

## Senior Life & Solutions: Frequently Asked Questions

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### Support for Daily Living

#### Q: What transportation services are available for seniors?

- MTS Access: MTS has a paratransit program for the disabled
- Reduced Fares: MTS offers reduced fares for those over 65
- Call 211 or visit their website for resources
- Many Medicare health insurance plans provide transportation for doctor appointments (consult with a Medicare health insurance professional)
- Local Senior Centers may offer assistance and referrals
- Local transportation and in-home care companies may offer senior-friendly transportation

#### Q: What options are available for assistance with running errands, such as grocery shopping, and how can I access them?

- Local Senior Centers may offer assistance and referrals
- Call 211 or visit their website
- Apply for CalFresh
- Many local companies provide this service

#### Q: Are there in-home caregiving services available for seniors or individuals with disabilities, such as companionship or respite care?

- Many private in-home care agencies offer hourly or live-in services, including personal care and companionship
- Call 211 or visit their website
- Apply for IHSS is through Medi-Cal (requires physician authorization).
- Many local companies advise on placement and respite care

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### Meals & Food Assistance

#### Q: What meal delivery services are available for those in need?

- Some Medicare insurance plans offer post-hospitalization meal delivery (consult with a Medicare health insurance professional)
- Call 211 or visit their website
- Apply for CalFresh at [BenefitsCal.com](https://www.benefitscal.com)

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### Meals & Food Assistance (continued)

- Apply for food assistance with 211
- Meal support through community and nonprofit organizations
- Private in-home care companies may offer meal preparation and grocery shopping

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### Emergency Preparedness & Response

#### In General:

- The City of Poway's website for Emergency Preparedness & Resources
- The City of San Diego's website for Emergency Preparedness & Resources
- The County of San Diego's website for Emergency Preparedness & Resources
- Local emergency preparedness non-profits and agencies
- California's Emergency Preparedness Guide

#### Q: In the event of an evacuation warning, what assistance is available for disabled individuals?

- Disabled individuals can register with the Access and Functional Needs (AFN) Registry to ensure they receive evacuation support
- You can also call 211 San Diego for coordination.
- Many private in-home care agencies can help prepare emergency plans and assist with evacuation logistics

#### Q: Are there designated meet-up spots in Poway for emergency evacuations, such as those due to earthquakes, fires, or floods?

- Yes, the City of Poway activates evacuation centers in response to emergencies like wildfires or floods; monitor local alerts or visit poway.org for details and local emergency broadcasts with real-time instructions

#### Q: What protocols are in place for responding to emergencies such as active shooters or power outages?

- Residents are encouraged to register at AlertSanDiego.org for real-time notifications and information, and to keep emergency supplies on hand

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### Emergency Preparedness & Response (continued)

*Community members are encouraged to keep emergency kits ready and participate in preparedness workshops*

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### Community Resources

**Q: Are Poway's free services available to non-residents, or are they limited to residents only?**

- Some City of Poway programs are resident-specific, but many regional services are open to all. Contact providers or 211 San Diego for program eligibility.

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### Community Well-Being & Mental Health

**Q: Who can I call if I or someone I know is experiencing loneliness or depression?**

- Request a welfare check: **619-531-2000 or 858-484-3154**
- Enroll in the You are Not Alone program
- Join local senior wellness programs
- Many local businesses provide compassionate care
- Many local organizations provide engagement opportunities for seniors

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### Housing & Shelter Support

**Q: What organizations or services can provide assistance with shelter or housing needs?**

- Explore the City of Poway's affordable housing resources
- 211 San Diego provides emergency shelter and housing referrals: Call 211 or visit their website
- Contact Aging & Independence Services at (855) 964-3900

**Q: If someone appears to be in need of help in a public setting, what information can be quickly shared with them to connect them with resources?**

- In case of emergency, call 911
- Call 211 or visit their website

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### Housing & Shelter Support (continued)

- *Call their Medicare health plan to ask for help*
- *Contact Aging & Independence Services at (855) 964-3900*
- *Local Senior Centers may offer assistance and referrals*

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### Home Maintenance & Support Services

**Q: Are there resources available to assist with home repairs and maintenance for those who are unable to afford them or are struggling to keep up with upkeep?**

- *Local companies help assist seniors with home maintenance*

**Q: Are there any programs or services that offer financial assistance or volunteer labor for home repairs?**

- *Call 211 or visit their website*

**Q: Are there cleaning services available for seniors?**

- *Many local cleaning providers offer services tailored to seniors, including housekeeping and deep cleaning; call providers directly to ask about senior discounts*

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### Medicare Insurance, Medi-Cal, and Medications

**Q: How can I reduce the cost of my prescriptions or find affordable medication options?**

- *Apply for Medi-Cal or for the federal Extra Help program*
  - *Apply at BenefitsCal*
  - *Medi-Cal Website*
  - *Extra Help*
- *Work with a Medicare professional to determine how to access pharmacies/plans that will best cover medications*
  - *Local Insurance Resources*
- *Call or visit local pharmacies to inquire about discounts, prefilled medication boxes, delivery options, and specific medication counseling*

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### Medicare Insurance, Medi-Cal, and Medications (continued)

#### Q: What will Medi-Cal pay for?

- *Medical visits and treatment*
- *Dental, Vision, behavioral health services*
- *In-home care (IHSS) and long-term care*
- *Monthly insurance premiums*
- *Additional assistance with medication cost and durable medical equipment*
- *Visit the Medi-Cal page online*
- *Call SHIP (State Health Insurance Program)*
- *Local Insurance Resources*