

HELPLINES (as of 4/2021)

To always have access to information and assistance, including services and supports for older adults, consider some of these helpline options. In urgent situations we often draw upon our friends, family, neighbors, hired companions, or even emergency personnel through 911. Sometimes there is a need for different resources to locate assistance; other options may be found through available helpline services, including these listed. The Community Resource Center for Aging can also be called upon for non-emergency issues at 818.949.4033 to discuss solutions that best suit your situation.

Name of Service	Description	Contact
211 Los Angeles County	A 24/7 hub of information including health and social services information for community members and organizations alike.	Telephone: 211 Website: 211LA: Home
AARP Community Connections	Friendly voice service connecting isolated seniors to trained volunteers who provide companionship and support through telephone calls. Created in response to Covid-19 pandemic. Not necessary to be a member to participate in this service.	Telephone: 888.281.0145 Website: AARP Friendly Voice

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Adult Protective Services	Provides access 24/7 to request investigation of older and disabled adults suspected of experiencing abuse, neglect, and/or exploitation. This includes persons that may be self-neglecting their needs as well.	Telephone: 877.477.3646 Website: Adult Protective Services
COVID-19 General Information Line	Covid-19 information line provided by the state of California. Hours: 8am-8pm Mon thru Fri, 8am-5pm weekends.	Telephone: 833.422.4255 Website: COVID-19 Hotline - Coronavirus COVID-19 Response
Friendship Hotline	Provides 24/7 emotional support, crisis intervention, well-being check-ins, elder abuse reporting, and related matters for people aged 60 years and older. Call or complete an online form. There is a ten-minute cap on conversations, not including the time taken to obtain relevant information. However, callers can schedule weekly, brief “check-in” calls.	Telephone 800.971.0016 Website: Senior Intervention Hotline for Crisis Support Services IOA Friendship Line
GoldenTALK Chat or Crisis Line I Did Something Good Today Foundation		Telephone: (888) 604-6533

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		<p>Website: https://www.ididsomethinggoodtoday.org/goldentalk/</p>
<p>Long-Term Care Ombudsman</p>	<p>Provides 24/7 assistance to residents of long-term care facilities with concerns related to services/care, safety, residents' rights/dignity, and inappropriate use of chemical or physical restraints.</p>	<p>Telephone: 800.510.2020 or 800.334.9473.</p> <p>After-hours crisis line: 800.231.4024</p> <p>Website: Long Term Care Ombudsman Program (LTCOP) - WDACS</p>
<p>Motion Picture & Television Fund Daily Call Sheet</p>	<p>Members of the entertainment community can access this volunteer-driven telephone social connectivity program.</p>	<p>Telephone 818.876.1190</p> <p>Website: Stay Healthy & Stay Well</p>
<p>NAPCA Community Resource Helpline for Older Adults and Caregivers National Asian Pacific Center on Aging</p>	<p>Access information regarding the COVID-19 virus, guided meditations, Medicare information and assistance, and the opportunity to talk with a live operator 8:30am-1:00pm.</p> <p>English: 1-800-336-2722</p>	<p>Website: https://www.napca.org/helpline/</p>

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	<p>普通话 / Mandarin: 1-800-683-7427 日本語 / Japanese: 1-800-398-1117 Tiếng Việt / Vietnamese: 1-800-582-4336 廣東話 / Cantonese: 1-800- 582-4218 한국어 / Korean: 1-800-582-4259 Tagalog / Filipino: 1-800-593-8087 Español / Spanish: 1-800-948-3844</p>	
<p>National Suicide Prevention Lifeline</p>	<p>Free confidential support 24/7 for people in distress. Services include prevention and crisis resources, referrals to local treatment facilities, and support groups.</p>	<p>Telephone 800.273.8255</p> <p>Website: National Suicide Prevention Lifeline</p>
<p>Senior Caring Caller Program Amy Tate</p>	<p>The Glendale Police Department has a program where a Community Service Officer or GPD Volunteer contacts the most vulnerable senior residents in Glendale.</p>	<p>Call: 818.548.3775</p> <p>Email: GPDCIB@Glendaleca.gov</p>

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Substance Abuse and Mental Health Services Administration (SAMHSA) Helpline	Free and confidential information 24/7/365, including treatment referrals, in English and Spanish for individuals and families facing mental and/or substance use disorders.	Telephone 800.662.HELP or 800.662.4357(4357)
Workforce Development Aging & Community Services Area Agency on Aging (AAA) Information and Assistance	Provides information on a range of services and assistance for older adults and those who care for them.	Telephone: 800.510.2020 or 888.202.4248 Website: Aging and Older Adults - Los Angeles County WDACS