



We provide the BEST care by the BEST Team!

Referral Center

(888) 293-4170

or

(760) 946-4730

Senior Resource Directory



Lisa Gonzalez

(760) 881-5989

Every effort has been made to compile complete and accurate information for this directory. However, neither Community Hospice of Victor Valley nor its employees will be responsible for errors or omissions in this directory. The information contained in this directory should not be construed as an endorsement of any provider, is not a warranty by Community Hospice of Victor Valley of the availability or quality of services provided, and should not be construed to reflect in any way upon the services provided by an organization or individual listed in this directory.

Community Hospice of Victor Valley

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We provide the BEST care by the BEST Team!

**What makes Community Hospice of Victor Valley
different from all the rest?**

1. We have Spanish speaking Nurses, Chaplains and Certified Home Health Aides.
2. Only Registered Nurses admit patients onto our services, not LVN's.
3. Since we are local, we can respond to patients needs any time, day or night. We have a full team of nurses working both evening and nights shift instead of being on-call like other agencies.
4. We offer **FREE** local support groups and provide community events such as diabetes education, health fairs and seminars.
5. We provide a music program for our patients and the community.
6. We have proudly served the community since 1999.

**Thank you for choosing
Community Hospice of Victor Valley
The ONLY non-profit hospice agency in the High Desert**

For more information or for a referral, please call

(760) 946-4730

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Hospice Care is About Living

When most people hear the term “hospice”, the first thing that often comes to mind is the loss of a loved one; the end of life. Nothing could be further from the truth. Hospice is Life! Hospice is Living!

Hospice provides specialized care to patients with life-limiting illness. It transitions curative care to comfort care, focusing on relief from pain and other symptoms so that patients live as fully, as comfortably and as long as possible. It is a philosophy of care that respects the emotional and spiritual needs as well as the physical. Hospice cares for the loved ones who care for you.

Entering the hospice program provides a tremendous support system for the patient, family and caregivers, assuring quality and dignity through the end-of-life process. As noted in a National Hospice and Palliative Care Organization (NHPCO) study, “There is an inaccurate perception throughout America that receiving hospice care means you have ‘given up’. Rather, patients or families who choose hospice care live an average of one month longer than similar patients who do not choose hospice care.”

Hospice is available whether you are in a family residence, assisted living facility or skilled nursing facility. It is available 24 hours a day, 7 days a week and is appropriate for someone with a life expectancy of 6 months or less if the illness runs its expected course. However, many hospice patients live far longer, improving from the attentive care they receive at home from the hospice team of healthcare professionals.

The decision to receive hospice care belongs to the patient and their family, in consultation with their physician. Hospice is appropriate when the *patient* feels it is the right time, not when *others* feel it is the right time. The decision is a personal one. The CHOICE is a personal one. The agency chosen is a personal CHOICE.

Community Hospice of Victor Valley, with the dedicated support of our volunteers, is a proven leader in the delivery of quality hospice care in the High Desert. As the only locally based nonprofit hospice agency, our team of nurses, physicians, chaplains, social workers and support staff have provided high quality, ethical care to our community since 1999.

When you have a life-limiting illness and no longer desire curative treatment, consider hospice care for pain and symptom control, think of Community Hospice of Victor Valley, your ONLY local nonprofit hospice provider!

Remember, you have a CHOICE when you desire hospice care. When you think of hospice, think of Life! Think of Living!

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How to get up from a fall

1 PREPARE

Do NOT get up quickly. If hurt, call for help using Lifeline or a telephone.



Find something sturdy such as a piece of furniture.



Roll onto your side, turning your head, shoulders, hips, then leg.

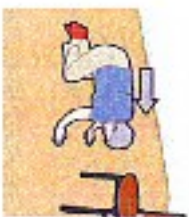


2 RISE

Push your upper body up. Lift your head, pause, and steady yourself.



Rise slowly onto your hands and knees. Crawl to something sturdy you can hold on to.



Slide one foot forward so it is flat on the floor.



3 SIT

Keep the other leg bent with your knee on the floor.



Rise slowly and turn your body to sit in the chair.



Sit for a few minutes before trying to do anything else.



Talk to your primary care provider about having a fall-risk evaluation. The fact that you have fallen once means you have a high risk of falling again.

Source: Baker, Dorothy, Ph.D., RNCS, Research Scientist, Yale University School of Medicine New Haven, Connecticut; Connecticut Collaboration for Fall Prevention.

Call for more information

1-800-LIFELINE
(1-800-543-3546)

PHILIPS
Lifeline



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Facts on Falls

1. On average, one of every three adults over 65 falls each year.
2. Older adults who have fallen previously are 2 to 3 times more likely to fall again in the following year.
3. The first two weeks after discharge from the hospital are a high risk time for falls; falls occur 4 times more frequently compared to three months after discharge.

For more information or for a referral, please call

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Discharge Planning and Hospice Care in Skilled Nursing Facilities

There are two ways to be a patient in a Skilled Nursing Facility (SNF)

1. **Skilled Care:** This care is for the patient who has special nursing needs such as IV therapy or who can benefit from physical, occupational or speech therapy. Therapies must be stopped when a patient no longer benefits from them and is no longer progressing. Skilled care is paid for by Medicare including room and board. A patient may not be on skilled care and hospice at the same time.

2. **Custodial Care:** This care is for patients who are unable to perform their basic needs without help such as bathing, dressing, transfers, feeding, toileting and ambulating and are dependent on others to provide these basic needs. Custodial care is paid for by the patient and or family unless you have Medi-Cal or can qualify for Medi-Cal. (note: some long term policies and SCAN have this benefit. Refer to individual policy.) Medicare is not involved at this level of care. Patients may be on hospice when they are on custodial care.

The financial responsibility for payment of room and board fees is a contract between the patient and/or responsible party and the facility. Hospice care can be provided at a skilled nursing facility under the hospice benefit of Medicare Part A. There is no charge to the recipient for hospice care. Hospice may be able to defer some costs by providing equipment, oxygen and some medication but hospice is NOT allowed to pay for room and board.

**Prices may vary and may be negotiable*

Medicare: Medicare Part A will pay for skilled level of care OR hospice care, but not both at the same time. Medicare does not cover custodial care costs. **Medi-Cal:** Medi-Cal will pay for room and board as well as hospice care for qualified individuals. If Medicare is also in place, Medicare will pay for hospice care and Medi-Cal will pay for room and board. NOTE: Neither Medicare nor Medi-Cal will pay for residential care at assisted living or board and care facilities.

Skilled Nursing Facilities in The High Desert

Apple Valley Post Acute Care
11959 Apple Valley Road
Apple Valley, CA 92308
(760) 240-5051

Knolls West Post Acute Care
16890 Green Tree Blvd
Victorville, CA 92395
(760) 245-5361

Rimrock Villa
27555 Rimrock Road
Barstow, CA 92311
(760) 252-2515

Spring Valley Post Acute Care
14973 Hesperia Road
Victorville, CA 92395
(760) 245-6477

For more information about skilled nursing facilities and residential care for the elderly, go to www.canhr.org

For more information or for a referral, please call

**(760) 946-4730
Or
(888) 293-4170**



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Board and Care Facilities 6 or more bed facilities in the High Desert

Board and care facilities charge approximately the same amount as assisted living facilities. However, board and care facilities are often times willing to negotiate.

At Home Care—Cocqui
18609 Cocqui Road
Apple Valley, CA 92307
(760) 242-8808

At Home Care—Kamana
18752 Kamana Road
Apple Valley, CA 92307
(760) 880-2227

Crystal Garden
13224 Iroquois
Apple Valley, CA 92307
(760) 508-3236

The Vineyard II
21292 Chardonnay
Apple Valley, CA 92308
(760) 503-9180

Caring Hands Elderly Care
16815 Neenach Road
Apple Valley, CA 92307
(760) 240-8684

Erwin Lake Elderly Care
2052 State Lane
Big Bear City, CA 92314
(909) 585-4004

Loving Care Ranch
25445 National Trails Hwy
Helendale, CA 92342
(760) 245-4523

Apple Garden Seniors
12994 Rincon Rd
Apple Valley, CA 92308
(760) 240-2600

Skyline Villa
20276 Majestic Dr
Apple Valley, CA 92308
(760) 403-2604

The Vineyard I
21246 Sauvignon Ln
Apple Valley, CA 92308
(760) 240-9312

Joy Residential Care II
21160 Highway 18
Apple Valley, CA 92307
(760) 240-6306

Blue Skies Manor
46838 Skyview Manor
Big Bear City, CA 92314
(909) 583-3124

Adelanto Silver Heights
15093 Arcadian Street
Adelanto, CA 92301
(760) 565-9304

Seegal Residential Care
12727 Hickory Avenue
Victorville, CA 92395
(760) 951-3575

Discharge Planning and Hospice Care in Assisted Living Facilities

Assisted living facilities for the elderly (RCFEs) do not accept Medicare or Medi-Cal; they only accept private pay. Prices vary within the facility based upon residents personal care needs.

Assisted Living Facilities in the High Desert

Prices may vary and may be negotiable

Brookdale Apple Valley
11825 Apple Valley Road
Apple Valley, CA 92308
(760) 961-1212

Pacifica Senior Living—Valley Crest
18524 Corwin Road
Apple Valley, CA 92307
(760) 961-9887

Pacifica Senior Living—Sierra Vista
13815 Rodeo Drive
Victorville, CA 92395
(760) 243-2271

Knolls West Assisted Living
16890 Greentree Blvd.
Victorville, CA 92395
(760) 245-0107

Sterling Commons (Memory Care)
17797 Lindero
Victorville, CA 92395
(760) 245-3300

Sterling Inn
17738 Francesca Road
Victorville, CA 92395
(760) 245-2999

Foremost Retirement Resort
17581 Sultana Street
Hesperia, CA 92345
(760) 244-5579

Solstice Senior Living at Apple Valley
20594 Bear Valley Road
Apple Valley, CA 92308
(760) 247-1766

Numerous board and care facilities are available in the High Desert. They are responsible to the same licensing agency as the residential care facilities for the elderly (RCFE) and have to follow the same licensing regulations as RCFEs. Board and care facilities are six (6) beds or smaller. Assisted living facilities are much larger.

Community Hospice of Victor Valley assumes no responsibility for the quality of services provided by these independent vendors. This flyer is not intended as a recommendation of any of the individuals or providers listed.

For more information or for a referral, please call

(760) 946-4730

Or

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Board and Care Facilities 6 or more bed facilities in the High Desert—cont'd

Board and care facilities charge approximately the same amount as assisted living facilities but, are often times willing to negotiate.

Chantilly Lace Manor
7421 Minstead Avenue
Hesperia, CA 92345
(909) 256-9819

Chantilly Lace Manor II
8430 I Avenue
Hesperia, CA 92345
(909) 256-9819

Affordable Home Care Villa
13934 Montecito Drive
Victorville, CA 92392
(760) 596-4063

Chantilly Lace Manor III
17419 Adobe Street
Hesperia, CA 92345
(909) 256-9819

Chantilly Lace Manor IV
13365 Hidden Valley
Victorville, CA 92395
(909) 256-9819

All Caring Senior Care
9421 Hickory Avenue
Hesperia, CA 92345
(760) 947-5198

D' Desert Rose
18101 Juniper Street
Hesperia, CA 92345
(760) 949-2400

Aries Residential Care
17892 Sycamore Street
Hesperia, CA 92345
(760) 821-9172

Graceful Board and Care
13056 Wrangler Avenue
Victorville, CA 92392
(760) 596-4163

D'Vine Residential Care
16123 Vine Street
Hesperia, CA 92345
(760) 981-4595

Mission of Love
11991 7th Avenue
Hesperia, CA 92345
(760) 947-5211

Maemar Manor
14262 La Mesa Road
Victorville, CA 92392
(760) 245-8386

Garden View III
12999 Mirage Road
Victorville, CA 92392
(760) 951-0673

Evans Elderly Residential
13947 Castille Street
Victorville, CA 92392
(760) 261-4241

Golden Years Elderly Care
12772 Hawks Hill Street
Victorville, CA 92395
(714) 335-9556

Elysian Living
14387 Doe Skin Way
Victorville, CA 92394
(760) 713-9303

Amethyst Cottage
15617 Red Oak Way
Victorville, CA 92392
(760) 241-9075

Victorville Cottage
12842 Hawks Hill Street
Victorville, CA 92395
760-245-6506

**Visit the Community Care website for a complete listing of board and care facilities @
www.cclld.ca.gov**



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Community Hospice of Victor Valley has compiled the following information as a resource for patients and/or families who are seeking to obtain these services. **This is not intended as a recommendation of any of the individuals or providers listed.** It is your responsibility to check references and screen them for services rendered. Payment of these services is between you and the person or provider you hire.

IN-HOME CARE OR COMPANION CARE, PRIVATE DUTY AND PERSONAL CARE SERVICES

- Community Private Duty of Victor Valley (909) 621-3961
- A Caring touch (888) 588-5518
- Accent Care Services (800) 834-3059
- At Home Care (760) 880-2227
- Cambrian Home Care (760) 955-2250
- Care Beyond Measure (800) 486-4431
- Heritage Senior Care, Inc. (800) 562-2734
- Home Instead Senior Care (760) 843-5655
- LivHome Inc. (800) 690-9602
- Nurse Next Door (866) 279-9991
- ResCare Home Care (866) 737-2273
- Senior Helpers (909) 451-6444
- Shirell's Home Care (760) 851-0944
- A Senior Home Care (760) 530-1936
- Visiting Angels (760) 962-1470

Be sure to research the following information prior to selecting a private duty agency:

- Are all caregivers are bonded and insured?
- Does the company have liability insurance?
- Can they be reached 24hrs/day 7 days/week?
- Do they run criminal background checks on their employees?
- Is there a minimum number of hours required?

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What anyone should know when hiring a CAREGIVER

Did you know:

† When hiring a caregiver you may be viewed as an employer by the State of California & the I.R.S.?

Did you know:

† When hiring a caregiver you may be liable for covering the cost of any injuries the caregiver may sustain while helping you?

Did you know:

† When hiring a caregiver you may be liable for paying their payroll taxes?

Did you know:

† It is illegal for SOME companies to train & supervise their caregivers?

<i>Comparison grid between the two types of caregiving companies:</i>	<u>Employer based agency</u>	<u>Independent contracting agency (aka) referral agency</u>
Workers Compensation	√	No
Payroll Taxes	√	No
Bonding	√	<i>*varies by agency</i>
Caregiver Training	√	No
Labor Laws	√	No
Supervision	√	No

† Cost should always be indicative of both the services of the caregiver and how much insurance covers you at the time of service.

† To ascertain whether the company you are dealing with is employer-based, simply ask “who pays the caregivers workers compensation: you or the company?”



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Hiring Caregivers

Dear Valued Patient:

Community Hospice of Victor Valley has a few suggestions that may be helpful to you when hiring a private caregiver. It is important that you ask questions and explain your expectations before making a commitment to hire someone. **Community Hospice of Victor Valley is not responsible for who you hire.** We will provide you with a list of companies that have good reputations, are insured, bonded, carry liability insurance on all their caregivers and may be reached 7 days/week, 24 hours a day. You can tell them we referred you to them. Listed below are some helpful tips and questions that you should ask every company you call on:

TIPS

1. Interview the company representative and the prospective caregiver.
2. Take notes during the interview.
3. Make a list of duties that you would like performed.
4. Ask if they have a minimum number of hours that you have to sign up for.
5. Ask who manages the case, and if they do unannounced visits.
6. Ask if the company perform criminal background checks on all their employees.

QUESTIONS

7. If the scheduled caregiver is sick, how do you handle that situation?
8. To whom do I address any formal concerns about the company?
9. May I change caregivers if I am not happy for any reason?
10. How do you bill, and how often?
11. What services am I paying for?
12. Do you have a geriatric care manager on your team?
13. What sets you apart from other companies that perform the same services?
14. Does the caregiver have reliable transportation?
15. Can the caregiver transport me to appointments?
16. Will I ever be charged for a caregivers mileage?
17. Ask yourself "would I be comfortable having this person in my home?"
18. Could I recommend his person or company to anyone I know?
19. Is a deposit required?
20. How do I get my deposit back? Is it pro-rated?
21. Do you require a notice to cancel service? If so, how many days/weeks?
22. What if I have an emergency and are unable to reach you? Will I still be charged?
23. May I request a non-smoker or someone who speaks and understands English?

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County of San Bernardino Aging and Adult Services—Field Offices

Barstow
536 E. Virginia Way
Barstow, CA 92311
(760) 256-3544

Yucca Valley
56357 Pima Trail
Yucca Valley, CA 92284
(760) 228-5390

Needles
1090 E. Broadway St.
Needles, CA 92363
(760) 326-9328

Rancho Cucamonga
9445 Fairway Place #110
Rancho Cucamonga, CA 91730
(909) 948-6200

San Bernardino
686 East Mill St.
San Bernardino, CA 92415
(909) 891-3700

Victor Valley
17270 Bear Valley Rd. #108
Victorville, CA 92392
(760) 243-8400

In Home Support Services

Barstow (760) 256-5544
Victorville (760) 843-5100
Toll Free (877) 800-4544

Medi-Cal Central Intake

Toll Free (877)410-8829

Legal Services

Inland Counties Legal Services
(760) 241-7072
Legal Aid of San Bernardino, Inc.
(866) 889-7328

Adult Protective Services 24 Hour Hotline
(877) 565-2020

Housing Authority
(909) 885-6915

Health Insurance Counseling & Advocacy Program (HICAP)
(800) 434-0222

Long Term Care Ombudsman
(866) 229-0284
(909) 891-3928

Multi-purpose Senior Services Program
(877) 565-2020

Public Guardian/Conservator
(909) 798-8500

Senior Community Service Employment Program
(909) 891-3913

V.V. Community Services Council
(760) 243-9646

Senior Information and Assistance

(800) 510-2020
(760) 243-8458

*Providing referrals for:
Family Caregiver Support
Legal Services
Senior Nutrition Services
Senior Supportive Services*



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Medical Alert Service Providers

ADT	(888) 998-9397
Alert 1	(866) 581-4540
California Medical Alert	(866) 759-6114
Life Alert	(866) 218-7008
CVS Medical Alert	(866) 515-9699
LifeStation Medical Alert	(866) 746-0875
Martin Care Monitoring Services	(800) 574-9180
Medical Alert by Connect America	(877) 781-3054
Walgreens Ready Response Medical Alert System	(866) 310-9061

Support Groups/Disability Resources/National Organizations

Al Anon	(800) 356-9996
Alcoholics Anonymous	(760) 242-9292
American Cancer Society	(909) 307-8900
American Heart Association	(800) 242-8721
American Lung Association	(800) 586-4872
American Stroke Association	(888) 478-7653
Alzheimer's Support Group—Home Instead	(760) 843-5655
Alzheimer's Support Group—Pacifica Valley Crest	(760) 242-3188
Alzheimer's Support Group—Sterling Commons	(760) 245-3300
Alzheimer's Support Group—ICRC	(800) 675-6694
American Cancer Society	(800) 227-2345
Big Bear Recovery Services	(909) 878-0101
Bipolar Alliance Support	(760) 955-7979
Blindness Support Services	(951) 341-9244
California Department of Rehabilitation	(760) 245-6024
California Telephone Access Program	(877) 546-7414
Diabetes Support	(760) 946-8170
High Desert Cancer Connection	(760) 245-3633
National Parkinson Foundation	(800) 473-4636
Parkinson's Support Group—Sterling Inn	(800) 675-6694
People's Care (Developmentally Disabled)	(760) 962-1900
Rolling Start	(760) 949-7626
Stroke Support Group	(760) 242-2311 ext 4650

Adult Daycare Centers

Hesperia— Tender Heart	(760) 244-8776
Victorville— Sterling Commons	(760) 245-3300

Home Repair Services

City of Hesperia (Owner Occupied Rehab Loan Program)	(760) 947-1900
City of Victorville Senior Home Repair	(760) 243-6312
Community Action Partnership of San Bernardino County	(800) 635-4618
Senior Home Repair Program/Economic Development Agency	(909) 388-0910



Mortuary Services

Affordable Cremations	(760) 961-0013
Alternative Aftercare Cremations	(760) 242-0004
Big Bear Mortuary	(909) 585-4911
Desert View Funeral Home & Memorial Park	(760) 244-0007
Hall Memorial Chapel	(760) 245-6200
High Desert Funeral Chapel and Cremation	(760) 244-1400
Kern Hesperia Mortuary	(760) 244-9313
McKay's Mortuaries	(760) 951-4589
Meads Mortuary	(760) 256-5671
Neptune Society	(951) 359-2021
San Bernardino County Coroner	(909) 387-2978
Sunset Hills Memorial Park & Mortuary Apple Valley	(760) 247-0155
Sunset Hills Barstow	(760) 979-2055
Victor Valley Memorial Park & Crematorium	(760) 245-8164

Whole Body Donation

Med Care	(866) 560-2525
Research for iLife	(480) 940-1310
Science Care	(800) 417-3747

Mental Health

San Bernardino County Dept of Behavioral Health Victorville	(760) 955-1777
Agewise Program	(800) 451-5633
Barstow Counseling Center	(760) 255-5700
Big Bear Family Counseling	(909) 866-5721
Big Bear Mental Health Alliance	(866) 729-9633
Catholic Charities Counseling High Desert	(760) 242-2311 ext 8368
Lutheran Social Services, Lucerne Valley	(760) 268-6612
Lutheran Social Services, Big Bear	(909) 866-5247
Mental Health Services, Apple Valley	(760) 961-7733
Desert Behavioral Health, Apple Valley	(760) 946-2070
High Desert Counseling, Apple Valley	(760) 952-3454
Accept Family Counseling, Hesperia	(760) 995-3119
New Horizons Counseling, Hesperia	(760) 949-1939
Choices for Better Living, Victorville	(760) 241-8282
Lighthouse Support Services, Adelanto	(760) 530-2226

24 Hour Crisis Numbers

National Suicide Prevention Hotline	(888) 273-8255
ABET Mental Health Crisis Line	(866) 729-9633
Crisis Walk in Center, Victorville	(760) 245-8837
San Bernardino County Crisis Response Team	(760) 956-2345
National Domestic Violence Hotline	(800) 799-7233
Local High Desert Area	(760) 949-4357
Doves Outreach Center Big Bear Lake Hotline	(800) 851-7601

Vision and Hearing Services

Braille Institute	(760) 321-1111
Hear USA	(760) 269-3844



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Food Banks - Please call to verify distribution information as times, dates, locations and services are subject to change without notice.

Adelanto

Calvary Chapel (760) 955-5958
Community Tool Box (760) 246-7874

Apple Valley

Church of the Valley (760) 247-6494
Living Waters (760) 247-6488
First Baptist Church (760) 247-5891
Feed My Sheep (760) 247-6488

Big Bear

Believers Chapel (909) 866-2552
Big Bear Foursquare (909) 585-7455
Lutheran Social Services (909) 866-5070
St. Joseph Catholic Church (909) 866-3030
United Methodist Church (909) 585-3645

Victorville

Holy Innocents Catholic Church (760) 955-6010
Victor Valley Rescue Mission (760) 955-5958

Emergency Food/Shelter and Basic Needs

Desert Manna (760) 256-7797
Salvation Army—Victorville (760) 245-2545
Samaritan Helping Hands—Victorville (760) 243-5933

Meals on Wheels

High Desert (760) 256-9111
Mountain Communities (909) 336-5469

General

AARP (Association of Retired People, 50 plus) (888) 227-9910
A Place For Mom (800) 479-0917
Community Action Partnership (800) 635-4618
Inland Caregiver Resource Center (800) 675-6694



We provide the BEST care by the BEST Team!

Senior Centers:

- Adelanto Senior Center (760) 246-7736
- Apple Valley Senior Club (760) 247-3155
- Barstow Senior Citizens Club (760) 256-5023
- Big Bear Valley Senior Center (909) 584-0323
- El Mirage Community Center (760) 559-7683
- Hinkley Senior Center (760) 253-4677
- Lucerne Valley Senior Club (760) 248-2248
- Newberry Springs Community Center (760) 257-3284
- Percy Baker Community Center Hesperia (760) 244-1680
- Phelan Senior Club (760) 868-8067
- Pinon Hills Senior Club (760) 868-8637
- Sisters Senior Center (760) 617-3582
- Victorville Senior Citizens Club (760) 245-5018

Veteran's Services

- San Bernardino County Veteran's Services—Victorville (760) 995-8010
- VA Benefits (800) 827-1000
- VA—Loma Linda Hospital (800) 741-8387

Animal Services

- Barstow Humane Society (760) 252-4800
- Big Bear Animal Shelter (909) 866-4943
- City of Adelanto Humane Society (760) 246-2300
- City of Hesperia Animal Control (760) 947-1700
- City of Victorville Animal Care and Control (760) 955-5089
- PAL Humane Society—Wrightwood (760) 249-1238
- Town of Apple Valley Animal Control (760) 240-7000 x 7555
- The Victor Valley Animal Protection League (760) 247-2102

California Highway Patrol:

- Victorville (760) 241-1186
- Barstow (760) 255-8700
- Big Bear (909) 867-2791

County of San Bernardino Sheriff's Department:

- Non-emergency Dispatch Victor Valley (760) 245-4211
- Apple Valley Station (760) 240-7400
- Barstow Station (760) 256-4838
- Big Bear Station (909) 866-0100
- Hesperia Station (760) 947-1500
- Adelanto Station (760) 552-6800
- Lucerne Valley Sub-station (760) 248-7655
- Phelan Sub-station (760) 868-1006
- Victorville City Station (760) 241-2911
- Police Department—Barstow Dispatch (760) 256-2211



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Transportation

- Adelanto Transit City Hall
- All Care Transportation
- Dial-A-Ride
- Barstow Area Transit Dial-A-Ride
- Big Bear Homebound Seniors
- Big Bear Cab Company
- Caravan Care
- Firehawk Medical Transportation
- MARTA—Big Bear
- Med Cab
- Platinum Care
- Preferred
- Safety Transportation
- Victor Valley Transit Authority
- ADA Transportation Application
- Victory Med
- Victorville NEMT
- Special Transport
- American Cancer Society—Ride for Life

Phone Numbers

- (760) 948-3030
- (442) 800-5152
- (800) 795-7887
- (760) 256-0311
- (909) 336-2690
- (909) 866-8294
- (760) 265-7980
- (760) 475-4606
- (909) 878-5200
- (877) 963-3222
- (760) 217-8628
- (760) 947-0011
- (760) 244-8998
- (760) 948-3030
- (877) 232-7433
- (760) 475-0776
- (760) 951-1900
- (760) 948-4021
- (760) 245-2433

Information and Referral

- San Bernardino County 211 Information & Referral

Call 211

Health Insurance

- IEHP—Inland Empire Health Plan
- Medically Indigent Service Program
- SCAN—Senior Care Action Network
- Secure Horizons
- Medi-Cal Consulting
- Medicare Hotline
- Inter Valley Health Plan

- (866) 294-4347
- (951) 486-5375
- (800) 749-9358 or (951) 248-4600
- (800) 698-7505
- (951) 789-0065
- (800) 633-4227
- (800) 251-8191

Caregiving

- Alzheimer’s Association
- Inland Caregiver Resource Center
- Paid Family Leave (EDD)
- RSVP—Retired & Senior Volunteer Program

- (844) 435-7259
- (800) 675-6694 or (909) 514-1404
- (877) 238-4373
- (909) 384-5414

Legal Assistance

- Inland Counties Legal Services
- Legal Referrals for Estate Planning
(CA Advocates for SNF Reform)
- San Bernardino County Bar Association Lawyer Referral

- (888) 455-4257
- (800) 474-1116
- (909) 888-6791

Personal Emergency Response

- American Medical Alert
- Health Watch
- Life Alert
- Lifeline

- (800) 286-2622 or (800) 645-3244
- (800) 226-8100 or (888) 565-7377
- (800) 360-0329 or (800) 786-1455
- (800) 372-4103



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Social Security

Are you receiving Social Security?
If so ,you are entitled to S.S.I. Benefits!

If you would like to know the requirements or if you would like to know if you qualify, please call the Social Security Administration at (800) 772-1213.

All offices are open Monday thru Friday 9:00 am to 4:30 pm

Social Security Administration
www.socialsecurity.gov

Victorville

13955 Park Avenue
Victorville, CA 92392
(800) 772.1213

Barstow

720 East Main Street
Barstow, CA 92311
(800) 772-1213

For more information or for a referral, please call

(760) 946-4730

Or

(888) 293-4170



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Government Benefits

Veterans Administration Aid & Attendance and Housebound Benefit Program

This benefit is available to eligible Veterans or their surviving spouses. This program can help offset some of the costs of medical, assisted living, home healthcare or nursing home expenses.

Who Is Eligible? Veterans who meet the criteria.

1. Wartime veterans who are 65 or older or permanently disabled.
2. The veteran must have served at least 90 days of active duty with at least one of those days during a time of war.
3. The veteran must have received an honorable, general or medical discharge.
4. To qualify medically, the Veteran must need the assistance of another person to perform daily tasks such as dressing and grooming.

Wartime Eligibility dates of service:

World War II.....	12-07-1941	to	12-31-1946
Korean War.....	06-27-1950	to	01-31-1955
Vietnam.....	02-28-1961	to	05-07-1975

The maximum monthly benefit for each category as of December 2008

	(Out of the Home)	(In the Home)
Married Veterans.....	\$1,949.00	\$1,587.00
Single Veterans.....	\$1,644.00	\$1,269.00
Surviving spouses.....	\$1,054.00	\$ 635.00

(Covers Non-Reimbursable Medical Expenses)

San Bernardino County Department of Veterans Services
 175 West Fifth Street, San Bernardino
 (866) 472-8387 (909) 387-5516

USA War Vets
 Non-Profit Group providing free assistance

For more information or for a referral, please call

(760) 946-4730
Or
(888) 293-4170



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Pre-Approved Credit Cards

The U.S. Supreme Court decided not to hear the latest possible appeal of an anti-trust ruling against MasterCard and Visa. As a result of this decision, consumers can now expect a flood of pre-approved credit cards in their mailboxes. Last year the average household received 4.6 new credit card offers per month. In the second quarter of this year, (per direct mail tracker, Synovate) the average household received six new credit card offers. Since the six year legal battle of market rivals has now ended, consumers can expect even more pre-approved offers.

What you should know:

You can stop this. Pre-approved credit cards offers in your mailbox are an identity theft waiting to happen. You have the right to stop the flow of these pre-approved cards from flooding your home. You have the right to opt out.

To opt out of pre-approved credit offers:

For all three bureaus call: **1-888-567-8688**. This request will expire in two years. For permanent opt-out status, put your request in writing.

- ♥ Equifax, Inc., P.O. Box 74013, Atlanta, GA 30374-0123
- ♥ Experian Consumer Opt Out, P.O. Box 919, Allen, TX 75013
- ♥ Trans Union LLC's Name Removal Option, P.O. Box 97328, Jackson, MS 39288-7328

For more information or for a referral, please call

*(760) 946-4730
Or
(888) 293-4170*



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What to include in your Basic Disaster Supply Kit

1. Three day supply of nonperishable food and manual can opener.
2. Three day supply of water (one gallon of water per person, per day).
3. Portable, battery-powered radio or television and extra batteries.
4. Flashlight and extra batteries.
5. First aid kit and manual.
6. Sanitation and hygiene items (hand sanitizer, moist towelettes and toilet paper).
7. Matches in waterproof container.
8. Whistle.
9. Extra clothing and blankets.
10. Kitchen accessories and cooking utensils.
11. Photocopies of identification and credit cards.
12. Cash and coins

Special needs items such as prescription medications, eye glasses, contact lens solution and hearing aid batteries.

Tools, pet supplies, a map of the local area and other items to meet your unique family needs. If you live in a cold climate, you must think about warmth. It is possible that you will not have heat during or after a disaster. Think about your clothing and bedding needs. Be sure to include one set of the following for each person:

- * Jacket or coat
- * Sturdy shoes
- * Sleeping bag and or warm blanket
- * Pack clothes for both cold and warm weather

Supplies for your vehicle include:

- * Flashlight, extra batteries and maps
- * First aid kit and manual
- * White distress flag
- * Tire repair kit, booster/jumper cables, pump and flares
- * Bottled water and non-perishable foods such as granola bars

Seasonal supplies: Winter - blanket, hat, mittens, shovel, sand, tire chains, windshield scraper, fluorescent distress flag

Summer - sunscreen lotion (SPF 15 or greater), shade item (umbrella, wide brimmed hat etc.)

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Keep Cool!

Protect Your Health When It Is HOT!

Tips:

- Drink plenty of water. Avoid alcohol and caffeine.
- Turn on your air conditioner. Stay in air-conditioned space at home, or someplace cool like the mall, a library, senior center or cooling center.
- Schedule outside activities before noon or in the evening. Avoid or minimize physical exertion.
- Wear lightweight, light-colored, loose clothing.
- Wear a wide brimmed hat or use an umbrella for shade.
- Slow down...rest in the shade or a cool place every chance you get.
- If you do not have an air conditioner, use a fan. Make sure your windows are open.
- Do not eat heavy meals. Avoid cooking with your oven.
- Take a cool shower or bath.
- Do not sit in a hot car, even for a short time. Never leave a person or animal alone in a vehicle during high temperatures.
- Check on your friends and neighbors who are elderly or have medical conditions.

Older People are at Higher Risk for Problems When it is Very Hot. You are also at high risk if You:

- Have certain medical conditions.
- Take medicine for high blood pressure.
- Have mental health conditions.
- Have been drinking alcohol.
- Use IV drugs.
- Have had a previous heat-related illness.

Save Energy Costs:

- Set thermostat at 78 degrees or higher. You save 3-5 percent on your air conditioning cost for each degree you raise the thermostat.
- Replace filters often, even in the summer.
- Keep your air conditioning duct vents clean and clear. Make sure furniture or drapes are not blocking air vents or keeping cool air from circulating freely.
- Replace light bulbs with compact fluorescent bulbs (CFL's)...CFL's use about 1/4 as much electricity and last ten times longer than incandescent bulbs.
- Turn off air and open windows for cross breeze on cooler evenings.
- Keep lights off or turned down.
- Get your home weatherized.

27 Documents Everyone Should Have in Place

Healthcare Confidential

Personal and family medical history, Medicare, Medi-Cal
Durable Healthcare Power of Attorney
Living Will – Advance Care Directive
POLST – *Physician Orders for Life Sustaining Treatment*
DNR - Do-not-resuscitate

The Essentials

Last Will and Testament
Letter of Instruction
Power of Attorney Finances
Trust documents

Marriage and Divorce

Marriage license
Divorce papers (if applicable)
Military discharge papers

Life Insurance and Retirement

Life insurance policies
Individual retirement accounts
401 (k) accounts
Pension documents
Annuity contracts

Bank Accounts

List of bank accounts
List of all user names and passwords
List of safe-deposit boxes

Proof of Ownership

Housing, land and cemetery deeds
Escrow mortgage accounts
Proof of loans made and debts owed
Vehicle titles
Stock certificates, savings bonds and brokerage accounts
Partnership and corporate operating agreements
Tax returns

53 Things That You Must Do on the Most Difficult Day of Your Life

Who to notify immediately:

1. The doctors office
2. Relatives
3. Friends
4. Employer of deceased
5. Employers of relatives who will be missing work
6. Insurance Agents (life, health, etc.)
7. Organizations that you belong to

Decisions and arrangements to make immediately:

- | | |
|---|---|
| 8. Select & meet with funeral director | 16. Provide obituary to newspaper |
| 9. Select cemetery | 17. Answer calls and letters |
| 10. Select casket/vault | 18. Address and mail thank you cards |
| 11. Arrange time, place and type of service | 19. Check and sign burial permit |
| 12. Select clergy to officiate | 20. Check the will for special wishes |
| 13. Provide eulogy information | 21. Order death certificates |
| 14. Select flowers | 22. Look after house, children and pets |
| 15. Arrange music and visitation | 23. Arrange transportation |

Secure vital statistics: **all of this information is required for the death certificate issued by the Board of Health.*

- | | |
|-----------------------------|--------------------------|
| 24. Occupation and title | 29. Father's name |
| 25. Social Security number | 30. Father's birthplace |
| 26. Veteran's Serial number | 31. Mother's maiden name |
| 27. Date and place of birth | 32. Mother's birthplace |
| 28. U.S. Citizenship | 33. Religious name |

Collect documents: **all of this information is required to establish rights for insurance, pension, Social Security, etc.*

- | | |
|--|--|
| 34. Funeral certificate | 41. Insurance policies (health, life, etc.) |
| 35. Deed to burial property | 42. Banks ledgers, receipts, checks |
| 36. Will | 43. Deed(s) to property |
| 37. Legal proof of age/birth certificate | 44. Bill of sale of property (car, boat, etc.) |
| 38. Social Security card/number | 45. Income tax returns |
| 39. Marriage license | 46. Veteran's DD214 |
| 40. Citizenship papers | 47. Disability and pension claims |

Expenses to prepare for:

- | | |
|-------------------------------|--------------------------|
| 48. Funeral service/memorial | 51. Clergy |
| 49. Vessel (casket, urn, etc) | 52. Church, Temple, etc. |
| 50. Final resting place | 53. Transportation |



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Advance Health Care Directive:

An **advance health care directive**, also known as **living will**, **personal directive**, **advance directive**, or **advance decision**, is a set of written instructions that a person gives that specify what actions should be taken for their health if they are no longer able to make decisions due to illness or incapacity. The instruction appoints someone, usually called an agent, to make such decisions on their behalf. A living will is one form of advance directive, leaving instructions for treatment. Another form authorizes a specific type of power of attorney or health care proxy, where someone is appointed by the individual to make decisions on their behalf when they are incapacitated. People may also have a combination of both. People are often encouraged to complete both documents to provide comprehensive guidance regarding their care. One example of a combination document is the Five Wishes advance directive in the United States.

Durable Power of Attorney

Under the common law, a power of attorney becomes ineffective if its grantor dies or becomes "incapacitated," meaning unable to grant such a power, because of physical injury or mental illness. For example, the grantor (or principal) specifies that the power of attorney will continue to be effective even if the grantor becomes incapacitated. This type of power of attorney is called "power of attorney with durable provisions" in the United States or "enduring power of attorney" elsewhere. In effect, under a durable power of attorney, the authority of the attorney-in-fact to act and/or make decisions on behalf of the grantor continues until the grantor's death.

Health Care Power of Attorney

In some jurisdictions, a durable power of attorney can also be a "health care power of attorney", commonly called a "living will". This particular affidavit gives the attorney-in-fact the authority to make health care decisions for the grantor, up to and including terminating care and life support. The grantor under a living will can typically modify or restrict the powers of the agent to make end-of-life decisions. In many jurisdictions a health care power of attorney is also referred to as a "health care proxy" and, as such, the two terms are sometimes used interchangeably.

For more information or for a referral, please call

(760) 946-4730

Or

(888) 293-4170



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Health Care Decision Resources

California Coalition for Compassionate Care - <http://www.coalitionccc.org/> - a statewide partnership of regional and statewide organizations, state agencies, and individuals working together to promote high-quality, compassionate end-of-life care for all Californians.

The Go Wish Game - a card game for sorting out values related to end-of-life decision making, created by the Coda Alliance, a community organization in Santa Clara County, California. An easy, entertaining way to think and talk about what's important to you if you become seriously ill. Available for purchase at: www.codaalliance.org

MyDirectives.com - MyDirectives is a free web-based service that walks you through the process of creating a Universal Advance Digital Directive which can be digitally signed. The directive is encrypted and stored in their secure database, available to you and your medical treatment providers 24 /7.

The Conversation Project, an initiative begun in 2010 by noted columnist Ellen Goodman and a group of her colleagues, concerned media, clergy, and medical professionals, all dedicated to helping people talk about their wishes for end-of-life care.

Resources include the Conversation Starter Kit at: www.theconversationproject.org/

Five Wishes Advance Directive, published by Aging with Dignity. This nationally used, popular advance directive focuses on ways of talking about health care wishes and needs. Available for purchase/download from www.agingwithdignity.org.

Links to National Advance Directive Registries Your state may sponsor a registry to enable providers to have access to your advance directive 24/7. Plus, there are several national registries such as the following:

- America Living Will Registry: www.alwr.com
- U.S. Living Will Registry: www.uslwr.com
- MedicAlert Foundation: www.medicalert.org/join/advance-directives.htm
- www.MyDirectives.com: A website that enables you to digitally create an advance directive and register it in their database accessible to providers.

National Health Decisions Day - <http://www.nhdd.org>

For more information or for a referral, please call

(760) 946-4730

Or

(888) 293-4170



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Some helpful information about Living Wills

Advances in medicine and scientific techniques that sustain life may create concern for quality life issues. Today, the “right to die” and death with dignity are receiving increased attention by individuals and institutions. There are no longer any simple answers.

The decision to use “heroic methods” to sustain life and the quality of life that remains are very personal and important issues to consider with your family. It is recommended that you and your family discuss what choices you have and what resources are available should a prolonged illness face you or a loved one. Resources are available for you and your family to research possible answers to questions that arise when one is asked by medical personnel to sustain life through artificial means.

Each state has statutes that describe specific documents that are often called “Living Wills”, and medical power of attorney. The state laws also provide that you name someone to make medical decisions on your behalf if you are unable to do so yourself. This can be accomplished through the medical power of attorney. Even though there are no specific reasons to do so at this time, it is important to have these conversations should an unexpected incident arise.

For more information or for a referral, please call

(760) 946-4730

Or

(888) 293-4170



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Wills, Living Trusts and Trusts

Will:

Everyone should have a will drawn up by an attorney. Such a legal document can prevent problems for your survivors while also ensuring that your personal wishes will be carried out. The making of a will gives you a degree of immortality because you can direct decisions concerning the management of your assets after your death. In making your will, you should name an executor of your estate, someone you can trust completely to file with the court in a timely basis and carry out the provisions of your will.

To ensure your will is up-to-date, consider reviewing it each year after you complete your income tax return. If your income, assets, liabilities change, you may need to name a new beneficiary or redistribute your estate. Even if you think you don't have anything, a will can cover distribution of an unexpected inheritance or claim. With a will you can be sure that what you do have will go to someone who appreciates what it meant to you.

When there is no will, the estate is divided according to state law, in which case your possessions and assets might not be distributed as you would choose. Despite what many people believe, joint ownership of property is not complete substitute for a carefully drafted will. For this reason, it is recommended that both husband and wife have their own wills.

Living Will:

Many people who do not wish to have their life prolonged when death is imminent have prepared a living will. Some states, however, do not recognize the living will as legally valid because it does not provide protection for doctors. In some states you can authorize someone you trust and know very well to make the decision together with a doctor for you. If you have or are considering a living will or directive to physicians, have it reviewed by your doctor for legal questions and discuss it with your doctor.

Trust:

This legal device allows you to transfer property of any type to a trustee to hold, manage or distribute as you instruct in the trust. It may be established for the benefit of a third party (the beneficiary) or for your benefit. The trustee is the person you name who holds trust property, manages it and distributes it to the beneficiaries, all in accordance with the terms of the trust.

For more information or for a referral, please call

(760) 946-4730

Or

(888) 293-4170



New Research Finds Patients Do Live Longer Under Hospice Care

Hospice Patients Lived an Average 29 Days Longer Reports NHPCO

(Alexandria, Va) – A new study published in the March 2007 issue of the [*Journal of Pain and Symptom Management*](#) reports that hospice care may prolong the lives of some terminally ill patients.

Among the patient populations studied, the mean survival was *29 days longer* for hospice patients than for non-hospice patients. In other words, patients who chose hospice care lived an average of one month longer than similar patients who did not choose hospice care.

Sponsored by the National Hospice and Palliative Care Organization, the study was conducted by NHPCO researchers in collaboration with the highly regarded consulting and actuarial firm, Milliman, Inc.

Researchers selected 4,493 terminally ill patients with either congestive heart failure (CHF) or cancer of the breast, colon, lung, pancreas, or prostate. They then analyzed the difference in survival periods between those who received hospice care and those who did not. Data came from the Centers for Medicare and Medicaid Services and represented a statistically valid five percent sampling from 1998-2002.

Longer lengths of survival were found in four of the six disease categories studied. The largest difference in survival between the hospice and non-hospice cohorts was observed in CHF patients where the mean survival period jumped from 321 days to 402 days. The mean survival period also was significantly longer for the hospice patients with lung cancer (39 days) and pancreatic cancer (21 days), while marginally significant for colon cancer (33 days).

“There’s an inaccurate perception among the American public that hospice means you’ve given up,” said J. Donald Schumacher, NHPCO president and CEO. “Those of us who have worked in the field have seen firsthand how hospice can improve the quality of and indeed prolong the lives of people receiving care. Benefits of hospice have been reinforced by positive stories like that of Art Buchwald who seemed to thrive under the care of hospice.”



New Research Finds Patients *Do* Live Longer Under Hospice Care—con’t

Researchers cited several factors that may have contributed to longer life among patients who chose hospice. First, patients who are already in a weakened condition avoid the risks of over-treatment when they make the decision to receive hospice care. Second, hospice care may improve the monitoring and treatment patients receive. Additionally, hospice provides in-home care from an interdisciplinary team focused on the emotional needs, spiritual well-being, and physical health of the patient. Support and training for family caregivers is provided as well. This may increase the patient’s desire to continue living and may make them feel less of a burden to family members.

“There is a perception among some healthcare providers that symptom relief in hospice, especially the use of opioids and sedatives, could cause patients to die sooner than they would otherwise. This study provides important information to suggest that hospice is related to the longer, not shorter length of survival – by days or months – in many patients,” said Dr. Stephen Connor, NHPCO’s vice president of research and international development, and lead author of the study. “This additional time may be valuable to patients and families to give more time for resolution and closure.”

Co-author Bruce Pyenson, an actuary at Milliman in New York, added, “We believe this study helps support the growing quality movement within healthcare. For some patients, hospice care is not a choice about cure, it is a choice for the best care.”

For more information about hospice and care at the end of life, call Community Hospice of Victor Valley (888) 293.4170 or (760) 946-4730



For more information or for a referral, please call

(760) 946-4730

Or

(888) 293-4170

Ten Myths and Facts about Hospice Care

Recently, a survey was conducted among Southern California residents to determine the awareness and opinion of hospice care in our community. The survey reported that 81.8% of respondents indicated that they had heard of hospice and 80.2% of these respondents indicated they have a very positive opinion of hospice.

Most respondents knew that hospice provided services to help the dying and support the quality of life at the end of a person's life. However, the majority did not know that hospice provides bereavement support, respite care, or that most insurance programs cover hospice services. The following list of myths and facts has been developed to improve the overall understanding of hospice care.

MYTH 1

Medicare provides only six months of Hospice care, so enrollment should be delayed as long as possible.

Fact 1

Medicare law does not time-limit the Hospice benefit. Patients may enroll when their physician and the hospice medical director judge that the illness is terminal, with an estimated life-expectancy of six months or less.

MYTH 2

All Hospice care is the same.

Fact 2

Even in the same community, hospices may vary markedly, especially in the kinds of treatment patients can receive. The Community Hospice of Victor Valley team will develop an individualized plan of care which is designed to meet the needs and personal choices of our patients and their families.

MYTH 3

Patients can't receive curative treatments while in Hospice.

Fact 3

While the Medicare hospice benefit requires beneficiaries to forego curative treatments, some hospices, like Community Hospice of Victor Valley, offer special palliative care consultations to patients when they continue receiving therapies toward reversal of disease and prolongation of life.

MYTH 4

Hospice means giving up hope.

Fact 4

Hospice workers recognize the importance of hope as a powerful, ever changing force that continues throughout the time of living and process of dying. Hospice offers hope so that a secure, familiar care setting can be enjoyed. Hospice offers hope for freedom from the fears of isolation, abandonment, loneliness, loss of control and physical pain; hope that the family will be nurtured and supported, even after the death of the patient through bereavement services.

Ten Myths and Facts about Hospice Care—con't

MYTH 5

Hospice is only useful for heavy -duty pain medications.

Fact 5

Hospice care is designed to provide not only medical care but also social, psychological and spiritual support given by an interdisciplinary team that includes a nurse, social worker, chaplain, certified home health aide and other professionals and trained volunteers.

MYTH 6

While under Hospice care, you can't keep your own doctor.

Fact 6

Most Hospices establish working relationships with a wide base of referring physicians so that patients can keep their own doctors on admission to Hospice care.

MYTH 7

Hospice is only for cancer patients.

Fact 7

Hospice is available to any person with an advanced illness including end-stage heart and lung disease, Alzheimer's, end stage renal disease and AIDS.

MYTH 8

Hospice is only for the sick family member.

Fact 8

Hospice is designed to support all family members during the illness. In addition, Community Hospice of Victor Valley offers extensive bereavement support to family members of all ages after a death.

MYTH 9

Hospice is a place, so you must leave your home to receive

Fact 9

Most Hospice care is delivered in the home, though care can also be provided in residential and skilled nursing facilities.

MYTH 10

Hospice is expensive.

Fact 10

Most patients do not incur any costs for hospice services. Most insurance providers, including Medicare and Medi-Cal, cover the cost of hospice care. Community Hospice of Victor Valley also has funds for individuals with no insurance or the means to pay for hospice services.



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Tips for coping with grief

1. Talk regularly with a friend.
2. Carry or wear a linking object.
3. Create a memory book.
4. Recall your dreams.
5. Tell people what helps you and what does not.
6. Ask for a copy of the memorial service.
7. Plant something living as a memorial.
8. Spend time in your loved one's space.
9. Start a journal.
10. Purchase something soft to sleep with.
11. Write the person who died a letter.
12. Consider a support group.
13. Light a candle at mealtime.
14. Create a memory area at home.
15. Use your hands to do something repetitive like knit, crochet or wood carving.
16. Begin your day with your loved one by including him/her in what you are going to do that day.
17. Invite someone to be your telephone buddy.
18. Structure alone time...allow yourself the opportunity to go inside your memories so you can grow inside.
- 19.. Listen to music.



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Tips for coping with grief...cont.

20. Do something your loved one would enjoy.
21. Change some things.
22. Allow yourself to laugh.
23. Allow yourself to cry.
24. Create or commission a memory quilt.
25. Read how others have responded to a loved one's death. You may feel that your own grief is all you can handle. But if you'd like to look at the ways others have done it, try:

C.S. Lewis's—A Grief Observed

Lynn Caine's—Widow

John Bramblett's—When Good-Bye is Forever

Nicholas Wolterstorff's—Lament for a Son

26. Take a day off.
27. Give yourself rewards.
28. Do something to help someone else.
29. Write down your lessons.

For more information or for a referral, please call

(760) 946-4730

Or

(888) 293-4170

We provide the BEST care by the BEST Team!

Stages of Grief

It is vital to understand that each individual will have his or her own reactions that may include all or only some of these stages and may or may not be in this order.

Shock: Anesthetized against the overwhelming loss.

Denial: Not able to comprehend nor to face magnitude of event. Refusing to accept facts, sometimes to the point of fantasizing the deceased is still alive.

Emotional Release: Beginning to realize how dreadful the loss is. Manifested by crying, screaming or venting of feelings.

Depression, Loneliness and Utter Isolation: Feeling that there is “no help for me.” The depths of despair. Knowing that these are normal feelings is helpful.

Physical Symptoms of Distress: Illness with symptoms related to loss. The best help is to understand that this is common in the grief process.

Panic: Convinced that “something is wrong with me” as a person. Fear of “losing my mind.” Knowing that others feel the same helps.

Guilt Feelings: Recalling past neglect or mistreatment or wrong done to the deceased...may be imaginary or real.

Hostility: Hostile expression toward those who “caused” death are common and may or may not have a foundation. Such hostility is neither bad nor good; what we do with it can be healthy or unproductive.

Inability to Renew Normal Activities: Cannot get back to “business as usual.” Tendency to avoid people. Needs encouragement to face realities; should not be sheltered from facing tasks, etc.

Gradual Overcoming Grief: Emotional balance starts to return little by little, like a healing wound. Rate varies with individuals.

Readjustment to the New Realities: Not “old self” again, but there is a new situation. Stronger, Deeper, better person for having faced and overcome the disaster. Able to start helping others.



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Grief and Caregiver Support Groups

Bereavement Coordinator: Nancy Ziebarth-Steinwand
Business Representatives: Lisa Gonzalez—Betty Stevenson

CAREGIVER SUPPORT GROUPS

Big Bear/CarePartners of Bear Valley

Big Bear Senior Center
42651 Big Bear Blvd.
Big Bear, CA
Second and fourth Tuesday of each month at 1:00 PM

Brookdale Senior Living Inc.

11825 Apple Valley Rd
Apple Valley, CA
First Thursday of the month at 3:30 PM

GRIEF SUPPORT GROUPS

Barstow Senior Center

555 Melissa Avenue
Barstow, CA
Second and fourth Tuesday of each month at 1:30 PM

Helendale CSD

26540 Vista Road
Helendale, CA
Third Tuesday of each month at 1:30 PM

Sterling Inn

17738 Francesca Road
Victorville, CA
Every Tuesday 10:00 to 11:30 AM

Victor Valley Church of Christ

13150 Sycamore Street
Victorville, CA
Every Thursday 3:00 Pm—5:00 PM (Contact Yingling (760) 927-7282)

CHILDREN'S GRIEF GROUP

Sunset Hills

21810 Highway 18
Apple Valley, CA
Contact Jennifer Hernandez (760) 247-0155



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Grief and Caregiver Support Groups—con't

Heritage Victor Valley Medical Group

Heritage Victor Valley Medical Group Office

12370 Hesperia Rd, Suite 13

Victorville, CA 92395

First and third Wednesday of each month 11:00 AM to 12:15 PM

Sunset Hills Children's Foundation—Children's Bereavement Group

Sunrise Center

21810 HWY 18

Apple Valley, CA 92307

Second and fourth Wednesday of each month 6:00 PM to 7:30 PM

Be a Valued Volunteer



As a Volunteer for Community Hospice of Victor Valley, you can:

- *Share stories, play cards and even read to some amazing patients*
- *Make and share handcrafted items with patients*
- *Provide clerical support in the office*
- *Represent C.H.V.V. in the community at health fairs and celebrations*
- *Make cookies*
- *Make calls to families*
- *Participate in our music program*

*“The best way to **find** yourself is to **lose** yourself in the service of others”*

- Mahatma Gandhi

We make a living by what we get. We make a life by what we give.

To unleash your giving potential, please contact Adrienne Cason at:

(760) 946-8018

acason@vnasocal.org

or visit our website at www.communityhospicevv.org