out a form at the Post Office. If you have a disability, ask about accessible polling places or voting by mail:

VOTER REGISTRATION.

Things You Can Do

Legal Aid

- For legal information and services for people with low incomes, call the Legal Aid Society nearest you: **LEGAL SERVICES**.
- If you are the victim of a crime, call: **800 VICTIM RESOURCE LINE**.

Protect Your Rights

- Civil rights are the rights of all individuals. For information, call the American Civil Liberties Union: **LEGAL SERVICES**.
- To report housing or job discrimination, sexual harassment or hate crimes, call: **800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING**.
- To protect the rights of people with disabilities, see page 24 or call: **800 ADA INFORMATION LINE**, **877 CALIFORNIA CENTER FOR LAW AND THE DEAF**, **800 PROTECTION & ADVOCACY**. Visit: www.pai-ca.org
- To protect the rights of immigrants, call: **IMMIGRANT AND REFUGEE SERVICES**, **800 IMMIGRANT JOB DISCRIMINATION**.
- To protect the rights of farm workers, call: **800 CALIFORNIA RURAL LEGAL ASSISTANCE**.

Citizenship

To become a citizen you first have to be a legal permanent resident and you need to pass some tests. The tests or test fees may be waived because of your age, disability or income. To find out about local citizenship classes, call your library or: **IMMIGRANT AND REFUGEE SERVICES**, **800 CITIZENSHIP LINE**, **800 INS HOTLINE** or visit: www.ins.usdoj.gov

Where To Find Help

Local Phone Numbers

- IMMIGRANT AND REFUGEE SERVICES**
- LEGAL SERVICES**
- VOTER REGISTRATION**

Free Statewide Phone Numbers

800 ADA INFORMATION LINE	(VOICE)	1-800-514-0301
	(TTY)	1-800-949-4232
877 CALIFORNIA CENTER FOR LAW AND THE DEAF	(VOICE/TTY)	1-877-332-3529
800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING	(VOICE)	1-800-884-1684
	(TTY)	1-800-700-2320
800 CALIFORNIA RURAL LEGAL ASSISTANCE		1-800-242-2752
800 CITIZENSHIP LINE		1-800-477-7901
800 IMMIGRANT JOB DISCRIMINATION		1-800-255-7688
800 INS HOTLINE	(VOICE)	1-800-375-5283
	(TTY)	1-800-767-1833
800 PROTECTION & ADVOCACY	(VOICE/TTY)	1-800-776-5746
800 VICTIM RESOURCE LINE		1-800-842-8467

Websites

www.ins.usdoj.gov

www.pai-ca.org

We know it's important to eat well. But many Californians don't get enough healthy foods to eat. We may not have the money to buy food. We may have difficulty shopping and cooking. There may not be local markets with healthy foods at good prices.

Most communities have programs that provide free meals, groceries or food deliveries. Yet there is still much to be done. Help end hunger in your community!



Alison Lingane

Grow Your Own Food

Want delicious food without genetic alterations or harmful chemicals? You can grow vegetables and fruits in your yard, in a community garden or in pots on a table or balcony. For free information on gardening, call your county Cooperative Extension, listed in the Government section of your phone book. Visit: www.garden.org

The Juarezes make a family outing of their weekly trip to the farmers' market, where they find fresh local produce at reasonable prices.



Susan Plakowsky

Food Banks

Tomas volunteers four hours a month at his local food bank. These projects collect unused food from farms and stores and give it to community food programs.



Help End Hunger

Many people are working to improve the quality of our food and to make sure that no one goes hungry. Volunteer at a community food program. Call: 📞 **FOOD**, 📞 **VOLUNTEER INFORMATION**, 📞 **800 SECOND HARVEST** or visit: www.secondharvest.org or www.foodsecurity.org

Need Help Shopping or Cooking?

Need your groceries delivered to your home? There may not be a fee if your order is large. Call a market or look on the Internet. Meals on Wheels and other programs deliver food to people who cannot shop or prepare their own meals because of age, illness or disability: 📞 **FOOD**. Home Health Care agencies can help with shopping and cooking. See Support Services, [page 15](#).

Things You Can Do

Save Money on Food

- Eat unprocessed foods. They are usually healthier, tastier and less expensive than frozen, canned or dehydrated foods.
- Clip and use coupons to save money.
- Cut down on meat. A mixture of rice and beans can be as nutritious as meat or fish. And it's cheaper!
- Buy local produce when it is in season, or grow your own.
- Start or join a food co-op to buy food in bulk. Some, like SHARE, offer discount groceries in exchange for a small payment and a few hours of work. Call your church or community center or call: 📞 **FOOD**.

Food Programs

Most of these programs also serve people who are undocumented.

- **Senior Meal Programs** provide meals at churches or senior centers for seniors over 60 and their spouses. Call: 📞 **FOOD**, 📞 **SENIOR SERVICES**.
- **Emergency Food** is available from food banks, community pantries, soup kitchens, churches and community centers: 📞 **FOOD**.
- **Food Stamps** help you buy extra food each month. To see if you qualify, call your local Department of Social Services. If you have no food or money, ask for Emergency Food Stamps: 📞 **FINANCIAL ASSISTANCE**.
- **School Lunch and Breakfast Programs** are available in many schools and after-school programs. Also ask about Child Care Food and Summer Lunch Programs. Call: 📞 **FOOD**.
- **Women, Infants and Children (WIC)** provides food for low-income pregnant and breastfeeding women and their young children. Call: 📞 **888 WIC WORKS**.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- 📞 **FINANCIAL ASSISTANCE**
- 📞 **FOOD**
- 📞 **SENIOR SERVICES**
- 📞 **VOLUNTEER INFORMATION**

Free Statewide Phone Numbers

- 📞 **800 SECOND HARVEST** 1-800-771-2303
- 📞 **888 WIC WORKS** 1-888-942-9675

Websites

www.foodsecurity.org
www.garden.org

www.secondharvest.org

Housing Options

Your Rights

Renters, buyers and leasers have rights. The California Fair Employment and Housing Act prohibits discrimination based on race, ancestry, color, disability (including HIV status), family status, marital status, national origin, religion, sex, sexual orientation or source of income. You cannot be denied housing because of a service animal or seeing-eye dog. Call: **800 HOUSING DISCRIMINATION LINE.** Visit: www.dfeh.ca.gov

Habitat For Humanity

Some organizations, like Habitat for Humanity and Christmas in April, organize volunteers to help build or repair low-cost housing or make repairs for seniors.

There are many things to think about when you look for a place to live. What can you afford? Are there good schools and safe places for children to play? Is public transportation available? Do you want to live alone or with others?

If changes in finances, the size of your family, age or disability lead you to consider moving, make sure to look at all your options. You may want to rent out part of your house or make changes so you can stay.

These are important decisions. Your home is your shelter, security and link to your community.

Suzanne Arms



Shared Housing

Sharing is a good choice to save money and divide responsibilities. It works for these three mothers in Palo Alto.

Habitat for Humanity



Renting?

Read your lease carefully. For advice about repairs, rent increases or eviction, call a tenants' association or legal aid group: **HOUSING** or **800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING.**

Support Services

Do you need more help to stay living in your home? Home Health Care agencies provide personal and medical care. Medi-Cal, Medicare or In Home Support Services (IHSS) may pay for some services. Call: 📞 **DISABILITY SERVICES**, 📞 **SENIOR SERVICES**.

If you have a developmental disability and want to live independently, ask your Regional Center about Supported Living: 📞 **DISABILITY SERVICES**.



Center for Independent Living, Berkeley

Housing Modifications

Do you need a ramp, grab bars or lower kitchen counters? Find out about low interest loans for home-owners, renters and landlords. Renters with disabilities can make modifications at their own expense, but must remove them when they leave. Call: 📞 **HOUSING** or call an Independent Living Center: 📞 **DISABILITY SERVICES**.

Things You Can Do

Save Money on Housing

- Need a roommate? A rental? Look on bulletin boards and in newspapers.
- Low-cost Public Housing and Section 8 Housing are rentals for people with low incomes or disabilities. Call: 📞 **HOUSING**.
- People with disabilities may be eligible for accessible units in Senior Housing, even if they are not seniors. Call: 📞 **HOUSING**.

Home Repairs and Utilities

- Gas, electricity and phone companies have programs for people with low incomes or disabilities. Call: 📞 **800 HEAP**.
- Do you qualify for low-cost weatherstripping, insulation or home repairs? Call: 📞 **FINANCIAL ASSISTANCE**.
- Ask your Fire Department to make a free safety inspection.
- Check for lead paint in houses built before 1975. Lead poisoning is especially harmful to young children. Call: 📞 **800 LEAD HOTLINE**.

Senior and Group Housing

- Look for good care and people and activities you enjoy. Call: 📞 **DISABILITY SERVICES**, 📞 **SENIOR SERVICES**.
- For your safety, have friends and relatives visit frequently. [See page 74](#).
- Poor care, neglect, dangerous or unsanitary conditions? Call: 📞 **800 LONG TERM CARE OMBUDSMAN**, 📞 **800 PROTECTION & ADVOCACY**.
- Senior Housing offers rooms or apartments, and some services. Assisted Living or Board and Care facilities provide rooms, meals and some personal care. Call: 📞 **800 ELDERCARE LOCATOR** or visit: www.alfa.org
- Nursing Homes and Skilled Nursing Facilities provide nursing care. Medi-Cal pays for people who qualify: 📞 **800 MEDI-CAL HOTLINE**.

Where To Find Help

Local Phone Numbers

- 📞 **DISABILITY SERVICES**
- 📞 **FINANCIAL ASSISTANCE**
- 📞 **HOUSING**
- 📞 **SENIOR SERVICES**

Free Statewide Phone Numbers

- 📞 **800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING**
(VOICE) 1-800-884-1684
(TTY) 1-800-700-2320
- 📞 **800 ELDERCARE LOCATOR** 1-800-677-1116
- 📞 **800 HEAP** 1-800-433-4327
- 📞 **800 LEAD HOTLINE** 1-800-532-3394
- 📞 **800 LONG TERM CARE OMBUDSMAN** 1-800-231-4024
- 📞 **800 MEDI-CAL HOTLINE** 1-800-952-5294
- 📞 **800 PROTECTION & ADVOCACY (VOICE/TTY)** 1-800-776-5746

Websites

www.alfa.org

www.dfeh.ca.gov

Transportation


All of us depend on transportation. We spend a lot of time and energy traveling between the important places in our lives, such as home, work and school. We get around in many ways – walking, using a wheelchair, biking, taking a bus or driving.

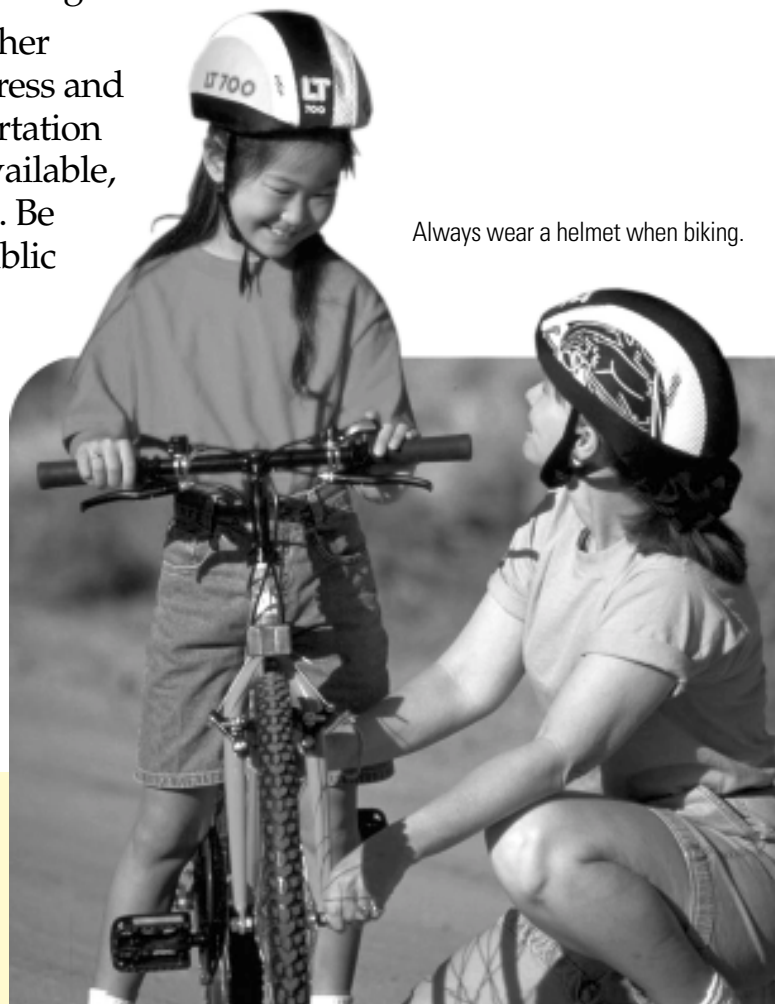
If you drive, explore other options to reduce both stress and pollution. Public transportation is a smart choice if it is available, affordable and accessible. Be an advocate for better public transportation.

Always wear a helmet when biking.



PHC International


Mike says, "I usually commute by train with my service dog, Sammy. When I do need a car, I hire a driver and use my wife's car." For information on hiring drivers, call a service agency for people who are blind or vision impaired:  **DISABILITY SERVICES.**



Index Stock Imagery

For Your Health and a Healthy Environment...

Bicycle

Biking is a low-cost, healthy and fun way to get around. Bicycle to public transportation and bring your bike on board. For a free pamphlet on bicycle safety, call:  **888 AUTO SAFETY HOTLINE** or visit: www.nhtsa.dot.gov

Carpool

Share the ride! Carpooling saves you money. To find a carpool, see the Public Transportation section in the front of your Yellow Pages.

Walk

Walking is a great way to exercise and reduce stress. Walking also helps you stay in touch with your community. Get into the habit of asking, "Can I walk there?"

Passport to Fun

Traveling is a great way to re-energize and discover new places, people and ideas. There are package plans for bus or train trips to many of California's great attractions. Ask about discounts for groups, seniors, students and people with disabilities. For travel information, visit: <http://travel.yahoo.com> or www.disabilityresources.org

Use Public Transportation

Read, chat, work or just relax as you travel. Look in the front of your Yellow Pages for local transportation routes and places to visit.

Public transportation systems built after 1990 must be wheelchair accessible. Stations and airports must be accessible and have TTY phones and Braille signs. Call: ☎ **800 ADA INFORMATION LINE**. Inaccessible routes must offer paratransit, a low-cost van service for seniors and people with disabilities.



CC Grant

Things You Can Do

Auto Safety

- Don't start to drive until everyone in the car is using a seatbelt.
- By law, children up to 4 years and 40 pounds must be in car seats. It is safest to keep children in car seats until they are 6 years old and weigh 60 pounds. Car seats must be appropriate for height, weight and location in the vehicle: ☎ **888 AUTO SAFETY HOTLINE**. Visit: www.nhtsa.dot.gov
- All children should be in the back seat. They should be in rear-facing car seats until they are one year old and weigh 20 pounds.
- Infants and small children should never be in seats with airbags.
- If you use paratransit, request car seats for your children.
- Never leave children alone in the car!
- Pets can die from the heat in a parked car. Be careful where you park and leave a window open.
- For more information on car safety, call: ☎ **888 AUTO SAFETY HOTLINE** or visit: www.nhtsa.dot.gov
- For highway conditions around California, call: ☎ **800 CALTRANS HIGHWAY INFO** or visit: www.dot.ca.gov
- Keep your car insured. It's the law. Call: ☎ **800 STATE INSURANCE HOTLINE** or visit: www.insurance.ca.gov

Tips for People With Disabilities

- Cars, trucks and vans can often be adapted to meet the needs of people with disabilities. For information, call: ☎ **800 ATNETWORK**. Visit: www.nhtsa.dot.gov or www.atnet.org
- Airlines must accommodate passengers with disabilities. Visit: www.disabilityresources.org

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

☎ DISABILITY SERVICES

Free Statewide Phone Numbers

☎ 800 ADA INFORMATION LINE	(VOICE)	1-800-514-0301
	(TTY)	1-800-949-4232
☎ 800 AT NETWORK	(VOICE)	1-800-390-2699
	(TTY)	1-800-900-0706
☎ 888 AUTO SAFETY HOTLINE		1-888-327-4236
☎ 800 CALTRANS HIGHWAY INFO		1-800-427-7623
☎ 800 STATE INSURANCE HOTLINE	(VOICE)	1-800-927-4357
	(TTY)	1-800-482-4833

Websites

<http://travel.yahoo.com>

www.atnet.org

www.disabilityresources.org

www.dot.ca.gov

www.insurance.ca.gov

www.nhtsa.dot.gov

We often spend more than we earn. In our consumer society, advertising urges us to buy, buy, buy. It's easy to be unrealistic about our spending habits, but, with practice, we can change the way we manage our money.

Making a budget can help you become aware of how much you spend and what you spend it on. Include savings in your budget and try to save a specific amount every month, even if it is small. Save for clear goals, like

a car or house, education or retirement. Start teaching your children about money. Explain the choices your family will have to make so your money will go further.

Make Yourself a Budget

It's the key to managing your money!

Monthly income \$ _____

Monthly expenses

Housing \$

Food \$

Gas and electricity \$

Water and garbage \$

Phone \$

Car/transportation \$

Clothes \$

Education \$

Health care \$

Child care \$

Entertainment/meals out \$

Insurance (home/car/health) \$

Credit card payment \$

Taxes \$

Savings \$

What else?

• Emergencies \$

• Vacation \$

Total Expenses \$ _____

**Does your income cover all your expenses?
If not, see Things You Can Do.**

Over Your Head in Debt?

Check your total debt each month. If it keeps growing, you may be heading for trouble. Take action. You can write to your credit card companies and explain your situation. Ask them to reduce your monthly payments *and* interest rate. A consumer credit counselor can help you create a budget and work with the credit card companies. Call: **GENERAL INFORMATION AND REFERRAL** or visit: www.debtorsanonymous.org





Human Issues Collaborative

The Ramoses discuss retirement goals with their financial planner.

Retirement Planning

Take advantage of retirement plans at work. Your employer may match part of your contribution. You may also be able to contribute to a retirement account on your own. To find out how much you will get from Social Security when you retire, call: 📞 **800 SOCIAL SECURITY**. Find information on retirement planning at your bank or library or visit: www.seniors.gov

Be a Smart Consumer

If people call you at home and try to sell you stocks, insurance or anything else, it could be a scam. If you want to buy something over the phone, call the company yourself. For consumer advice, visit the Federal Consumer Information Center: www.pueblo.gsa.gov

Insurance

Don't buy insurance you don't need. Broad policies, such as general health coverage, are usually better than policies that cover one kind of illness or accident. If you have children, consider life insurance. If you are single, consider disability insurance. If you are middle-aged, look into long-term care insurance. To find information or to report complaints, call: 📞 **800 STATE INSURANCE HOTLINE** or visit: www.insurance.ca.gov

Things You Can Do

Save More

- Save through your job. A percentage of your paycheck can be automatically deducted and deposited into your savings account.
- To save for a child's college education, open an Education IRA. Call: 📞 **877 COLLEGE SAVINGS FOR CALIFORNIA KIDS**. Visit: www.scholarshare.org
- Stick to a budget. It becomes a habit over time.

Spend Less

- Interest can double or triple the cost of things you buy. Carry just one or two credit cards and try to pay your balance every month. Or get a debit card, which takes money out of your checking account.
- Set a limit on your ATM withdrawals and the cash you carry.
- Save money by bulk purchases and shopping at secondhand stores.
- Gambling problem? Call Gamblers Anonymous: 📞 **GENERAL INFORMATION AND REFERRAL**.

Financial Assistance

If you have a low income, you may qualify for financial assistance even if you're working. Most programs are open only to U.S. citizens and some legal immigrants.

- CalWORKs provides a monthly income to low-income families, or immediate cash in some emergencies. There is a time limit on aid and a work requirement: 📞 **FINANCIAL ASSISTANCE**.
- Food Stamps help people buy food. To see if you qualify, call: 📞 **FINANCIAL ASSISTANCE**.
- Supplemental Security Income (SSI) provides financial aid to some seniors and people with disabilities who cannot work: 📞 **800 SOCIAL SECURITY**.
- Social Security Disability Insurance (SSDI) provides financial assistance for people who have to stop working because of a disability and have used up their State Disability Insurance (SDI): 📞 **800 SOCIAL SECURITY**.
- General Assistance (GA) provides money for some low-income people who do not qualify for SSI or CalWORKs: 📞 **FINANCIAL ASSISTANCE**.

Where To Find Help

Local Phone Numbers

- 📞 **FINANCIAL ASSISTANCE**
- 📞 **GENERAL INFORMATION AND REFERRAL**

Free Statewide Phone Numbers

- | | |
|--|-----------------------|
| 📞 877 COLLEGE SAVINGS FOR CALIFORNIA KIDS | 1-877-728-4338 |
| 📞 800 SOCIAL SECURITY (VOICE) | 1-800-772-1213 |
| (TTY) | 1-800-325-0778 |
| 📞 800 STATE INSURANCE HOTLINE (VOICE) | 1-800-927-4357 |
| (TTY) | 1-800-482-4833 |

Websites

- | | |
|--|--|
| www.debtorsanonymous.org | www.scholarshare.org |
| www.insurance.ca.gov | www.seniors.gov |
| www.pueblo.gsa.gov | |

Death and Dying

Most of us first deal with death when we lose someone close, often our parents or an older friend or relative who has been ill. Unexpected deaths or the death of a child are especially difficult.

Losing someone close is very painful. To grieve is natural and necessary to cope with our loss and help heal the pain.

Every culture has its own ways for people to express their feelings when someone close dies. Usually family and friends come together – to cry, to share memories, to pray.

Hospice Care

Hospice care helps people die with more emotional support and less pain – at home, or in a hospital or hospice. Here, Lisa comforts and learns from Albert during his last days. For information, call: 📞 **800 HOSPICE LINK**. Visit: www.hospiceworld.org

Questions About Your Death

There are choices you can make about your last days and your death.

- *Where would you like to spend your last days?*
- *What kind of medical procedures or life support do you want?*
- *Who will make decisions for you, if you can't?*
- *Do you want to be buried or cremated?*
- *Have you written a will?*

Talk with friends and family about your wishes. Let them know what you want and fill out an Advance Health Care Directive for California. You can buy the form at a stationery store or copy it at a library. It must be signed and witnessed while you are still able to make decisions on your own. Review it every year. For help, call: 📞 **LEGAL SERVICES**. Visit: www.aarp.org

Caring for a Dying Person

Sometimes it's hard to know what to do when someone is dying. Your presence and love are the most important things. When someone is near death, stay close and offer comfort.



Maggie Hallahan

Coping with Loss

You may feel angry, empty or guilty. Let your feelings out. Holding them back can make you ill. Talk to friends, family or clergy or see a grief counselor: 📞 **COUNSELING**. Or join a support group like Compassionate Friends, which helps those who have lost a child: 📞 **GENERAL INFORMATION AND REFERRAL**.

Remember

Those who have died continue to live on in memory. Every religion has at least one special day each year for those memories. It's a time to honor ancestors and set fresh goals for the future.



Human Issues Collaborative

Help your children find ways to express grief and share in mourning.

Things You Can Do

Make a Will

- A will is a legal document that states where you want your property to go when you die. It also states who you want to care for your minor children. If you have an estate or minor children, have a lawyer make your will: 📞 **LEGAL SERVICES**.
- If you want to provide for a child who has a disability, talk to a lawyer about a Special Needs Trust. Visit: www.thearc.org or www.aarp.org

After a Death

If someone dies at home, call a doctor or a mortuary. If you have hospice care, the nurse will make these arrangements beforehand.

Financial Matters After a Death

- Check if there is a will. You may need legal advice.
- If there is life insurance, contact the insurance company.
- Are benefits owed to relatives, such as a spouse, children or qualified disabled adult children? Call: 📞 **800 SOCIAL SECURITY**.
- For veterans' benefits, call: 📞 **VETERANS**.
- Cremation, burial, funerals and memorial services can be expensive. Ask questions and compare costs. Call: 📞 **DEATH AND DYING**.
- If you have no money for a funeral or to handle the affairs of someone who has died, call the County Public Administrator or Public Guardian. Look in the Government section of your phone book.

The Death of a Pet

The death of a loved pet or service animal can be very sad. Your local Humane Society may offer support groups.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- 📞 **COUNSELING**
- 📞 **DEATH AND DYING**
- 📞 **GENERAL INFORMATION AND REFERRAL**
- 📞 **LEGAL SERVICES**
- 📞 **VETERANS**

Free Statewide Phone Numbers

- | | |
|--------------------------------------|-----------------------|
| 📞 800 HOSPICE LINK | 1-800-331-1620 |
| 📞 800 SOCIAL SECURITY (VOICE) | 1-800-772-1213 |
| (TTY) | 1-800-325-0778 |

Websites

www.aarp.org
www.hospiceworld.org

www.thearc.org

Lifelong Learning

Learning adds meaning and purpose to our lives. It keeps our minds active and alert. It deepens our understanding of life. We can learn about whatever captures our imagination – knitting or mechanics, gardening or languages, computers or music. Learning nourishes our sense of possibility.

Lifelong learning is a choice for personal growth and fulfillment. And the skills we learn and interests we pursue may someday help us find a job, make new friends, have a more enjoyable retirement or help our community.

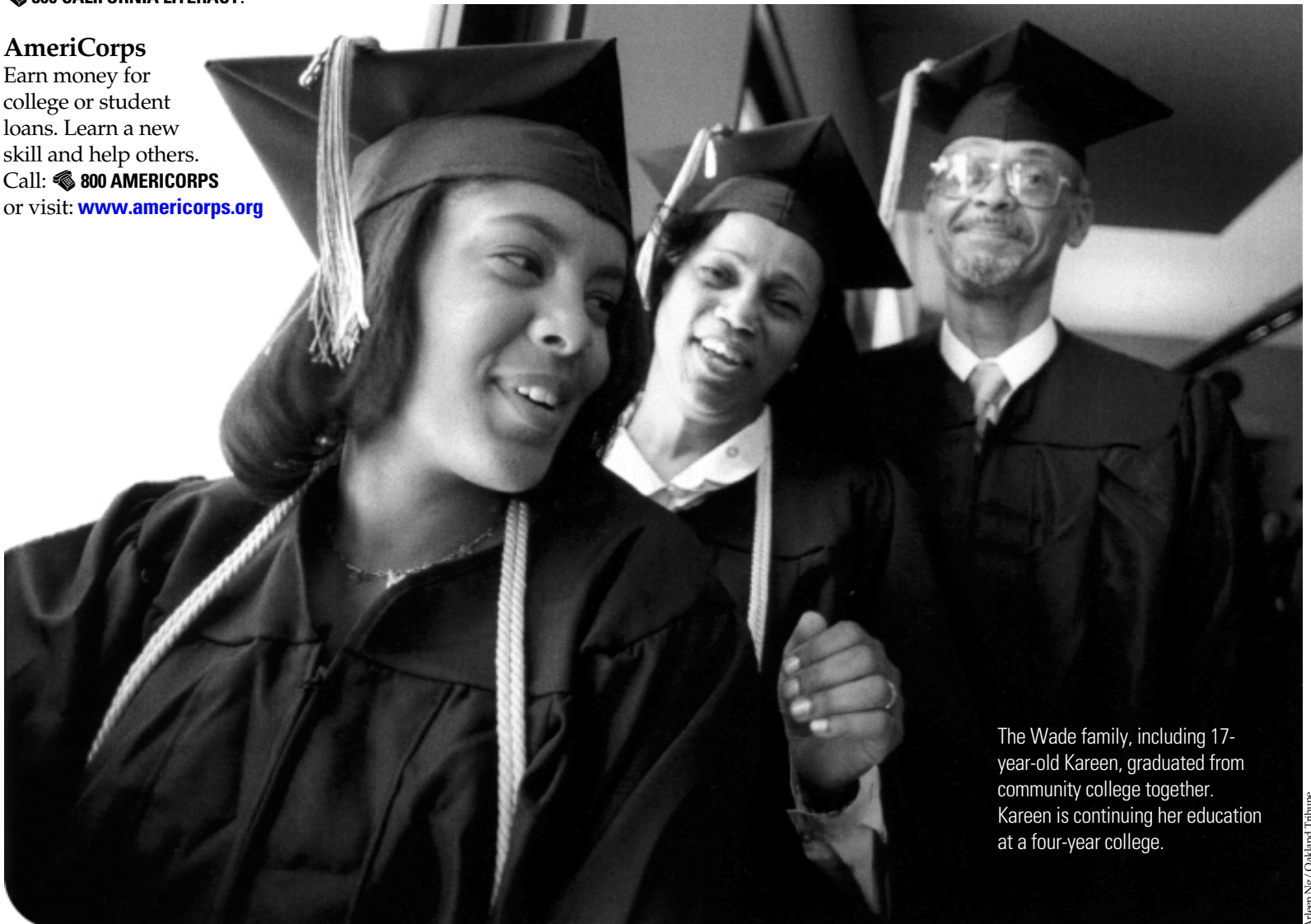
Learning keeps us involved with the joys and challenges of life. Learning can take us everywhere.

Share Your Knowledge

Do you know how to make a quilt? Grow roses? Coach a sport? You may be able to share your knowledge through Adult Education, a senior center or your city's Parks and Recreation Department. Call: **VOLUNTEER SERVICES**. To tutor English, call: **800 CALIFORNIA LITERACY**.

AmeriCorps

Earn money for college or student loans. Learn a new skill and help others. Call: **800 AMERICORPS** or visit: www.americorps.org



The Wade family, including 17-year-old Kareen, graduated from community college together. Kareen is continuing her education at a four-year college.

Arleen Ng/Oakland Tribune

Things You Can Do



Human Issues Collaborative

Sarah says, "I always wanted to paint. There was a class at the adult school and I said to myself, why not now?"

Learn on the Internet

You can learn about almost everything on the Internet – jobs, scholarships, your favorite hobby. Many libraries and schools have free Internet access. Ask the librarian how to search for a topic. [See page 65.](#)

Learn a Language

Do you want to improve your reading and writing skills or study English as a second language (ESL)? Ask at your local library or call: **EDUCATION** or **800 CALIFORNIA LITERACY**.

Many community colleges and adult schools offer classes in American Sign Language, Spanish, Cantonese and other languages: **EDUCATION**.

Opportunities to Learn

- Museums, public gardens, recreation programs, senior centers and community or cultural centers offer programs and classes.
- Local newspapers, libraries and bulletin boards often have announcements of classes and community events.
- Community colleges are open to everyone. You don't need a high school diploma to take classes. Ask for a catalog.
- Adult Education Programs include classes on computers, languages, cooking and basic reading and math skills: **EDUCATION**.
- Elderhostel offers low-cost educational trips for seniors. Call: **877 ELDERHOSTEL** or visit: www.elderhostel.org
- Colleges and universities offer extension programs. You can take evening and weekend classes and even earn a certificate or degree.
- Public education programs must be accessible to people with disabilities. For information, call: **800 ADA INFORMATION LINE**.
- If you have a disability and need further education to get a job, you may qualify for help from the Department of Rehabilitation. Call: **EMPLOYMENT**.
- Scholarships? Loans? Grants? Talk with a financial aid counselor: **800 DIRECT STUDENT LOAN SERVICE** or visit: www.finaid.org

Getting Your Graduate Equivalency Diploma (GED)

If you didn't graduate from high school, or went to school in another country, you can still get a diploma or GED certificate. Call your community college, Adult Education or a vocational training program: **EDUCATION**. Many programs offer free or low-cost child care.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- EDUCATION**
- EMPLOYMENT**
- VOLUNTEER SERVICES**

Free Statewide Phone Numbers

800 ADA INFORMATION LINE (VOICE)	1-800-514-0301
(TTY)	1-800-949-4232
800 AMERICORPS	1-800-942-2677
800 CALIFORNIA LITERACY	1-800-894-7323
800 DIRECT STUDENT LOAN SERVICE	1-800-848-0979
877 ELDERHOSTEL (VOICE)	1-877-426-8056
(TTY)	1-877-426-2167

Websites

www.americorps.org
www.elderhostel.org

www.finaid.org

Living With Disabilities



Shirley Nakao

There are many services run by and for the Deaf and Hard of Hearing in California. Call: 📞 **877 DCARA** or visit: www.dcara.org

Disability is a natural part of life. About one in five Californians has a disability. And as we grow older more of us are experiencing disabilities such as repetitive strain injury, arthritis or hearing loss. Whether we have just become disabled or have lived with a disability for a long time, the information and support we share with each other are invaluable.

As we raise our families, work and contribute to our communities, we must have access to public places, public transportation, schools, housing and jobs. Laws such as the Americans With Disabilities Act (ADA) protect these rights. However, we still need to advocate for ourselves and our communities to make sure our rights are honored and protected.

Independent Living Centers (ILCs)

ILCs are run by and for people with disabilities. They offer peer counseling, advocacy, training and referrals to help you get a job or a home, find attendants or apply for benefits. Most services are free. Call: 📞 **DISABILITY SERVICES** or visit: www.cfilc.org

Carmen and Lily are college classmates. Increased accessibility on college campuses has allowed Carmen to pursue a higher education.

Protect Your Rights

- Learn to be an advocate. [See page 10.](#)
- For legal assistance and information, call: 📞 **800 PROTECTION & ADVOCACY** or visit: www.pai-ca.org
- For legal assistance for the Deaf and Hard of Hearing, call: 📞 **877 CALIFORNIA CENTER FOR LAW AND THE DEAF.**
- For violations of the Americans with Disabilities Act (ADA), call: 📞 **800 ADA INFORMATION LINE.**
- For information on your rights to health insurance and accessible health care, call: 📞 **888 DISABILITY RIGHTS ADVOCATES.**
- The Work Incentives Improvement Act may make it easier for you to return to work and keep your Medi-Cal and other benefits. Call: 📞 **DISABILITY SERVICES** or visit: www.pai-ca.org



Human Issues Collaborative

Living With Disabilities

Things You Can Do

Build Community Support

- There are advocacy, information and support groups for almost every disability: 📞 **DISABILITY SERVICES** or visit: www.disabilityresources.org
- Call an Independent Living Center in your community: 📞 **DISABILITY SERVICES** or visit: www.cfilc.org
- If you are blind or visually impaired, call: 📞 **800 AMERICAN FOUNDATION FOR THE BLIND** or visit: www.afb.org
- If you are Deaf or Hard of Hearing, call: 📞 **877 DCARA** or visit: www.dcara.org
- People First is a self-advocacy group of people with developmental disabilities. Call your Area Board: 📞 **DISABILITY SERVICES**.
- If you have a psychiatric disability, see page 59 or visit: www.nmha.org
- If you are a parent with a disability, see page 41.

Resources

- If you can't work or have to stop working because of a disability, see page 31.
- The Department of Rehabilitation may provide training and equipment to help you find employment. Call: 📞 **EMPLOYMENT**.
- Regional Centers help people with developmental disabilities find housing, employment, respite care and other resources. Find a case manager you can work with. Call: 📞 **DISABILITY SERVICES**.



Doug says, "I have a learning disability and this new software really helps me."

For more information, call: 📞 **888 NATIONAL CENTER FOR LEARNING DISABILITIES** or visit: www.nclld.org

Using Technology

Technology is a fast-growing resource. Use the Internet to communicate with people around the world. Visit:

www.disabilityresources.org

To learn more about assistive technology, see page 65 or call:

📞 **800 AT NETWORK**.

Visit: www.atnet.org

Managing Assistants

Personal care assistants can help you with bathing, dressing, eating and other tasks. For tips on hiring, training and supervising assistants, call an Independent Living Center or Senior Center. To see if you are eligible for financial help to pay for assistants, call In Home Support Services (IHSS) at your county Social Services Department:

📞 **DISABILITY SERVICES** or
📞 **SENIOR SERVICES**.

Where To Find Help

Local Phone Numbers

- 📞 **DISABILITY SERVICES**
- 📞 **EMPLOYMENT**
- 📞 **SENIOR SERVICES**

Free Statewide Phone Numbers

📞 800 ADA INFORMATION LINE	(VOICE)	1-800-514-0301
	(TTY)	1-800-949-4232
📞 800 AMERICAN FOUNDATION FOR THE BLIND		1-800-232-5463
📞 800 AT NETWORK	(VOICE)	1-800-390-2699
	(TTY)	1-800-900-0706
📞 877 CALIFORNIA CENTER FOR LAW AND THE DEAF	(VOICE/TTY)	1-877-332-3529
📞 877 DCARA	(VOICE)	1-877-322-7299
	(TTY)	1-877-322-7288
📞 888 DISABILITY RIGHTS ADVOCATES		1-888-926-0274
📞 888 NATIONAL CENTER FOR LEARNING DISABILITIES		1-888-575-7373
📞 800 PROTECTION & ADVOCACY	(VOICE/TTY)	1-800-776-5746

Websites

www.afb.org
www.atnet.org
www.cfilc.org
www.dcara.org

www.disabilityresources.org
www.nclld.org
www.nmha.org
www.pai-ca.org

Older Adults



Kathy Skane

These friends meet in the park to catch up on the latest news.

We are living and working longer. Many of us are postponing retirement, working part-time or volunteering after retirement. We are a powerful group, sharing the experience and wisdom of a lifetime.

For healthy aging, it's important to stay active, both mentally and physically. Pursue an interest, spend time with friends and family, take walks, garden, or find a sport or exercise you enjoy.


Plan ahead for the time when you may need more help. Could you live at home with assistance? Could you live with a family member? The decision is easier if it's yours.

Keep the Generations Together

Make your family welcome. Plan family outings and reunions.

Grandparents

Grandchildren – and great grandchildren – are a great joy in life. Take time to enjoy them. Other children may also benefit from your time and attention. Consider becoming a foster grandparent.

If you are raising your grandchildren, look for a support group or grandparent resource center in your community. You may find adaptive child care equipment helpful. [See page 41.](#) AARP has a Grandparent Information Center. Call:  **800 AARP** or visit: www.aarp.org



Kathy Skane



Human Issues Collaborative

An Active Retirement

There are many classes and clubs to help you pursue interests such as travel or gardening. Elderhostel offers low-cost educational trips. Call: ☎ **877 ELDERHOSTEL** or visit: www.elderhostel.org

Discover new opportunities through your Volunteer Center, favorite charity or school. Call: ☎ **VOLUNTEER INFORMATION.**

Use the Internet to keep in touch with friends, research your family history or just explore. See [page 65](#). Visit: www.seniors.gov

Tell Your Story

Share your family's history with younger family members. Oral history projects gather people's stories through interviews and audiotapes. To see if there's a program in your area, call: ☎ **SENIOR SERVICES.**

Things You Can Do

Services for Seniors

Senior Centers offer classes, meals, transportation, social activities and health insurance counseling. Senior Day Programs offer more help for seniors who need care during the day. For these and other senior services, like housing and food programs, call: ☎ **800 SENIOR INFORMATION AND REFERRAL.**

Maintain Your Independence

- Arrange for someone to call you every day and to come over if there is no answer. Call: ☎ **800 SENIOR INFORMATION AND REFERRAL.**
- Try out new tools, such as utensils with easy-grip handles. [See page 65.](#)
- For information on Advance Health Care Directives and wills, [see page 21.](#)
- Ask your doctor about a referral to a physical or occupational therapist for ideas to make it easier and safer for you to do things.
- For housing options, [see page 15.](#)

Health Tips

- The Health Insurance Counseling and Advocacy Program (HICAP) gives free advice on Medicare and insurance: ☎ **800 HICAP.**
- Depressed? Experiencing loss and grief? Get help. Call: ☎ **COUNSELING.**
- Dealing with vision loss? For tips and resources, call: ☎ **800 AMERICAN FOUNDATION FOR THE BLIND** or visit: www.afb.org
- Dealing with hearing loss? Find out about the Association of Late Deafened Adults. Visit: www.alda.org
- Keep a list of all your medications in your wallet.
- Bruises and broken bones take longer to heal now and it's easier to lose your balance. Prevent injury with good lighting, secure rugs, handgrips in the bathroom and extra telephones. Be sure smoke alarms are working.
- If someone is hurting you physically or emotionally or taking your money, call Adult Protective Services: ☎ **SENIOR SERVICES.**

Where To Find Help

Local Phone Numbers

- ☎ **COUNSELING**
- ☎ **SENIOR SERVICES**
- ☎ **VOLUNTEER INFORMATION**

Free Statewide Phone Numbers

- | | |
|--|-----------------------|
| ☎ 800 AARP | 1-800-424-3410 |
| ☎ 800 AMERICAN FOUNDATION FOR THE BLIND | 1-800-232-5463 |
| ☎ 877 ELDERHOSTEL (VOICE) | 1-877-426-8056 |
| (TTY) | 1-877-426-2167 |
| ☎ 800 HICAP | 1-800-434-0222 |
| ☎ 800 SENIOR INFORMATION AND REFERRAL | 1-800-510-2020 |

Websites

www.aarp.org
www.afb.org
www.alda.org

www.elderhostel.org
www.seniors.gov

Finding a Job

Applying for a Job

Before the Interview:

- Prepare a résumé. List your skills and experiences.
- Be prepared to fill out an application and give references.
- Notify references that someone may be calling them.
- Research the company. Talk to people who work there and visit its website.
- Be prepared to talk about your skills and strengths.
- Rehearse answers to difficult questions. Explain job changes without criticizing anyone.
- A job counselor can help you decide how much to reveal about your background, disability or other issues.

At the Interview:

- Dress neatly and appropriately.
- Arrive ten minutes early.
- Shake hands firmly when you are introduced.
- Maintain eye contact and smile.
- Explain how your skills will benefit the employer.
- Ask thoughtful questions.
- Answer questions briefly, with examples from your previous jobs or experiences.
- After the interview thank the interviewer for his or her time.
- Ask when a decision will be made.
- Send a thank-you note the next day.

On-the-Job Training

If you lack the experience or skills for the work you want, talk to employers about entry-level positions, internships or on-the-job training programs. Internships are a great way to learn new skills or “test-drive” a new career.

Everyone has abilities and qualities that are valuable in the workplace. If we match our interests, skills and experience to a job that needs them, we are more likely to succeed.

It helps to know what you have to offer and what you want to achieve. Let employers see your confidence and enthusiasm. Show that you are committed to learning a job and doing it well.

The workplace has changed. Workers look for opportunities to advance, inside or outside of their companies. Skills that you develop or improve in one job can be used for a very different job.

If you don't get a job you want, don't be discouraged. Ask how to gain the necessary skills or experience. It takes time to find the right job.



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Things You Can Do

Looking for a Job

- Contact employers that you might want to work for. Look up companies in the Yellow Pages or on the Internet.
- Go to the placement office in your school or college.
- For job listings, see newspapers, libraries, schools, One-Stop Career Centers or the Employment Development Department: 📞 **EMPLOYMENT** or visit: www.ajb.dni.us
- Finish school while you learn job skills. If you are 18 to 23, call: 📞 **800 CALIFORNIA CONSERVATION CORPS**. If you are 16 to 24, or if you have a disability, call 📞 **877 JOB CORPS**.
- Find out about the Work Incentives Improvement Act (WIIA), which may make it easier for you to return to work and keep some of your health benefits: 📞 **DISABILITY SERVICES**.
- For employment resources for veterans, call: 📞 **VETERANS**.

Job Training

- Community colleges offer low-cost classes that train you for a job or lead to a college degree. Call: 📞 **EDUCATION**.
- Vocational, trade or technical schools provide training for specific careers.
- If you have a disability, the Department of Rehabilitation can help you learn a new skill and find a job. Call: 📞 **EMPLOYMENT**.

Discrimination

In a job interview you cannot be asked about your age, nationality, sexual orientation or disability. You cannot be asked if you are married or have children. If you are asked such a question, ask how it relates to your suitability for the job. If you feel you are denied a job unfairly, call: 📞 **800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING**, 📞 **800 ADA INFORMATION LINE** or 📞 **800 IMMIGRANT JOB DISCRIMINATION**.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

📞 **DISABILITY SERVICES**

📞 **EDUCATION**

📞 **EMPLOYMENT**

📞 **VETERANS**

Free Statewide Phone Numbers

📞 800 ADA INFORMATION LINE (VOICE)	1-800-514-0301
(TTY)	1-800-949-4232
📞 800 CALIFORNIA CONSERVATION CORPS	1-800-952-5627
📞 800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING	1-800-884-1684
(TTY)	1-800-700-2320
📞 800 IMMIGRANT JOB DISCRIMINATION	1-800-255-7688
📞 877 JOB CORPS	1-877-388-8731

Websites

www.ajb.dni.us

www.calwia.org/links.html



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John says, "My weekly job club is helping me find the job I want."

Networking

Successful job seekers find work by meeting and talking to many people. Most jobs are never advertised. Job clubs or support groups can help. Call: 📞 **EMPLOYMENT**.

Informational Interviews

Arrange 20-minute interviews with people who have the kind of job you want. Ask where to look and how to network to get a similar job. Send a thank-you note and stay in touch.

One-Stop Career Centers

These centers offer career counseling, job training, literacy classes and vocational rehabilitation. They can help you make a résumé and practice for interviews. There are also programs for youth ages 14 to 21. Call: 📞 **EMPLOYMENT**. Visit: www.calwia.org/links.html

Success on the Job

If you are like most people, you will work most of your life. Your career is the work you will do over your whole lifetime. Every job you choose can further your career, as you develop your skills and gain new experiences.

To be successful, you must meet your employer's expectations. But you also have to meet your own goals for growth and fulfillment. When you use your skills in ways that benefit both you and your employer, you produce your best work.



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It's Karen's first day at her new job.

Creative Workplace Solutions

Accommodations are changes that make it possible for you to do your job, such as changes in your workstation, equipment or work schedule. If you have a disability, you have a right to reasonable accommodation, but you have to disclose information about your disability. To find out more about your options, call: ☎ **800 JOB ACCOMMODATION NETWORK** or visit: www.jan.vvu.edu. Or call the Department of Rehabilitation: ☎ **DISABILITY SERVICES.**



CTP Berkeley

Starting a New Job

Starting a new job can be both exciting and stressful. You are building relationships with new co-workers and learning your way around. Stay focused on what is expected of you.

Benefits Are Important

Make sure you understand your health, retirement, vacation, sick leave, holiday and other benefits. Ask your employer if you are covered by Workers' Compensation and State Disability Insurance.

Time for a Change?

If you start to feel bored, frustrated or overwhelmed at work, figure out why. Talk to your boss. Suggest solutions and discuss your career goals. Employers want to keep good employees. If a job you want opens up, ask to be considered for it. If all fails, it may be time to find a new job.

Balancing Work and Home

It is a challenge to balance the demands of home and work. Plan ahead for possible problems with child care or transportation. If you are sick or need time to care for a new baby or an ill child, parent or spouse, ask your employer about unpaid Family Medical Leave.

Call: ☎ **800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING.**



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Things You Can Do

Getting Ahead

- Use on-the-job training to improve your skills.
- Let co-workers rely on you for assistance and cooperation.
- Ask for feedback regularly, to monitor your progress.
- When you're ready, ask for more responsibility.

Discrimination on the Job

- If you are threatened or sexually harassed, tell a supervisor and call: ☎ **800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING.**
- The law says you cannot be laid off because of your race, sex, age or disability. Call: ☎ **800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING.**
- If you feel you are being discriminated against because of your disability, call: ☎ **800 ADA INFORMATION LINE.**
- If you feel you are being discriminated against because you are an immigrant, call: ☎ **800 IMMIGRANT JOB DISCRIMINATION.**
- Your union ombudsman can help you deal with discrimination.

If You Lose Your Job or Can't Work

- You can apply for Unemployment Insurance if you have worked in the last 18 months, but can't find a job now. Call the Employment Development Department: ☎ **EMPLOYMENT.**
- To find out if you are eligible for Workers' Compensation payments for work-related illness or injury, call: ☎ **800 WORKERS' COMPENSATION.**
- If you cannot continue working, because of a disability, illness, injury or pregnancy, you may be able to get short-term State Disability Insurance (SDI). Call your employer or the Employment Development Department: ☎ **EMPLOYMENT.**
- Social Security Disability Insurance (SSDI) is financial assistance for people who have to stop working because of a disability. Call: ☎ **800 SOCIAL SECURITY.**

Where To Find Help

Local Phone Numbers

- ☎ **DISABILITY SERVICES**
- ☎ **EMPLOYMENT**

Free Statewide Phone Numbers

☎ 800 ADA INFORMATION LINE	(VOICE)	1-800-514-0301
	(TTY)	1-800-949-4232
☎ 800 CALIFORNIA FAIR EMPLOYMENT AND HOUSING		1-800-884-1684
	(TTY)	1-800-700-2320
☎ 800 IMMIGRANT JOB DISCRIMINATION		1-800-255-7688
☎ 800 JOB ACCOMMODATION NETWORK	(VOICE/TTY)	1-800-526-7234
☎ 800 SOCIAL SECURITY	(VOICE)	1-800-772-1213
	(TTY)	1-800-325-0778
☎ 800 WORKERS' COMPENSATION		1-800-736-7401

Websites

www.jan.wvu.edu

Parents and Children



*When you have
and love a child . . .
the whole
universe changes
and nothing will
ever again seem
exactly as it
seemed before.*

Adapted from
Lafcadio Hearn
British-Japanese writer

Having a child is a 24-hour-a-day commitment filled with joy and exhaustion, love and hard work. From the moment we see our baby's face, our lives are changed forever.

Our family may begin with choices about pregnancy and birth. Or it may begin with adoption, or marriage and step-parenting. Always, a child is a wonderful gift and an awesome responsibility.

Children need our love and attention to develop their intelligence, confidence and character. As they grow and change, we are learning and changing with them.



Talking to Other Mothers

Childbirth classes are a great way to prepare for birth and meet other expecting women and couples.

Pregnancy is a time of change. You will change physically and emotionally, and the day-to-day life of your family will also change. Research shows that the more you are cared for during pregnancy, the better you will care for your newborn. Don't hesitate to seek help and accept it when it is given.

Most of the things you do affect the baby inside you – what you eat, whether or not you exercise, even your moods. Some things, like cigarette smoke, alcohol and other drugs, can harm or even kill your baby. Prolonged stress may also affect your developing baby. For your baby's sake, take good care of yourself and start getting regular checkups as soon as you think you are pregnant.

Prenatal Care

The sooner you get prenatal care the better. If your income is limited, you may be able to get free or low-cost prenatal health care, including immediate Emergency Medi-Cal. Call your county Health Department: **HEALTH CARE**, **MOTHER AND INFANT HEALTH**, **800 BABYCAL**.

If you have difficulty getting accessible prenatal care, see [page 69](#). For information on pregnancy, delivery and baby care if you have a disability, call: **800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES** or visit: www.lookingglass.org

Check with your health care provider before taking any medications or dietary or herbal supplements.

Here Joanelle and her friends meet with a nurse-midwife at a women's health clinic.

Suzanne Arms





Suzanne Arms

Exercise and Relaxation

Stay active, but also take the time to sit quietly with your developing baby. Exercise and meditation can help you feel good throughout your pregnancy. Learn more at childbirth classes: 📞 **MOTHER AND INFANT HEALTH**.

Fathers, Share the Experience!

Fathers can help make the pregnancy and birth a good experience for the mother, the baby and the whole family. Try to keep the stress level low at home. Help out as much as you can and go to prenatal visits and childbirth classes together. Make sure you can be reached in an emergency.

Time Off From Work

Some new parents can get up to three months Family Medical Leave and have their jobs back afterward. You may also get State Disability Insurance (SDI) benefits. Ask your employer or call the Employment Development Department: 📞 **EMPLOYMENT**.

Things You Can Do

To Have a Healthy Baby

- Start prenatal care as soon as you know you are pregnant. If you are trying to get pregnant, [see page 73](#).
- For low-cost insurance for middle-income pregnant women and their newborn children, call: 📞 **800 AIM PROGRAM**.
- Eat healthy foods and exercise regularly.
- Ask your health care provider about taking prenatal vitamins with folic acid, calcium and iron to help prevent problems.
- Plan ahead for possible changes in your energy level, mobility or medications.
- Take time to rest every day. It's normal to be tired.
- Talk to your baby. Even before birth, babies are learning the sounds of language.
- Morning sickness? Eat small amounts as often as you can.
- Avoid alcohol, smoking and drugs. [See page 77](#).
- Seek out friends and family to share the joy of your pregnancy.

Problems

- If you start to bleed, get medical attention immediately.
- Can't stop drinking, smoking or using drugs? GET HELP. [Read page 77](#).
- Stressed? Feeling bad? [Take a look at page 59](#).
- If there's violence at home, [see page 75](#).
- Unplanned pregnancy? [See page 73](#).

To Get Extra Food and Other Help

The Women, Infants and Children (WIC) Program offers classes and counseling on nutrition and breastfeeding, both before and after the birth. It also provides nutritious food. See if you qualify. Call: 📞 **888 WIC WORKS**.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- 📞 **EMPLOYMENT**
- 📞 **HEALTH CARE**
- 📞 **MOTHER AND INFANT HEALTH**

Free Statewide Phone Numbers

- | | |
|---|--|
| 📞 800 AIM PROGRAM | 1-800-433-2611 |
| 📞 800 BABYCAL | 1-800-222-9999 |
| 📞 800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES (VOICE) (TTY) | 1-800-644-2666
1-800-804-1616 |
| 📞 888 WIC WORKS | 1-888-942-9675 |

Websites

www.lookingglass.org

Birth

Birth is a natural process. Each labor is different and every woman copes in her own way. It can be wonderful and it can also be difficult and tiring.

It helps if the father or someone else you trust can be with you during the labor. It is an incredible experience to see a baby being born.

Most babies in California are born in a hospital. Many hospitals will let mothers choose the kind of birth they want and have family and friends with them during the birth. Some women feel more comfortable at home. It is a good idea to plan ahead and find out all you can about the different ways to give birth.

After the birth, a baby needs to be close to the mother. If you can breastfeed, it is a wonderful way to feed your baby and build a close relationship.



Kathy Sloane



Dads Make a Difference

What babies want and need most is to feel loved.

Childbirth

Find out about the different positions for labor and birth, and breathing techniques to control the pain. Many women want to have a natural childbirth without pain-killing drugs. But know your options in case you do need or want medication. Talk to your health care provider, a childbirth educator, a nurse-midwife or other mothers. Call:

**MOTHER AND INFANT HEALTH,
800 NATIONAL RESOURCE CENTER
FOR PARENTS WITH DISABILITIES.**

Visit: www.childbirth.org or
www.lookingglass.org

Suzanne Arnis

Welcoming the Newborn

It's a wonderful moment. The baby is safely born, his skin still covered with natural, silky, protective white cream. The cord is still pulsing. Both parents are here to greet this baby boy.

Who Do You Want With You During the Birth?

Doctors and nurses cannot be with you all the time. Plan to have someone stay with you and support you during and after labor. It could be the father, your mother, your sister, a friend or a childbirth coach or “doula.”

Cesarean Section

A C-section is usually done for the health of the baby or the mother. It takes time to recover after the surgery, so you may need more help at home. Women who have had a C-section can usually have a vaginal birth the next time. If you are told in advance that you will need a C-section and you have doubts, get a second opinion. Call:

 **MOTHER AND INFANT HEALTH.**

Full of Wonder

Tyler of San Jose, only 15 minutes old, looks out with interest.



Suzanne Atkins


Things You Can Do

Where Will You Give Birth?

If you want to have your baby at home instead of in a hospital, see if your health insurance will pay for a home birth. Find a midwife or a doctor to help you decide if that is the right choice for you. If you are in labor and have no insurance, you cannot be turned away from any hospital. It's the law. Call:

 **HEALTH CARE.**


Right After the Birth

- Your baby needs to be with you right after the birth. You will want to hold your baby while you get to know each other.
- If you are in the hospital and want to breastfeed, ask the staff for help. Breastmilk is best for all babies, especially those born early or small.
- Most new mothers need lots of help at home after the baby is born.
- A California law requires hearing tests for newborns. For information, call:  **877 NEWBORN HEARING SCREENING.** For resources for Deaf or Hard of Hearing children, see pages 43 and 44.

Sex and Intimacy

- A woman can become pregnant again soon after giving birth, even if she's breastfeeding. Ask your health care provider about birth control. See page 73.
- Most doctors recommend waiting at least six weeks before having sex. But new parents are usually tired and stressed and may want to wait longer.
- Latex condoms help prevent pregnancy and sexually transmitted diseases and do not affect breastmilk.




Depressed After the Birth?

If you feel very anxious or depressed after your baby is born, and these feelings last for more than a few days, it is important to see a doctor or mental health counselor as soon as possible. These feelings can keep you from having a close relationship with your baby. Call:  **COUNSELING.**



Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

-  **COUNSELING**
-  **HEALTH CARE**
-  **MOTHER AND INFANT HEALTH**

Free Statewide Phone Numbers

-  **800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES (VOICE)** 1-800-644-2666
- (TTY)** 1-800-804-1616
-  **877 NEWBORN HEARING SCREENING** 1-877-388-5301

Websites

www.childbirth.org

www.lookingglass.org

A Baby's Cry

Respond to your baby's cries right away. If you do, your baby will learn to trust your care. Research shows that when parents respond quickly, their infant cries less over time.

You can buy baby monitors that flash a light or make a sound when your baby cries. Look in stores or visit: www.atnet.org

Your Baby's Personality

Each baby has a unique personality. Find ways to support your baby. Give a very active child lots of opportunities for active play. Allow a cautious child time to get used to new situations or people. Visit: www.preventiveoz.org

Babies need consistent and loving care to grow and thrive. Loving a child means giving of yourself, especially your time and attention. You cannot give a baby too much love.

At first your baby depends on you completely. As your baby grows you will need to adapt your parenting style to meet your baby's changing needs. Taking cues from your baby may be hard to do, but it makes for better parenting.

Every baby is different and needs a special approach. The better you understand your baby's needs, personal style, likes and dislikes, the easier it will be to give him the kind of care he needs.

"I love the closeness of breastfeeding my baby. And it's so much easier than I ever thought!"



WestEd

Breastfeeding

Try to breastfeed as much as you can the first year. Breastmilk helps babies avoid illnesses and allergies. Call:

☎ **800 LA LECHE LEAGUE** or
☎ **888 WIC WORKS**. Visit:
www.la lecheleague.org or
www.breastfeeding.com

Breastfeeding helps moms get back in shape and it reduces their risk of breast cancer. It usually takes some practice. Nurse often and drink lots of fluids. The more you nurse, the more milk you will produce.

Tell your doctor what medications or drugs you take and any infections or medical conditions you have.

For information on breastfeeding if you have a disability, call: ☎ **800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES** or visit:
www.lookingglass.org



Suzanne Arns

Playing Is the Way to Teach

Your baby's brain is developing more rapidly now than at any other time in life. Seeing, touching, hearing, tasting, smelling and moving stimulate your baby's brain. Songs, rhymes and games, such as peek-a-boo and pat-a-cake, help her learn language. When you mirror her coos and smiles, your baby gains self-esteem. When your child looks away or fusses, it is time to stop playing. Visit: www.iamyourchild.org

"I love this little guy..."

When Michelle was pregnant, a bald eagle flew overhead. Her newborn son's Native American name means "soul of the eagle." Celebrating her first Mother's Day, Michelle said, "I love this little guy. I'll do anything for him."



Christina Koci Hernandez/SF Examiner

Things You Can Do

Feeding Your Baby

- Try to breastfeed for the first year.
- Babies don't need any food besides breastmilk or iron-fortified commercial formula for the first few months.
- To help prevent food allergies, don't give cow's milk, goat's milk or egg whites until after your baby is a year old.
- Don't microwave your baby's bottle. The hot spots can burn your baby.
- Make feeding a time to enjoy being with your baby.
- To prevent choking, don't put cereal in the bottle.
- Don't let your baby sleep with a bottle. The dripping liquid can cause dental problems, choking and ear infections.
- Don't give honey to babies less than one year old. It can cause botulism, a serious disease.

Your Baby's Safety

- Always be gentle with your baby. Shaking or hitting a baby can cause brain damage or even death.
- **Always put babies to sleep on their backs** – never on their sides or stomachs. This can help prevent Sudden Infant Death Syndrome (SIDS). For more information, call: ☎ **800 CALIFORNIA SIDS PROGRAM**.
- To prevent suffocation, never use a pillow for a child under two.
- Use cribs that meet today's safety standards. Check old cribs for lead paint. Lead poisoning can cause brain damage: ☎ **800 LEAD HOTLINE**.
- Your baby will need a series of shots to prevent life-threatening illnesses. Ask your health care provider or the Immunization Coordinator at your Health Department: ☎ **HEALTH CARE**, ☎ **800 NATIONAL IMMUNIZATION INFO HOTLINE**.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

☎ **HEALTH CARE**

Free Statewide Phone Numbers

☎ 800 CALIFORNIA SIDS PROGRAM	1-800-369-7437
☎ 800 LA LECHE LEAGUE	1-800-525-3243
☎ 800 LEAD HOTLINE	1-800-532-3394
☎ 800 NATIONAL IMMUNIZATION INFO HOTLINE	1-800-232-2522
☎ 800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES (VOICE)	1-800-644-2666
	(TTY) 1-800-804-1616
☎ 888 WIC WORKS	1-888-942-9675

Websites

www.atnet.org
www.breastfeeding.com
www.iamyourchild.org

www.lalecheleague.org
www.preventiveoz.org

Being a Parent

Our love and care give our children the security to develop loving relationships and reach their full potential. In a wide variety of ways we nurture and protect our children.




Never have families been so diverse! Children may live with a mom and a dad, or just one parent. They may live with two moms, two dads or grandparents.

Extended family is important too. Relationships with relatives and friends help you give your child the best care. And your child benefits from the attention and love of many caring adults.



Kathy Sloane

Support for Parents

- Take a parenting class at a community college or through your school district:  **EDUCATION.**
- Join or start a parents' support group.
- If you have a disability, call:  **800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES** or visit: www.lookingglass.org
- Teen parent? Ask a social worker or school counselor about programs to help you return to school or stay in school:  **EDUCATION.**

Extended Families

Relationships with grandparents, aunts, uncles and close friends can help a child feel safe and loved. Extended family members can give you support and time for yourself, especially if you are a single parent or teen parent.



Kathy Sloane



Through the Looking Glass/Suzanne C. Levine

With adaptive baby care equipment, this mom is able to carry both children.

Parents With Disabilities

Find out about adaptive techniques and equipment for cuddling, lifting, carrying and other baby care tasks. [See page 65.](#)

Call: ☎ **800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES** or visit: www.lookingglass.org

Take the lead in comforting, feeding and setting limits for your child. Your assistants should follow YOUR directions.

Regional Centers can help parents with developmental disabilities find classes and in-home support: ☎ **DISABILITY SERVICES.**

Things You Can Do

Childproof Your Home

- Never leave children alone in the kitchen or bathroom. Children can drown in less than an inch of water.
- Look in hardware stores for safety gadgets, such as latches for cabinets and toilets, and covers for doorknobs and electrical outlets.
- If you can't childproof your whole house, try keeping one room especially safe and clean. Use gates to keep your child there with you.
- For more safety information, call: ☎ **800 CHILD WATCH** or visit: www.safekids.org

Adoption and Foster Care

Being an adoptive or foster parent can make a big difference in a child's life. [See page 72.](#) Call: ☎ **ADOPTION AND FOSTER CARE.** If you need time off to care for your new child, ask your employer about Family Medical Leave. [See page 31.](#)

Separated or Divorced?

- Spend as much time as possible with your children. Make sure they know you love them and that the breakup was not their fault.
- For your child's sake, try to get along with your former partner. If you can't agree on how to raise your child, try mediation: ☎ **LEGAL SERVICES.**
- If you need help getting child support or are prevented from seeing your child, call your District Attorney. Look for the number in the Government section of your phone book.

Plan for the Future

Start saving now for your child's education, even if it's only a few dollars a month. Call: ☎ **877 COLLEGE SAVINGS FOR CALIFORNIA KIDS** or visit: www.scholarshare.org

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- ☎ **ADOPTION AND FOSTER CARE**
- ☎ **DISABILITY SERVICES**
- ☎ **EDUCATION**
- ☎ **LEGAL SERVICES**

Free Statewide Phone Numbers

- | | |
|---|-----------------------|
| ☎ 800 CHILD WATCH | 1-800-928-2445 |
| ☎ 877 COLLEGE SAVINGS FOR CALIFORNIA KIDS | 1-877-728-4338 |
| ☎ 800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES (VOICE) | 1-800-644-2666 |
| (TTY) | 1-800-804-1616 |

Websites

www.lookingglass.org
www.safekids.org

www.scholarshare.org

When Your Child Has a Disability

We want our children to grow up healthy and happy. We are proud of their accomplishments and delight in watching them grow.

As you learn and grow with your child, you may have to talk to many people to find useful information and services. Both you and your child may need help to deal with your feelings and other people's attitudes.

You can often find support from other parents of children with disabilities.

Involve your growing child in making decisions. This helps build self-esteem and confidence. Your child can become a self-assured and capable adult.



Lydia Cans

Support for Your Growing Child

Your baby needs love and nurturing, just like any other baby. She needs the chance to play and learn. As she grows, help her find ways to do things independently or with the least assistance possible. Work with her to plan for adulthood. [See pages 24-25.](#)

- Children develop their own ways of doing things. Give your child opportunities to make mistakes and be creative.
- Help your child practice making choices and decisions. She will need these skills as she grows up.
- Look for adults with your child's disability. They can be role models and provide support and information. Call: **DISABILITY SERVICES.**

Support for Families

Your best support may be other parents who have children with disabilities. They can help you find resources, information and emotional support. To find a parent group, call your local hospital or Family Resource Center: **DISABILITY SERVICES.**

- Need a break? Help with housework or child care? Your family may qualify for In Home Support Services (IHSS) through your county Social Services. Call: **HEALTH CARE.**
- If you're experiencing a lot of stress, call: **COUNSELING.**
- For sibling support groups, call: **DISABILITY SERVICES.**

When Your Child Has a Disability



Kathy Slouane

Joseph's mother says, "We looked until we found the right medical team. They see that our son is a wonderful boy with a full future."

Regional Centers

Regional Centers serve children and adults with developmental disabilities such as mental retardation, cerebral palsy and autism. They can provide treatment, equipment, family resources and other services. Most services are free. Call: **DISABILITY SERVICES** or visit: www.dds.ca.gov

Get Help Early

If you think your child has a problem, check it out, even if you're not sure. Early services can make a big difference in your child's development. By law, there are free services for children from birth to age three if they are at risk of developing slowly. Call: **800 CALIFORNIA EARLY INTERVENTION.**

William and his dad get ready for football.



Human Issues Collaborative

Things You Can Do

Resources for Children With Disabilities

- For financial assistance with treatment and equipment, call California Children's Services at your county Health Department: **HEALTH CARE.**
- For Deaf and Hard of Hearing children, see page 44. Call: **DISABILITY SERVICES** or **877 DCARA.** Visit: www.dcara.org
- For children who are blind or vision impaired, call: **800 AMERICAN FOUNDATION FOR THE BLIND** or visit: www.afb.org
- For services for children with developmental disabilities, call your Family Resource Center or Regional Center: **DISABILITY SERVICES.**
- For special education programs, call: **EDUCATION.** Many programs start before kindergarten.

Financial Help

Your child may qualify for Social Security or Medi-Cal even if your family doesn't. Call: **800 SOCIAL SECURITY.**

Legal Help

- To find legal help, call: **800 PROTECTION & ADVOCACY** or visit: www.pai-ca.org
- Area Boards are state agencies that advocate for people with developmental disabilities. To find an Area Board, call your Regional Center.
- The national organization Family Voices advocates for the health care needs of children with disabilities: **888 FAMILY VOICES.**

Learn More About Your Child's Disability

Look for local groups: **DISABILITY SERVICES.** Go to the library and find out all you can. Explore the Internet. Start with these web sites: www.familyvillage.wisc.edu, www.healthfinder.gov and www.nichcy.org

Where To Find Help

Local Phone Numbers

- COUNSELING**
- DISABILITY SERVICES**
- EDUCATION**
- HEALTH CARE**

Free Statewide Phone Numbers

800 AMERICAN FOUNDATION FOR THE BLIND	1-800-232-5463
800 CALIFORNIA EARLY INTERVENTION	1-800-515-2229
877 DCARA	1-877-322-7299
	(VOICE)
	(TTY)
888 FAMILY VOICES	1-877-322-7288
888 FAMILY VOICES	1-888-835-5669
800 PROTECTION & ADVOCACY (VOICE/TTY)	1-800-776-5746
800 SOCIAL SECURITY	1-800-772-1213
	(VOICE)
	(TTY)
	1-800-325-0778

Websites

- www.afb.org
- www.dcara.org
- www.dds.ca.gov
- www.familyvillage.wisc.edu
- www.healthfinder.gov
- www.nichcy.org
- www.pai-ca.org

Toddlers and Young Children

Mariah and Christopher are using sign language to read a book together. Because they learned sign language early, they are learning English more easily and will be ready to start school with their peers.



Center for the Education of the Infant/Deaf

Toddlers and young children are naturally curious and eager to learn. Through play, they learn how the world works and how to get along with others. They have strong opinions about what they want and don't want, like and dislike. They are testing their limits, and yours as well.

Although your child may want to do everything by himself, he still needs your help. With your guidance and support, he will gradually learn consideration of others and self-control.

Learning Language

Your child will benefit greatly when you talk, sing, tell stories and read together. He may learn new words every day or may listen for months before beginning to speak in full sentences. At about age four, he will begin to understand that people, things and ideas can be represented by pictures, numbers, letters and words. Help him learn by pointing out these symbols. Visit:

www.zerotothree.org

Learning Two Languages

If your family is bilingual, help your child learn both languages. If you do not speak English at home, help your child learn his native language. If he knows his first language well, he will learn English more easily.

Human Issues Collaborative



Things You Can Do



Feeding Your Toddler and Young Child

Toddlers and young children are growing less rapidly than babies. They eat small amounts and they eat often. Try to have regular meals and snacktimes. Provide healthy foods and let your child decide how much to eat.

Kids can be picky. They may not like mixed foods like stews or casseroles. If your child does not want to eat at all or wants only one food, don't force her. Introduce a few tablespoons of a new food with one that your child already likes.

To prevent choking, cut food into small pieces and remove bones and pits. Don't give hot dog rounds, whole grapes, carrot slices, meat chunks, popcorn, nuts or hard candy. Questions? Call a nutritionist at your county Health Department: **HEALTH CARE** or visit: www.eatright.org

Spend Time With Your Child

- Understand that it is normal for your toddler to say "no" a lot.
- Listen to your child and respond promptly.
- Try to set aside time every day to give your child your full attention.
- Remember that your child is unique, with her own personality.
- Be supportive of your child's make-believe games.

Early Learning and School Readiness

- Create safe, interesting places to play.
- Provide opportunities for your child to play with other children.
- Allow your child to work through problems before offering help. Then provide only enough help so he can safely continue his efforts.
- Talk, read, sing and tell stories together. Visit: www.readcalifornia.org
- If your child has problems communicating or is Deaf, early language training is very important. Call: **HEALTH CARE**, **800 CALIFORNIA EARLY INTERVENTION**. See page 43.
- Limit TV and don't let children watch violent programs. Children under two should not watch TV at all. They don't learn from TV – they learn from you.
- For more on school readiness, call: **800 NATIONAL PARENT INFO NETWORK** or visit: www.npin.org

Childhood Fears

Young children may be afraid of strangers or of being separated from their families. They may be afraid of dogs, other animals, loud noises or the dark. They are more likely to develop fears when they are learning something new or adjusting to change. At these times your child needs reassurance.

Toilet Learning

When children are ready, toilet learning can be easy. Children must be physically ready, which means they can control their bladders and bowels. They must be able to remove their clothing. They need to understand what is expected. And they must want to use the toilet.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

HEALTH CARE

Free Statewide Phone Numbers

800 CALIFORNIA EARLY INTERVENTION 1-800-515-2229
800 NATIONAL PARENT INFO NETWORK (VOICE/TTY) 1-800-583-4135

Websites

www.eatright.org
www.npin.org

www.readcalifornia.org
www.zerotothree.org

Discipline

One of the most important ways we show our children we love them is by setting clear limits. It helps them feel safe and secure. A good time to start is after the first year. Our children begin to understand what is okay and what is not. It's best if the limits are consistent and our expectations are reasonable. Keeping regular routines, like bedtimes and mealtimes, helps children understand limits.

As your child grows, offer her choices and involve her in making rules and setting consequences. This encourages independence and teaches her to accept responsibility for her actions. If you set a good example and encourage positive behaviors, your job will be much easier.



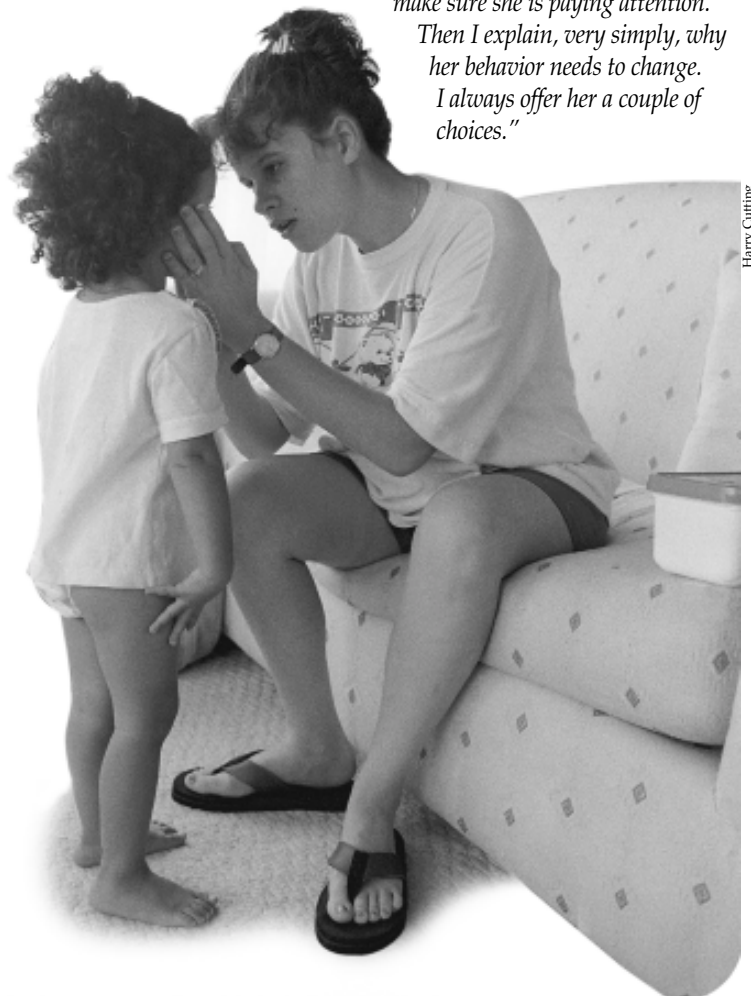
You Can't "Spoil" a Baby

Babies need prompt, loving attention. They are insecure and anxious when their needs are NOT met. When your baby does something that could be dangerous, don't yell or spank her. Gently move her or remove dangerous objects from her path.

Babies are fragile. Shaking or hitting a baby can cause brain damage or even death. If you feel you are going to lose your temper, put your baby in a safe place. Take a few deep breaths. Call a friend or call this confidential hotline: **800 CHILD ABUSE HOTLINE.**

Dealing With Difficult Behavior

Anna says, "First, I look at Alicia to make sure she is paying attention. Then I explain, very simply, why her behavior needs to change. I always offer her a couple of choices."



Harry Cutting



Jennifer L. Sauer

When Tempers Flare

When Ben loses his temper, Nancy kneels down to his eye level and speaks firmly but calmly.

Toddlers and Young Children

Self-control is learned gradually. Set a few simple consistent limits for your toddler, such as not hurting living things or damaging property. As he grows, he will be better able to understand and meet your expectations. Be consistent and praise good behavior. Avoid physical punishment, like spanking or hitting. It can harm your child and damage his self-esteem.

Parents and Teens

Teens still need love, guidance and limits. Take time to listen and talk to your teen every day. If family rules are broken, talk about it and decide on the consequences together. [See pages 53-55.](#)



Kathy Steane

Things You Can Do

Don't Try to Be a Superdad or Supermom

- Take care of yourself, too! Ask for help if the pressure and stress feel like too much. [See page 59](#) or call: 📞 **CHILD ABUSE AND FAMILY VIOLENCE.**
- Share child care. Start a child care co-op or play group.
- Even a short break can help. Listen to music, read or take a bath.
- Have children help with chores that are appropriate for their age.
- For more information, call: 📞 **800 NATIONAL PARENT INFO NETWORK** or visit: www.npin.org

Guidance and Discipline

- Childproof your house to reduce the need to say "no." [See page 41.](#)
- Set rules for important things. Be consistent but flexible.
- Praise good behavior.
- Give brief reasons for saying "no."
- If you are too angry to talk, wait until you have cooled down.
- When your child is old enough, make rules and decide on consequences together. Make sure consequences are reasonable.
- Sometimes it's hard for parents of children with disabilities to know what limits to set. For suggestions from other parents, call your Family Resource Center: 📞 **DISABILITY SERVICES.**
- Always respect your child's feelings. Avoid shaming or humiliating your child. And don't hit or shout. All these things damage self-esteem. Call: 📞 **800 CHILD ABUSE HOTLINE, 📞 COUNSELING.**

Sibling Rivalry

- It's natural for children to disagree and fight. Give them a chance to resolve their differences. Step in when either child is being hurtful.
- Teach your children to take turns.
- Children often compete for your love and attention. It helps if you don't compare them or show favoritism.
- Let them know they are each unique and loved. This is especially important if one child needs a lot of extra attention.
- Try to spend some time alone with each child.

Where To Find Help

Local Phone Numbers

- 📞 **CHILD ABUSE AND FAMILY VIOLENCE**
- 📞 **COUNSELING**
- 📞 **DISABILITY SERVICES**

Free Statewide Phone Numbers

- 📞 **800 CHILD ABUSE HOTLINE** (VOICE) **1-800-422-4453**
(TTY) **1-800-222-4453**
- 📞 **800 NATIONAL PARENT INFO NETWORK (VOICE/TTY)** **1-800-583-4135**

Websites

www.npin.org



Kathy Sloane

Quality child care supports a child's physical, emotional and intellectual development. Research shows that infants and toddlers do best when they have the same one or two caregivers over time. These close relationships help them feel secure.

There are many kinds of child care: licensed centers and homes, co-ops, family members and trusted friends. Look for a warm, welcoming place, experienced caregivers and small groups of children with each caregiver.

You can help create a positive experience for your child. Stay in close contact with your child care provider. Make sure your values, language and culture are honored and supported.

The First Days in Child Care

Separation can be difficult and frightening. Some children make the change easily. Others need a long time to adjust. Let your child take a favorite blanket or toy. Try to spend some time there the first few days.

Head Start

In Head Start, children begin to learn math, reading and social skills. Parents play an active role in the program. It is free for families who qualify: 📞

EDUCATION.

Choosing Child Care

- Are the providers welcoming and willing to take time to talk to you?
- Are the providers responsive to the children?
- Is the environment comfortable for both the children and the providers, with safe, age-appropriate equipment and materials?
- How are daily routines, like diapering and feeding, carried out?
- If the center is large, are children in small groups with their provider?
- Is there at least one caregiver for every 3 to 4 infants or toddlers?
- Do the providers sit or kneel at the children's level?
- Does the program keep children and providers together over time?
- Is there a variety of interesting activities for the children?



Kathy Sloane

Children With Disabilities

Make sure your child care provider has the information, training and support to provide the care your child needs. Work with your provider to include your child in most activities. Your Child Care Resource and Referral Agency must help you find child care and, if necessary, help train the provider. Ask about Early Head Start and Head Start. Call: ☎ **800 CHILD CARE CONNECTION** or ☎ **CHILD CARE**.



Human Issues Collaborative

Ready for School

Quality child care prepares your child for school. Look for a provider who will help your child explore and learn at her own pace. Make sure she encourages your child's interests and language development with age-appropriate toys, books, puzzles, art projects and games. For more ideas, call: ☎ **800 NATIONAL PARENT INFO NETWORK** or visit: www.iamyourchild.org

Things You Can Do

Child Care Choices

- Your county Child Care Resource and Referral Agency can give you information about licensing, child care programs and low-cost child care: ☎ **CHILD CARE**, ☎ **800 CHILD CARE CONNECTION** or visit: www.rnetwork.org. If you have a disability, ask about child care that is accessible so you can be as involved as possible.
- Licensed Child Care providers have to meet health and safety standards. The state licensing department checks these providers and responds to complaints. To find out if a home or center has had any violations, call: ☎ **800 CHILD CARE CONNECTION**.
- Family Child Care takes place in the home of a licensed provider. Children of different ages often play together.
- Center-Based Child Care has requirements for staff, child/staff ratios and the facility. Usually, children of the same age play together.
- A provider who cares for the children of only one family does not need a license. TrustLine can do a criminal background check on these providers. Parents or providers can call: ☎ **800 TRUSTLINE** or visit: www.trustline.org

Be Involved in Your Child's Program

- Ask your child and provider about each day.
- Leave notes and set times to discuss special issues.
- Talk to other parents and go to parent meetings.
- Remember, you can visit at any time.
- **Make sure your provider always puts your baby to sleep on his back** – never on his side or stomach. For more information on reducing the risk of SIDS, call: ☎ **800 CALIFORNIA SIDS PROGRAM**.
- If you suspect bad treatment, call: ☎ **800 CHILD CARE CONNECTION**, ☎ **CHILD ABUSE AND FAMILY VIOLENCE** or ☎ **800 CHILD ABUSE HOTLINE**.
- Support fair salaries and training for child care providers.
- Questions? Visit: www.iamyourchild.org

Where To Find Help

Local Phone Numbers

- ☎ **CHILD ABUSE AND FAMILY VIOLENCE**
- ☎ **CHILD CARE**
- ☎ **EDUCATION**

Free Statewide Phone Numbers

- | | | |
|---|-------------|-----------------------|
| ☎ 800 CALIFORNIA SIDS PROGRAM | | 1-800-369-7437 |
| ☎ 800 CHILD ABUSE HOTLINE | (VOICE) | 1-800-422-4453 |
| | (TTY) | 1-800-222-4453 |
| ☎ 800 CHILD CARE CONNECTION | (VOICE/TTY) | 1-800-543-7793 |
| ☎ 800 NATIONAL PARENT INFO NETWORK | (VOICE/TTY) | 1-800-583-4135 |
| ☎ 800 TRUSTLINE | | 1-800-822-8490 |

Websites

- www.iamyourchild.org www.trustline.org
www.rnetwork.org

The School Years

These children are experiencing the excitement of learning.

All of us want our children to do well in school – to learn, to think for themselves and to get along with others. We want good teachers, a safe environment, appropriate discipline and small classes. But not all school districts are alike. In many districts parents must work hard to make sure that their children get a quality education.

Your child will need your help to do well in school. Research shows that when parents are involved in their child's education, their child does better in school. Have regular meetings with your child's teacher. Talk to other parents and volunteer in the classroom if you can. Know what your child is studying so you can support and encourage her learning experiences.



Homework Tips

- Provide a quiet space with good light.
- Encourage your child to use the library.
- Review your child's homework regularly.
- The Even Start Family Literacy Program helps parents get their Graduate Equivalency Exam (GED) so they are better prepared to help their children in school. Call your county Superintendent's office.



Teamwork in Action

Sports can be a great way to develop physical and social skills – and have fun.



Inclusion

As much as possible, children with disabilities should be fully included in general classrooms, after-school activities and sports. Public schools are required to provide services and adaptive equipment if your child needs them in school. To learn about the Individuals with Disabilities Education Act (IDEA), call a Family Resource Center: **DISABILITY SERVICES** or visit: www.nichcy.org

If You Work

It's not safe for young children to come home to an empty house. Most children are not mature enough until they are about 11 years old. Even then, they need to understand your safety guidelines, such as how to call **9-1-1**, what to do if someone knocks on the door, and how to reach you in an emergency.

Things You Can Do

Starting School

Children who will be five by December 2 can go to kindergarten in September. Those who are six by December 2 can start first grade. To register, your child will need an immunization certificate. [See page 39](#). The school district knows which public school your child will attend. You can request a different school, if you want. Some schools have a Transition Program to prepare children for kindergarten: **EDUCATION**.

Help Your Child Do Well at School

- Make it a habit to ask about your child's day.
- Keep track of where your child is and how he spends his time.
- Set limits on TV and computer games.
- Keep your child out of school when he is sick.
- Encourage your child to invite friends over. Get to know them.
- Provide a healthy breakfast, lunch and snack for your child's school day. Ask about free or low-cost breakfast and lunch programs.
- Children may need help dealing with competition, teasing, making friends or problems at home. Talk to your child's teacher or call: **COUNSELING**.
- Call: **800 NATIONAL PARENT INFO NETWORK** or visit: www.npin.org

Stay Involved in Your Child's School

- Talk to the principal if you're not satisfied with something.
- If you don't speak English, make sure the school staff talk with you directly or with interpreters, not through your child.
- Worried about violence? Join a parent group. Visit: www.safeschools.org
- If you have a disability, work with your child's school so you can visit the classroom, help with homework and be as involved as possible.

Problems Learning?

Children learn at different rates and in many ways. If you are worried about your child, talk to your child's teacher. If you think your child has a disability, you can request an evaluation and the school must provide it. For more information on different learning styles, visit: www.LDonline.org

Where To Find Help

Local Phone Numbers.

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- COUNSELING**
- DISABILITY SERVICES**
- EDUCATION**

Free Statewide Phone Numbers

800 NATIONAL PARENT INFO NETWORK (VOICE/TTY) 1-800-583-4135

Websites

www.LDonline.org
www.nichcy.org

www.npin.org
www.safeschools.org

Teenagers are living in a time full of opportunity and possibility. As we deal with the challenges of school, relationships and survival, we are also thinking about our future.

It's easy to feel discouraged. Divisions based on race, sex, disability or sexual orientation hurt us all. We see problems like violence, drugs and discrimination and aren't sure what to do about them.

But we can make a difference. It takes courage, compassion and hard work.

Improve Your Community

These Richmond teens get on-the-job training by helping to rebuild a house in their community.



Kathy Skane



Lydia Gans

Relationships

Do you and your friends, or your boyfriend or girlfriend, want the same things? Can you be honest with each other? Can you accept each other as you are, but also encourage each other to be your best? Think about the relationships you admire and why you admire them.



Kathy Skane

Communication Tips

Sometimes it's hard for kids and parents to communicate. As you practice these skills, they'll get easier:

- Try to see the other person's point of view even when you don't agree.
- Take turns talking and listening. Repeat back what you've heard to make sure it's right.
- Talk about how you feel.
- Follow through on promises.
- Never use violence. This is the quickest way to lose trust.



Human Issues Collaborative

Many Cultures

Ana says, "Sometimes it's hard to communicate with my dad. The culture he grew up in is pretty different from the one I'm in. But he supports me a lot too."

Things You Can Do

School

- Problems with schoolwork? Talk to your teacher or counselor about tutoring programs and different ways to get a diploma. For information on learning disabilities, visit: www.LDteens.org
- Do you want to learn new skills and help others? Check out peer education and counseling programs. Call: ☎ **YOUTH AND TEEN SERVICES**.
- See if your school has a Regional Opportunity Program (ROP) for job training in computers, electronics or other fields.
- Is violence a problem? Start a school watch. Call: ☎ **800 NATIONAL CRIME PREVENTION COUNCIL** or visit: www.ncpc.org
- Problems with other kids? See if your school has a mediation program or student court or start one.
- Teasing? Talk to an adult you trust, especially if the teasing makes you fear for your safety or keeps you from doing the things you want to do.
- If you're a teen parent, see if your school offers child care and other support for teen parents.

Tips for Parents

- Get to know your teen's interests and friends. Encourage respectful relationships.
- Be a mentor rather than a friend or boss. Set limits and decide on consequences together.
- For help talking about difficult topics, call: ☎ **800 TALKING WITH KIDS** or visit: www.talkingwithkids.org
- For resources for parents with disabilities, or teens whose parents have disabilities, call: ☎ **800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES** or visit: www.lookingglass.org

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

☎ YOUTH AND TEEN SERVICES

Free Statewide Phone Numbers

☎ 800 NATIONAL CRIME PREVENTION COUNCIL	1-800-937-7383
☎ 800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES (VOICE)	1-800-644-2666
(TTY)	1-800-804-1616
☎ 800 TALKING WITH KIDS	1-800-244-5344

Websites

www.LDteens.org
www.lookingglass.org

www.ncpc.org
www.talkingwithkids.org

More for Teens

Do you want to be accepted but also want to do your own thing? Are you happy with who you are? Are you comfortable with your sexuality?

The teen years are a time when there is a lot of pressure to fit in and be part of a group. Think about the kind of person you are and the kind of person you want to be.

Now is a time of change. You will have new experiences, meet new people and face new challenges. Learn to be a leader – not a follower.



Jennifer L. Sauer

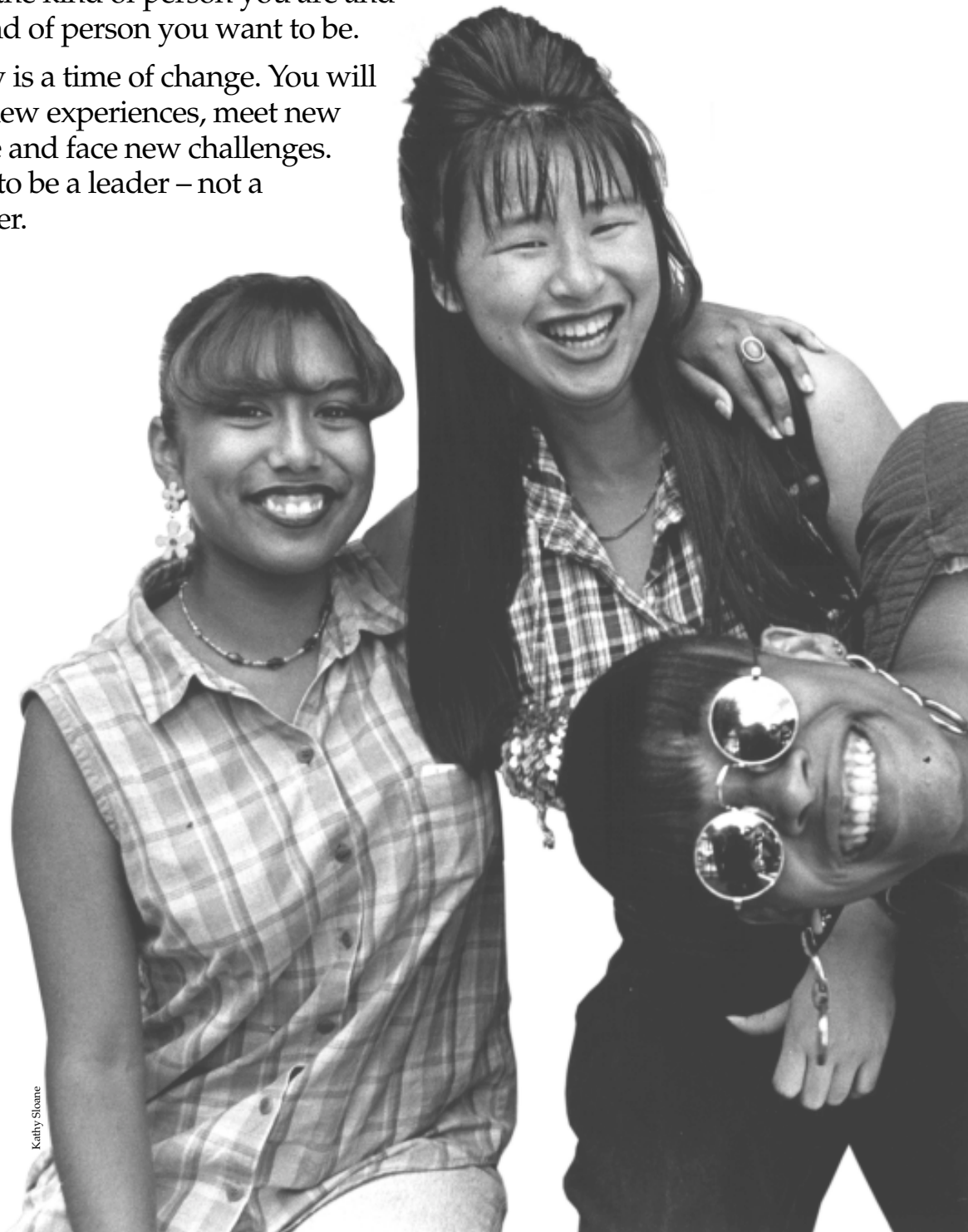
How Do I Look?

Many kids worry about their bodies and looks. Pressures to look TV-perfect surround us. It can be especially hard if you are fat, skinny, tall, short or have a disability.

If you're dieting to look like a super-thin model, watch out. Some kids eat too little to survive. Others eat too much and make themselves throw up. These eating problems can damage your health and even cause death.

Muscle building with steroids can also cause dangerous problems. Steroids can affect your moods, cause brain damage and shrink your sexual organs.

Beautiful people come in all shapes, sizes and colors. Self-esteem can't be measured on a scale. If you're unhappy with your looks, tell someone you trust or call: **YOUTH AND TEEN SERVICES.**




Kathy Sloane



Your Rights


Teens ages 12 to 18 can get confidential treatment for drug or alcohol abuse, sexual abuse, sexually transmitted diseases (STDs) and mental health problems like depression. Most services are free or low-cost and are available regardless of your immigration status. See pages 59 and 70-77.

What About Sex?

Sexual feelings can be intense and confusing. Never pressure someone or let someone pressure you to have sex. Talk with your partner about risks and protection before you become sexually active. And always use condoms. Birth control and STD services are free or low-cost, and confidential. For more information, see pages 70-73. Call:  **FAMILY PLANNING** or visit: www.iwannaknow.org









Sexual Orientation

Are you confused, worried or afraid because you're attracted to members of the same sex? Or are you comfortable with your sexual identity and want to talk with kids like you? Call:  **YOUTH AND TEEN SERVICES** or  **800 LYRIC**.




If you're a parent, your child needs your support. Call Parents and Friends of Lesbians and Gays:  **GENERAL INFORMATION AND REFERRAL**.

Things You Can Do

Problems?







- In a crisis? Depressed, upset or in trouble? Ninline is a 24-hour hotline for teens. There is always someone to talk with you and connect you to the help you need. Call:  **800 NINELINE**.
- If you or your parents have problems with alcohol, tobacco or drugs, call ALATEEN:  **ALCOHOL AND DRUG ABUSE**. For information on inhalants, call:  **800 INHALANTS** or visit: www.inhalants.org
- Do you get beat up or screamed at? Tell someone you trust and ask for help, or call:  **800 CHILD ABUSE HOTLINE**.
- If anyone tries to have sex with you against your will, it's rape and it's against the law. Call Rape Crisis:  **RAPE AND SEXUAL ASSAULT**.
- Family Problems? Divorce? Illness? A parent in jail? Call:  **COUNSELING** or  **800 NINELINE**.
- If you're thinking about running away, or if you've already run away, there are people who can help. And you can get a free bus ride home. Call:  **800 NATIONAL RUNAWAY SWITCHBOARD**.

Tips for Parents








- For your child's health and safety, encourage his school to offer sexuality education.
- Take a class on pre-teen issues with your child. Class are often offered by health plans, Planned Parenthood, youth groups and schools. Call:  **FAMILY PLANNING** or  **800 FAMILY PLANNING**.
- For tips to help parents and kids talk about difficult issues like sex, violence, alcohol and drugs, call:  **800 TALKING WITH KIDS**. Visit: www.talkingwithkids.org

Where To Find Help

Local Phone Numbers

-  **ALCOHOL AND DRUG ABUSE**
-  **COUNSELING**
-  **FAMILY PLANNING**
-  **GENERAL INFORMATION AND REFERRAL**
-  **RAPE AND SEXUAL ASSAULT**
-  **YOUTH AND TEEN SERVICES**

Free Statewide Phone Numbers

 800 CHILD ABUSE HOTLINE	(VOICE)	1-800-422-4453
	(TTY)	1-800-222-4453
 800 FAMILY PLANNING		1-800-942-1054
 800 INHALANTS		1-800-269-4237
 800 LYRIC		1-800-246-7743
 800 NATIONAL RUNAWAY SWITCHBOARD	(VOICE)	1-800-621-4000
	(TTY)	1-800-621-0394
 800 NINELINE	(VOICE)	1-800-999-9999
	(TTY)	1-800-999-9915
 800 TALKING WITH KIDS		1-800-244-5344


Websites

www.inhalants.org
www.iwannaknow.org

www.talkingwithkids.org

Staying Well





*We must not...
ignore the small
daily differences we
can make which,
over time, add up to
the big differences
which we often
cannot foresee.*

Marion Wright Edelman,
Executive Director,
Children's Defense Fund

Our well-being depends on having a healthy lifestyle and loving, supportive relationships. By making good decisions and taking care of each other, we can stay healthier and happier throughout life.

Every day we make choices that affect our health, from the foods we eat to the ways we manage stress. We often explore new ways to stay healthy. And we sometimes decide to make changes, either on our own or with help from friends or professionals.

This chapter offers suggestions and information to improve your well-being. There are resources to help you and ideas for making life more enjoyable.

Emotional Health

Emotional health is part of our total well-being. It is closely connected to our feelings and to our physical health. It is hard to define. And it is often hard to know when we need help.

Anxiety, stress and depression may be appropriate responses for life's ups and downs – like marriage, divorce, the birth of a child, illness or the death of a loved one. But if anxiety, stress and depression continue long after a particular event, they can prevent us from enjoying our lives and the things we used to do.

When this happens, it is important to get help from a doctor or counselor. We may be experiencing a brief crisis that will soon pass or a chronic condition that we will need to manage.

Whatever the issue, it is important to reach out. You and your loved ones are worth the effort.

Seeing a Counselor

Counseling can help adults and children deal with relationships, stress, low self-esteem and grieving. Find a counselor you can trust, who speaks your language and understands your culture. Ask about fees, how the counselor can help you and how long the counseling may take. Call:

 **COUNSELING.**



Mary and David are going through a period of stress in their relationship. Counseling is helping them communicate their feelings.

Harry Cutting



Harry Cutting

When Medication Helps

Matt says, “For now, medication is helping me go on with my life and deal with my depression. I worked with my doctor and tried several medications before finding this one.”

Mental Illness

People with mental illness or psychiatric disabilities, like others with disabilities, have often experienced violence, abuse and other violations of their rights. Many communities have self-advocacy groups that can support you in protecting your rights. See pages 11, 68-69. Call: 📞 **MENTAL HEALTH AND CRISIS INTERVENTION**, 📞 **800 NATIONAL MENTAL HEALTH ASSOCIATION** or visit: www.nmha.org

Disaster and Violence

Experiences of violence or disaster can have a lifelong effect. You may find it hard to adjust to ordinary life. You may feel fear, anxiety, nightmares, flashbacks or loss of appetite. This is called “Post Traumatic Stress Disorder.”

There are resources to support people who have experienced abuse, war or exile. No matter how long it’s been, call: 📞 **RAPE AND SEXUAL ASSAULT**, 📞 **CHILD ABUSE AND FAMILY VIOLENCE**, 📞 **VETERANS** or 📞 **IMMIGRANTS AND REFUGEES**.

Things You Can Do

Self-Help and Support Groups

Talking with others who have similar problems can help you understand your situation and feel less alone. Look for a support group at your place of worship, community center, school or city hall or in your newspaper.

Tips for Managing Stress

- Think about what stresses you. Make a list.
- Don’t try to change everything at once; start small.
- Talk over problems with friends or relatives.
- Remember what’s going well.
- Make some time for yourself every day.
- If the stress is too much, see a counselor: 📞 **COUNSELING**.
- Keep family routines, such as eating meals together.
- Get extra support during holidays, anniversaries and birthdays.
- Try to avoid debt. See page 19.
- Keep a sense of humor.
- Exercise and relaxation can reduce stress. See page 63.
- Discrimination, such as being denied a job because of race or disability, increases stress. Work with others to get support for yourself. Advocate for the rights of all people. See page 11.

Suicide

- If you feel suicidal or if someone you know threatens to commit suicide, call: **9-1-1**, 📞 **SUICIDE PREVENTION** or 📞 **800 SUICIDE HOTLINE**.
- You don’t have to be suicidal to call the Suicide Hotline. You can call if you are depressed or are trying to help someone else. Suicide Hotlines are run by volunteers who know how to listen and help.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- 📞 **CHILD ABUSE AND FAMILY VIOLENCE**
- 📞 **COUNSELING**
- 📞 **IMMIGRANTS AND REFUGEES**
- 📞 **MENTAL HEALTH AND CRISIS INTERVENTION**
- 📞 **RAPE AND SEXUAL ASSAULT**
- 📞 **SUICIDE PREVENTION**
- 📞 **VETERANS**

Free Statewide Phone Numbers

- 📞 **800 NATIONAL MENTAL HEALTH ASSOCIATION (VOICE)** 1-800-969-6642
(TTY) 1-800-433-5959
- 📞 **800 SUICIDE HOTLINE** (VOICE/TTY) 1-800-784-2433
- 📞 **POLICE, FIRE OR AMBULANCE** 9-1-1

Websites

www.nmha.org

Eating Well




Eating well means eating nutritious foods in healthy amounts. A balanced diet can help prevent serious illnesses like diabetes, heart disease, stroke and cancer. If you are pregnant, eating well is important for your baby's development. And feeding children nutritious foods helps them form good lifelong habits.

All cultures have unique and healthy food traditions. Try to make time to sit down with others to share good food and enjoy each others' company.



Choosing Healthy Foods

- Fruits and vegetables in any form – fresh, frozen, canned or juiced – help prevent cancer. Try to eat at least five servings a day. Steaming or stir-frying vegetables keeps in vitamins.
- Grains and grain products like rice, bread, tortillas and pasta should make up half your diet. Whole grains, like oatmeal and brown rice, can reduce the risk of cancer.
- Oils, like olive and canola, are healthier than lard or butter.
- Water, fruit and vegetable juices are better for you than sodas, coffee and alcohol.
- Labels tell about the fat, fiber, protein, sugar and salt in foods. Learn how to read them. Call a nutritionist at your county Health Department:  HEALTH CARE or visit: www.eatright.org

"We've always insisted that dinner is our family time. No television, no telephone. It keeps us close."

Alec Duncan

Things You Can Do

Questions About Eating Well?

- Call a nutritionist at your county Health Department: 📞 **HEALTH CARE** or www.eatright.org
- Food is the best and cheapest way to get the vitamins and minerals you need. Talk to your health care provider before using vitamins, minerals or other food supplements – they can cause problems with medications. Visit: www.nih.gov/health
- If your family needs food, see page 13 or call: 📞 **FOOD**, 📞 **888 WIC WORKS**.

Tips to Prevent Food Poisoning

- Wash your hands with soap after using the bathroom and before preparing or eating food. And make sure your children also wash their hands.
- Keep foods like milk, formula, meat, fish, eggs and mayonnaise refrigerated at 40° F. It is best to throw them away if they are left out over two hours.
- Raw meat, fish and poultry may spoil if refrigerated longer than three days.
- Cook meat, fish, poultry and eggs thoroughly.
- Refrigerate leftovers right away and keep lunches and picnics cold.
- After using utensils, cutting boards or plates for raw meat, fish, eggs or poultry, wash them thoroughly before using them again.
- Questions about food safety? Call: 📞 **888 FDA CENTER FOR FOOD SAFETY & APPLIED NUTRITION**.
- Concerned about additives and pesticides, or the genetic engineering and irradiation of food? Call: 📞 **800 PESTICIDE INFORMATION** or visit: www.foodsecurity.org

Eating Problems

Some people eat too much. Many Americans are overweight. And some people eat too little or make themselves throw up to be thin. These eating problems can damage your health. See a doctor or counselor or join a support group: 📞 **COUNSELING** or 📞 **HEALTH CARE**.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- 📞 **COUNSELING**
- 📞 **FOOD**
- 📞 **HEALTH CARE**

Free Statewide Phone Numbers

- 📞 **888 FDA CENTER FOR FOOD SAFETY & APPLIED NUTRITION** **1-888-723-3366**
- 📞 **800 PESTICIDE INFORMATION** **1-800-858-7378**
- 📞 **888 WIC WORKS** **1-888-942-9675**

Websites

www.eatright.org
www.foodsecurity.org

www.nih.gov/health



Human Issues Collaborative

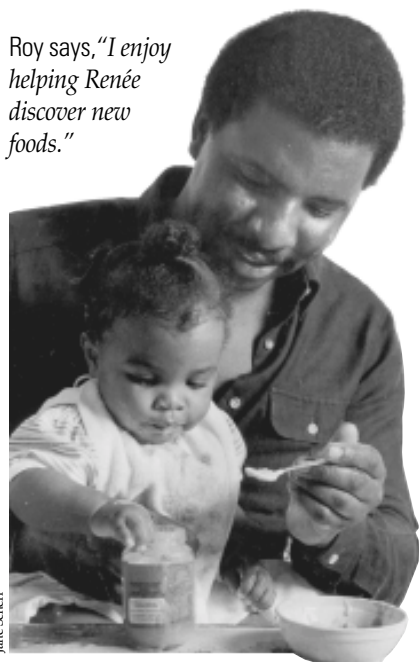
Jeff loves making cookies with his granddad.

Fast Foods

Fast foods are tasty, quick and somewhat economical. But they are also full of fat, calories and salt. For healthier fast food:

- Skip the mayonnaise and cheese or ask for light mayonnaise.
- Choose lowfat or nonfat milk or juice rather than sodas.
- Choose foods that are grilled, charbroiled or baked, not fried.
- Don't eat the skin on chicken.
- Eat salads with lowfat dressing.

Roy says, "I enjoy helping Renée discover new foods."



Jane Scherr

Exercise and Relaxation



Evan Johnson

Fit for Life

Eva says, "I want Katelin to be active and happy. Swimming is our favorite sport."

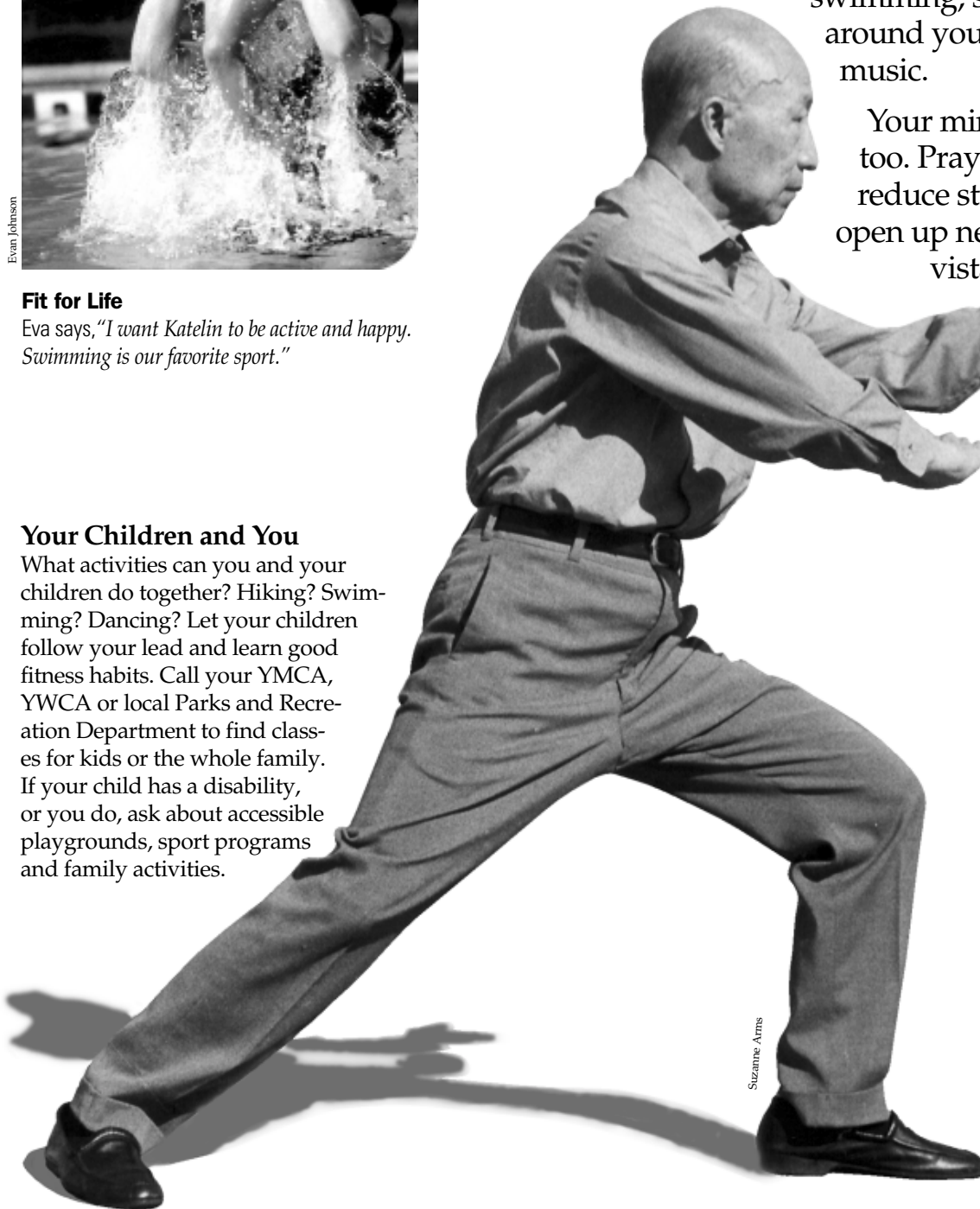
Your Children and You

What activities can you and your children do together? Hiking? Swimming? Dancing? Let your children follow your lead and learn good fitness habits. Call your YMCA, YWCA or local Parks and Recreation Department to find classes for kids or the whole family. If your child has a disability, or you do, ask about accessible playgrounds, sport programs and family activities.

Exercise and relaxation help us stay well, look good and live longer. It may be hard to find the time, but if we choose activities we enjoy, we are more likely to stick with them.

There is exercise to suit everyone's taste. Some people join a group. Others like to exercise alone. Try walking, swimming, sports or aerobics. Or dance around your living room to your favorite music.

Your mind and spirit need refreshing, too. Prayer, yoga or meditation can reduce stress and open up new vistas.



Suzanne Arms

Fit at Any Size

Laura and Caroline are keeping fit and having a great time playing tennis. To find out about exercise programs in your area, call your Parks and Recreation Department.



Courtesy of Radiance magazine

Exercise and Relaxation

Exercise at Any Age

Keeping your muscles and joints flexible will help reduce stiffness and pain. Move as much as you can as often as you can. Exercise and strength training can slow down aging. Talk to your doctor before you begin. Call: 📞 **800 NATIONAL INSTITUTE ON AGING** or visit: www.nih.gov/nia

Easy Does It

Avoid injury by starting slowly. Begin and end with gentle stretching. Build up to a comfortable level of activity. If you're new to exercising or you're reaching toward fitness goals, expect to feel some discomfort or soreness.



Natl. MS Society

This group is enjoying an exercise class sponsored by the National Multiple Sclerosis Society.

City, State and National Parks

Most parks have play areas, paths, hiking trails and picnic areas. Some have campgrounds, which usually require a fee and reservation. Many parks have accessible trails, campgrounds and programs. For questions or reservations, call: 📞 **800 STATE PARKS** or visit: www.cal-parks.ca.gov

Things You Can Do

Be as Active as You Can Every Day

- Talk to your doctor before you begin an exercise program.
- Aim for 30 minutes of physical activity a day. It doesn't have to be all at once. Everything counts – gardening, mowing the lawn, taking the stairs instead of the elevator.
- To stay fit your body needs exercises for strength, endurance and flexibility. Take a class at a YMCA, YWCA, fitness club or senior center. Call: 📞 **YOUTH AND TEEN SERVICES** or 📞 **SENIOR SERVICES**.
- Errand to do? Think about walking instead of driving.
- If you have a disability, find a sport or exercise that works for you. Call: 📞 **DISABILITY SERVICES** or visit: www.ncpad.org

Take Time to Relax

- Laughing reduces tension. Do something fun with family or friends.
- Take a hot bath or shower. Ask your family not to interrupt you.
- Get a backrub or massage.
- Settle in with a good book, a movie or your favorite music.
- Take a yoga or Tai Chi class through Adult Education: 📞 **EDUCATION**.

Relaxation in Three Easy Steps

1. Slowly tense and relax the muscles of each part of your body, starting with your toes and moving up to your forehead.
2. Notice how you feel. Begin to calm your mind by breathing slowly and deeply.
3. Try not to follow any thoughts that come into your mind. Return to focusing on your breath as you inhale and exhale slowly.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- 📞 **DISABILITY SERVICES**
- 📞 **EDUCATION**
- 📞 **SENIOR SERVICES**
- 📞 **YOUTH AND TEEN SERVICES**

Free Statewide Phone Numbers

- | | |
|--|-----------------------|
| 📞 800 NATIONAL INSTITUTE ON AGING | 1-800-222-2225 |
| 📞 800 STATE PARKS (VOICE) | 1-800-444-7275 |
| (TTY) | 1-800-274-7275 |

Websites

www.cal-parks.ca.gov
www.ncpad.org

www.nih.gov/nia

Living With Technology

Technology is changing our lives. It affects the way we work, play and communicate.

It includes simple tools like jar openers and magnifying glasses as well as complex tools like computers and the Internet. Technology can make your life easier. It can help you in your work and give you more ways to keep in touch with friends and family. Technology is a tool. It's up to you to decide how to use it.

Supervise Children

Limit your children's computer and TV time and know what they are viewing. Violence on TV or in video games can harm children. Visit: www.lionlamb.org

Remind your kids that e-mail isn't private. Teach them not to share any personal information on the Internet. For more on Internet safety, visit: www.cyberangels.org

Courtesy of WID



Hale is using a pointer and a communication board to talk at a meeting.



In Case It Breaks

If you depend on a computer or communication device, make a backup plan **BEFORE** it breaks. Can you use a computer at your library or rent a similar machine? Can you borrow one from a friend? Are your files backed up?

Low-Cost Access to Computers and the Internet

Most libraries have computers with Internet access. For low-cost computer classes, check adult education programs and community colleges. If you are a student, see if your school offers grants, loans or scholarships to help with computer purchases.

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Tools for Living

There may be tools you can use to communicate, talk, read, write, see, remember, cook or care for your family or yourself.

- For information on all kinds of low-tech and high-tech tools, call: ☎ **800 AT NETWORK**. Visit: www.atnet.org
- To learn about ways to use a computer if you have a disability or work injury, call: ☎ **800 ALLIANCE FOR TECHNOLOGY ACCESS** or visit: www.ataccess.org
- If you are blind or visually impaired, your computer can communicate with you by Braille, speech or large print. Call: ☎ **800 AMERICAN FOUNDATION FOR THE BLIND** or visit: www.afb.org
- Schools may help pay for adaptive technology for students with disabilities: ☎ **EDUCATION**.
- For free loans of captioned videos, call: ☎ **800 CAPTIONED MEDIA PROGRAM** or visit: www.cfv.org
For free loans of books on tape, or audio-described videos, visit your library or call: ☎ **800 CALIFORNIA STATE LIBRARY BRAILLE AND TALKING BOOKS**.

Kathy Sloane



Margaret is using a magnifying glass to read her magazine.

Things You Can Do

Computer Comfort

- Take frequent stretch breaks.
- Look away from the screen often to rest your eyes.
- Position your chair for good back support, with your eyes level with the top of the screen.
- Make sure your eyeglass prescription is correct for computer work.
- Try a wrist support to help prevent repetitive strain injury. For more resources, visit: www.ataccess.org
- Ask if your employer will pay for a desk, chair or other adaptive equipment to improve your comfort.

Telephone Tips

- There are many new telephone accessories, such as speaker phones for home use or headsets that can protect cell phone users from harmful radiation. You can find many items in electronics stores.
- If you have a disability, you can usually get free adaptive phone equipment if you need it. There are speech amplifiers, headsets, voice-activated phones and phones with large buttons. There are text telephones (TTYs) for people who are Deaf or Hard of Hearing or have speech disabilities. Call: ☎ **800 CALIFORNIA TELEPHONE ACCESS PROGRAM**.
- The California Relay Service is used by people with voice telephones and TTYs to communicate with each other. People with speech disabilities also use the relay to communicate by telephone. [See page 81](#).
- For text-based cell phones for the Deaf, visit: www.dcara.org

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

☎ EDUCATION

Free Statewide Phone Numbers

☎ 800 ALLIANCE FOR TECHNOLOGY ACCESS	1-800-455-7970
☎ 800 AMERICAN FOUNDATION FOR THE BLIND	1-800-232-5463
☎ 800 AT NETWORK (VOICE)	1-800-390-2699
(TTY)	1-800-900-0706
☎ 800 CALIFORNIA STATE LIBRARY BRAILLE AND TALKING BOOKS	1-800-952-5666
☎ 800 CALIFORNIA TELEPHONE ACCESS PROGRAM (VOICE)	1-800-806-1191
(TTY)	1-800-806-4474
☎ 800 CAPTIONED MEDIA PROGRAM (VOICE)	1-800-237-6213
(TTY)	1-800-237-6819

Websites

www.afb.org

www.ataccess.org

www.atnet.org

www.cfv.org

www.cyberangels.org

www.dcara.org

www.lionlamb.org



To get the best care at a cost we can afford, we need to be informed health care consumers. But choosing a health plan and a good health care provider can be confusing.

Most insured Californians are in managed care plans in which a primary care doctor coordinates all treatment. Look for a doctor who respects you and your culture, understands your health care needs and will advocate for your best care.

If you don't have health insurance, you may qualify for free or low-cost treatment at a community clinic or county hospital. You cannot be denied care in an emergency, even if you can't pay.

Medicare

Medicare pays medical costs for most people over 65 and some younger people with disabilities. Call: ☎ **800 MEDICARE HOTLINE.** Medigap insurance covers costs not covered by Medicare. Call: ☎ **800 HICAP.**

Choosing a Health Plan

- Does the plan cover the services your family needs, such as care for pregnancy or ongoing conditions?
- Does it cover prescriptions and durable medical equipment?
- Is the doctor you want accepting new patients?
- How do the plan and the medical group make referrals to specialists? Will you be able to see the specialists you need?
- How are emergencies handled? Is the hospital convenient?
- Can you get an appointment quickly, when you need it?
- Who would care for you if your regular doctor is not available?
- How much are the premiums and co-payments?
- Are people you know satisfied with the plan?
- For comparisons and ratings on health plans in California, visit: www.healthscope.org



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Medi-Cal

Medi-Cal is California's program that pays for medical care and some long-term care for people with low incomes. Some people over 65 also qualify: ☎ **800 MEDI-CAL HOTLINE.**



IPC International

Dental Care

See a dentist at least once a year. Some clinics and dental schools provide low-cost dental care or free emergency care. Children should start going to a dentist at age 1½ to 2. Call: 📞 **800 DENTIST**, or your local dental association.

Work With Your Provider

Before your visit, write down your questions and medications. Make sure the office has your medical records and knows if you will need an interpreter or other accommodations. During the visit:

- Briefly explain your concerns.
- Take notes.
- Repeat things in your own words to make sure you understand.
- Ask about the purpose and side-effects of medications.
- Ask about alternative treatments.
- Ask for a second opinion, if you want one.
- Get a name and phone number to call if you have more questions.
- For extra support, bring a friend. But make sure the provider speaks to you directly.
- Make sure your provider does not assume that your problems are always related to your disability or age.

Things You Can Do

Low-Cost Health and Dental Plans for Children

California has many free or low-cost health and dental plans for kids, including immigrant children: 📞 **800 HEALTHY FAMILIES**, 📞 **800 MEDI-CAL HOTLINE**, 📞 **800 KAISER CARES FOR KIDS**.

If You Do Not Have Insurance

- Community and county health clinics serve almost everyone, including those who have no insurance or are undocumented. Many clinics offer prenatal care, family planning, communicable disease testing and treatment, and dental and mental health services. Call: 📞 **HEALTH CARE** or 📞 **IMMIGRANT AND REFUGEE SERVICES**.
- The Child Health and Disability Prevention Program (CHDP) provides free medical and dental check-ups for uninsured children and teens who qualify. Call your county Health Department: 📞 **MOTHER AND INFANT HEALTH**.
- For health care for children with disabilities, [see page 43](#).
- For more information on health care for teens, [see page 55](#).
- For low-cost vision services for children under 18, call: 📞 **888 SIGHT FOR STUDENTS**.

In an Emergency

- If someone's life is in danger, call **9-1-1** or go to a hospital emergency room. You can't be turned away in an emergency.
- If someone swallows, inhales or touches anything poisonous, call: 📞 **800 POISON CONTROL**.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- 📞 **HEALTH CARE**
- 📞 **IMMIGRANT AND REFUGEE SERVICES**
- 📞 **MOTHER AND INFANT HEALTH**

Free Statewide Phone Numbers

📞 800 DENTIST	1-800-336-8478
📞 800 HEALTHY FAMILIES	1-800-880-5305
📞 800 HICAP	1-800-434-0222
📞 800 KAISER CARES FOR KIDS	1-800-255-5053
📞 800 MEDI-CAL HOTLINE	1-800-952-5294
📞 800 MEDICARE HOTLINE	1-800-638-6833
📞 800 POISON CONTROL (VOICE)	1-800-876-4766
	(TTY) 1-800-972-3323
📞 888 SIGHT FOR STUDENTS	1-888-290-4964
📞 POLICE, FIRE OR AMBULANCE	9-1-1

Websites

www.healthscope.org

More on Health Care

How can you be sure that you have made the right decision about your treatment? It takes time to understand all the information and decide what is best for you.

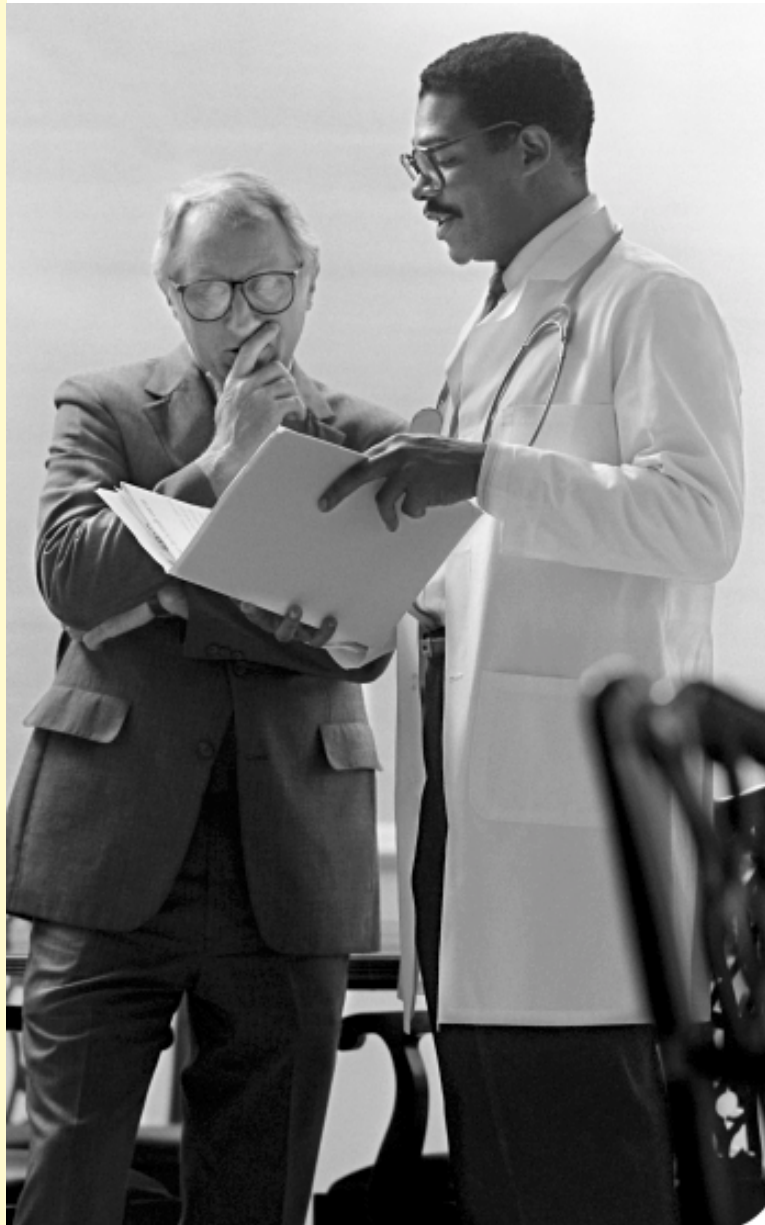
Local hospitals or medical schools may have libraries you can use to find out more about your condition and treatment options. The Internet also has a lot of information, but you need to make sure it is reliable. You can learn to manage your own health care by working closely with your health care provider, asking questions, expressing your concerns and understanding all your options.

Protect Your Wishes

You can choose who will make decisions about your health care if you cannot. You can also choose what treatments you want or don't want. Fill out a legal form called an Advance Health Directive and review it once a year. Tell your wishes to your closest relatives and friends and your doctor. You can buy the form at a stationery store or copy it at a library.

Informed Consent

Before allowing medical treatment for yourself or your children, be sure to understand what is being done and why. Your health care provider should fully explain the treatment, risks, benefits and other options. You will be asked to give signed consent. Unless it's an emergency, do not make important health care decisions when you are drowsy, sedated or under a lot of stress.



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Mental Health Care

Mental health care is available at many community clinics, your county Department of Mental Health, HMOs, and through mental health practitioners: **MENTAL HEALTH AND CRISIS INTERVENTION**. See page 59.

There are many new medications for depression and other emotional problems. Talk to your doctor. Ask about side effects. If the medication does not seem to be helping, discuss other options. Call: **800 NATIONAL MENTAL HEALTH ASSOCIATION** or visit: www.nmha.org



BHAWID

If You Have a Disability

Mary is able to get a mammogram because she found a provider with accessible equipment.

Accessible Health Care

You must be able to get into your provider's office, communicate with her and get the tests and exams you need. Look for a provider who understands or will learn about your disability and other health care needs.

For information on your rights to accessible care, call: **888 DISABILITY RIGHTS ADVOCATES.**

Visit: www.dralegal.org

Things You Can Do

If You Have a Complaint

- About your health plan, call: **800 DEPARTMENT OF MANAGED HEALTH CARE** or visit: www.dmhc.ca.gov
- About your health insurance, call: **800 STATE INSURANCE HOTLINE.**
- About Medicare funded services, call: **800 CALIFORNIA MEDICAL REVIEW.**
- About discrimination or involuntary hospitalization because of your mental condition: **800 PROTECTION & ADVOCACY** or **800 PATIENTS RIGHTS ADVOCACY PROGRAM.** Visit: www.pai-ca.org
- About your rights to health insurance and accessible health care if you have a disability, call: **888 DISABILITY RIGHTS ADVOCATES** or visit: www.dralegal.org

Finding Information on the Internet

- There is a lot of health information on the Internet. Not all of it is reliable.
- Start with a website that will help you find accurate medical information. Visit: www.healthfinder.gov
- For information on women's health, visit: www.4woman.gov
- For information on people with developmental disabilities, visit: www.ddhealthinfo.org

Giving Blood

If you are in good health, you can help save lives by giving blood. Call your county Health Department or a blood bank: **HEALTH CARE.** You cannot get a disease from giving blood.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- ☎ **HEALTH CARE**
- ☎ **MENTAL HEALTH AND CRISIS INTERVENTION**

Free Statewide Phone Numbers

- ☎ **800 CALIFORNIA MEDICAL REVIEW** 1-800-841-1602
- ☎ **800 DEPARTMENT OF MANAGED HEALTH CARE** 1-800-400-0815
- ☎ **888 DISABILITY RIGHTS ADVOCATES** 1-888-926-0274
- ☎ **800 NATIONAL MENTAL HEALTH ASSOCIATION (VOICE)** 1-800-969-6642
(TTY) 1-800-433-5959
- ☎ **800 PATIENTS RIGHTS ADVOCACY PROGRAM** 1-800-254-5166
- ☎ **800 PROTECTION & ADVOCACY (VOICE/TTY)** 1-800-776-5746
- ☎ **800 STATE INSURANCE HOTLINE (VOICE)** 1-800-927-4357
(TTY) 1-800-482-4833

Websites

- www.4woman.gov
- www.ddhealthinfo.org
- www.dmhc.ca.gov
- www.dralegal.org
- www.healthfinder.gov
- www.nmha.org
- www.pai-ca.org

Sexuality and Relationships

Sexual Orientation

Most of us are aware of our sexual orientation from the time we are children. But it may take time to find or build a community that is supportive. If you are gay, lesbian, bisexual, transgender or questioning, call:

888 NATIONAL GAY AND LESBIAN HOTLINE.

For a Healthy Sexual Relationship

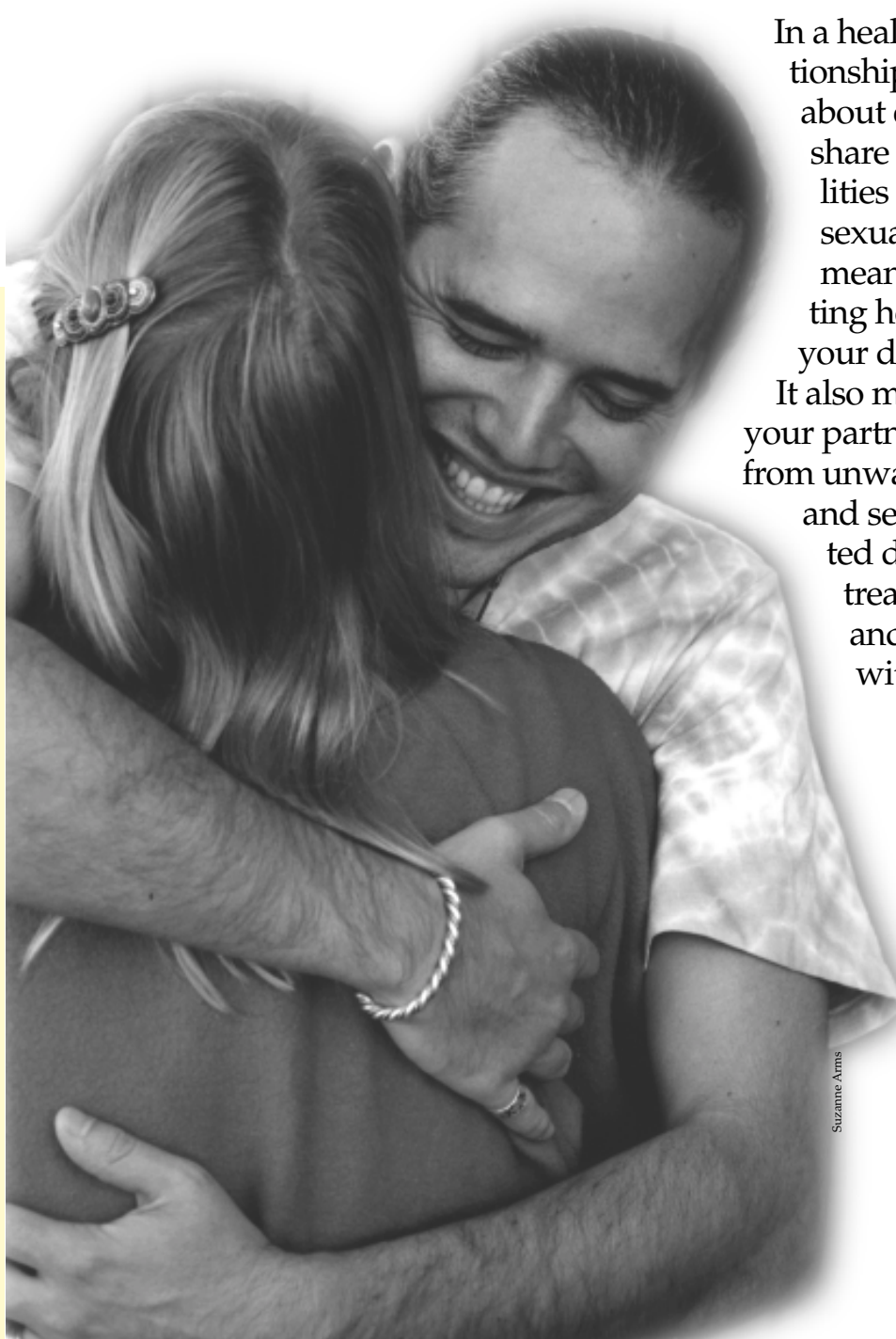
- Talk openly with your partner about your desires, needs and concerns.
- If you are frightened about sex or too tense to relax, try talking to a counselor. Call: **COUNSELING.**
- If you have questions about sexuality and disability, visit: www.sexualhealth.com
- Changes in sexual functioning can be caused by illness, medication, aging or stress. See a health professional.
- Alcohol and drugs can interfere with sex. See [page 77](#).

Whether we are single, dating or in a committed relationship, sexuality is an important part of life, even as we grow old. Sex can be tender, thrilling, passionate and loving. Yet it can also be hurtful, dangerous and even abusive. How can we tell the difference? How can we define what sexuality means for ourselves and respect what it means for our partners?

In a healthy sexual relationship, partners care about each other and share the responsibilities that come with sexual activity. This means communicating honestly about your desires and needs. It also means protecting your partner and yourself from unwanted pregnancy and sexually transmitted diseases. It means treating yourself and your partner with respect.

Make Time to Be Together

In our busy lives, it is often difficult to find time for intimacy and sex. It helps to set aside special times.



Suzanne Arms

Sexuality and Relationships



Human Issues Collaborative

Many people with disabilities have faced barriers in their search for sexual information and services. Don't let stereotypes stop you.

Sexuality Education

Everyone can benefit from a better understanding of sexuality. Knowledge can help you understand your feelings, improve your intimate relationships and stay healthy. If you are a parent, educate yourself so that you can educate your children. Visit a library or: www.siecus.org

Menopause

This is the time when a woman stops menstruating. You may experience a variety of symptoms, including hot flashes and sleeping problems. Ask your mother about her experience. Talk to your health care provider about keeping your bones strong. Call: **FAMILY PLANNING**. Visit: www.4woman.gov

Things You Can Do

Use a Condom

A latex condom is the only birth control that also prevents most STDs. Oils, like baby oil or vaseline, make condoms break. Use a water-based lubricant. For low-cost condoms: **FAMILY PLANNING**.

Reproductive Health Care for Men and Women

- All men should have regular prostate exams and learn to examine their testicles. Call your doctor if you feel or see something different.
- All women should have regular pelvic and breast exams. They should learn how to examine their breasts and do it at least once a month. Call your doctor if you feel or see something different.
- For low-cost pelvic exams and mammograms, call: **FAMILY PLANNING**.
- For more information on health care for women, including women with disabilities, call: **800 WOMEN'S HEALTH INFO CENTER** or visit: www.4woman.gov or www.bhawd.org
- Ask about Kegel exercises to help strengthen the muscles that hold urine in.

Sexually Transmitted Diseases (STDs)

- You can prevent most STDs by using condoms and never sharing needles. Get tested before becoming pregnant or breastfeeding.
- Many STDs show no symptoms, yet they can still be contagious and cause serious problems for you, your partner and your baby. Call: **800 STD HOTLINE** or **800 NATIONAL AIDS HOTLINE**.
- Some STDs, like chlamydia, are curable. But if they are left untreated they can cause infertility and other problems.
- Viral STDs, like HIV, HPV, hepatitis B and herpes, are treatable but not curable. There is a vaccine to prevent hepatitis B. Call: **HEALTH CARE**.
- The only sure way to know if you have an STD is to get tested. Call: **800 FAMILY PLANNING** or **HEALTH CARE**.

Where To Find Help

Local Phone Numbers

- COUNSELING**
- FAMILY PLANNING**
- HEALTH CARE**

Free Statewide Phone Numbers

800 FAMILY PLANNING		1-800-942-1054
800 NATIONAL AIDS HOTLINE	(VOICE)	1-800-342-2437
	(TTY)	1-800-243-7889
888 NATIONAL GAY AND LESBIAN HOTLINE		1-888-843-4564
800 STD HOTLINE		1-800-227-8922
800 WOMEN'S HEALTH INFO CENTER	(VOICE)	1-800-994-9662
	(TTY)	1-888-220-5446

Websites

www.4woman.gov
www.bhawd.org

www.sexualhealth.com
www.siecus.org

Family Planning Decisions



Harry Cutting

Don and Ramona say, "Before and after our three children were conceived, we used birth control. Different methods worked for us at different times."

See a Doctor Before You Become Pregnant

Once you decide to start a family, you can go to a doctor or clinic to prepare for a healthy pregnancy. Make sure to avoid alcohol, tobacco and other drugs as soon as you start trying to become pregnant:

- 📞 FAMILY PLANNING,
- 📞 MOTHER AND INFANT HEALTH.

Reproductive Rights

Decisions about reproductive health care may be controversial and difficult. Many people have strong opinions about abortion, genetic counseling and even birth control. Make sure you understand your choices. Don't let anyone force you to make a decision against your will.

Some of us choose to be parents and some of us choose not to. Or we may want to be parents, but are waiting until we are emotionally and financially ready. We have the right to become pregnant as well as the right to choose birth control or abortion.

If you decide to become a parent, whether you are a couple or single, heterosexual, gay or lesbian, you have many options, including conception, insemination and adoption.

If you want to conceive a child, start planning before you become pregnant. If you don't want to conceive, or want to wait, see if you qualify for free or low-cost family planning services.

Adoption

Find out about different kinds of adoption, including foster adoption. Single parents, parents with disabilities and same-sex parents can also adopt. Call:

📞 **ADOPTION AND FOSTER CARE.**



Human Issues Collaborative

Leyla says, "I was Erica's foster mom and I am now in the process of adopting her. I want to be her mom forever."

Family Planning Decisions

Infertility

Infertility affects men and women of all ages, though it increases with age. Sexually transmitted diseases are a growing cause of infertility. Sometimes infertility can be treated, but treatment can be expensive and may not be covered by your health plan. Some couples choose artificial insemination or other options. Some choose adoption. Talk to your doctor. Visit: www.resolve.org



Human Issues Collaborative

Margaret and Ellen share the joy of parenting Daniel.

If You Have a Disability

Many people with disabilities are having children or adopting children. Questions about pregnancy and parenting? Call:

800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES. Visit: www.lookingglass.org

Things You Can Do

Birth Control

- There is free or low-cost birth control for people with low incomes. Your visit is confidential. Call: **800 FAMILY PLANNING.**
- Pills are the most popular form of prescription birth control for women.
- Shots are similar to pills, but are only needed once every three months.
- Emergency contraception pills can prevent pregnancy up to three days after unprotected sex. Call your health provider right away or call: **800 FAMILY PLANNING.**
- Sterilization is permanent birth control for men and women who are sure they do not want any children or any more children. It is against the law to sterilize a person without his or her legal consent.
- Each birth control method has risks and benefits. Talk to your provider. The right method for you will depend on your lifestyle, health and personal preferences. Call: **800 PLANNED PARENTHOOD.** Visit: www.4woman.gov
- For information for people with disabilities, visit: www.sexualhealth.com or www.4woman.gov

If You Think You're Pregnant

Missed a period? See your health care provider right away or take a home pregnancy test. Call: **FAMILY PLANNING.**

Abortion

Abortion is legal and it is free for women who qualify for Medi-Cal or emergency Medi-Cal. Make your decision as soon as possible. It may help to talk to someone you trust – a counselor, nurse, relative or friend. Family planning clinics have counselors who are trained to help you. They will explain your choices, but the decision is yours. Call: **800 PLANNED PARENTHOOD.**

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

- ADOPTION AND FOSTER CARE**
- FAMILY PLANNING**
- MOTHER AND INFANT HEALTH**

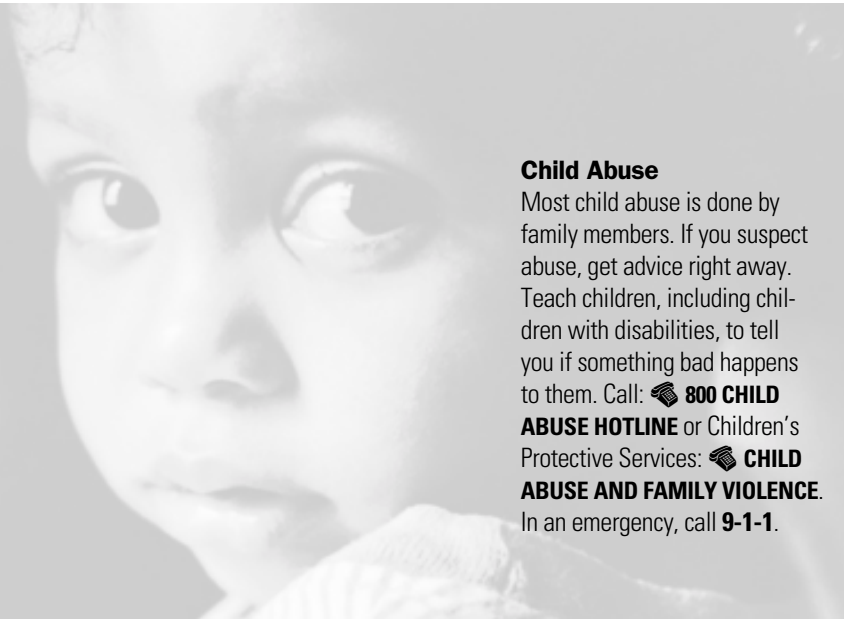
Free Statewide Phone Numbers

- | | |
|---|-----------------------|
| 800 FAMILY PLANNING | 1-800-942-1054 |
| 800 NATIONAL RESOURCE CENTER FOR PARENTS WITH DISABILITIES (VOICE) | 1-800-644-2666 |
| (TTY) | 1-800-804-1616 |
| 800 PLANNED PARENTHOOD | 1-800-230-7526 |

Websites

- | | |
|--|--|
| www.4woman.gov | www.resolve.org |
| www.lookingglass.org | www.sexualhealth.com |

Violence and Abuse



Child Abuse

Most child abuse is done by family members. If you suspect abuse, get advice right away. Teach children, including children with disabilities, to tell you if something bad happens to them. Call: 📞 **800 CHILD ABUSE HOTLINE** or Children's Protective Services: 📞 **CHILD ABUSE AND FAMILY VIOLENCE**. In an emergency, call **9-1-1**.

Violence and abuse are serious problems in our communities. Many of us do not feel safe in our own homes or neighborhoods.

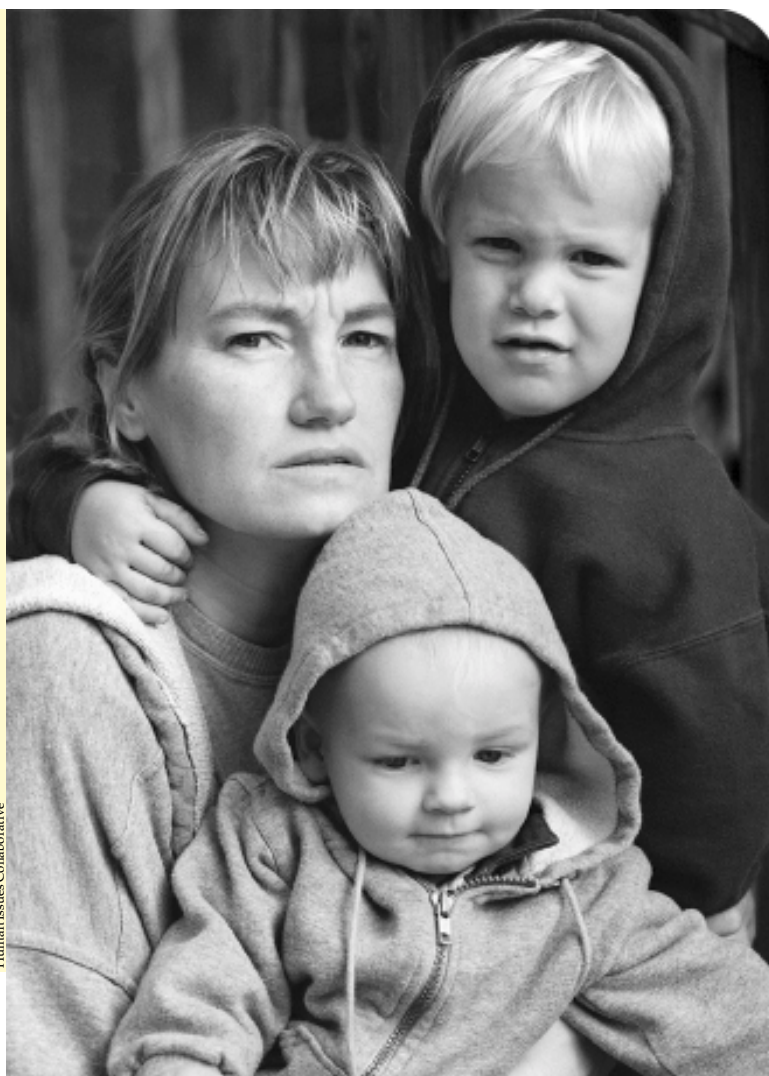
Abuse can be physical, when someone hurts your body. It can also be verbal or emotional – threats and cruel talk are abuse, too. No one, not even a family member or caregiver, has the right to be violent or abusive. It's against the law. Don't keep it a secret. Talk to someone you trust and get help.

Get help, too, if you are the one who is violent. Change is possible, but you do not have to do it alone. Act now, before you ruin someone else's life and your own.

Violence and Abuse at Home

If you are a victim, don't blame yourself. It's not your fault. But you do need to protect yourself and your family from further harm. Set aside clothes and money for you and your children. You may need to leave in a hurry. Call:

📞 **CHILD ABUSE AND FAMILY VIOLENCE** or 📞 **800 NATIONAL DOMESTIC VIOLENCE HOTLINE**. Visit: www.childhelpusa.org



Human Issues Collaborative

Hate Crimes

Hate crimes are crimes based on prejudice. Many groups have been targets of hate crimes based on race, sex, sexual orientation, disability, nationality or religion. To report a hate crime, call **9-1-1** or your local police.

Abuse of Adults

Sometimes adults are abused by a caretaker, attendant or even their children. If you depend on someone for care, even if you pay them for their services, make sure they respect you and do not take advantage of you. If you are being abused or if you think someone you know is being abused, call Adult Protective Services: 📞 **DISABILITY SERVICES**, 📞 **SENIOR SERVICES** or: 📞 **800 PROTECTION & ADVOCACY**. If you suspect abuse or neglect in a nursing home, call: 📞 **800 LONG TERM CARE OMBUDSMAN**.

Warning Signs

Watch out if someone close to you:

Yes

- Is extremely jealous
- Expects perfection
- Cuts you off from family and friends
- Blames others for problems
- Is cruel to children or animals
- Breaks or hits things
- Uses physical force in sex
- Disrespects you
- Has sudden mood changes
- Abuses alcohol or drugs
- Was an abused or neglected child

Three **Yes** answers means someone you love may be abusive and needs help. Call: 📞 **800 NATIONAL DOMESTIC VIOLENCE HOTLINE.**

If You Get Abusive

Violence is never okay. Problems like unemployment, racism, substance abuse or a family history of child abuse can lead to violence. Support groups like Men Overcoming Violence can help. Call: 📞 **COUNSELING, 📞 CHILD ABUSE AND FAMILY VIOLENCE.**

Things You Can Do

Work to Prevent Violence

- Children who witness family violence are more likely to be depressed and anxious. Model nonviolent ways to solve problems. [See page 47.](#)
- Work for safer schools. Visit: www.safeschools.org
- Remember, it's safer NOT to have a gun. But if you do have one, keep the unloaded gun and ammunition locked up separately.
- Work to reduce violence in the media. Visit: www.lionlamb.org
- Get to know your neighbors. Ask police about crime watch programs. Call: 📞 **800 NATIONAL CRIME PREVENTION COUNCIL.** Visit: www.ncpc.org

Protect Yourself

- If you are scared, talk to the police now.
- Keep emergency numbers next to your telephone.
- Lock your windows and doors; give the key only to those you trust.
- Carry a whistle to use when you are in trouble.

If You Are Attacked

- Go to a safe place – a friend's house or a shop you know.
- Call **9-1-1** or ask a bystander to call. [See page 78.](#)
- Need a place to stay? Call a shelter: 📞 **HOUSING.**
- If you are assaulted or raped, get help: 📞 **RAPE AND SEXUAL ASSAULT** or 📞 **COUNSELING.** You should not be alone.
- Victim services offer counseling and help you deal with the police and courts. Call: 📞 **800 VICTIM RESOURCE LINE.**

Where To Find Help

Local Phone Numbers

- 📞 **CHILD ABUSE AND FAMILY VIOLENCE**
- 📞 **COUNSELING**
- 📞 **DISABILITY SERVICES**
- 📞 **HOUSING**
- 📞 **RAPE AND SEXUAL ASSAULT**
- 📞 **SENIOR SERVICES**

Free Statewide Phone Numbers

- | | | |
|---|-------------|-----------------------|
| 📞 800 CHILD ABUSE HOTLINE | (VOICE) | 1-800-422-4453 |
| | (TTY) | 1-800-222-4453 |
| 📞 800 LONG TERM CARE OMBUDSMAN | | 1-800-231-4024 |
| 📞 800 NATIONAL CRIME PREVENTION COUNCIL | | 1-800-937-7383 |
| 📞 800 NATIONAL DOMESTIC VIOLENCE HOTLINE | (VOICE) | 1-800-799-7233 |
| | (TTY) | 1-800-787-3224 |
| 📞 800 PROTECTION & ADVOCACY | (VOICE/TTY) | 1-800-776-5746 |
| 📞 800 VICTIM RESOURCE LINE | | 1-800-842-8467 |
| 📞 POLICE, FIRE OR AMBULANCE | | 9-1-1 |

Websites

www.childhelpusa.org
www.lionlamb.org

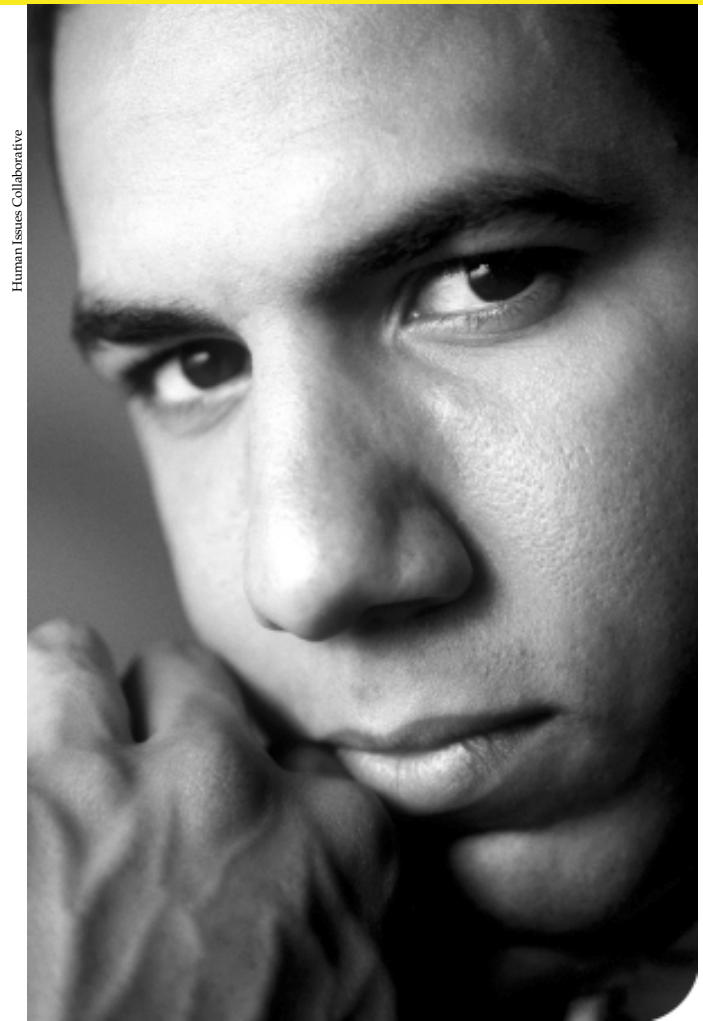
www.ncpc.org
www.safeschools.org

Alcohol, Tobacco and Other Drugs

The regular use of alcohol or other drugs, even prescription drugs, can lead to addiction – you can't stop even if you want to. Addiction can ruin your life and the lives of those you love.

If you have a problem, the first step toward healing is to admit that you need help. Talk to a counselor or doctor who knows about addiction. Drug treatment programs and support groups like Alcoholics Anonymous (AA) or Narcotics Anonymous (NA) can help you start living without alcohol or drugs.

If a relative or friend has an addiction problem, talk to a counselor. You may find it helpful to go to a support group like AL-ANON or, if you are a teen, ALATEEN.



Human Issues Collaborative

"My drinking was hurting my relationship with my wife and children. With help, I was able to stop."



Human Issues Collaborative

Smoking can cause your baby to be born prematurely. Children born to parents who smoke have a greater chance of having low birth weight, asthma, allergies, colds and other infections.

How to Stop Smoking


- Get support – let your friends and family know you are quitting.
- Nicotine patches or gum, other medications, herbs or acupuncture can help.
- Wait out the urge to smoke – it will pass.
- Some people find it easier to stop all at once. Others give up one cigarette each day until they're down to none.
- Find something healthy to chew on when you feel like smoking. Raw vegetables make a great low-calorie snack.
- Promise yourself a special treat when you quit.
- Call for help: ☎ **800 CALIFORNIA SMOKERS' HELPLINE.**

Alcohol, Tobacco and Other Drugs

Do You Have an Alcohol and/or Drug Problem?



Yes

- Do you feel you need it every day?
- Does it interfere with your job?
- Do you use more now than before?
- Do you use it more than you want?
- Do others say you use too much?
- Do you lie about how much you use?
- Does it cause you money problems?
- Does it hurt the people around you?
- Does it cause you health problems?
- Do you want to stop but can't?




Even one **Yes** answer means you could have a problem and may need help. Call:  **ALCOHOL AND DRUG ABUSE.**

Things You Can Do


Think You Have a Problem?

- You are not alone.
- Admitting you have a problem is the first step. Getting help is the second.
- You can go right now to a free support group like Alcoholics Anonymous:  **ALCOHOL AND DRUG ABUSE.**
- For drug treatment programs:  **800 DRUG AND ALCOHOL RESOURCE CENTER.** You may have to wait a long time to get into a free program.




Prevention

- It's best to avoid drugs from the start.
- Are you feeling very stressed? See a counselor:  **COUNSELING.**
- Fighting temptation? Spend time with non-users.
- Worried about addiction to medication? Consult your doctor.
- Never drink or use drugs before driving or operating machinery.
- Mixing drugs and alcohol can be deadly.
- Sharing drug needles can spread AIDS and hepatitis.
- Inhalants can damage your brain. For help, call:  **800 INHALANTS.**
- For information about substance abuse treatment and prevention, call  **800 SUBSTANCE ABUSE SERVICES** or visit: www.samhsa.gov

Time to Quit Smoking



Quitting is hard but not impossible. Commit to quit now! For help, call:  **800 CALIFORNIA SMOKERS' HELPLINE.** If you can't stop right now, smoke outdoors and away from others. Secondhand smoke can also kill.

Are You Pregnant or Trying to Get Pregnant?






Alcohol, tobacco and other drugs can harm your unborn baby. Stop as soon as you can. If you can't stop, don't be ashamed. GET HELP:  **ALCOHOL AND DRUG ABUSE** or  **800 CALIFORNIA SMOKERS' HELPLINE.** Are you worried about how drugs, medications or chemicals could affect your developing baby? Call:  **800 TERATOGEN REGISTRY.**

Where To Find Help

Local Phone Numbers

-  **ALCOHOL AND DRUG ABUSE**
-  **COUNSELING**

Free Statewide Phone Numbers

- | | |
|---|-----------------------|
|  800 CALIFORNIA SMOKERS' HELPLINE (VOICE) | 1-800-766-2888 |
| (TTY) | 1-800-933-4833 |
|  800 DRUG AND ALCOHOL RESOURCE CENTER | 1-800-879-2772 |
|  800 INHALANTS | 1-800-269-4237 |
|  800 SUBSTANCE ABUSE SERVICES (VOICE) | 1-800-662-4357 |
| (TTY) | 1-800-228-0427 |
|  800 TERATOGEN REGISTRY | 1-800-532-3749 |

Websites

www.samhsa.gov

Disasters and Emergencies

For life-threatening emergencies like fire, poisoning, assault or auto accidents, you can get immediate help by calling 9-1-1 (Emergency Services).

After a natural disaster like a flood, an earthquake or one of California's big fires, you might not be able to get help for days. Phone lines may not be working. So be prepared to help yourself and those around you. You can do this by planning ahead and following the tips on these pages.

Has Your Home Been Destroyed?

In an emergency or disaster, the Red Cross will provide food, clothing and shelter. It can also provide funds for other basic needs. Call the American Red Cross: **DISASTER SERVICES**. Listen to the radio for numbers to call for financial help.

Disaster Averted

Firefighter Don Lopez makes a heroic rescue in the flooded Matanzas Creek.



Annie Wells - The Press Democrat



Human Issues Collaborative

Volunteer

These Red Cross volunteers are helping Doreen after a fire destroyed her home. If you want to help, call your local Red Cross.

In an Emergency, call 9-1-1:

- Call 9-1-1 when a person's life may be in danger.
- Wait for someone to answer. Don't hang up. Stay calm.
- If you don't speak English, ask for someone who speaks your language.
- State exactly where you are. Give the cross street and floor number.
- Describe the problem and how it happened.
- Don't hang up until the other person has all your information.
- Have someone wait in the street to direct emergency workers.

When you are driving and hear a siren, pull over to the curb to make way for emergency vehicles. It's the law.

Disasters and Emergencies

Things You Can Do

PREPARE FOR DISASTER

- Set up a place to meet after a disaster. Choose an out-of-state emergency contact person.
- Know different ways to get out of your home.
- Be ready to help your neighbors. Ask them to make sure you are alerted in a disaster.
- Have disaster plans for work, school and child care.
- Keep emergency supplies in your house and car. Check them every six months and restock if necessary.
- If you have an infant, keep extra formula.
- Tag your pet and keep extra pet supplies.
- Know how to turn off your gas, water and electricity.
- If you use medical equipment, such as a respirator, ask your utility company and fire department about emergency backup services. Show a neighbor how to operate your equipment.
- Read the Survival Guide in the front of your phone book. Visit: www.oes.ca.gov

Learn First Aid

First aid can keep people alive until medical help arrives. If the person cannot breathe, use Rescue Breathing. If there's no heart-beat, use cardiopulmonary resuscitation (CPR). If someone is injured, especially in the head, neck or back, do not move him. Keep him warm. Call for help and wait with him.

To learn CPR and other kinds of first aid, call the Red Cross, the YMCA or a local hospital. Some offer free classes. Read the First Aid section of your phone book.

After All Disasters

- Check for injuries and apply first aid. Help your neighbors.
- To make water safe, boil it for five minutes or add iodine tablets.
- Listen to the radio for information and instructions.

Earthquakes

- Indoors? Get near an inside wall or under sturdy furniture. Stay away from windows.
- Outdoors? Stay away from buildings and overhead wires.
- In your car? Pull away from overpasses and power lines. Stop and stay in your car.
- Smell gas? Shut off the main supply. Leaks can cause fires.
- If you don't smell gas, don't turn it off. You will have to wait for a service person to turn it on again. But to be safe, don't light matches or candles.

Fires

- Keep at least one ABC-type fire extinguisher in your home. It puts out oil, electrical, paper and wood fires.
- If a fire is spreading, get everyone out. Call 9-1-1.
- Make a fire escape plan. Practice it with your family.
- Only use quick-release bars on windows.
- If your clothes catch fire, roll on the floor to put it out.
- Stay low to the ground and crawl out of the burning area. Smoke can kill.

Floods

- To avoid electric shocks, unplug electrical items.
- Have a plan to move to higher ground.
- Leave a note telling where you have gone.
- Do not eat food or drink water that has been exposed to flood water.

Poisoning

If someone has swallowed, inhaled or been exposed to anything toxic, call 9-1-1 or Poison Control: ☎ 800 POISON CONTROL.

Where To Find Help

Local Phone Numbers

These services are in the Community Services section in the front of your Yellow Pages. Write the numbers here or in the back of this book.

☎ DISASTER SERVICES

Free Statewide Phone Numbers

☎ 800 POISON CONTROL (VOICE)	1-800-876-4766
(TTY)	1-800-972-3323
☎ POLICE, FIRE OR AMBULANCE	9-1-1

Websites

www.oes.ca.gov

Resources in The Guide (A-C)

The following is a list of toll-free numbers and/or websites.

- Not all websites are accessible to people with disabilities. If you find that a site is not accessible, contact the webmaster.
- If a phone number has changed, call 1-800-555-1212 for the new number.
- If the number has no TTY, use the California Relay services listed below.
- If you are having trouble with a recorded message, stay on the line and someone will probably answer, or try pressing "0."

♯ means there is usually a real person to speak to you.
 • means there is usually someone who speaks Spanish.

Resource	Description	Voice	TTY	Website
AARP	Information and advocacy for seniors	1-800-424-3410 ♯ •	1-877-434-7598	www.aarp.org
AIM Program	Low-cost health insurance for middle-income pregnant women	1-800-433-2611 ♯ •		www.mrmib.ca.gov
AJB (America's Job Bank)	Website of job listings			www.ajb.dni.us
ALDA (Association of Late Deafened Adults)	Website for people who become Deaf or Hard of Hearing as adults			www.alda.org
ALFA (Assisted Living Foundation of America)	Website on assisted living			www.alfa.org
Alliance for Technology Access	Computer technology for people with disabilities or work injuries	1-800-455-7970 ♯ •		www.ataccess.org
American Foundation for the Blind	Resources for people who are blind or vision impaired	1-800-232-5463 ♯ •		www.afb.org
Americans with Disabilities Act (ADA) Information Line	The rights of people with disabilities	1-800-514-0301 ♯ •	1-800-949-4232	
AmeriCorps	Work program that helps pay for college	1-800-942-2677 •	1-800-833-3722	www.americorps.org
Assistive Technology (AT) Network	Assistive technology resources	1-800-390-2699 ♯ •	1-800-900-0706	www.atnet.org
Auto Safety Hotline	Vehicle safety and consumer complaints	1-888-327-4236 ♯ •		www.nhtsa.gov
BabyCal	Low-cost prenatal care	1-800-222-9999 •		
BHAWD (Breast Health Access for Women with Disabilities)	Website on breast health for women with disabilities			www.bhawd.org
Breastfeeding	Website on breastfeeding			www.breastfeeding.com
California Center for Law and the Deaf	Legal resources for the Deaf	1-877-332-3529	1-877-332-3529	www.deaflaw.org
California Conservation Corps	Earn and learn program for 18 to 23 year olds	1-800-952-5627		www.ccc.ca.gov
California Early Intervention	Services for infants and toddlers with disabilities	1-800-515-2229 ♯ •		www.dds.ca.gov
California Environmental Hotline	Local recycling resources	1-800-253-2687 •		
California Fair Employment and Housing	Legal assistance with housing and job discrimination and hate crimes	1-800-884-1684 ♯ •	1-800-700-2320	www.dfeh.ca.gov
California Foundation for Independent Living Centers	Website on resources for people with disabilities			www.cfildc.org
California Literacy	ESL and literacy classes	1-800-894-7323 ♯ •		www.caliteracy.org
California Medical Review	Complaints about a doctor or hospital	1-800-841-1602 ♯ •	1-800-881-5980	www.cmri-ca.org
California Rural Legal Assistance	Services for farm workers	1-800-242-2752 ♯ •		www.crla.org
California SIDS Program	Prevention of Sudden Infant Death Syndrome	1-800-369-7437 ♯ •		
California Smokers' Helpline	Resources to stop smoking	1-800-766-2888 ♯ •	1-800-933-4833	www.nobutts.ucsd.edu

Resources in The Guide (C-E)

♯ means there is usually a real person to speak to you.
 • means there is usually someone who speaks Spanish.

Resource	Description	Voice	♯	•	TTY	Website
California State Library Braille and Talking Books	Free loans of books in Braille or on tape	1-800-952-5666	♯	•		www.loc.gov/nls
California Telephone Access Program	Free phone equipment for seniors and people with disabilities	1-800-806-1191	♯	•	1-800-806-4474	www.ddtp.org
CALTRANS Highway Info	Website on current highway conditions	1-800-427-7623				www.dot.ca.gov
CALWIA (California Office of Workforce Investment)	Website for job seekers					www.calwia.org/links.html
Captioned Media Program	Free captioned videos for the Deaf and Hard of Hearing	1-800-237-6213	♯	•	1-800-237-6819	www.cfv.org
Child Abuse Hotline	Child abuse prevention and reporting	1-800-422-4453	♯	•	1-800-222-4453	www.childhelpusa.org
Child Care Connection	Local child care referrals	1-800-543-7793	♯	•	1-800-543-7793	www.rnetwork.org
Child Watch	Child safety and resources for parents of missing children	1-800-928-2445	♯			www.childwatch.org
Childbirth	Website on pregnancy and childbirth					www.childbirth.org
Citizenship Line	Information on becoming a citizen	1-800-477-7901		•		
College Savings for California Kids	California's tax-deferred college savings plan	1-877-728-4338	♯	•		www.scholarshare.org
Cyberangels	Website on Internet safety and security					www.cyberangels.org
DCARA (Deaf Counseling, Advocacy and Referral Agency)	Social services and referrals for the Deaf and Hard of Hearing	1-877-322-7299			1-877-322-7288	www.dcara.org
Debtors Anonymous	Website on dealing with debt					www.debtorsanonymous.org
Dentist	Referrals to local dentists	1-800-336-8478	♯	•		
Department of Managed Health Care	Information and complaints about managed care plans	1-800-400-0815	♯	•	1-877-688-9891	www.dmhc.ca.gov
Developmental Disabilities Health Info	Website on resources for people with developmental disabilities					www.ddhealthinfo.org
Direct Student Loan Service	Student loan information and assistance	1-800-848-0979		•		
Disability Rights Advocates	Access to health care and insurance	1-888-926-0274				www.drlegal.org
Disability Resources	Website on disability resources					www.disabilityresources.org
Drug and Alcohol Resource Center	Drug and alcohol abuse prevention	1-800-879-2772	♯	•		www.adp.state.ca.us
Eatright (American Dietetic Association)	Website on nutrition and healthy eating					www.eatright.org
Eldercare Locator	Elder care services nationwide	1-800-677-1116	♯	•		www.aoa.dhhs.gov

California Relay Service (CRS)

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Sprint VOICE **1-888-877-5379** **MCI** VOICE **1-800-735-2922**
 TTY **1-877-735-2929** TTY **1-800-735-2929**
 SPANISH **1-888-877-5381** SPANISH **1-800-855-3000**

The Speech to Speech Relay (STS)

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VOICE **1-800-854-7784**
 TTY **1-800-867-4323**

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Resources in The Guide (E-L)

♯ means there is usually a real person to speak to you.

• means there is usually someone who speaks Spanish.

Resource	Description	Voice	TTY	Website
Elderhostel	Low-cost educational trips for seniors	1-877-426-8056 ♯ •	1-877-426-2167	www.elderhostel.org
Environmental Protection Agency	Website on environmental issues			www.epa.gov
Family Planning	Referrals to state-funded clinics	1-800-942-1054 •		
Family Village	Resources for parents of children with disabilities			www.familyvillage.wisc.edu
Family Voices	Health care advocacy for children with disabilities	1-888-835-5669 ♯ •		www.familyvoices.org
FDA Center for Food Safety and Applied Nutrition	Food safety and nutrition resources	1-888-723-3366 ♯		www.cfsan.fda.gov
Federal Consumer Info Center	Website of consumer information			www.pueblo.gsa.gov
FinAid	Website on financial aid for education			www.finaid.org
Food Security	Website on community food programs			www.foodsecurity.org
Garden	Website of the National Gardening Association			www.garden.org
Governor's Office of Emergency Services	Website on emergency preparedness and current emergencies in California			www.oes.ca.gov
Healthfinder	Website on finding reliable health information			www.healthfinder.gov
HealthScope	Website for comparing health plans			www.healthscope.org
Healthy Families	Health care for low-income families	1-800-880-5305 ♯ •		
HEAP (Home Energy Assistance Program)	Help with home energy bills	1-800-433-4327 ♯ •		www.acf.dhhs.gov/programs/liheap
HICAP (Health Insurance Counseling Program)	Counseling on Medicare and Medigap	1-800-434-0222 ♯ •		
Hospice Link	Website on hospice care	1-800-331-1620 ♯		www.hospiceworld.org
I Am Your Child	Website on child care and child development	1-888-447-3400 ♯		www.iamyourchild.org
Immigrant Job Discrimination	Legal aid for job discrimination	1-800-255-7688 ♯ •		
Inhalants	Website on inhalant abuse	1-800-269-4237 ♯		www.inhalants.org
INS Hotline	Information on immigration and citizenship	1-800-375-5283 ♯ •	1-800-767-1833	www.ins.usdoj.gov
Iwannaknow	Sexual health information for teens			www.iwannaknow.org
Job Accommodation Network	Workplace accommodation tips for employees with disabilities and employers	1-800-526-7234 ♯ •	1-800-526-7234	www.jan.wvu.edu
Job Corps	Learn and earn program for 16 to 24 year olds	1-877-388-8731 ♯ •		
Kaiser Cares for Kids	Health care for low to middle-income kids	1-800-255-5053 •		
La Leche League	Breastfeeding	1-800-525-3243		www.la lecheleague.org
Lead Hotline	Lead poisoning prevention	1-800-532-3394 ♯ •		www.epa.gov/lead
Learning Disabilities OnLine	Website on children and learning disabilities			www.LDonline.org
Learning Disabled Teens	Website for teens with learning disabilities			www.LDteens.org
Lion and Lamb Project	Website on violence in the media			www.lionlamb.org
Long Term Care Ombudsman	Complaints about long term care	1-800-231-4024 ♯		
Lyric	Support for gay and lesbian youth	1-800-246-7743 ♯ •		www.lyric.org

Resources in The Guide (M-P)

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 • means there is usually someone who speaks Spanish.

Resource	Description	Voice	TTY	Website
Medi-Cal Hotline	Medi-Cal information	1-800-952-5294	•	
Medicare Hotline	Medicare benefits and options	1-800-638-6833	♿ •	www.medicare.gov
National AIDS Hotline	HIV and AIDS information	1-800-342-2437	♿ •	1-800-243-7889 www.cdc.gov/hiv
National Center for Learning Disabilities	Information on learning disabilities	1-888-575-7373		www.ncld.org
National Crime Prevention Council	Crime prevention and community safety	1-800-937-7383	♿	www.ncpc.org
National Domestic Violence Hotline	Help for victims of domestic violence	1-800-799-7233	♿ •	1-800-787-3224 www.ndvh.org
National Gay and Lesbian Hotline	Referrals, information and peer counseling	1-888-843-4564	♿	www.glnh.org
National Immunization Info Line	Immunization guidelines and local resources	1-800-232-2522	♿ •	www.cdc.gov/nip
National Institute on Aging	Information and resources for seniors	1-800-222-2225	♿ •	www.nih.gov/nia
National Mental Health Association	Mental health care and self-advocacy	1-800-969-6642	♿ •	1-800-433-5959 www.nmha.org
National Parent Information Network	Parenting and parent involvement in education	1-800-583-4135	♿	1-800-583-4135 www.npin.org
National Resource Center for Parents with Disabilities	Resources and support for parents with disabilities and their children	1-800-644-2666	♿	1-800-804-1616 www.lookingglass.org
National Runaway Switchboard	Support for runaways and their parents	1-800-621-4000	♿ •	1-800-621-0394 www.nrscrisisline.org
NCPAD (National Center on Physical Activity and Disability)	Website on exercise and sports for people with disabilities			www.ncpad.org
Newborn Hearing Screening	Local referrals for infant hearing tests	1-877-388-5301	♿	
NICHCY (National Info Center for Handicapped Children and Youth)	Website of disability resources			www.nichcy.org
NIH (National Institutes of Health)	Website on health			www.nih.gov/health
Nineline	24-hour youth help and crisis line	1-800-999-9999	♿ •	1-800-999-9915 www.covenanthouse.org
Patients Rights Advocacy Program	Rights of patients hospitalized for mental illness	1-800-254-5166	♿ •	www.mhaac.org
Pesticide Information	Pesticides and pesticide poisoning	1-800-858-7378	♿ •	http://nptn.orst.edu
Planned Parenthood	Local referrals for birth control, sexual health and reproductive rights	1-800-230-7526	♿ •	www.ppfa.org
Poison Control	Emergency help for victims of poisoning	1-800-876-4766	♿ •	1-800-972-3323
Preventive Ounce	Website on children's personalities			www.preventiveoz.org
Protection & Advocacy	Legal advocacy for people with disabilities	1-800-776-5746	♿ •	1-800-776-5746 www.pai-ca.org

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Resources in The Guide (R-Z)

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Resource	Description	Voice	♿	•	TTY	Website
READ California	Website on learning to read					www.readcalifornia.org
Resolve	Website of the National Infertility Association					www.resolve.org
Safe Kids Campaign	Website on child safety					www.safekids.org
Safe Schools Association	School safety	1-888-510-6500	♿			www.safeschools.org
Second Harvest	Programs to reduce hunger	1-800-771-2303	♿			www.seconddharvest.org
Senior Information and Referral	Local senior resources	1-800-510-2020	♿			www.aging.state.ca.us
Seniors (Access America)	Website on resources for seniors					www.seniors.gov
Sexual Health	Website on sexuality and disability					www.sexualhealth.com
SIECUS (Sex Information and Education Council)	Website on sexuality education					www.siecus.org
Sight for Students	Low-cost vision care for children under 18	1-888-290-4964	♿	•		www.sightforstudents.org
Social Security	Social Security updates and information	1-800-772-1213	♿	•	1-800-325-0778	www.ssa.gov
State Insurance Hotline	Consumer information and complaints	1-800-927-4357	♿	•	1-800-482-4833	www.insurance.ca.gov
State Parks	California state parks and reservations	1-800-444-7275	♿	•	1-800-274-7275	www.cal-parks.ca.gov
STD Hotline	Sexually transmitted diseases	1-800-227-8922	♿	•	1-800-243-7889	www.ashastd.org
Substance Abuse Services	Alcohol, drug abuse and mental health services	1-800-662-4357	♿	•	1-800-228-0427	www.samhsa.gov
Suicide Hotline	24-hour crisis line	1-800-784-2433	♿	•	1-800-784-2433	www.suicidecrisisline.org
Talking With Kids	Advice on talking with kids and teens about sex, violence, AIDS and drugs	1-800-244-5344		•		www.talkingwithkids.org
Teratogen Registry	Effects of drugs and toxics on developing babies	1-800-532-3749	♿	•		http://ctispregnancy.org
The Arc	Website on developmental disabilities					www.thearc.org
Toxic Spill Hotline	Reports of toxic spills	1-800-852-7550	♿			www.oes.ca.gov
Yahoo! Travel	Internet travel links					http://travel.yahoo.com
TrustLine	Registry of in-home child care providers	1-800-822-8490	♿	•		www.trustline.org
UC Berkeley Wellness Guide	Website version of The Wellness Guide					www.wellnessguide.org
Victim Resource Line	Help and advice for crime victims	1-800-842-8467	♿	•		e-mail: victims@uop.edu
WIC Works	Food and nutrition for women and children	1-888-942-9675		•		www.fns.usda.gov/wic
Women's Health Info Center	Health issues for women, including women with disabilities	1-800-994-9662	♿	•	1-888-220-5446	www.4woman.gov
Workers' Compensation	Insurance for injured workers	1-800-736-7401		•		www.dir.ca.gov
Zero to Three	Website on early childhood					www.zerotothree.org

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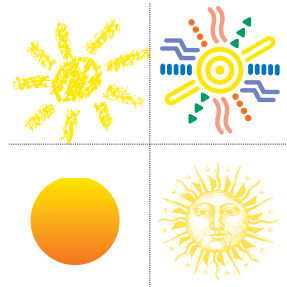
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Ideas for Living and Staying Well in California



The Wellness Guide offers:

- ways to solve problems or prevent them
- information on things that affect our health
- how to advocate for both yourself and your community
- referrals to toll-free phone numbers and websites



The Guide is linked with
the Community
Services section
of your phone



book so you can easily find local resources.

The Guide was prepared by a large
and diverse network of people
from all over California.



University of California, Berkeley