

MARIN COUNTY AGING & ADULT SERVICES



Marin Living Options for Older Adults

2017-2018

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The information provided in this resource guide is current as of the printing of this publication. Listings are provided for information purposes only and the County is not responsible for any errors or omissions. The County does not endorse any non-County agency or service listed in this publication.

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Choices for Living (Choices) is a resource to help older adults and their families explore the many housing options available in Marin County. Individuals' housing needs vary greatly, and needs may change over time. The process of exploring housing options can be very confusing. We urge anyone considering a housing change to be as clear as possible about the lifestyle and location they seek, their current health and level of independence, and the financial means by which they will support their housing needs. Choices begins with information on care at home, housing assistance and independent living options, and progresses to assisted living, board and care facilities and skilled nursing facilities. Often, waiting lists are encountered when obtaining housing in Marin County; we urge you to place your name on these lists if applications are being accepted.

The Marin County Health & Human Services, Aging and Adult Services office provides the following resources for older adults and persons with disabilities.

Access all programs through the central telephone and intake line at:

457♦INFO

(415) 457- 4636

457-info@marincounty.org



Advocacy. Answers. Action.

www.LiveLongLiveWellMarin.org

Information and Assistance

(415) 457-INFO (4636)

Monday–Friday 8:30 a.m. to 5:00 p.m.

Online Community Resource Guide:

www.MarinHHS.org/resources

Adult Protective Services

Direct Line: (415) 473-2774

Open 24 hours a day, 7 days a week

Long Term Care

Ombudsman Program

ombudsman@marincounty.org

Direct Line: (415) 473-7446

Area Agency on Aging

In-Home Supportive Services

Project Independence

All County publications are available in alternative formats (Braille, Large Print, or CD), upon request. Requests for accommodations may be made by calling (415) 473-7446 (Voice), (415) 473-3232 (TTY) or by e-mail at **hhsmediateam@marincounty.org**.

MARIN COUNTY DEMOGRAPHICS

Marin County lies north of the City and County of San Francisco, across the Golden Gate Bridge. U.S. Highway 101 extends in a north-south direction through the county's urban corridor. The county covers 529 square miles and much of the land outside the 101 urban corridor is open space. The County's older adult population is increasing at a rate that surpasses the national rate. Marin residents age 60 and above total 64,037, which represents 25% of the total population. At 45 years, Marin's median age is the oldest in the Bay Area and the 14th oldest in California.



Community	Population	Median age	Population age 60 & over	% of population age 60 & over
MARIN COUNTY	254,543	45	64,037	25%
Belvedere	1,901	57	827	44%
Bolinas	1,133	52	374	33%
Corte Madera	9,326	45	2,223	24%
Dillon Beach	70	67	61	87%
Fairfax	7,503	44	1,528	20%
Greenbrae **	No Data			
Inverness	1,381	54	537	39%
Kentfield	6,554	47	1,908	29%
Lagunitas- Forest Knolls	2,010	43	343	17%
Larkspur	12,025	48	3,731	31%
Marin City	2,720	36	437	16%
Marshall **	No Data			
Mill Valley	14,046	47	3,991	28%
Nicasio	38	68	21	55%
Novato	52,704	43	12,640	24%
Olema **	No Data			
Point Reyes	927	47	282	30%
Ross	2,139	44	570	27%
San Anselmo	12,341	44	2,943	24%
San Geronimo	391	58	55	14%
San Rafael	58,162	41	13,058	22%
Sausalito	7,029	53	2421	34%
Stinson Beach	516	59	202	39%
Tiburon	9,042	49	2,812	31%
Tomales	128	59	27	21%
Woodacre	1,669	50	463	28%

Source: 2009-2013 American Community Survey 5 Year Estimates available at http://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml#none

** Unincorporated City/Communities not available via ACS. Zip code is shared with other cities; demographic data included in neighboring CDPs and cities

AGING IN PLACE

Various agencies in Marin County provide services in people's homes so that those with chronic health conditions or are recovering from illnesses get the support they need to remain living as independently as possible. This section features agencies that provide an array of services to care for individuals at home as well as community enrichment programs for older adults. Services include social and recreational activities, training, counseling, and home health services. Meal services in congregate dining settings and Brown Bag/pantry programs support the nutritional health needs of individuals while providing them with opportunities to socialize.



*Care at Home
Day Services & Activities*

Care at Home

Home care agencies offer non-medical or custodial, companion and personal care that ranges from shopping and transportation to assistance with activities of daily living. Caregivers may be companions, certified home health aides or certified nursing assistants. Home care agencies are the employer of record and cover worker's compensation and liability insurance.

Home care referral agencies place or refer caregivers who provide non-medical or custodial, companion and personal care. Caregivers may be companions, certified home health aides or certified nursing assistants. Caregivers are generally independent contractors, not agency employees.

Home care registries provide a listing of independent home care professionals. Clients hire caregivers directly from the list.

Tips When Hiring a Caregiver

- Be clear and specific up front with what you need in terms of services and hours per week
- Be open to applicants who may be from a different ethnic background than you
- Look for skills and experience but also for personality fit
- Discuss allergies/diets/medication schedule and any other special needs
- Go over what should be done in an emergency and share contact information
- Keep lines of communication open to avoid misunderstanding

Medicare-certified/licensed home health care agencies provide home health services for persons who have a medical need and physician's order for service.

In-Home Supportive Services Public Authority

☎ (415) 499-1024

Serves low-income older adults and persons with disabilities who qualify for In-Home Supportive Services by matching clients with care providers so that they remain independent and safe in their own homes. Eligibility requirements apply.

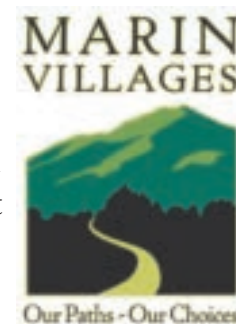


Marin Villages

☎ (415) 457-4633

www.marinvillages.org

Enables individuals to remain in their homes and maintain an active life by providing support through a variety of resources. Marin Villages is part of a nationwide movement and is an alliance of local villages established by geographic area to build community through social and educational events, delivery of volunteer assistance and individual aid in accessing vetted help and services. Local villages in Marin include Homestead, Mill Valley, Ross Valley, Tiburon, North San Rafael, and Novato.



Day Services & Activities

The agencies identified below provide care in a supervised setting during some portion of the day. Services typically include social and recreational activities, training, counseling, and home health services. Senior center activities include recreation, music, creative arts, physical activity. Respite care includes the relief of relatives or caregivers while the primary caregiver is temporarily absent. Services also include congregate meal programs and Brown Bag/pantry programs.

Whistlestop

930 Tamalpais Ave. San Rafael

☎ (415) 456-9062

www.whistlestop.org

Connects older adults and people with disabilities with a hub of essential services like transportation, meals, social activities and educational classes to enable older adults and family members to live more engaged and active lives.



Marin Adult Day Health Center

1905 Novato Blvd, Novato

☎ (415) 897-6884

Treats the supportive needs of adults 18 and older with multiple and chronic conditions in a licensed Medical certified health facility day program setting. The program includes an individualized plan of care; skilled nursing, social services and rehabilitation therapies. Also provides assistance with activities of daily living, door-to-door transportation and healthy meals. All services, including meals and transportation are included in one daily fee that is covered by Medi-Cal, VA healthcare, and some long term care insurance. Marin Adult Day Health Center offers a sliding fee scale based on income through a scholarship program.



Marin Center for Independent Living

710 Fourth St, San Rafael

☎ (415) 459-6245

www.marincil.org

Provides a free one-stop resource for seniors and people living with disabilities to maximize their independence. Services include: home care worker registry, home access modifications, home safety checks, benefits counseling, resource information and referral, independent living skills counseling, peer support groups, advocacy for individuals, drug and alcohol meetings, employment listings and housing listings.



Senior Access

70 Skyview Terrace, San Rafael

☎ (415) 491-2500

www.senioraccess.org

Offers daytime activities and an excursion club for older adults with memory loss. Organized activities include music, art, exercise, discussion groups and memory games in a safe, stimulating environment. Cost: \$105 a day. Financial assistance is available.



Corte Madera Recreation Center

498 Tamalpais Dr,
Corte Madera

☎ (415) 927-5072

Runs programs for older adults every Thursday, including bingo, a lunch club, and “Seniors in Balance” classes.

Representatives from local senior organizations are on hand the second Thursday of each month.

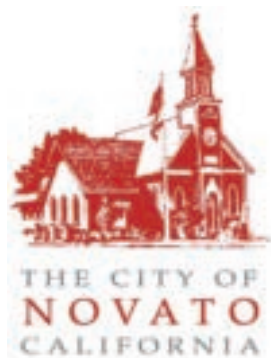


Margaret Todd Senior Center

1560 Hill Rd, Novato

☎ (415) 899-8290

Provides social, educational, fitness and enrichment programs for adults of all ages. Classes include strength training, computers, dance and art. A one-stop shop for information and referral and home to the Novato Independent Elders Program and the Novato Senior Citizens Club, a volunteer-run group specializing in social and recreational opportunities.



Mill Valley Community Center

180 Camino Alto, Mill Valley

☎ (415) 383-1370 | www.cityofmillvalley.org

Offers a seniors’ club and a variety of activities including board and card games, bingo, guest speakers, luncheons and day trips. There is also a swimming and fitness center.



San Geronimo Valley Community Center

6350 Sir Francis Drake Blvd, San Geronimo | ☎ (415) 488-8888

Presents a variety of program events and activities for people 60 years of age and over, including performing arts, visual art shows and receptions, monthly field trips, senior book club, mahjong and a Senior Peer Counseling group. There are also a variety of classes in Tai Chi, QiGong and Yoga. Senior lunch programs are available Monday and Thursday, as well as an emergency Food Pantry.



San Rafael Community Center

618 B St, San Rafael

☎ (415) 485-3333

Hosts the San Rafael Goldenaires Senior Citizen Organization, a recreational club. Classes include exercise, painting, mahjong, writing, bocce and bridge. Special events include monthly trips, weekly bingo games, dinner dances and a craft fair.



West Marin Community Services

11431 State Route One, Suite 10
Point Reyes Station 94956

☎ (415) 663-8361

Coordinates resources with community needs in West Marin. Offers emergency food pantry and senior brown bag program.



I'M
ONE
IN
FOUR

*1 in 4
people in
Marin
is over the
age of 60.*

LIVE LONG LIVE WELL 
MARIN COUNTY **AGING AND ADULT SERVICES**

We provide **advocacy, answers, and action.**

www.LiveLongLiveWellMarin.org

INDEPENDENT LIVING OPTIONS

In this section you will find independent housing options and support that will allow older adults to live long and live well in their communities. It also features programs and services that advocate for and assist with legal and tenant rights. You will also find options for temporary and transitional housing in this section.



*Housing Assistance & Support
Public & Low to Middle Income Housing
Independent Housing Options*

Housing Assistance and Support

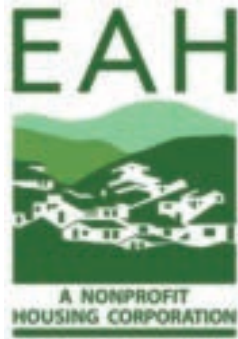
EAH Housing

2169 E. Francisco Blvd,
San Rafael

☎ (415) 258-1800

www.eahhousing.org

Develops, manages and promotes quality affordable housing for families, people with disabilities, and older adults. Assists anyone who meets local standards of low or moderate income. Manages over 400 units with subsidized rents in Marin County of which two thirds are for the elderly or disabled. Open Monday–Friday 9:00 a.m. to 5:00 p.m.



Fair Housing of Marin

1314 Lincoln Ave. Suite A
San Rafael

☎ (415) 457-5025

Provides assistance and information on discrimination in housing and mediates between landlords and tenants. Counsels individuals on fair housing laws. Open Monday–Friday 9:00 a.m. to 5:00 p.m.



Episcopal Senior Communities

930 Tamalpais Ave, San Rafael

☎ (415) 456-9062 x132

Provides free consultations on affordable senior housing. Offers shared housing referrals that links people looking for rooms to rent with seniors providing these rooms. Home owners can receive money for the room rent or an exchange for services to help them remain in their homes and “age in place.”



Homeward Bound of Marin

1385 N. Hamilton Pkwy, Novato

☎ (415) 382-3363

www.hbofm.org

Provides shelter and supportive housing services for homeless men, women and children in Marin County. Offers food, counseling, referral services and job training. Open Monday–Friday 9:00 a.m. to 5:00 p.m. Homeward Bound also operates the following centers:



Mill Street Center

190 Mill St., San Rafael

☎ (415) 457-9651

Serves as point of entry to Homeward Bound’s Adult Services Program. A 55-bed center serving single adult men and women for emergency night-to-night stays, when requested by a “call-in” at 2:30 p.m. daily, except Wednesday & Sunday. Some beds are reserved for adults that have demonstrated their ability to end their homelessness. As space becomes available, committed residents may move to the New Beginnings Center.

New Beginnings Center

1399 N. Hamilton Pkwy, Novato

☎ (415) 382-3363

An 80-bed dormitory with counseling, referral for community services, recovery support, and daily meals help residents move into long-term housing. Vocational training programs are provided on-site, including the Fresh Starts Culinary Academy, apprenticeships in janitorial and building maintenance, and landscaping and gardening.

Public & Low to Middle Income Housing

Marin Housing Authority

4020 Civic Center Dr., San Rafael

☎ (415) 491-2525



Provides a variety of housing assistance programs to low and middle-income residents of Marin. Marin Housing owns and manages low-cost rental units and provides direct rental subsidies and low-interest home improvement loans to qualifying households. Wait times vary for services.

Open Monday–Friday 8:00 a.m. to 4:30 p.m. Marin Housing Authority programs include:

Section 8 Program

☎ (415) 491-2525

A federally financed program that provides direct rental assistance in the private market for low-income families, seniors and the disabled. Once applicants receive a voucher, they pay 30% of their total household income for rent, and the subsidy covers the rest. After getting on the waiting list, applicants should expect to wait up to 5 years. Prospective tenants select their own apartment, enter into an agreement with the landlord, and secure the approval of the unit from Marin Housing.

Shelter Plus Care

☎ (415) 491-2586

This program provides rental assistance and supportive services to homeless individuals and families where the head of household has a serious mental illness. Shelter Plus Care participants lease privately-owned apartments and pay 30% of their income towards rent. Participants receive support services from caseworkers and community-based service providers in collaboration with the Marin County Community Mental Health Services.

Public Housing

Rental housing built to provide safe and affordable places for low-income families, elderly and disabled. Marin County has five housing developments for the elderly with a total of 200 units at the following locations:

Casa Nova, Novato 40 units | ☎ (415) 491-2345

Homestead Terrace, Mill Valley 28 units | ☎ (415) 491-2581

Venetia Oaks, San Rafael 36 units | ☎ (415) 446-7661

Golden Hinde, San Rafael 40 units | ☎ (415) 446-7661

Kruger Pines, Tiburon 56 units | ☎ (415) 444-6924

Independent Housing Options

Independent Living Housing complexes often have an income eligibility requirement. Residents must be 62 years or over and pay either 30% of their adjusted income for rent or an affordable housing rent established by the facility. The availability of units changes monthly.

Name	Address	City	Phone
Alto Station Apartments	290 Camino Alto Ct	Mill Valley	(415) 388-2337
Bay Vista Apartments	5 Hutchins Way #100	Novato	(415) 382-0901
Bee Street Housing	408 Bee St	Sausalito	(415) 383-1321
Belvedere Place	162 Belvedere St	San Rafael	(415) 456-6243
Bennett House	53 Taylor Drive	Fairfax	(415) 457-7318
Bradley House	101 Esperanza	Tiburon	(415) 883-1601
Casa Nova	35 Carmel Dr	Novato	(415) 491-2345
Cecilia Place Home	321 Cecilia Place	Tiburon	(415) 383-1321
Fairfax Vest Pocket	84 Park Rd	Fairfax	(415) 460-1554
Farley Place	515 San Rafael Ave	Belvedere	(415) 383-1321
Fireside Apartments	115 Shoreline	Mill Valley	(415) 331-8500
Golden Hinde	5 Golden Hinde	San Rafael	(415) 491-2345
Homestead Terrace	140 Linden Ln	Mill Valley	(415) 491-2345
Isabel Cook	35 Sunnyside Dr	San Anselmo	(415) 460-1554
Kruger Pines	47 N Knoll Rd	Mill Valley	(415) 491-2345
Mackey Terrace	626 Owens	Novato	(415) 883-1601
Maria B Freitas	456 Frietas Parkway	San Rafael	(415) 479-7581
Martinelli House	1327 Lincoln Ave	San Rafael	(415) 457-9273
Nova-Ro I	1128 Olive Ave	Novato	(415) 897-3390
Nova-Ro II	1130 7th St	Novato	(415) 897-3390

Name	Address	City	Phone
Nova-Ro III	31 Pinheiro Circle	Novato	(415) 897-3390
Parnow House	164 N San Pedro Rd	San Rafael	(415) 492-9340
Pickleweed Apts	651 Miller Ave	Mill Valley	(415) 388-6829
Point Reyes Affordable	12 Giacomini Rd	Point Reyes	(415) 663-9026
Ponderosa Estates	1001 Drake Ave	Marin City	(415) 332-8039
Redwoods	40 Camino Alto	Mill Valley	(415) 383-2741
Riviera San Rafael	445 Canal	San Rafael	(415) 453-4977
Ross Valley Housing	PO Box 2969	San Anselmo	(415) 457-5633
Rotary Manor	1821 Fifth Ave	San Rafael	(415) 459-6558
Rotary Place	414 Bee St	Sausalito	(415) 332-7900
Rotary Valley Senior	10 Jeannette Prandi	San Rafael	(415) 479-3029
San Clemente Place	33 San Clemente	Corte Madera	(415) 924-0400
San Geronimo Valley	15 Sage Lane	San Geronimo	(415) 488-4890
San Rafael Commons	302 Fourth St	San Rafael	(415) 459-4020
Sausalito Rotary	501 Olema	Sausalito	(415) 332-7900
Tam House I	34 Tamalpais	San Anselmo	(415) 457-5633
Tam House II	61 Woodland	San Anselmo	(415) 457-5633
Venetia Oaks	263 N San Pedro Rd	San Rafael	(415) 491-2345
Villas At Hamilton	410 S Palm Dr	Novato	(415) 884-2535
Village Oduduwa	2 Park Circle	Marin City	(415) 332-2100
West Marin Sr Hsg	600 A St	Point Reyes	(415) 663-9160
Warner Creek	806 Diablo	Novato	(415) 582-1460

LONG-TERM CARE FACILITIES

Long-Term Care is defined as a range of services and supports to meet the personal care needs of persons with limited functioning or have disabilities. Long-term care facilities are entities that provide rehabilitative, restorative, and/or ongoing skilled nursing care to patients and residents in need of assistance in performing the activities essential to daily functioning. Long-term care facilities in Marin County include assisted living, board and care homes, continuing care retirement communities, and skilled-nursing or convalescent homes. The following section explains the differences between these facilities and lists what is available in the county.



Residential Care Facilities for the Elderly
Resident Rights in a Residential Care Facility
Continuing Care Retirement Communities
Skilled Nursing Facilities
Skilled Nursing Facility Evaluation Checklist
Resident Rights in a Skilled Nursing Facility
What to Look for in a Skilled Nursing Facility

Residential Care Facilities for the Elderly

*Residential Care Facilities for the Elderly (RCFE), also known as “assisted living” or “board and care” homes range from small individually-owned and operated six-bed facilities to large multi-hundred unit complexes. Both provide room, meals, housekeeping, and personal care services. They are licensed by the state Department of Social Services’ Community Care Licensing. There may be an initial entrance fee. Monthly fees range from \$3000 to \$7000. Medi-Cal does **not** pay for residential care. Facilities are presented in this guide in alphabetical order and a summary of these facilities by town is listed below. Monthly costs are rated in this guide as follows:*

\$	under \$3,000	\$\$	\$3,001–\$5,000
\$\$\$	\$5,001–\$7,000	\$\$\$	Over \$7000

Bolinas

Sam’s House

Corte Madera

Aegis

A Loving Touch

Kentfield

Windchime

Mill Valley

Marin Terrace

The Redwoods

Novato

Anton Pointe

Atria Tamalpais Creek

Creekwood

Sundance Villa

Wildflowers I & II

Young at Heart

Point Reyes Station

Stockstill House

Tomales

Sam’s House North

San Anselmo

Bello Gardens

San Rafael

A Loving Touch

Alma Via

Ambassador

Bretano House I, II, III

Comforting Hands

Daniel Rest Home

Drake Terrace

Golden Home

Harmony House

L’Chaim House I, II

Long Life Living I, II, III

Lucas Valley Lodge

Nazareth House

Rose’s

Saint Michaels

Schon Hyme

Shalom House

Sunrise

Terra Linda Christian



A Loving Touch

310 Golden Hinde Passage, Corte Madera

6 beds | \$\$ | ☎(415) 472-2679

45 Meriam Drive San Rafael

6 beds | \$\$ | ☎(415) 472-2679

Provides 24/7 care, monthly fee is all inclusive. Assists with all activities of daily living. Services include activities, entertainment, outings. Medication management and transportation to and from medical appointments. Ambulatory and non-ambulatory residents accepted. Facility has dementia and hospice waivers.



Aegis of Corte Madera

5555 Paradise Drive, Corte Madera

118 Units | \$\$\$ | ☎(415) 927-4200

www.aegisofcortemadera.com

A community with 83 assisted living apartments and 35 in Memory Care. Provides independent living, assisted living, transitional memory care, as well as two dedicated memory care neighborhoods. Rent includes three meals, licensed nurses, care team, transportation, housekeeping and laundry services. Programs include daily exercise, multiple weekly outings, and shopping trips.



Alma Via of San Rafael

515 Northgate Drive, San Rafael

137 units | \$\$\$ | ☎(415) 491-1900

www.almaviaofsanrafael.org

Five levels of care including 24-hour assisted living and assistance with activities of daily living, 115 assisted living rentals, and 22 Alzheimer's/dementia care apartments. Serves 3 meals a day, weekly housekeeping and laundry, beauty salon, 24-hour staff, and transportation to doctor appointments, places of worship, and shops. Activities include arts, bridge, trips, films, and exercise.



Ambassador

665 Las Colindas Road, San Rafael

5 units | \$\$ | ☎(415) 491-1361

ambassadorsenior@yahoo.com

Ambassador accepts wheelchair, cane, walker, incontinent, and memory-impaired residents. Healing touch massage provided. Activities of daily living assistance and oral medication assistance. Skilled CNA on site.



Atria Tamalpais Creek

853 Tamalpais Avenue, Novato
116 units | \$\$\$ | ☎ (415) 892-0944

www.atriatamalpaiscreek.com

Offers activities, events, and amenities including a fitness center, outdoor garden, salon, and spa. Pet-friendly and provides scheduled transportation to local doctors and errands. Offers Life Guidance Memory Care for older adults living with Alzheimer's and dementia.



The Anton Pointe

1470 South Novato Boulevard, Novato
9 beds | \$\$ | ☎ (415) 897-1055

www.theantonpointe.com

Located in a residential setting, this home offers individual and companion suites. Mildly confused and incontinent patients are accepted. Assistance provided in dressing and oral medications. Local transportation, exercise, and activities program provided. Computer access available.



Bello Gardens Assisted Living

46 Mariposa Avenue, San Anselmo
25 units | \$\$ | ☎ (415) 453-3494

www.bellogardens.com

Located near the historic downtown San Anselmo. Offers a variety of daily activities including exercise, arts and crafts, bingo, and therapy pet visits. Private tours are available Monday through Friday and weekends by appointment.



Bretano House I, II, III

655, 675, 679 Rosal Way, San Rafael
6 beds per home (18 total) | \$\$\$ | ☎ (415) 461-6136

www.bretanohouse.com

Offers help with bathing, dressing, medications, transportation, and special needs. Residents with cognitive issues and incontinence are accepted. Provides outings, exercise program, and entertainment. Bretano's three home communities supports extended social opportunities.



Comforting Hands

73 Golden Hinde Boulevard, San Rafael

6 beds | ☎ (415) 479-1900

www.comfortinghandsforever.com

Assistance with activities of daily care, medication management, and incontinence care. Provides daily activities and companionship. Transportation is provided to medical and other appointments. Offers dementia and hospice care.



Creekwood Senior Home

830 Tamalpais Avenue, Novato

62 beds | \$\$\$ | ☎ (415) 897-2661

www.creekwoodseniorhome.com

Residents may use walker, cane or wheelchair. Accepts individuals with incontinence and mild dementia. Three meals and two snacks provided daily. Assistance given with all daily living activities, including bathing, grooming, medication management and continence care. Daily activity program. Pets accepted upon approval. Respite care starts at \$225/day. Move-in fee is \$500.



Daniel Rest Home

28 Roosevelt Avenue, San Rafael

6 beds | ☎ (415) 479-5522

Residents may use cane, walker or wheelchair. Mildly confused and incontinent patients are accepted. Assistance provided with bathing, grooming, oral medication and transportation.



Drake Terrace

275 Los Ranchitos Road, San Rafael

123 units | \$\$ - \$\$\$ | ☎ (415) 491-1935

www.lifeatdraketerrace.com

Offers independent, assisted living, and memory care in a choice of studios, one- and two-bedroom apartments, all with private baths and balconies. Provides meals, weekly housekeeping and personal laundry. Transportation available seven days a week. Provides personalized care plan if needed. Offers a variety of activities to enhance physical and mental well-being.



Golden Home

1234 Las Gallinas, San Rafael
28 beds | \$\$ | ☎ (415) 297-4342

Evaluates care needs and develops a care plan that fits individual needs, including a schedule of daily assisted living tasks for caregivers. Regular monitoring of care plan to determine appropriate assistance. Family members are kept informed about changing needs.



Harmony House

233 West End Avenue, San Rafael
46 beds | ☎ (415) 258-1560

Provides a program specific for individuals with Alzheimer's and related dementias. Offers assistance with bathing, dressing, grooming, meals, medications, and transportation. This is a 24-hour secure facility. Respite care is available. No pets.



L'Chaim House I & II

463 Nova Albion Way, San Rafael | 6 units | \$\$\$
777 Montecillo Road, San Rafael | 6 units | \$\$\$
☎ (415) 435-1395

www.Lchaimhouse.com

Provides meals and snacks, 24-hour supervision and care, and assistance with all activities of daily living. Residents participate in lunch, movies, theater, and community outings. Activities include exercise, music, games and current events. Transportation and escort to doctor and dental appointments is included.



Long Life Living

36 Mt. Foraker Drive ♦ 15 Pikes Peak Drive ♦ 67 Vallejo Way
San Rafael
18 beds in 3 locations | \$\$\$ | ☎ (415) 479-4890

Provides 24-hour assisted living for older adults 55 and over. Offers personalized care, private rooms, and assistance with all care needs, including dementia care.



Lucas Valley Lodge

70 Mt. Tenaya Drive, San Rafael
6 beds | \$\$\$ | ☎ (415) 377-4888

www.lucasvalleylodge.com

Residents have private and semi-private rooms. Provides assistance with activities of daily living, medication management, hospice care, incontinence care, activities, laundry, and housekeeping services. Transportation for medical appointments, trained caregivers, and call bell system in all rooms.



Marin Terrace

297 Miller Avenue, Mill Valley
49 beds | \$\$\$ | ☎ (415) 388-9526

www.marin-terrace.com

Provides assistance with activities of daily living, reporting of any changes in physical and mental conditions, laundry, housekeeping, and medical management. Meals provided 3 times a day with snacks in between and on request. Assistance to/from meal services is available. Bed checks are conducted every two hours, and resident and responsible party coordination is offered.



Nazareth House

245 Nova Albion Way, San Rafael
125 beds | \$\$ | ☎ (415) 479-8282

www.nazarethhousesr.com

Rooms include studios and 1 bedroom suites. Bocce court, gift shop, and salon on the premises. Provides 24-hour licensed nurse, 3 meals daily in the dining room, activity program, transportation, housekeeping, and laundry. The Care Center provides 24 hour care at a flat monthly rate, and personal care is provided for an additional fee. Daily mass in the chapel. All faiths are welcome.



The Redwoods

40 Camino Alto, Mill Valley
134 units | \$\$ | ☎ (415) 383-2741

www.theredwoods.org

Offers 4 levels of care—independent, residential, assisted, and skilled nursing—on a monthly rental basis. Provides transportation, housekeeping, beauty shop, communal gardens, laundry areas, 3 meals daily, and a full service staff and over 100 activities weekly. A non-sectarian, not for profit organization.



Rose's Quality Care Home

1 Roosevelt Avenue, San Rafael

8 beds | \$\$ | ☎ (415) 479-9638

Provides assistance with activities of daily living, such as bathing, grooming, and dressing. Offers laundry, housekeeping, meals, and medication management services. Residents may use a cane or walker. Mildly confused or incontinent residents are accepted.



Saint Michael's

416 Fourth Street, San Rafael

42 beds | ☎ (415) 453-4600

Evaluates care needs of residents and develops care plans that includes a schedule of daily assisted living tasks provided by caregivers. The care plan is monitored regularly to determine appropriate levels of assistance needed by the resident. Family members are kept informed about changing needs.



Sam's House

38 Wharf Road, Bolinas

6 beds | ☎ (415) 868-2866

www.samshousemarin.com

Offers private rooms, some with private bathrooms. Provides nutrition management and an adaptive activity program for residents. Mentally and physically challenged older adults are welcome.



Sam's House North

39 Carrie Street, Tomales

6 beds | ☎ 707-878-2283

www.samshousemarin.com

Offers nutrition management and an adaptive activity program for residents. Mentally and physically challenged older adults are welcome.



Schon Hyme

25 Villa Avenue, San Rafael

12 beds | \$\$ | ☎ (415) 524-8058

A 12-bed facility for ambulatory and non-ambulatory residents located near a park, hospital, and the Dominican University. Provides assistance with Activities of Daily Living. Hospice and dementia waiver are in place.



Shalom House

566 Wakerobin Lane, San Rafael

5 beds | \$\$ | ☎ (415) 491-0604

Provides care of elderly Jewish persons living with Alzheimer's Disease with a high ratio of caregivers to resident. Offers a comprehensive recreation program. The facility has a dementia and hospice waiver and provides family support.



Stockstill House

12051 State Route 1, Point Reyes Station

8 units | \$\$\$ | ☎ (415) 663-0722

www.wmss.org

Provides assistance with bathing, incontinence, transfers, medications, and transportation to medical appointments. Onsite dental hygiene and podiatry care. Offers activities and outings, exercise, and friendly visits. Monthly teas open to the community. Hospice and dementia waivers in place. Accepts residents with mild dementia. Secured perimeter with walking path. RN on call.



Sundance Villa

1414 Cambridge Street, Novato

5 beds | \$\$ | ☎ (415) 892-7641

Provides personal services, including 24/7 care, assistance with Activities of Daily Living, hygiene, grooming, and medication management. Offers transportation to doctors appointment, day trips, and dinner out. Provides 3 meals and two snacks daily, exercise program, and gardening projects. Accessible by cane, walker or wheel chair. Mildly confused and incontinent patients accepted.



Sunrise of San Rafael

11 Merrydale Road, San Rafael
54 units | \$\$\$ | ☎ (415) 472-6530

www.sunriseseniorliving.com

An assisted living and memory care community with 54 studio/one-bedroom apartments. Short-term respite stays and coordination of hospice care services are available. Activity programs include exercise, music, and group outings. Provides 24-hour care staff, laundry, housekeeping, security, and 3 meals daily.



Terra Linda Christian

598 Kernberry ♦ 344 Devon ♦ 631 Bamboo Terrace, San Rafael
6 beds each location for total of 18 beds | ☎ (415) 499-0614

Residents may use a cane or walker. Mildly confused and some incontinent residents are accepted. Provides assistance with oral medications, bathing, grooming, and medical transportation. Offers exercise and activities programs for residents.



Wildflowers I & II

256 Sunset Parkway, Novato ♦ 119 Montego Key, Novato
6 beds each | \$\$ | ☎ (415) 883-2345

Licensed for ambulatory and non-ambulatory residents providing 24-hour care and supervision for older adults who are no longer able to live safely at home. Provides assistance with personal care, including incontinence, medications, meals, and laundry.



Windchime of Marin

1111 Sir Francis Drake Boulevard, Kentfield
55 beds | ☎ (415) 482-4100

www.windchimeofmarin.com

Offers programs specific to memory care, including Alzheimer's Disease. Two units with 18 rooms on each floor for residents with mild to advanced memory impairment. Care includes grooming, medication management, supportive dining, and activities. Provides assistance for all activities of daily living. Transportation for medical and social outings. Respite care from 3-30 days available.



Young at Heart I & II

37 Mendocino Lane, Novato | 6 beds | \$\$\$ | ☎ (415) 209-6185

652 Olive Avenue, Novato | 6 beds | \$\$\$ | ☎ (415) 892-9536

Accepts walker or cane, mildly confused, and those with incontinence. Provides assistance with Activities of Daily Living, grooming, dressing, and medication management. Offers activities, meals, hygiene care, daily exercise. Hospice care is available.

Resident Rights in a Residential Care Facility

At admission, a list of resident rights must be given to the resident and a signed copy placed in the resident's records. Resident rights include but are not limited to the following:

- ✓ To be treated with dignity in resident's relationship with staff, residents and others.
- ✓ To have safe, healthful and comfortable accommodations, furnishings.
- ✓ To be free from corporal or unusual punishment, humiliation, intimidation, mental abuse or other actions of a punitive nature.
- ✓ To be informed of the law and procedures to register confidential complaints, including contact information for complaint of licensing agency.
- ✓ Freedom to attend religious services or activities and have visits from their spiritual advisor.
- ✓ Freedom to leave or depart the facility at any time and not be locked in part of facility or facility at large during the day or night.
- ✓ Freedom to visit facility prior to admittance.
- ✓ To have family/responsible party regularly informed of resident's care, services & evaluations.
- ✓ To have visitors, including ombudsman and advocacy representatives, visit privately without prior notice during reasonable hours.
- ✓ To wear their own clothes, keep personal possessions and spend own money.
- ✓ To have reasonable access to telephones, to make and receive confidential calls.
- ✓ To send and receive unopened correspondence in a prompt manner.
- ✓ To receive or reject medical care or services.
- ✓ To be assisted in exercising the right to vote.
- ✓ To move from the facility.

More information can be found in the RCFE Regulation Reference Guide at:

<http://rcfe.lsnc.net/resident-rights/>

Continuing Care Retirement Communities

A Continuing Care Retirement Community (CCRC) is a setting that offers independent living through assisted living and nursing home care, all in one place. Generally, a CCRC will expect an older adult to move in when they are still healthy enough to live independently. As residents age and their needs change they can get a greater level of care without having to uproot. They can also stay within the community and receive short-term nursing care if needed due to an illness, then move back to independent or assisted living once they recover. Complaints not resolved by the facility may be referred to the Marin County Long-Term Care Ombudsman Program at (415) 473-7446.



Aldersly

326 Mission Ave, San Rafael

20 Skilled nursing beds | 122 assisted living units

☎ (415) 453-5686 | (415) 453-7425

www.aldersly.com

Offers independent living units, assisted living and nursing home care. Residents are given preferential access to the SNF, which provides 6 days a week of rehabilitation, all skilled services and a full activity program with high ratio of staff to residents. The RCFE offers 3 meals a day, housekeeping, maintenance, security, van transportation, and a full activity program.



The Tamalpais

501 Via Casitas, Greenbrae

341 residences | 52 skilled nursing beds

☎ (415) 461-2300

www.thetam.org

Offers wellness and health care services. Entrance and monthly fee cover most physician services, hospitalization costs, and future assisted living and skilled nursing care. Amenities include an indoor swimming pool and spa, fitness studio, library, and gardens. Includes 3 meals daily or a flexible meal plan. Housekeeping, utilities, maintenance, and transportation. Small pets welcome.



Villa Marin

100 Thorndale Drive, San Rafael

31 skilled nursing | 28 personal care

☎ (415) 492-2408

www.villa-marin.com

The assisted living component is available for those who need help with bathing, dressing, medication management, short term recovery. Long-term care is offered to residents who own a condo in the Villa Marin complex. The SNF component is staffed 24 hours a day, and a physician is always on call.

Skilled Nursing Facilities

*Skilled Nursing Facilities (SNF), also referred to as convalescent hospitals or nursing homes, are licensed by the California Department of Public Health, Licensing and Certification Division. These facilities provide 24-hour custodial or maintenance care for chronically ill individuals, who are medically dependent. Skilled nursing is a benefit covered by Medi-Cal. However, not all nursing homes accept Medi-Cal. **Nursing Home Compare** is a website that contains quality of care information on every Medicare and Medicaid-certified SNF in the country, including those in Marin. Go to www.medicare.gov/nursinghomecompare to access this site.*



Kindred Nursing & Transitional Care

1220 S Eliseo Drive, Greenbrae
60 beds | ☎ (415) 461-9700

www.kindredsouthmarin.com

Offers an array of services, including restorative therapy, short-term rehabilitation, and family support. Resident and family councils meet regularly to ensure that residents' needs are being met. Medical specialists, nurses, nutritionists, therapists, dietitians and social workers work to establish a comprehensive treatment plan.



Kindred North-Transitional Care & Rehabilitation-Smith Ranch

1550 Silveira Parkway, San Rafael
80 beds | ☎ (415) 499-1000

www.smithranchctr.com

Works with a rehabilitation population only for short-term stay. Physical therapy, occupational therapy, and speech therapy are provided.



Marin Convalescent & Rehabilitation Hospital

30 Hacienda Drive, Tiburon
56 beds | ☎ (415) 435-4554

www.marinconvalescent.com

A private pay facility located in the Tiburon hills that accepts long-term care insurance. Offers physical therapy, along with speech and occupational therapy. Provides a variety of activities for residents.



Northgate Post Acute Care Center

40 Professional Center Parkway, San Rafael
52 beds | ☎ (415) 479-1230

www.postacutecareca.com

Offers continuous nursing, medical, and other health and social services on a 24-hours basis, under physician-directed care and RN supervision. Serves patients not in an acute phase of illness or requiring services in a hospital. Works with those who require primary, restorative, or skilled-nursing services on an inpatient or custodial care basis. Accepts Medi-Cal.



Novato Health Care Center

1564 Hill Road, Novato
181 beds | ☎ (415) 897-6161

www.novatohealthcare.com

Specializes in rehabilitation after a hospital stay, as well as palliative and long-term care. A team of physicians monitor residents' medical condition. Most insurance plans are accepted. Accepts Medi-Cal.



Pine Ridge

45 Professional Center Parkway, San Rafael
101 beds | ☎ (415) 479-3610

www.marinerhealthcare.com

Provides 24-hour care ranging from short-term rehabilitation therapy to long-term restorative nursing care. Accepts Medi-Cal.



Professional Post Acute

81 Professional Center Parkway, San Rafael
99 beds | ☎ (415) 479-5161

Specializes in wound and tracheostomy care. Physical, occupational, speech therapy, and intravenous medications are provided. Medicare, Medi-Cal, Blue Cross, Aetna and United Insurance are accepted.



Rafael Convalescent Hospital

239 N. San Pedro Road, San Rafael

168 beds | ☎ (415) 479-3450

www.therafael.net

Offers round-the-clock long-term custodial and short-term skilled nursing care. Services include rehabilitative and respite care. Provides physical, occupational, and speech therapy programs. A range of room options, a full service kitchen, and activity department are offered. Accepts Medi-Cal.



The Redwoods

40 Camino Alto, Mill Valley

58 beds | ☎ (415) 383-2741

www.theredwoods.org

Provides long-term care, rehabilitation, and respite care. Focuses on individualized care and provides an extensive activities program to residents. Accepts Medi-Cal.



San Rafael Healthcare and Wellness Center

1601 5th Ave San Rafael CA

54 beds | ☎ (415) 456-7170

www.rafaelhc.com

San Rafael Healthcare and Wellness specializes in aggressive wound care management and rehabilitation services. The latest technology and equipment is offered to ensure the successful functional outcome. Physical, occupational and speech therapy, 24 hour RN and LVN, and diverse social activities are offered. Visitors are welcome every day. SRHWC accepts Medi-Cal.



Skilled-Nursing Facility Evaluation Checklist

General Atmosphere

- ✓ Is the facility clean and relatively free of odors?
- ✓ Is the facility maintained at a comfortable temperature for patients?
- ✓ Are halls reasonably uncluttered?
- ✓ Are the Administrator and Director of Nursing visible in the patient care areas?
- ✓ Is there a noticeable attitude of caring expressed toward the patients by the staff?
- ✓ Do the patients communicate with each other?
- ✓ Are visitors welcome?

Quality of Care

- ✓ Does the patient or his/her family participate in developing the patients care plan?
- ✓ Do the patients look well taken care of? Are they dressed for the season and time of day?
- ✓ Do patients who need assistance with eating receive it?
- ✓ Does staff respond quickly to patient calls for assistance?
- ✓ Is water readily available and are patients offered assistance in drinking water on a regular basis?

Patient's Rights

- ✓ Are patients treated with dignity and respect?
- ✓ Are call bells within the patient's reach?
- ✓ Is an effort made to provide for roommate compatibility?
- ✓ Is there a program to restrict the use of physical restraints?
- ✓ Is privacy assured when the patients receive care?

Staff

- ✓ Is the relationship between staff and residents warm, polite and respectful?
- ✓ Do staff wear name tags?
- ✓ Does the facility offer training and continuing education programs for all staff?
- ✓ Does the same team of nurses and Certified Nursing Assistants (CNA's) work with the same resident on an on-going basis?
- ✓ Is there a full-time social worker on staff?

Dietary

- ✓ Are fresh fruit and vegetables used in season?
- ✓ Are personal food likes and dislikes considered in meal planning?
- ✓ Is a menu posted, and is it adhered to?
- ✓ Are meals hot and attractively served?

Activity Program

- ✓ Is the calendar posted for the current month?
- ✓ Do activities take place as scheduled?
- ✓ Are there a variety of activities and do they seem to meet the patient's needs?
- ✓ Is there an activity plan for every patient, including room-bound and disoriented patients?

Resident Rights in a Skilled Nursing Facility

As a nursing home resident, you may exercise the following rights:

Visits Privacy Confidentiality

- ✓ Visits with family and friends.
- ✓ Contact and meet with agency representatives or individuals who provide health, legal, social or other services.
- ✓ Privacy during your visits or meetings, in making telephone calls, and with your mail.
- ✓ Privacy in your room and during bathing, medical treatment, and personal care.
- ✓ Keep your personal and health records confidential.

Quality of life in a Nursing Home

- ✓ Choose and participate in activities which you like and which are part of your plan of care.
- ✓ Participate in social, religious, and community activities.
- ✓ Register and vote in local, state and national elections.
- ✓ Voice complaints or grievances without fear or retaliation. The nursing home must give you information about how to file a complaint with the facility, the Ombudsman, and with the Department of Health Services' Licensing and Certification Office.
- ✓ Organize and participate in resident groups, and your family has the right to organize and participate in family groups in the nursing home.

Living Accommodations and Care

- ✓ Express preferences with respect to your room and roommate and be advised before any changes are made.
- ✓ A safe, clean and comfortable home-like environment.
- ✓ Receive care in a manner which promotes and enhances your quality of life. This includes food of the quantity and quality to meet your needs and preferences.
- ✓ Services necessary to attain or maintain your highest practicable level of functioning.

Protect Your Money and Possessions

- ✓ Manage your own financial affairs, or you may have the nursing home manage your personal money in accordance with specific requirements, which include periodic accounting records.
- ✓ Reasonable security of clothing and personal property. The nursing home must have a program to reduce theft and loss and maintain an inventory of your clothing and other personal property.

Medical Care and Treatment

- ✓ Participate in designing your own plan of care/treatment.
- ✓ Choose your personal doctor.
- ✓ Refuse any plan of care, treatment or procedure.
- ✓ Make advance directives for treatment such as power of attorney for health care or other instructions about health care decisions.

Freedom from Restraint and Abuse

- ✓ Refuse any bonds which limit your mobility or drugs that affect your mind, except in emergency situations. Any use of such restraints must be used to treat medical symptoms and not for the purpose of discipline or staff convenience.
- ✓ Be free from verbal, physical, sexual, and mental abuse; corporal punishment, neglect; and involuntary seclusion.

Transfer and Discharge Rights

- ✓ Be notified in writing before your transfer or discharge from the nursing home.
- ✓ Appeal any transfer or discharge decision to the Licensing and Certification Office.
- ✓ Return to the nursing home after a short-term transfer to a hospital or after a therapeutic leave from the facility. (The nursing home must explain to you their policy about bed holds and your rights to return to the facility.)

The brochure “Your Rights As A Resident in A Nursing Home” can be found at:

www.cdph.ca.gov/healthinfo/pages/nursinghomepatient.aspx

What to Look For in a Skilled Nursing Facility

General Atmosphere

- ✓ Is the facility warm and hospitable?
- ✓ Do the residents interact with one another?
- ✓ Do the residents appear interested and involved?

Physical considerations

- ✓ Is the location convenient for the resident, family and friends?
- ✓ Are the exits clearly marked?
- ✓ Is the furniture in good repair?
- ✓ Is the facility generally clean?
- ✓ Does the room temperature seem comfortable?
- ✓ Is the facility free of unpleasant odors?
- ✓ Does the facility have an emergency plan?

Food Services

- ✓ Are kitchen and dining areas clean and comfortable?
- ✓ Are the menus posted for review?
- ✓ Do they seem nutritious and well balanced?
- ✓ Are dietary requirements accommodated?
- ✓ Are there healthy snacks available between meals?

Bedrooms and Bathrooms

- ✓ Is there easy access to beds?
- ✓ Is there adequate lighting and storage?
- ✓ Is the bathroom clean and accessible?
- ✓ Are there enough bathrooms?
- ✓ May the resident decorate their own room?

Social/Activity Rooms

- ✓ Is there enough room available for the residents to gather?
- ✓ Visit with family?
- ✓ Is the telephone available where private calls can be made?

Services/Activities

- ✓ Will the facility provide or help to arrange for transportation to medical services?
- ✓ Will arrangements be made for a resident to worship as he/she pleases?
- ✓ Are there group and individual activities provided inside the home?
- ✓ Are there outside trips for those who choose to go?
- ✓ Are the Ombudsman and Residents' Rights posters prominently displayed?

Staff

- ✓ Can staff speak and understand the residents' language?
- ✓ Is the staff courteous to the residents?
- ✓ Does the staff appear to have an understanding of the resident's limitations?
- ✓ Is the staff trained in CPR and First Aid?

Financial Business/Admissions

- ✓ What services are covered by the basic fee?
- ✓ If there is a prolonged hospital or nursing home stay, how long will the room be held?
- ✓ Does the administrator handle resident's personal money? Is he/she bonded?
- ✓ What are the house rules? Is smoking or alcohol allowed, what are the staff schedules, visiting hours?
- ✓ Has the facility made provisions for safe guarding the resident's personal property and valuables?

Medical and Safety Considerations

- ✓ Are fire extinguishers and smoke alarms visible?
- ✓ Are rooms and hallways well lit?
- ✓ Are medications stored in a locked environment?

MARIN COUNTY AGING AND ADULT SERVICES Commission on Aging



We are here for you.

The Marin County Commission on Aging is a 23 member council educating and advocating on behalf of Marin's older adults. We work closely with Marin County Aging and Adult Services and advise the Marin County Board of Supervisors on how we can all live long and live well in Marin.

Commissioners are appointed by either the Board of Supervisors or the 11 incorporated Cities and Towns in Marin. In addition, Marin County's representatives of the California Senior Legislature (CSL) also serve as ex-officio members.



Advocacy. Answers. Action.
www.LiveLongLiveWellMarin.org



Educating & Advocating

I'M
ONE
IN
FOUR



1 IN 4
PEOPLE IN MARIN
IS OVER THE AGE OF
SIXTY



We provide
advocacy,
answers,
and **action.**

LIVE **LONG** LIVE **WELL** 
MARIN COUNTY **AGING AND ADULT SERVICES**

www.LiveLongLiveWellMarin.org

RESOURCES & ADVOCACY

Protecting the health, wellbeing, and safety of Marin residents is very important. This section provides an array of services to protect Marin residents and their loved ones from abuse and neglect. You will also find useful websites and tools to become a more informed consumer and be connected to the wealth of resources Marin has to offer.



*Adult Protective Services
Long-Term Care Ombudsman
Community Care Licensing
Useful Websites*

ADVOCATING FOR RESIDENTS

Whether living in the community independently or residing in a facility, advocacy groups at both the local and state-level are available to ensure the safety, security, and well-being of Marin residents. Described below are the various agencies that can work with residents, families and other caregivers, and responsible parties to protect older adults and persons with disabilities living in our community.

Adult Protective Services

Adult Protective Services (APS) is a social services program serving older persons age 65 and over and dependent adults with disabilities in the community who are in need of assistance because of abuse, neglect, self-neglect or financial exploitation. APS is charged with receiving and responding to reports of maltreatment and working closely with clients and a wide variety of allied professionals to maximize clients' safety and independence. Contact the Marin County Adult Protective Services at (415) 473-2774 if you or someone you know is at risk and needs assistance.

The Long-Term Care Ombudsman Program

The California State Long-Term Care Ombudsman Program is authorized by the federal Older Americans Act. The primary responsibility of the program is to investigate and endeavor to resolve complaints made by, or on behalf of, individual residents in long-term care facilities. These facilities include nursing homes (SNFs) and residential care facilities for the elderly (RCFEs).

The goal is to advocate for the rights of all residents of long-term care facilities. The advocacy role takes two forms: 1) to receive and resolve individuals complaints and issues, and 2) to pursue resident advocacy in the long-term care system, its laws, policies, regulations and administration through public education and consensus building.

Residents can file a complaint directly with the Marin County Long-Term Care Ombudsman Program at (415) 473-7446 or by calling the State CRISISline at 1(800) 231-4024. The CRISISline is available 24 hours a day, 7 days of week to take calls and refer complaints from residents.

Ombudsman services are **free and confidential**. Contact the Marin LTC Ombudsman Program for the following services:

- ✓ Questions about quality of care
- ✓ Questions or concerns about financial abuse
- ✓ Suspected physical, mental or emotional abuse of residents
- ✓ Witnessing services for Advance Health Care Directives (SNFs)
- ✓ Requesting an Ombudsman to attend a resident care plan meeting
- ✓ Requesting an Ombudsman to attend a resident or family council meeting

Community Care Licensing

The Department of Social Services has developed a new website with information about **Residential Care Facilities for the Elderly (RCFE's)** throughout California. The facility search website provides the public with data regarding facilities licensed by Community Care Licensing (CCL). It contains five years of information including complaint investigations completed, details about citations and visits and inspections made by CCL, and a map that identifies the location of the facility. The website is: <http://cald.ca.gov>.

The information is intended to help individuals and families learn more about a facility they might be considering. It is important not to rely on this information alone to make a decision. Always visit facilities in person to ensure that it meets your, your friend, or family member's needs. You may find the Resident Rights in a Residential Care Facility Checklist on page 28 to be of help. Also, check with the local Long-Term Care Ombudsman Office at (415) 473-7446 for a free consultation about long-term care facility options in Marin County.

If you have a problem with the facility that is not resolved with the owner/manager, contact **Community Care Licensing** at 10 Golf Course Drive, Rohnert Park, CA 94928 or call (707) 588-5026. You may also email complaints to: LetUsNo@dss.ca.gov.



Mom and daughter share a ride in Mill Valley



Enjoying a bike ride through Larkspur

USEFUL WEBSITES

The following are some of the most frequently requested resources. There are many additional services, so please call (415) 457-INFO (4636) or visit www.marinhhs.org/resources

AARP	www.aarp.org
American Cancer Society	www.cancer.org
CA Attorney General	www.ag.ca.gov
CA Advocates for Nursing Home Reform	www.canhr.org
CA Department of Aging	www.aging.ca.gov
CA Dept of Health Services	www.dhs.ca.gov
CA Hospital Compare	www.CalHospitalCompare.org
Community Resource Guide	www.marinhhs.org/resources/
Diabetes Association	www.diabetes.org
Elder Abuse Hotline	www.ElderAbuseCenter.org
Get Ready Marin	www.ReadyMarin.org
Heart Association	www.AmericanHeart.org
HICAP	www.SeniorAdvocacysServices.org
Hospice	www.HospiceByTheBay.org
Love Is the Answer (LITA)	www.lita.org
Marin Center for Independent Living	www.marincil.org
Marin County Long Term Care Ombudsman	www.marinhhs.org/long-term-care-ombudsman-program
Marin Villages	www.MarinVillages.org
Medicare	www.Medicare.gov
Medicaid	www.cms.hhs.gov
Office of State LTC Ombudsman	www.aging.ca.gov/Programs/LTCOP/
Social Security Administration	www.ssa.gov
Whistlestop	www.Whistlestop.org

MARIN COUNTY AGING AND ADULT SERVICES

Information & Assistance

457 • INFO

(415) 457- 4636



A resource specialist is standing by
Monday -Friday, 8:30am-5:00pm.

You can also e-mail us at
457-info@marincounty.org

“I use this phone number almost every day as well as the website! I’m thinking of having both tattoo’d to my left wrist... that’s how much I love this phone number as a resource!”

-Christine Shaw
Equal Employment Specialist

“When I reached out, I got an immediate response; they gave me resources to help my mom. I got a follow up call and an email. There was so much effort, people were so kind. The experience was very positive and rewarding.”

-Adriana Brown
San Rafael resident

Community Resource Guide

Marin’s online search tool for information, services, and resources.



Care



Health



Education



Legal



Emergency



Food



Housing



Money



Transit

www.MarinHHS.org/Resources



Advocacy. Answers. Action.
www.LiveLongLiveWellMarin.org



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Enjoying a game of Mahjong in Sausalito





*Marin County Aging and Adult Services
10 N San Pedro Road, San Rafael CA 94903
(415) 457-INFO (4636)
www.LiveLongLiveWellMarin.org
To request a copy e-mail 457-info@marincounty.org*

