



Publication of the Marin County Stroke Resource Directory is a collaboration between MarinLink and MarinHealth Medical Center.

Additional copies are available through MarinHealth Medical Center. Call 1-415-925-7420 to request a copy.

To view the most up-to-date version of the Marin County Stroke Resource Directory, visit www.marinhealth.org/stroke

A project of the Eleventh Edition 2017



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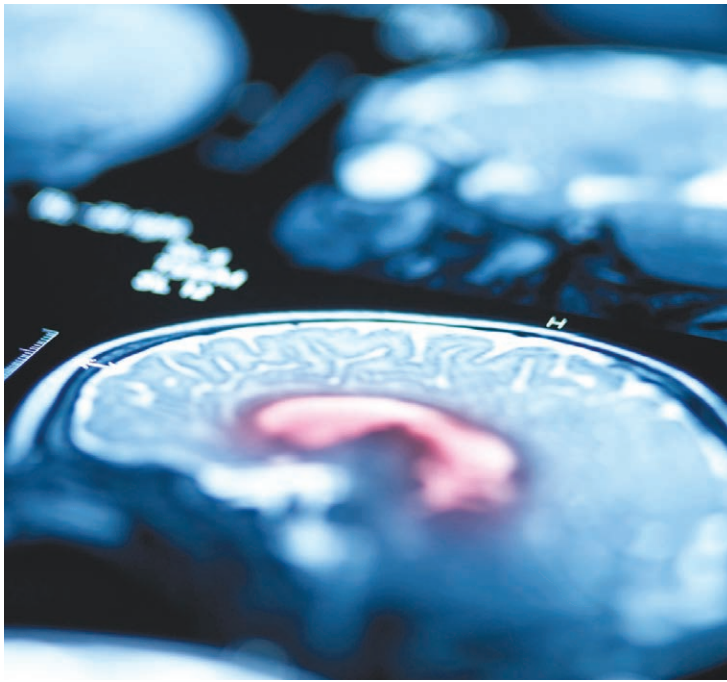
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For Everyone Touched by Stroke



MARIN COUNTY
STROKE RESOURCE DIRECTORY



Acknowledgments

The original Marin County Stroke Resource Directory was published in 1988 and we gratefully continue to build upon the excellent work of those involved. The collaborative effort included Dottie Breiner, Maureen Green, Carol Howard-Wooton, Suzy Coxhead, Nancy Boyce of MarinLink, and Susan Jensen.

Thank you to John Panagotacos, MD, J. Richard Medius, MD, and Deborah Doherty, MD, for providing the medical perspective. We are also indebted to John Pamplin, who volunteered countless hours and substantial funds in establishing this “go-to” site for stroke resource information.

In recent years, the book has been updated with the guidance of editor-in-chief Nancy Boyce and the technical assistance and perseverance of editor and MarinLink volunteer Deborah Learner. We are also grateful for the cooperation and input of our many resource providers throughout Marin County and beyond.

The current edition has been compiled by MarinHealth Medical Center with the assistance of Nancy Boyce.

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Introduction

A STROKE IN THE FAMILY AFFECTS EVERYONE IN THE FAMILY, NOT JUST THE STROKE SURVIVOR.

The purpose of this booklet is to make it easier for all those touched by stroke to find the various support services now available and helpful for successful recovery. We strongly encourage you to seek out and use these community services. We understand that asking for help—even needing it—may be new for you, but adapting to and coping with such a catastrophe usually demands more than can be done alone.

Almost all of the resources included in this booklet have their own websites, and we encourage you to visit them, since they contain extensive information about the services they provide.

The information and resources listed here are not intended to be an endorsement, nor are the listings all-inclusive. This directory includes information that has proved useful to stroke survivors and their families. While we have tried to check all resources as thoroughly as possible, we apologize in advance for any errors or omissions.

We hope that this Resource Directory will help you avoid the frustration of not knowing where to turn in your time of need, and that you will remember that there is life after stroke, for both the survivor and the survivor's family.

*“Disability is the one minority
that anyone can join at any time.”*

– Daniel Barnes, Marin Center
for Independent Living

When Stroke Happens: An Overview

What Is a Stroke?

A stroke occurs when the blood supply to a part of the brain is reduced or cut off. As a result, the brain cells, called neurons, in that part of the brain cannot function. When this happens, the part of the body controlled by these neurons cannot function normally. The results of a stroke may be weakness, loss of sensation or feeling, paralysis on one side of the body, and difficulty with vision, walking, speaking, and understanding. Strokes, or “brain attacks,” are very individual; rarely are two alike, even though the causes may be similar.

What Causes a Stroke?

There are three major medical causes of stroke:

Thrombotic Stroke: A clot or thrombus forms inside an artery in the brain or neck. It may be related to atherosclerosis or abnormal thickening of inner arterial walls.

Embolic Stroke: A wandering blood clot. It may result from heart damage or be a small piece of a larger clot in the neck. Blood carries the clot to the brain where it blocks a small artery.

Cerebral Hemorrhage: A blood vessel in the brain bursts, flooding surrounding tissue with blood. It may be related to high blood pressure and atherosclerosis. It may be caused by a head injury, a bursting aneurysm, or long-standing high blood pressure.

For more complete information, see *Strokes: A Guide for the Family*, an American Heart Association pamphlet.

What Are the Typical Results of a Stroke?

The site and extent of the stroke determine the results or deficits for each person. In general, the brain is divided into right and left hemispheres. The brain stem and cerebellum are at the base. You may see or experience some of the following:

Right Hemisphere Injury: Left-side paralysis (hemiplegia or hemiparesis); excessive talking; short attention span; impulsive, quick behavioral style; memory problems; spatial-perceptual problems

Left Hemisphere Injury: Right-side paralysis (hemiplegia or hemiparesis); speech and language deficits (aphasia); slow, cautious behavioral style; memory deficits

Brain Stem: Coma or low-level consciousness; unstable vital signs; nausea and vomiting; impaired swallowing; bilateral paralysis

Cerebellum: Coordination and balance problems (ataxia); dizziness, nausea and vomiting; abnormal reflexes of head and trunk

For more complete information, see these pamphlets by the American Heart Association: *How Stroke Affects Behavior*, *Caring for a Person with Aphasia*, and *The One-Handed Way*.

What Happens During Hospitalization?

The diagnosis of stroke is made through a variety of procedures: angiogram, CT and MRI scan, EKG, and echocardiograms, (see Glossary for definitions of these and other terms). Appropriate treatment and medication may be administered, and surgery is sometimes needed.

How Long Will Rehabilitation Take?

While some recovery of function is spontaneous during the first six months following a “brain attack,” most experts now agree that major recovery occurs in the first 18 months. Some research suggests that recovery can continue beyond this mark. Successful recovery depends on the extent of brain damage, the survivor’s attitude, the cooperation of family and friends, and the skill of the rehabilitation team.

The rehabilitation team may consist of a number of specialists: psychiatrist, neurologist, neuropsychologist, occupational therapist (OT), physical therapist (PT), speech-language pathologist (SLP or ST), case manager, and recreational therapist (RT). In addition, your regular doctor, sometimes referred to as a PCP or primary care provider, may coordinate overall care. (Refer to the Glossary at the end of this directory for further information about these specialists.)

How Do I Know the Extent of Brain Damage?

Multidisciplinary evaluations by a rehabilitation team will help determine the extent of neurological injury and help plan strategies for recovery. Physical therapy (PT), occupational therapy (OT), speech-language and swallowing therapy (ST), and neuropsychological assessments will help you understand specific strengths and limitations in the areas of mobility, self-care, speech, language, cognition, behavior, and mood. An initial or baseline evaluation can be useful in setting realistic goals and tracking progress over time. Reevaluation may be appropriate as recovery progresses over a number of years.

How Do I Arrange for an Assessment?

Most stroke survivors go through an initial period of rehabilitation following discharge from the acute care hospital, either in an acute care rehab hospital, a skilled nursing facility with an active rehab team, a home health agency, or an outpatient clinic. Multidisciplinary evaluation and family training in post-stroke issues are generally part of this rehabilitation. If you require an evaluation, your primary physician can generally make a referral, either to a specific practitioner or to a rehabilitation team. Going through your primary physician for a referral also maximizes the possibility that the cost of the evaluation will be covered by insurance.

What Is a Neuropsychological Evaluation?

A neuropsychologist is a licensed clinical psychologist with special expertise in brain function. Neuropsychological assessment can provide more in-depth evaluation of a variety of cognitive skills such as memory (verbal and visual), sequencing, and reasoning (both verbal and visual-spatial). Neuropsychological assessment also looks at the behavioral, emotional, and social consequences of brain injury. This in-depth look at verbal and nonverbal thinking skills can be of particular value in setting realistic goals and assessing employment potential if one is considering returning to work. Neuropsychological assessment may not routinely be a part of a multidisciplinary evaluation, but most rehabilitation facilities have staff neuropsychologists or can recommend one. Your primary physician may also be able to make a referral. The California Employment Development Department (Department of Vocational Rehabilitation) may provide some neuropsychological assessment at no cost if the stroke survivor is a client.

What Affects the Survivor's Attitude?

This is complex. Some of the factors include life stage, gender, previous medical history, pre-stroke personality and attitude, and the quality of family and social relationships. Altered brain function may initially result in frequent tearfulness or laughter that is not always appropriate to the situation. Family members who understand the origin of any changed behavior will be able to learn how best to respond in order to maintain the stroke survivor's motivation. The survivor has sustained numerous losses—mobility, income, speech, thinking ability, independent functioning, and social role—in a very short time. The sense of who one is in the world and the sense one has made of the world may no longer hold true. The experience of being a patient may be frustrating or frightening for someone used to managing his or her own life. At this time of crisis, an essential aspect of the self may clearly reveal itself. Whatever comes forward must be met with interest, curiosity, and care to convey the belief that a whole person still exists amidst all the wounds.

What Helps Families Cooperate?

Initially, the primary caregiver will be the person most involved in making the necessary medical decisions. Clear, honest communication between family members is usually helpful. Hospital social workers may be able to facilitate communication between family members or between family and medical staff if there are areas of conflict. The rehabilitation team should include and educate family members about progress made and discharge planning.

What Are Some Common Problems Families and Caregivers Encounter?

Typically, during the acute phase, family and friends rally. The primary caregiver is often completely focused on the patient, forgetting about himself or herself. The caregiver needs as much support and acknowledgment as the stroke survivor. The transition from hospital to home may be an especially difficult time for everyone. Anxiety, depression, and social isolation are common. Colleagues, friends, and even some family often stop calling or visiting in the months to come because of their own discomfort. Caregivers may need to establish new support networks to maintain their own mental, physical, and spiritual well-being. Even if it feels uncomfortable, caregivers should be willing to ask for and accept help from family and friends.

What May Help Communication?

Communication will be a challenge for families if speech and language processing are affected by the stroke. The person who has had a stroke may have difficulty speaking, or use inaccurate or inappropriate words to communicate, without being aware that he or she is doing so. It is important to be as patient and honest as possible. If the caregiver doesn't understand what is being said, it is important to let the person know. Look for alternative ways for the stroke survivor to express himself or herself, such as pointing or gesturing. Try to ask questions that permit a yes/no or headshake answer. The caregiver may also want to encourage the person to speak more slowly, or take a deep breath to reduce stress and frustration.

What Supports Mobilization?

Motivation is essential for mobilization. The more the stroke survivor is involved in deciding important goals in collaboration with the rehab team, the more likely he or she is to be motivated to persist in the hard work of recovery. Support groups offer members praise, encouragement, and understanding, and often reinforce behavioral change. They also provide new social connections during a period that is often lonely.

Are There Predictable Stages of Recovery?

Everyone touched by stroke is grieving the loss of the pre-stroke person, while the survivor is simultaneously regaining function and rebuilding a sense of self. Recovery involves both letting go of the old identity and constructing a new one, which may include some diminished capacities.

- **SHOCK** is the first stage of recovery, and may be accompanied by numbness, fear, and helplessness.
- **DENIAL** is the second stage. Refusal to face the effects of the stroke may protect the survivor and the family from feeling overwhelmed and provide time for adjustment to new realities.
- **ANGER/DEPRESSION**, both of which are typical responses to loss, may be complicated by damage to the brain. If anger and/or depression persist, clinical intervention and even antidepressant medication may be beneficial. Participation in a stroke support group may also help.
- **MOBILIZATION**, the fourth stage, brings an interest in setting and accomplishing goals.
- **COPING** is the final stage. This involves adaptation to a life with new limitations, priorities, and interests.



What Can I Hope For?

Unfortunately, 25 percent of stroke patients do not survive the first year, and many who do survive are unable to return to work. A small percentage of stroke survivors, particularly those who are young (one-third of all stroke survivors are under age 65), may fully recover. Even with some degree of disability, many survivors do resume active and meaningful lives. Resilience, resources, and newly discovered skills may enable survivors and families to adapt and meet the challenge of multiple losses and changed expectations, to recreate meaning and purpose in their lives.

Recovery requires persistent hard work.

Will It Happen Again?

This is a major concern because the risk of stroke for someone who has already had one is much greater than for someone who has not. Therefore, it is important for the stroke survivor, family members, and friends to recognize the symptoms of stroke and transient ischemic attack (TIA).

What Are the Symptoms of Stroke and Transient Ischemic Attack?

If the symptoms come and go, or fade rapidly (in minutes to hours), then a transient ischemic attack (TIA) may have occurred. Both stroke and TIA may begin with these symptoms:

- Sudden weakness or numbness of the face, arm, and/or leg
- Sudden double vision, loss of vision, or blurred vision in one or both eyes
- Sudden, severe headache
- Trouble speaking or understanding
- Sudden difficulty swallowing
- Unexplained dizziness, unsteadiness, or sudden falls—especially along with any of the above

A Quick Test for a Stroke – BE FAST

- B**alance Does the person have a sudden loss of balance?
- E**ye Has the person lost vision in one or both eyes?
- F**ace Ask the person to smile. Look for facial droop or a lopsided grin.
- A**rm Have the person close his or her eyes and hold both arms out with palms facing up. Look to see if one arm drifts down, or if he or she experiences weakness, tingling, or inability to move an arm or leg
- S**peech Check to see if the person is slurring words, speaking nonsense, or not able to talk at all.
- T**ime Note the time the symptoms started or the last time the person was noted to be well. Time lost is brain lost.

REMEMBER: TIME IS BRAIN!

What Should You Do?

CALL 911 IMMEDIATELY. DO NOT IGNORE THE SYMPTOMS.

New medications available may minimize the damage from a stroke or even reverse all the symptoms.

“It is part of the cure to wish to be cured.”

–Seneca (3 B.C. – A.D. 65)

What Can You Do to Reduce the Risk of Stroke?

- Maintain a regular schedule of medical check-ups—especially if you are diabetic or have heart disease, abnormal heart rhythms, or hypertension.
- Monitor your blood pressure, eat a healthy diet, maintain the proper weight, exercise, and—if necessary—take medication.
- Stop smoking—your risk of stroke from smoking can be eliminated in one year.
- Monitor blood or urine glucose and acetone levels if you are diabetic.
- Get frequent medical monitoring if you take oral contraceptives or smoke.
- Regular aerobic exercise, such as walking and swimming, maintains a healthy cardiovascular system; consistency and enjoyment are important aspects of any exercise program.
- Learn and practice stress-reduction techniques.
- Monitor blood cholesterol and lipids; learn about nutrition and your health; and modify your diet as recommended by your physician or nutritionist.
- Learn about your body, what it likes and what creates feelings of well-being, such as music, dance, and fresh air.

There is a range of treatment options and long-term care choices for stroke survivors and their families.

Acute Care: This is the early hospitalization stage where medical needs are primary. Initial rehabilitation may begin at this time

Inpatient Rehabilitation: In either an acute care rehabilitation hospital or a skilled nursing facility, the stroke survivor receives early and relatively intensive therapy. An acute rehabilitation facility is specifically licensed and provides more physician management than a post-acute rehabilitation or skilled nursing facility, which may also provide inpatient rehabilitation.

Home Healthcare: Licensed home health agencies provide skilled nursing care and rehabilitation in the home. (See Home Healthcare listings online under “Nurses” and “Nurse Registries.”)

Outpatient Rehabilitation: Rehabilitation therapy is provided by licensed professionals, such as speech therapists, occupational therapists, and physical therapists. (See the Rehabilitation section in this directory.)

Skilled Nursing Facilities (SNF): Skilled nursing facilities or convalescent hospitals provide custodial care for stroke survivors who require assistance and supervision in their daily activities. Inpatient rehabilitation may also be available in a SNF. (See the Rehabilitation section in this directory and listings online under “Nursing Homes.”)

“The healing system is the way the body mobilizes all its resources to combat disease. The belief system is often the activator of the healing system.”

– Norman Cousins

[Healthcare: Levels of Care \(continued\)](#)

Residential Care: Many different facilities offer a range of group living situations and some custodial care for stroke survivors. (See listings online under “Retirement Homes” and “Rest Homes.”)

Adult Day Health Services: These centers provide maintenance therapies, activities, and custodial care.

Home Care: Private agencies provide contract home health aide and attendant care for in-home custodial care needs. (See the Home Healthcare section in this directory.)

Community: Programs such as the Schurig Center for Brain Injury Recovery provide direct services and information on continued rehabilitation and maintenance options.

The agencies listed below provide a wide range of services for the elderly and disabled, including medical information and community services. They can be considered a “one-stop shop.” These leading agencies are a good place to initiate a quest for information and services.

2-1-1 / United Way of the Bay Area

Direct person-to-person assistance 211
 Can't dial 2-1-1? 1-800-273-6222
 United Way Bay Area office 1-415-808-4300
www.211bayarea.org

2-1-1 is a free, confidential, 24-hour, multilingual, person-to person help line for anyone in need. The database of more than 4,500 health and human service agencies throughout the Bay Area is also offered online.

California Department of Aging 1-800-510-2020
 Senior Information Line
www.aging.ca.gov

Family Caregiver Alliance 1-415-434-3388
 235 Montgomery Street, Suite 950
 San Francisco, CA 94104
www.caregiver.org

Jewish Family and Children's Services 1-415-507-0564
 600 Fifth Avenue
 San Rafael, CA 94901
www.jfcs.org

Margaret Todd Senior Center 1-415-899-8290
 1560 Hill Road
 Novato, CA 94947
www.cityofnovato.org/index.aspx?page=560

Marin Center for Independent Living 1-415-459-6245
 710 Fourth Street
 San Rafael, CA 94901
www.marincil.org

Multiservice Resources (continued)

Marin County Department of Health and Human Services Information & Referral..... 1-415-457-4636
20 North San Pedro Road, Suite 2028
San Rafael, CA 94903
www.co.marin.ca.us/depts/hh/main/index.cfm

Marin County Department of Health and Human Services Network of Care..... 1-415-457-4636
www.marin.networkofcare.org
San Rafael, CA 94903

Their extensive online database provides resources and information on a wide range of services for the elderly and disabled persons.

MarinHealth Health Line..... 1-888-996-9644
www.mymarinhealth.org

Health Line advisors can help you locate a physician and provide information regarding screenings and other programs.

Schurig Center for Brain Injury Recovery..... 1-415-461-6771
1132 Magnolia Avenue
Larkspur, CA 94939
www.schurigcenter.org

West Marin Senior Services 1-415-663-8148
P.O. Box 791
Point Reyes Station, CA 94956
www.wmss.org

Whistlestop – Information and Referral Office..... 1-415-456-9062
930 Tamalpais Avenue
San Rafael, CA 94901
www.whistlestop.org

Rehabilitation Services

The goal of medical rehabilitation is to assist the stroke survivor to improve in day-to-day functional activities, including mobility, self-care, communication, and socialization. Returning to community activities and routines outside the home are also goals. Hospitals typically have physical therapy, occupational therapy, and speech language pathology services. These services may be available to inpatients and outpatients with a physician's prescription and authorization by the insurance company.

ACUTE REHABILITATION HOSPITALS

California Pacific Regional Rehabilitation and Neuroscience Center – Davies Campus 1-415-261-8050
Castro & Duboce Streets
San Francisco, CA 94114
www.cpmc.org/services/rehab/index.html

Kaiser Foundation Rehabilitation Center 1-707-651-2311
975 Sereno Drive
Vallejo, CA 94589
www.kaiserpermanente.org

Referrals to the rehabilitation center are made through a Kaiser physician or clinician.

Kentfield Rehabilitation and Specialty Hospital 1-415-456-9680
1125 Sir Francis Drake Boulevard
Kentfield, CA 94904
www.kentfieldrehab.com

Providing long-term acute care.

*“Healing is what we bring to the situation,
curing is what is done to us.”*

– Rachel Naomi Remen, MD

Acute Rehabilitation Hospitals (continued)

Saint Francis Memorial Hospital 1-415-353-6000
900 Hyde Street
San Francisco, CA 94109
www.saintfrancismemorial.org/medical_services/195231

Santa Rosa Memorial Hospital 1-707-525-5300
Acute Rehabilitation Unit
1165 Montgomery Drive
Santa Rosa, CA 95405
www.stjosephhealth.org

St. Mary's Medical Center 1-415-668-1000
450 Stanyan Street
San Francisco, CA 94117
www.stmarysmedicalcenter.org/medical_services/198741

SKILLED NURSING FACILITY/POST-ACUTE REHABILITATION

See online listings under "Nursing Homes" in Marin and Sonoma Counties.

In Marin

Fifth Avenue Health Care Center 1-415-456-7170
1601 Fifth Avenue
San Rafael, CA 94901

Kindred Transitional Care and Rehab – Larkspur 1-415-461-9700
1220 South Eliseo Drive
Greenbrae, CA 94904
www.greenbraecarectr.com

Kindred Transitional Care and Rehab – Smith Ranch 1-415-499-1000
1550 Silveira Parkway
San Rafael, CA 94903
www.smithranchcarectr.com

Marin Convalescent and Rehabilitation Hospital 1-415-435-4554
30 Hacienda Drive
Tiburon, CA 94920
www.marinconvalescent.com

Northgate Care Center 1-415-479-1230
40 Professional Center Parkway
San Rafael, CA 94903
www.postacutecareca.com/san-rafaelg

Novato Healthcare Center 1-415-897-6161
1565 Hill Road
Novato, CA 94947

Pine Ridge Care Center 1-415-479-3610
45 Professional Center Parkway
San Rafael, CA 94903

Professional Post-Acute Center 1-415-479-5161
1601 Fifth Avenue
San Rafael, CA 94901

The Rafael 1-415-479-3450
234 North San Pedro Road
San Rafael, CA 94903
www.therafael.net

In Sonoma

Calistoga Gardens Nursing Center 1-707-942-6253
1715 Washington Street
Calistoga, CA 94515

Petaluma Health & Rehabilitation 1-707-763-6887
300 Douglas Street
Petaluma, CA 94952
www.petalumahealthand rehab.com

Petaluma Post-Acute Rehabilitation 1-707-765-3030
1115 B Street
Petaluma, CA 94952
www.petalumapostacute.com

Sonoma Healthcare 1-707-938-8406
1250 Broadway
Sonoma, CA 95476
www.sonomahealthcare.com

OUTPATIENT REHABILITATION

Aphasia Center of California 1-510-336-0112

3996 Lyman Road
Oakland, CA 94602
www.aphasiacenter.org

**California Pacific Medical Center
Outpatient Rehabilitation Services** 1-415-600-2700

1550 Silveira Parkway
San Rafael, CA 94903
www.smithranchcarectr.com

Hearing & Speech 1-415-925-7220

250 Bon Air Road
Greenbrae, CA 94904

Integrative Wellness Center 1-415-925-7620

1350 South Eliseo Drive, Suite 140
Greenbrae, CA 94904
www.mymarinhealth.org/wellness

**Kentfield Rehabilitation & Specialty
Hospital Outpatient Center** 1-415-456-9680

1125 Sir Francis Drake Boulevard
Kentfield, CA 94904
www.kentfieldrehab.com

Kindred Transitional Care and Rehab – Smith Ranch 1-415-499-1000

1550 Silveira Parkway
San Rafael, CA 94903
www.smithranchcarectr.com

**MarinHealth Medical Center –
Outpatient Services, Physical Therapy** 1-415-925-7299

1350 South Eliseo Drive, Suite 250
Greenbrae, CA 94904
www.mymarinhealth.org

**Santa Rosa Memorial Hospital –
Neurological Rehabilitation Outpatient Clinic** 1-707-525-5388

1165 Montgomery Drive, East Wing, 1st Floor
Santa Rosa, CA 95405
www.stjosephhealth.org/our-services/rehabilitation/neuro-rehab-clinic.aspx

**Santa Rosa Memorial Hospital – Outpatient Orthopedic,
Physical, and Occupational Therapy** 1-707-542-4704

1170 Montgomery Drive
Santa Rosa, CA 95405
www.stjosephhealth.org/our-services/rehabilitation/orthopedictherapy.aspx

See online listings for additional resources under “Physical Therapists,”
“Speech and Language Pathologists” and “Occupational Therapists.”

HOME HEALTHCARE

Professional services in the home are provided by a licensed healthcare professional (occupational or physical therapist, speech pathologist, registered nurse, licensed vocational nurse, licensed medical social worker, or certified home health aide). A referral and a prescription from a physician are required. Professional services in the home, when medically necessary, are sometimes covered by Medicare, Medi-Cal, or private insurance. Also see listings in your local Yellow Pages under “Nurses” and “Nurse Registries.”

**Marin County Department of Health & Human Services,
Division of Aging and Adult Services** 1-415-457-4636

For information about local home healthcare organizations you can request a copy of the Marin Home Care Collective brochure by calling the Marin County Department of H&HS, Division of Aging and Adult Services.
www.MarinHCC.org

IN-HOME SUPPORT SERVICES

For non-medical services in the home, such as housekeeping, assistance in bathing, eating, dressing, meal preparation, supervision, and companionship, some nursing services also employ health aides. These services are termed “custodial” and are seldom covered by insurance and must be paid for privately.

The Marin County Department of Health and Human Services, Division of Aging and Adult Services, offers a brochure entitled Marin Home Care Collective, listing private in-home support service providers.

Family Caregiver Alliance 1-415-434-3388

235 Montgomery Street, Suite 950
San Francisco, CA 94104
www.caregiver.org

Providing respite care and in-home support personnel.

In-Home Supportive Services – Public Authority of Marin (IHSS) 1-415-499-1024

10 North San Pedro Road, Suite 1016
San Rafael, CA 94903
www.pamarin.org

Press 100 for Reception

Marin Center for Independent Living 1-415-459-6245

710 Fourth Street
San Rafael, CA 94901
www.marincil.org

Attendant referral, housing access modification, benefits counselors,
job developer, legal advocate, housing counselor.

Seniors At Home – A Program of Jewish Family and Children’s Services 1-415-507-0564

600 Fifth Avenue
San Rafael, CA 94901
www.seniorsathome.org

West Marin Senior Services 1-415-663-8148

P.O. Box 791
Point Reyes Station, CA 94956
www.wmss.org

Providing support services for persons age 60 and older in West Marin and the San Geronimo Valley.

ADULT DAY HEALTH SERVICES

Lifelong Marin Adult Day Health Center 1-415-897-6884

1905 Novato Boulevard
Novato, CA 94947
www.lifelongmedical.org/locations/our-locations/adult-dayhealth-center.html

Novato Independent Elders Program Margaret Todd Senior Center 1-415-899-8296

1560 Hill Road
Novato, CA 94947
www.ci.novato.ca.us/Index.aspx?page=562

NIEP offers numerous wellness programs and outreach services.

Schurig Center for Brain Injury Recovery 1-415-461-6771

1132 Magnolia Avenue
Larkspur, CA 94939
www.schurigcenter.org

Offering an array of services, including a therapeutic day program for people living with a brain injury.

Senior Access 1-415-491-2500, ext. 13

70 Skyview Terrace, Building B
San Rafael, CA 94903
www.senioraccess.org

Senior Access operates Adult Day Health Centers in San Rafael and Point Reyes. They offer structured day programs for older adults with physical and mental impairments.

Additional Resources and Services

CASE MANAGEMENT SERVICES

Private, public, and not-for-profit case management services offer consultation with family members, caregivers, and individuals about care and resources needed. A home visit will assess the client's needs. Ongoing care is provided.

Family Caregiver Alliance 1-415-434-3388
785 Market Street, Suite 750
San Francisco, CA 94103
www.caregiver.org

Schurig Center for Brain Injury Recovery 1-415-461-6771
1132 Magnolia Avenue
Larkspur, CA 94939
www.schurigcenter.org

Offering a no-fee resource referral assistance program for people living with brain injury, their caregivers, and professionals in the community.

Seniors At Home – A Program of Jewish Family and Children's Services 1-415-449-3700
600 Fifth Avenue
San Rafael, CA 94901
www.seniorsathome.org

A range of case management services are available.

COGNITIVE RETRAINING

Kentfield Rehabilitation & Specialty Hospital Outpatient Center 1-415-456-9680
1125 Sir Francis Drake Boulevard
Kentfield, CA 94904
www.kentfieldrehab.com

Individual neuropsychological assessment and cognitive retraining, including computer-assisted instruction.

Schurig Center for Brain Injury Recovery 1-415-461-6771
1132 Magnolia Avenue
Larkspur, CA 94939
www.schurigcenter.org

Multiservice resources, stroke and caregiver support groups, educational and pre-vocational training, counseling, neuropsychological assessment and consultation, adult day health services, resource referral services, occupational therapy assessment and consultation, and art therapy.

COUNSELING AND PSYCHOTHERAPY

The need for counseling and psychotherapy is normal when life is affected by any catastrophic illness. Because the onset of stroke is sudden and acute, a great deal of disruption occurs in the lives of everyone involved.

Counseling can be of enormous help in making the needed adjustments and decisions in the lives of stroke survivors, their families, and caregivers as they deal with the changes in physical, emotional, behavioral, social, and family role status.

Mental health and social service professionals can assist stroke survivors and their families in understanding and resolving the psychological and social stresses of the stroke experience.

Look for a licensed professional familiar with the area of stroke. The following organizations can provide referrals:

California Association of Marriage and Family Therapists – Marin County Chapter 1-415-459-3484
P.O. Box 9065
San Rafael, CA 94912
www.marincamft.org

Center for Attitudinal Healing – North Bay 1-415-457-1000
www.cah-northbay.org
E-mail: centerforah@gmail.com

Community Institute for Psychotherapy 1-415-459-5999
1330 Lincoln Avenue, Suite 201
San Rafael, CA 94901
www.cipmarin.org

Counseling and Psychotherapy (continued)

Family Caregiver Alliance 1-415-434-3388
235 Montgomery Street, Suite 950
San Francisco, CA 94104
www.caregiver.org

Family Service Agency of Marin 1-415-491-5700
555 Northgate Drive
San Rafael, CA 94903
www.fsamarin.org

Counseling services and individual and group psychotherapy. Medi-Cal is accepted. The AgeSong Program is offered for adults age 65 and older. Scholarships are available.

HOPE and Senior Peer Counseling 1-415-473-2871
10 North San Pedro Road, Suite 1020
San Rafael, CA 94903
www.marinhhs.org/service/hope-senior-peer-counseling

Jewish Family and Children's Services 1-415-491-7960
600 Fifth Avenue
San Rafael, CA 94901
www.jfcs.org (See "Adult Services")

Keeping Hope Alive 1-303-593-1268
P.O. Box 448
Fairfax, CA 94978
www.stroke-network.com/directory/keeping-hope-alive

Individual, couple, family, and group counseling for stroke survivors and their families. Fee-for-service and sliding-scale payment options.

Marin County Psychological Association 1-415-272-3282
1044 Sir Francis Drake Boulevard
Kentfield, CA 94904
www.marincountypsych.org

Schurig Center for Brain Injury Recovery 1-415-461-6771
1132 Magnolia Avenue
Larkspur, CA 94939
www.schurigcenter.org

Suicide Prevention 1-415-499-1100
24/7 help line

DIETARY COUNSELING

Most hospitals have a dietary counseling service. See online listings for "Nutritionists" and "Dietitians."

American Diabetes Association (MCPA) 1-800-DIABETES
www.diabetes.org (1-800-342-2383)

American Dietetic Association 1-800-877-1600
www.eatright.org

American Heart Association – North Bay Division 1-707-542-1992
1400 North Dutton Avenue, Suite 20
Santa Rosa, CA 95401
www.heart.org

Personal nutrition counseling is available at a reasonable cost. A registered dietitian will tailor a diet to fit needs and lifestyle.

Braden Diabetes Center 1-415-925-7370
1100 S. Eliseo Drive, Suite 2
Greenbrae, CA 94904
www.mymarinhealth.org/BDC

Offers medically supervised outpatient diabetes care, individual consultation and support services for adults diagnosed with prediabetes, type 1 or type 2 diabetes.

Diabetes.Answers.com www.diabetes.answers.com

Meritage Medical Network 1-415-884-1840
www.marinipa.com

Offers health education classes, including cholesterol management and diabetes education, and chronic illness support groups.

EDUCATION AND VOCATIONAL RETRAINING

California State Department of Rehabilitation 1-415-893-7702
88 Rowland Way, Suite #100
Novato, CA 94945
www.dor.ca.gov

Assists people with disabilities to prepare for and obtain employment.

**Equal Employment Opportunity
Commission ADA Help Line** 1-800-669-4000
www.eeoc.gov (See “EEOC Training Institute”)

For people with disabilities looking for details on training programs and/or vocational rehabilitation.

**Higher Education and Training
for People with Handicaps (HEATH)** 1-202-994-4949
www.heath.gwu.edu

A national clearinghouse on post-secondary education
(through George Washington University).

Marin Center for Independent Living (MCIL) 1-415-459-6245
710 Fourth Street
San Rafael, CA 94901
www.marincil.org

Provides job development and placement.

Schurig Center for Brain Injury Recovery 1-415-461-6771
1132 Magnolia Avenue
Larkspur, CA 94939
www.schurigcenter.org

*“The power of people doing things for
themselves is very strong medicine.”*

– Kate Lorig, Nurse

EQUIPMENT AND DEVICES

See online listings for “Orthopedic Appliances,” “Orthotics,” “Prosthetics,” “Wheelchairs,” “Scooters,” “Lifts,” “Ramps,” etc., both rental and retail. Some pharmacies and hardware stores may also stock and rent useful equipment or devices.

AdaptAbility 1-707-575-6997
2975 Dutton Avenue, Building A
Santa Rosa, CA 95407
www.adaptabilityca.com
E-mail: mir@adaptabilityca.com

Accessible vans, lifts, driving controls.

California Telephone Access Program (CTAP) 1-800-806-4474

TTY 1-800-806-1191
ddtp.cpuc.ca.gov

This program provides products and services to assist with telephone use (e.g., speaker phones, large dial pads) free of charge. Even if not available through CTAP, phones with the speaker in the handset do exist and are very convenient. The program also provides services in Spanish, Hmong, Cantonese, and Mandarin.

Easter Seals Bay Area 1-707-843-3745
160 Wikiup Drive, #106
Santa Rosa, CA 95403
www.bayarea.easterseals.com

Rents medical equipment such as canes, walkers, crutches, wheelchairs, transfer benches for tub or shower, and bedside commodes. Fees may be waived for those unable to pay.

Marin Medical Equipment Recyclers
3100 Kerner Boulevard
San Rafael, CA 94901
Message line 1-202-994-4949
Oakland 1-510-251-2273
Sonoma 1-707-364-0305
www.MMERcyclers.org

Collection and redistribution of equipment and supplies (CARES).

Equipment and Devices (continued)

LightHouse of Marin 1-415-258-8496
Store phone 1-415-694-7301

930 Tamalpais Avenue, 2nd Floor
San Rafael, CA 94901
www.lighthouse-sf.org/services/locations.php#lhom

Offers items that talk (e.g., watches, calculators), programs, and classes.

Marin Center for Independent Living (MCIL) 1-415-459-6241

710 Fourth Street
San Rafael, CA 94901
www.marincil.org

Provides home and vehicle modifications and used equipment.

**Marin County Department of Health
and Human Services Network of Care – Assistive Devices**

www.marin.networkofcare.org/aging/index.cfm

Extensive online information.

Mobility Systems 1-800-94-FREEDOM or 1-510-540-0295

1010 Carleton Street
Berkeley, CA 94710
www.mobilitysystems.com

Scooter and wheelchair vans, service and sales; used conversions available;
a broad spectrum of accessible products, including swivel seats, hand controls,
lifts, dash modifications, etc.

Wheelchair Purchase and Repair

Berkeley Disabled Students – Wheelchair Repair Resources

<https://dsp.berkeley.edu/wheelchairrepair.html>

NorthCoast Mobility 1-415-457-1664

1281 Andersen Drive, Suite A
San Rafael, CA 94901
www.norcoastmobility.com

EXERCISE AND FITNESS

Check with your local Recreation and Park Department for a selection of
fitness and exercise classes.

**College of Marin Disabled Students
Program and Services – Adaptive PE** 1-415-485-9406
www.marin.cc.ca.us/disabled

This is an accredited fitness program based on exercising, stretching, yoga,
bodywork, and weightlifting, developed for each student in accordance with
his or her physician's recommendations.

Marin County Department of Health and Human Services

www.marinonthemove.org

A project of Marin County Health and Human Services/Physical Activity and
Nutrition Wellness Collaborative, providing an online directory of activities.

Marin Jewish Community Center 1-415-444-8000
Hydrotherapy Program 1-415-444-8034

200 North San Pedro Road
San Rafael, CA 94903
www.marinjcc.org

Comprehensive physical fitness programs, including strength training and
therapeutic pool swimming and exercise.

Marin YMCA 1-415-492-9622
Adaptive Fitness Program 1-415-446-2105

1500 Los Gamos Road
San Rafael, CA 94903
www.ymcasf.org/marin

Adaptive fitness program providing individualized exercises in the pool and
in exercise areas.

Whistlestop – Active Aging Center 1-415-456-9062

930 Tamalpais Avenue
San Rafael, CA 94901
www.whistlestop.org

Classes, activities, and support groups that help older adults and people
with disabilities live active, independent lives.

FINANCIAL ASSISTANCE

Eligibility for financial assistance depends upon many factors, such as age, income, disability, circumstances under which the disability was incurred, veteran's status, immigration status, and many others. The requirements vary widely from program to program, and application procedures may be complex. A social worker, eligibility worker, or claims counselor employed by an agency will assist in applying for benefits.

California State – Franchise Tax Board

Rent Assistance, Tax Assistance Automated line 1-800-852-5711
TTY/TDD 1-800-822-6268
P.O. Box 1588
Sacramento, CA 95818
www.ftb.ca.gov

County Medical Services Program (CMSP)

Public assistance office for general assistance,
Cal Works, and Cal Fresh Main Number 1-415-473-3400
Cal Works, and Cal Fresh 1-415-473-3460
Medi-Cal information 1-415-473-3400, Press 8
120 North Redwood Drive
San Rafael, CA 94903
www.co.marin.ca.us/depts/hh/main/ss/public.cfm

Institute on Aging –

Support Services for Elders (SSE) 1-415-750-4111
930 Tamalpais Avenue
San Rafael, CA 94901
www.ioaging.org

Internal Revenue Service (IRS) 1-800-829-1040
www.irs.gov

Call to find out where and when each spring to get free tax information and advice from an IRS agent in the community.

Jewish Family and Children's Services 1-415-444-8000
600 Fifth Avenue
San Rafael, CA 94901
www.jfcs.org

Providing emergency, one-time-only financial assistance to qualifying individuals.

Marin Center for Independent Living (MCIL) 1-415-459-6245
710 Fourth Street
San Rafael, CA 94901
www.marincil.org

Offering benefits counseling and legal advocacy.

Marin County Department of Health and Human Services Aging and Adult Services

In-Home Supportive Services (Intake Line) 1-415-457-4636
10 North San Pedro Road
San Rafael, CA 94903
www.co.marin.ca.us/depts/hh/main/ag/ihs.cfm

Federal/state-funded assistance given to qualifying low-income persons and families.

Marin County Department of Health & Human Services Aging and Adult Services

(Information & Assistance) 1-415-457-4636
www.MarinHHS.org/aging

U.S. Government Department of Health and Human Services Social Security Administration –

Federal Disability Claims) 1-800-772-1213
99 Smith Ranch Road, Suite 200
San Rafael, CA 94903
Hours: Mon, Tues, Thurs, & Fri
9 am–4 pm, Wed: 9 am–12 pm (noon)

Financial Assistance (continued)

Veterans Service Office 1-415-473-2705

www.marinonthemove.org
10 North San Pedro Road
San Rafael, CA 94903
www.MarinHHS.org/Aging

Assists veterans or dependents in obtaining federal and state benefits and tuition waivers.

Whistlestop – Information and Referral Office 1-415-459-6700

930 Tamalpais Avenue
San Rafael, CA 94901
www.whistlestop.org

Call for information about free income tax assistance and the availability of other services for those over the age of 55.

HEALTH INSURANCE

Medicare and most private insurance policies will provide coverage for rehabilitation following a stroke. The exact services and time periods covered vary from policy to policy. Skilled nursing care, speech, occupational and physical therapy, and medical social work are services usually covered for inpatient and outpatient rehabilitation and in-home rehabilitation.

Medicare and most insurance policies do not cover custodial care. Custodial care is ongoing personal care and supervision often needed by stroke survivors. Very few insurance policies cover custodial care in the home or in a skilled nursing facility. Medi-Cal covers custodial care in a skilled nursing facility for low-income individuals. Descriptions of the levels of care available to stroke survivors indicate whether the services are considered rehabilitative or custodial (i.e., whether or not the services are generally covered by Medicare and/or private insurance).

Health Insurance Counseling and Advocacy Program (HICAP)

Senior Advocacy Services 1-800-434-0222
3262 Airway Drive, Suite C
Santa Rosa, CA 95403
www.cahealthadvocates.org

Provides objective information and assistance to people who need help in understanding Medicare, supplemental (Medigap) insurance, long-term care insurance, senior HMO plans, and assistance with Medicare billing and claims.

Government-Funded Health Insurance

Medicare is a federal health insurance program administered through the Social Security Administration. It is available to most Americans over the age of 65. However, if you are under age 65 and disabled, you may also be eligible for benefits.

Medicare hotline.....1-800-633-4227/1-800-MEDICARE
www.medicare.gov

Social Security Administration Marin County Office.....1-866-331-7761
99 Smith Ranch Road, Suite 200
San Rafael, CA 94903
Hours: Mon, Tues, Thurs, & Fri 9 am – 4 pm, Wed: 9 am – 12 pm (noon)
www.ssa.gov

Health Insurance (continued)

Medi-Cal is a federally funded health insurance program administered by the State of California for low-income individuals. In other states the program is known as Medicaid. Types of services covered will vary from state to state. www.medi-cal.ca.gov

For information and eligibility criteria:

Marin County Department of Health and Human Services Public Assistance **1-415-473-3400**
120 North Redwood Drive – West Wing
San Rafael, CA 94903
www.co.marin.ca.us/depts/hh/main/ss/public.cfm.

National Insurance Consumer Helpline **1-800-942-4242**

For information on health insurance issues and free consumer guides.

Private Health Insurance

Patients who have private health insurance policy through their employer and/or their spouse's should contact the employer(s)' human resources department. Many private insurance companies now have case managers to help people understand their coverage.

The State of California offers a special program for private insurance applicants who are denied individual coverage. Their premium is partially subsidized by the State of California. People may qualify to apply for this program if they have been denied coverage from a private health plan. Call for further information.

Managed Risk Medical Insurance Board (MRMIB)
Administered by Blue Cross **1-800-289-6574**
www.mrmib.ca.gov

INFORMATION, PUBLICATIONS, AND REFERRAL SERVICES

2-1-1/United Way of the Bay Area

For direct person-to-person assistance, call **2-1-1**

Can't dial 2-1-1? **1-800-273-6222**

Bay Area Office of the United Way **1-415-808-4300**

www.211bayarea.org

2-1-1 is a free, confidential, 24-hour, multilingual, person-to-person help line for anyone in need. The database of over 4,500 health and human service agencies throughout the Bay Area is also offered online.

American Heart Association – North Bay **1-800-244-4270**

1400 Dutton Avenue, Suite 20

Santa Rosa, CA 95401

www.americanheart.org

Free publications available for stroke patients and caregivers.

American Stroke Association

A Division of American Heart Association **1-707-542-1992**

Stroke Connection **1-800-553-6321**

1400 Dutton Avenue, Suite 20

Santa Rosa, CA 94501

www.strokeassociation.org

Equal Employment Opportunity Commission

Publication distribution center **1-800-669-3362**

www.eeoc.gov

Brain Resources and Information Network (BRAIN)

P.O. Box 5801

Bethesda, MD 20824

Information, Publications, and Referral Services (continued)

Family Caregiver Alliance 1-415-434-3388
Toll-free 1-800-445-8106

99 Smith Ranch Road, Suite 200
235 Montgomery Street, Suite 950
San Francisco, CA 94104
www.caregiver.org

Serves as the Bay Area caregiver resource center for brain-impaired adults and as a clearinghouse of information about brain disorders, caregiver options, and services for families and professionals.
Newsletter: *Connections*, free quarterly.

Lucille's List – Housing Hub for Seniors

www.lucilleslist.com

Helps seniors find appropriate living situations, lists housing options regardless of socioeconomic status, and provides comprehensive listings of senior communities.

Marin Center for Independent Living (MCIL) 1-415-459-6245

710 Fourth Street
San Rafael, CA 94901
www.marincil.org

Assisting persons with all types of disabling conditions through attendant referral, housing services, access modification (grab bars, ramps, etc.), legal advocacy, education, benefits counseling, peer counseling. *The Marin Independent*: A free quarterly newsletter highlighting current issues and information in the area of disabilities.

Marin County Department of Health and Human Services

Division of Aging and Adult Services

(Information and Assistance) 1-415-457-4636

10 North San Pedro Road
San Rafael, CA 94903
www.co.marin.ca.us/depts/hh/main/ag/index.cfm

Publications available include stroke and recovery information.

Marin County Department of Health and Human Services

Network of Care Information line 1-415-457-4636

www.marin.networkofcare.org

Extensive online database provides resources and information on a wide range of services for elderly and disabled persons.

MarinLink – Connecting Our Community 1-415-472-0211

5800 Northgate Mall, Suite 250 (Mezzanine)

San Rafael, CA 94903

www.marinlink.org

MarinLink serves as an incubator and fiscal sponsor for community-based projects inspired by social entrepreneurs to generate positive change in the arts, community, education, environment, and health. Its Fiscal Sponsorship Program collaborates with individuals and community organizations engaged in projects consistent with its mission by providing administrative support and tax-exempt status. Assists in publishing *The Marin County Stroke Resource Directory* and companion website: www.strokeinfomarin.org.

Medicare 24-hour help line 1-800-244-4270/1-800-MEDICARE

www.medicare.gov

Provides numerous free publications about Medicare.

Medline Plus 1-707-542-1992

A Service of The National Library of Medicine
at the National Institutes of Health
www.nlm.nih.gov/medlineplus

Research the latest treatments, look up information on a drug or supplement, find out the meanings of words, or view medical videos or illustrations. Get links to the latest medical research on a topic or find out about clinical trials on a disease or condition.

Information, Publications, and Referral Services (continued)

- Meritage Medical Network** 1-415-884-1840
4 Hamilton Landing, #100
Novato, CA 94949
www.marinipa.com
Offers health education classes, including “Cholesterol Management,” “Diabetes Education,” and chronic illness support groups. Newsletter: *Diabetes Control Network*.
- National Institutes of Health National Institute of Neurological Disorders and Stroke (NINDS)** 1-800-352-9424
www.ninds.nih.gov
- National Stroke Association** 1-800-787-6537
9707 East Easter Lane, Suite B
Centennial, CO 80112
www.stroke.org (See “Publications”)
Magazine: *Stroke Smart* – monthly
Handbook: *Hope: The Stroke Recovery Guide—a detailed guide for family, survivors, and friends*
- Novato Human Needs Center** 1-415-897-4147
1907 Novato Boulevard
Novato, CA 94947
www.nhnc.org
- Rehab Without Walls**
www.gentiva.com/rww/bmac
- West Marin Senior Services** 1-415-663-8148
11435 State Route 1
Point Reyes Station, CA 94956
www.wmss.org
- Whistlestop – Information and Referral Office** 1-415-456-9062
930 Tamalpais Avenue
San Rafael, CA 94901
www.whistlestop.org

INTEGRATIVE THERAPIES

Many stroke survivors have found complementary and alternative therapies beneficial. These may include acupuncture, acupressure, massage therapy, aromatherapy, expressive art therapies, and a variety of movement therapies such as Qi Gong and Feldenkrais. While research is being conducted on the objective efficacy of many of these therapies, anecdotal evidence suggests that they can be valuable to stroke survivors working through the many transformations of post-stroke life. Some of these therapies may simply provide much needed stress reduction, whether or not they promote more specific healing. Caregivers might also benefit from these therapies.

- Kaiser Permanente Medical Center** 1-415-444-2173
99 Montecillo Road
San Rafael, CA 94903
www.kp.org

An extensive health education program provides offerings in complementary and alternative care, including the Feldenkrais Method, mindfulness-based stress reduction, yoga, and Qi Gong.

- MarinHealth Integrative Wellness Center** 1-415-925-7624
1350 South Eliseo Drive
Greenbrae, CA 94904
www.mymarinhealth.org/wellness

Services focus on prevention and wellness, activation of the body’s innate healing powers, augmentation of conventional medicine during illness and injury, and development of self-care skills. Services, classes, and support groups are available to patients and community members looking to optimize their health and total sense of well-being.

- Sutter Pacific Medical Foundation** 1-415-878-7200
Novato Care Center, 101 Rowland Way, Suite 220
Novato, CA 94945
www.sutterhealth.org/about/news/news09_novatocarecenter.html

LEGAL SERVICES

The following organizations provide information and referral to attorneys regarding such matters as power-of-attorney, conservatorships, wills, estate planning, patient rights, etc.

Disability Rights and Education

Defense Fund (DREDF) 1-510-644-2555

3075 Adeline Street
Berkeley, CA 94703
www.dredf.org

Focuses on disability as a civil rights issue. Local information and referral for employment, housing, transportation, and legal rights issues. Involved with national policy matters in Washington, D.C.

Family Caregiver Alliance 1-415-434-3388

235 Montgomery Street, Suite 950
San Francisco, CA 94104
www.caregiver.org

Legal services for estate and financial planning.

Legal Aid of Marin 1-415-492-0230

30 North San Pedro Road, Suite 220
San Rafael, CA 94903
www.legalaidmarin.org

Free legal services to qualified low-income persons in Marin County. Priority given to socially/economically needy persons age 60 and over. Donations accepted.

Marin Center for Independent Living (MCIL) 1-415-459-6245

710 Fourth Street
San Rafael, CA 94901
www.marincil.org

Provides legal advocacy.

Marin County Bar Association 1-415-499-1314

101 Lucas Valley Road, Suite 326
San Rafael, CA 94903
www.marinbar.org

Moderate fee for one half-hour advisory consultation. Can make referrals to attorneys who accept qualified seniors, disabled persons, and low-income individuals at reduced fees.

**Marin County Superior Court of California –
Legal Self Help Center of Marin** 1-415-444-7130

3501 Civic Center Drive, Room C-27
San Rafael, CA 94903
www.marincourt.org (See “Legal Self Help”)

Whistlestop – Information and Referral Office 1-415-456-9062

930 Tamalpais Avenue
San Rafael, CA 94901
www.whistlestop.org

Free legal services to qualified low-income older adults in Marin County.

LIBRARIES

**California State Library –
Braille and Talking Book Library** 1-800-952-5666

900 N Street
Sacramento, CA 95814
www.library.ca.gov/services/btbl.html

Home mail delivery of cassette and free loan of player. No fee.

**Kaiser Permanente –
Health Education Resource Centers**

San Rafael 1-415-456-9062

Petaluma 1-707-765-3485

thrive.kaiserpermanente.org/care-near-you/northern-california

Libraries (continued)

Marin County Department of Health and Human Services Network of Care Library 1-510-644-2555
www.marin.networkofcare.org/mh/library/index.cfm

An extensive online database.

Marin County Free Library – Library Beyond Walls 1-415-473-3220
www.marinlibrary.org (See “Services”)
E-mail: dacarr@co.marin.ca.us

The county library delivers books to homebound Marin County residents. Call or e-mail for information and an application.

MarinHealth Medical Center – Health Resource Center 1-415-925-7920
1350 South Eliseo Drive
Greenbrae, CA 94904
www.mymarinhealth.org

MarinHealth Medical Center – Medical Library 1-415-925-7000, ext. 7393
250 Bon Air Road
Greenbrae, CA 94904
www.mymarinhealth.org

Free medical computer searches and lending library on any health topic.

MEALS

SF – Marin Food Bank 1-415-883-1302
75 Digital Drive
Novato, CA 94949
www.sfmfoodbank.org

Provides emergency food for low-income seniors and families. Stocks food pantries throughout the county. Check website or call for locations and hours.

Marin Meals on Wheels 1-415-457-4636
Marin County Department of Health and Human Services
Division of Aging and Adult Services
10 North San Pedro Road, Suite 1023
San Rafael, CA 94903

Whistlestop – Jackson Café 1-415-456-9062
930 Tamalpais Avenue
San Rafael, CA 94901
www.whistlestop.org

Nutritious and low-cost lunchtime meals, Monday through Friday.

PARENTING

Through the Looking Glass 1-510-848-1112
3075 Adeline Street, Suite 120
Berkeley, CA 94703
www.lookingglass.org

Provides direct services, information, and referral to a diverse group of parents, including those with physical and visual disabilities. Includes consultations and an information and referral center.

PETS

Canine Companions for Independence 1-707-577-1700
2965 Dutton Avenue
Santa Rosa, CA 95407
www.cci.org

Service dogs.

Discovery Dogs 1-916-295-1828
P.O. Box 582
Roseville, CA 95661
www.discoverydogs.org

Assistance dog training for people with physical disabilities.

Pets (continued)

Marin Humane Society 1-415-883-4621, ext. 355
171 Bel Marin Keys Boulevard
Novato, CA 94949
www.marinhumanesociety.org/programsservices/share.html

SHARE: Special Human and Animal-Related Experiences.

“Side-by-Side” is a program of the Marin Humane Society to keep people and their pets together. Offers care and feeding assistance for pets of disabled, elderly, and people with AIDS. Services include pet food (home delivery, if necessary), veterinary care, grooming and flea control, dog walks, free spay/neuter and vaccinations, dog licenses and cat I.D. tags, and emergency boarding. No fee or sliding-scale fee when applicable.

RECREATION AND TRAVEL (See also EXERCISE AND FITNESS Section.)

Travel is becoming easier for persons with disabilities, but one must ask the right questions to find fully accessible lodgings. Ask if the shower is a “roll-in” shower, suitable for a wheelchair, with grab bars and a bench to sit on; some hotels consider a high-sided tub with grab bar or two as “accessible,” but that may not meet the needs of many people with impaired mobility.

Access Northern California (ANC) 1-510-524-2026
www.accessnca.com

Access Northern California, a disability resource for finding fun places to experience in Northern California, produces *Access San Francisco*, distributed by the San Francisco Convention & Visitors Bureau. Call 415-391-2000 for a free copy, or visit their website, www.onlyinsanfrancisco.com.

Barrier-Free Travels 1-209-599-9409
www.candyharrington.com

One of a number of books by Candy Harrington, filled with worldwide resources, travel tips, and updated information about accessible travel options.

Bay Area Association of Disabled Sailors (BAADS) 1-415-281-0212
Pier 40, The Embarcadero
San Francisco, CA 94107
www.baads.org

California Coastal Conservancy
Publication: Wheelchair Rider’s Guide –
San Francisco Bay and Nearby Shoreline 1-510-286-1015
1330 Broadway, Suite 1100
Oakland, CA 94612
www.wheelingcalscoast.org

California State Parks 1-916-445-8949
www.parks.ca.gov/default.asp?page_id=21944
A disabled discount pass is available.

Environmental Traveling Companions (E.T.C.) 1-415-474-7662
Fort Mason Center
Landmark Building C
San Francisco, CA 94123
www.etctrips.org

Makes outdoor activities accessible to people with special needs, including cross country skiing, river rafting, and kayaking.

Halleck Creek 4H Riding Club – Horseback Riding 1-415-662-2488
1740 Old Rancheria Road
Nicasio, CA 94946
www.halleckcreekranch.org

Therapeutic and rehabilitative horseback riding every Saturday.
Call for times. Free.

Marin Municipal Water District Mount Tamalpais
Watershed Sky Oaks Ranger Station 1-415-945-1181
www.marinwater.org
Fishing access and picnic facilities.

Recreation and Travel (continued)

Museums

Most major museums are accessible and have wheelchairs available; call for details. Special days for people with disabilities, docent tours, and reduced fees for special exhibits may be available.

National Park Service

Golden Gate National Recreation Area (GGNRA)

Visitor information – Presidio 1-415-561-4323

Visitor information – western region 1-415-561-4700

www.nps.gov/goga/index.htm

Information available about accessible trails and visitor centers in local areas, including Point Reyes, and elsewhere in the GGNRA (Golden Gate National Recreation Area).

Road Scholar (Elderhostel) 1-800-454-5768

11 Avenue de Lafayette

Boston, MA 02111

www.roadscholar.org

Road Scholar (Elderhostel) is an educational travel program catering primarily to older adults. Trips are rated by activity level. Scholarships available.

Society for Accessible Travel and Hospitality (SATH) 1-212-447-7284

347 Fifth Avenue, Suite 605

New York, NY 10016

www.sath.org

SATH provides a wealth of information on domestic and international travel, especially through its website.

TRAVEL RESOURCES: TOURS/TRAVEL PLANNING

At the time of publication, the following organizations were advertising tours or travel planning for the disabled; we have no firsthand experience with them.

Access–Able Travel Source 1-510-286-1015

www.access-able.com

Worldwide clearinghouse on accessibility issues for the disabled, including travel.

Accessible Journeys

www.disabilitytravel.com

Flying Wheels Travel

www.flyingwheelstravel.com

RESPIRE CARE

There are ways that a relative can be relieved of caregiving for a short period of time. Some professionals or volunteers may come to the home. Out-of-home care may also be available through private convalescent hospitals or at local assisted living facilities. Call them directly.

Family Caregiver Alliance 1-415-434-3388

235 Montgomery Street, Suite 950

San Francisco, CA 94104

www.caregiver.org

Marin Center for Independent Living (MCIL) 1-415-459-6245

710 Fourth Street, San Rafael, CA 94901

www.marincil.org

Senior Access 1-415-491-2500

www.senioraccess.org

West Marin Senior Services 1-415-663-8148

www.wmss.org

SAFETY AND PROTECTION

A variety of personal emergency response systems are available, which can help stroke victims remain independent at home.

American Red Cross 1-415-427-8000
Toll-free 1-888-443-5722

1663 Market Street
San Francisco, CA 94103
www.redcrossbayarea.org

California Telephone Access Program (CTAP) 1-800-806-1191

www.ddtp.org (See "CTAP")

Provides telephone equipment and service for persons with disabilities.

Get Ready Marin

www.getreadymarin.org

Disaster preparedness information.

Institute on Aging – Support Services for Elders (SSE) 1-415-750-4111

930 Tamalpais Avenue
San Rafael, CA 94901
www.ioaging.org

**Marin County Department of Health
and Human Services Marin Adult Protective Services** 1-415-457-4636
24-hour hotline 1-415-473-2774

10 North San Pedro Road
San Rafael, CA 94903
www.co.marin.ca.us/depts/hh/main/ag/adult.cfm

This agency will send a social worker to make a home visit to evaluate a person's needs and recommend a course of action to meet those needs on an ongoing basis.

**Marin County Department of Health
and Human Services Ombudsman Program** 1-415-473-7446

10 North San Pedro Road
San Rafael, CA 94903
www.co.marin.ca.us/depts/hh/main/ag/programs.cfm

For long-term care. Investigation and prevention of abuse in long-term care facilities. Provides placement counseling in residential or skilled nursing facilities at no charge.

US Department of Justice/ Access Issues 1-800-514-0301

www.usdoj.gov/crt/ada/adahom1.htm

The Americans with Disabilities Act entitles disabled persons equal access to all public facilities. Contact the local building inspector for information.

SUPPORT GROUPS

The following agencies also offer caregiver support groups when a sufficient number of people are interested. Please contact individual agencies for current information.

Center for Attitudinal Healing – North Bay 1-415-457-1000

www.cah-northbay.org
E-mail: centerforah@gmail.com

Family Caregiver Alliance 1-415-434-3388

235 Montgomery Street, Suite 950
San Francisco, CA 94104
www.caregiver.org

Keeping Hope Alive 1-415-455-8600

P.O. Box 448
Fairfax, CA 94978
www.keepinghopealive.org

Margaret Todd Senior Center – City of Novato 1-415-899-8290

1560 Hill Road
Novato, CA 94947
www.ci.novato.ca.us/index.aspx?page=560g

Support Groups (continued)

Schurig Center for Brain Injury Recovery 1-415-461-6771
1132 Magnolia Avenue
Larkspur, CA 94939
www.schurigcenter.orgs

Senior Access 1-415-491-2500, ext. 13
70 Skyview Terrace, Building B
San Rafael, CA 94903
www.senioraccess.org

Stonestown YMCA Senior Annex 1-415-561-1005
3120 20th Avenue
San Francisco, CA 94132

VIRTUAL SUPPORT GROUPS

Lotsa Helping Hands
www.lotsahelpinghands.com
Helps organize volunteer assistance.

Senior Center Without Walls 1-877-797-7299
114 Montecito Avenue
Oakland, CA 94610
www.seniorcenterwithoutwalls.org

Free group activities by telephone for homebound elders.

TRANSPORTATION AND DRIVING

Department of Motor Vehicles 1-800-777-0133
www.dmv.ca.gov

Golden Gate Bridge Toll Plaza Discount 1-415-455-2000
www.goldengate.org

Can be either disabled driver or disabled passengers. Call after 9 am for information regarding picture I.D. Requires medical review.

Golden Gate Transit Bus and Ferry Information 1-415-455-2000
1011 Anderson Drive
San Rafael, CA 94901
www.goldengate.org

Regional Transit Connection discount cards (RTC) for elderly and disabled people are issued at Whistlestop and the Golden Gate Transit administration building.

Lifestyle Mobility 1-925-671-4800
4025 Nelson Avenue, Suite B
Concord, CA 94520
www.lifestylemobility.com

Sells, services, and rents wheelchair-accessible vans in the San Francisco Bay Area.

**Marin County Department of Health
and Human Services Project Independence** 1-415-473-2836
**Hawkeye Program –
Transportation for Same-day Surgery** 1-415-473-6940
10 North San Pedro Road, Suite 1016
San Rafael, CA 94903

Transportation and Driving (continued)

Marin Transit 1-415-226-0855
711 Grand Avenue, Suite 110
San Rafael, CA 94901
www.marintransit.org

Marin Transit provides local transit bus schedules, service maps, and other rider resources. Funds local bus service, community shuttles, West Marin Stage, paratransit, volunteer driver programs, Marin Catch-a-Ride, and Novato Dial-a-Ride services by contracting with several providers. Check for senior/disabled rates.

Golden Gate Transit
Local routes 1-415-455-2000 and 1-511-455-2000

Marin Access Paratransit Services 1-415-456-9062
www.marinaccess.org

Paratransit services for people with disabilities. Operated by Whistlestop. Application required prior to service.

Transportation Information & Referral Center 1-415-454-0902

Travel Navigators 1-415-457-5436

Senior & ADA: Volunteer Driver

Eastern Marin—call Whistlestop's Volunteer
Driver Program at 1-415-457-5436
Senior Services at 1-415-663-1148, x114

Senior & ADA: Catch-A-Ride 1-415-473-2943

West Marin Stagecoach 1-415-526-3239

Novato Dial-a-Ride 1-415-892-7899

Mobility Systems 1-510-540-0295
Toll-free 1-800-94-FREEDOM
1010 Carleton Street
Berkeley, CA 94710
www.mobilitysystems.com

Scooter and wheelchair vans, service, and sales; used conversions available; a broad spectrum of accessible products, including swivel seats, hand controls, lifts, dash modifications, etc.

Novato Human Needs Center 1-415-897-4147
1907 Novato Boulevard
Novato, CA 94947
www.nhnc.org

Transportation for Novato seniors.

Sacramento Van Conversions 1-916-381-8267
5821 Florin Perkins Rd.
Sacramento, CA 95828

For additional resources, see online listings under “Van Conversions,” “Van Accessories,” and “Wheelchair Lifts and Ramps.”

Smith OT and Driving Rehabilitation Services 1-415-847-2098
www.smithotanddriving.com
Driving evaluation program, training, and recommended adaptations or equipment needed to provide greater safety.

UTILITIES

Gas and Electric

PG&E's Medical Baseline Allowance Program allows electric and gas baseline allowances to be increased with a doctor's confirmation. PG&E offers information on finding ways to pay utility bills, how to weatherize homes, and how to find other types of help in the community regarding energy needs. Assistance is provided by PG&E and other community human service agencies.

PG&E Customer Assistance Program 1-800-743-5000
www.pge.com (See "Customer Services")

Telephone

California Telephone Access Program (CTAP) 1-800-806-1191
www.ddtp.org/ctap

This program provides products and services to assist with telephone use (e.g., speaker phones, large dial pads) free of charge.

Television

Some cable companies may offer reduced fees for older adults or disabled persons receiving Social Security Disability Income (SSDI) or Supplemental Social Security Income (SSI). Check with local cable provider.

This glossary of terms is not all-inclusive, but is an attempt to provide some understanding of words heard frequently about the stroke survivor's condition, diagnosis, and tests.

Abbreviations: See definitions under longer names.

ADL: Activities of Daily Living

AFO: Ankle-Foot Orthotic

CVA: Cerebral Vascular Accident

CVD: Cerebral Vascular Disease

OT: Occupational Therapist or Occupational Therapy

PCP: Primary Care Provider (family physician)

PT: Physical Therapist or Physical Therapy

ROM: Range of Motion

RT: Recreational Therapist or Recreational Therapy

ST: Speech Therapist or Speech Therapy

SLP: Speech Language Pathologist

Activities of Daily Living (ADL): Activities of daily hygiene (washing, brushing teeth, etc.), as well as dressing, grooming, eating, and drinking; sometimes locomotion or mobility activities, such as standing up, sitting down, walking, and calisthenics, are included.

Agnosia: Loss of ability to recognize objects or symbols through a particular sensory channel (vision, hearing, touch, smell, taste). Patient may not, for example, know what to do with a bar of soap or a pair of glasses.

Ambulation: The act of walking with or without assistive devices or braces.

Aneurysm: The ballooning of the wall of an artery due to either congenital defect or weakness of the wall of the artery. One of the leading causes of stroke in younger people.

Angiogram: An X-ray picture of blood vessels after a dye has been injected, used by physicians to assess the functioning of the blood vessels.

Ankle-Foot Orthotic (AFO): Brace used to support weak or paralyzed ankle and foot muscles to simulate normal joint movement, enhance walking ability, and prevent further injury.

Aphasia: A loss or impairment in the ability to use and/or understand language. This loss may manifest itself in various ways—speaking, writing, reading, and understanding.

Apraxia: Loss of ability to carry out purposeful, voluntary movements without the presence of paralysis, muscular weakness, or an impairment of sensation. Can be found in speech, sensory, oral, and motor activities.

Arteriogram: X-ray to determine whether an artery is open or blocked, weak, or damaged.

Arteriosclerosis: Also known as “hardening of the arteries,” caused by the ongoing process of atherosclerosis.

Atherosclerosis: Caused by gradual build-up of lipids, cholesterol, proteins, and calcium, which together form plaques in arteries. This build-up may eventually result in complete blockage of the artery (occlusion).

Brain Damage: Injury to the tissue of the brain as a result of illness, trauma, birth defect, or disease.

Carotid Artery: Principal artery in the neck responsible for carrying blood to the brain.

CT Angiography: A computerized X-ray of the blood vessels of the brain after dye has been injected. A physician uses this to assess the functioning of the cerebral blood vessels.

CT Scan: Computerized X-ray technique used to assess effective functioning of various parts of the body.

Cerebral Vascular Accident (CVA): Damage to the brain caused by an accident in the vascular system (blood vessels). This vascular damage may be manifested as thrombosis (clot), embolism (blockage), or hemorrhage (bleeding).

Cerebral Vascular Disease (CVD): Condition of chronic or progressive restriction of the circulation in the brain, resulting in recurrent TIAs; precursor of stroke or CVA.

Cognitive Retraining: Also referred to as “cognitive remediation,” “cognitive rehabilitation,” and “cognitive therapy.” Refers to systematic, individualized retraining in specific thinking skills lost or damaged through brain injury. These specific skills may include memory, thought organization, problem-solving, mathematics, and/or language arts. Computer-assisted learning may be part of a cognitive program. Professionals involved in cognitive retraining may be neuropsychologists, speech language pathologists, and/or occupational therapists.

Dysarthria: Impairment in articulation. Speech will be slurred with distortion, substitution, or omission of sounds. May be accompanied by drooling and facial weakness.

Dyslexia: Impairment in the ability to read and understand the written word.

Dysphagia: Impairment in swallowing.

Edema: Swelling of body parts due to excessive fluid in the tissue spaces.

Electroencephalogram (EEG): Recording of energy or activity generated by nerve cells in the brain.

Electrocardiogram (EKG): Graphic tracing of electric current produced by heart muscle.

Embolism: The sudden blocking of an artery or vein by a clot carried by the bloodstream from one part of the body to the point of obstruction; one cause of stroke.

Emotional Lability: Emotional response of greater magnitude than a situation warrants. Usually manifests as excessive or inappropriate laughing or crying.

Gait: Manner of walking; normal gait cycle has a swing phase and a stance phase for each lower limb. Gait training: specific therapeutic neuromuscular techniques used by a physical therapist on trunk and limbs, combined with instructions to the patient for enhancing muscle responses for improved walking pattern.

Hemiparesis: Weakness on one side of the body; may include head and neck, trunk, and limbs.

Hemiplegia: Paralysis, or loss of voluntary motion, on one side of the body; may include head and neck, trunk, and limbs.

Hypertension: High blood pressure. A condition in which a person has a higher than normal blood pressure. Hypertension makes people very susceptible to stroke.

Echocardiogram: A noninvasive diagnostic ultrasound of the heart. This procedure uses sound waves to create imaging of the heart and the veins and arteries that surround it.

Ischemia: Lack of oxygen in a localized area of the body, such as in part of the brain in a stroke.

Jargon: Speech that makes little sense and is difficult to understand. Speech is frequently a combination of real words and made-up vocabulary.

MFT: Marriage and family therapist. Mental health practitioners educated and trained to help with relationship difficulties, the diagnosis and treatment of mental disorders, and the emotional problems of individuals, couples, families, and groups.

Motor: Refers to movement generated by messages from the brain, resulting in the smooth interaction of nerves and muscle.

MRI: Magnetic resonance imaging is computer-facilitated imaging of various parts of the body for diagnostic purposes.

Neglect: The problem of ignoring the paralyzed side, often seen after a stroke.

Neuropsychology: Neuropsychology is the study of the behavioral expression of brain injury. A neuropsychologist is a licensed clinical psychologist with special expertise in brain function. He or she evaluates and treats the cognitive, behavioral, emotional, and social consequences of brain injury. The neuropsychologist can also help the stroke survivor's family to understand and better cope with associated changes.

Occlusion: Blockage or obstruction.

Occupational Therapy (OT): Occupational therapists evaluate and treat the skills needed for independent daily living. These include grooming and hygiene, eating, upper body strengthening, fine motor coordination, visual perceptual, and cognitive skills. In addition, they assist with adaptive homemaking skills, community reintegration, and pre-vocational assessment. When indicated, they will conduct home and/or workplace evaluations.

Orthotics: Orthotics are prescription, custom-fit braces that assist patients with mobility. The most common are AFOs (ankle-foot orthoses) and KFOs (knee-ankle-foot orthoses). A patient's physical therapist will often work with the orthotics to come up with the best option. Medicare and Medi-Cal cover orthotics in most cases and private insurance companies give approval on a case-by-case basis.

Paresis: Weakness of a muscle or group of muscles due to disease or injury to the neuromuscular system.

Passive Exercises: Movement of a paralyzed limb to keep muscles in good condition and facilitate possible return of movement. Supervised by a physical or occupational therapist.

Perseveration: Impairment resulting in continued repetition of a movement or a word, which no longer is appropriate for the situation; a common problem after stroke.

Physiatrist: Physician specialist in physical medicine; member of rehabilitation team who cares for medical complications during rehabilitation.

Physical Therapy (PT): Physical therapists evaluate physical abilities and treat muscle tone, strength, endurance, balance, coordination, and joint flexibility. They provide posture and gait training, therapeutic exercise, wheelchair, and assistive device management.

Range of Motion (ROM): Amount of movement in limbs and joints. Included are active and passive exercises performed under the direction of a physical therapist to stimulate movement.

Recreational Therapy (RT): The use of recreational or leisure time activities as a therapeutic part of the rehabilitation process.

Sensory: Pertaining to the functioning of the five senses: smell, touch, hearing, vision, and taste. Messages are received through the sensory channels.

Spasticity: A state of increase over normal tension (tone) of a muscle, resulting in continuous resistance to stretching.

Speech Therapy (ST): Speech-language pathologists (SLP) evaluate and treat communication and swallowing disorders resulting from stroke. Treatment may address speech production, language comprehension and expression, reading, writing, gestural communication, and cognitive functions such as memory and reasoning.

Spontaneous Recovery: Refers to the gradual early recovery from the stroke, usually in the absence of professional help. May be the result of the reduction of brain swelling, reabsorption of blood, reduction of inflammation, and influence of environment.

Subluxation: Incomplete dislocation, usually of shoulder joint, after stroke.

Transfers: Movement from one position to another, usually from one seat to another, such as from bed to chair, wheelchair to car, etc.

tPA: Tissue plasminogen activator, a "clot-busting" drug that can be used in the treatment of acute ischemic stroke when there is no evidence of intracranial hemorrhage and patients can be treated within three hours of symptom onset. If administered intra-arterially, tPA can be administered within six hours of symptom onset.

Transient Ischemic Attack (TIA): A brief or temporary episode of neurological symptoms, such as blurred vision or speech, numbness or weakness, or loss of balance, which may disappear.

Visual Field Defect: Refers to impaired vision affecting the outer half of one eye and the inner half of the other. Similar to a "blind spot."

