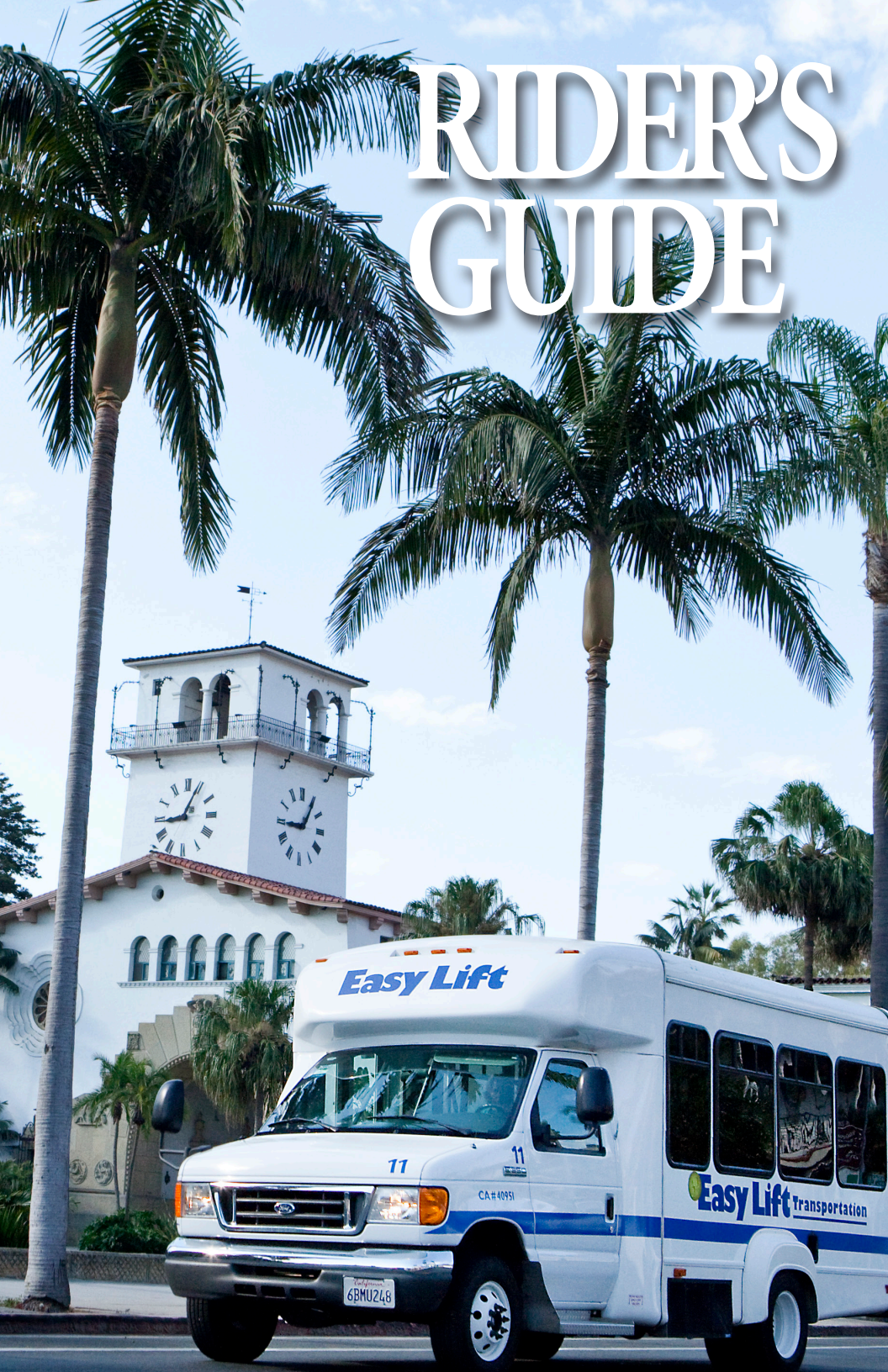


# RIDER'S GUIDE



# Problems with **MEDICARE?**

## *HICAP can help!*



- Understand Medicare coverage
- Compare Supplemental Insurance and Medicare Advantage Plans policies
- Identify the most cost-effective Prescription Drug Plans for their needs
- Learn about help available with paying for prescriptions
- File Medicare and Medicare Advantage appeals
- Understand Long Term Care Insurance options

[www.CentralCoastSeniors.org](http://www.CentralCoastSeniors.org)

## ***FREE and unbiased assistance for people on Medicare***

*HICAP provides information about  
Medicare and related information  
so you can make informed decisions.*

# HICAP

Health Insurance  
Counseling and  
Advocacy Program

528 South Broadway  
Santa Maria, CA 93454

**805-928-5663**  
**1-800-434-0222**



**Public Presentations and  
Individual Counseling Available**

HICAP is a program of the  
Central Coast Commission  
for Senior Citizens.  
Funded by the

Area  
Agency on  
**Aging**  
San Luis  
Obispo and  
Santa Barbara  
Counties

## **Welcome to Easy Lift Transportation!**

Easy Lift is a non-profit, charitable organization established to provide curbside-to-curbside "Dial-A-Ride" transportation to senior citizens and people with disabilities in south Santa Barbara County who cannot use regular bus service. Easy Lift has excellent vehicles, highly trained drivers, and extensive communication and dispatch systems.

This "how to" guide provides basic information and will assist you during your travels with Easy Lift. As always, our staff, volunteers, and Board of Directors will make every effort to ensure that you receive the best and most reliable service possible.

If you have further questions or require any additional assistance, please call (805) 681-1181.

**Have a safe and comfortable trip!**



TO REQUEST A RIDE CALL 805.681.1181





# Boca Walk-in Tubs

## Santa Barbara

**How can seniors prevent falls resulting from climbing in or out of the bathtub or shower?**

### **Invest in a Boca Walk-in Tub.**

The medical costs of a single fall can easily exceed the cost of a lifetime of safe bathing.

Features include:

- 16 air jets for soothing hydrotherapy
- 10 water jets for feet, legs & back massage
- Bidet jet
- Chromo therapy
- Aroma therapy
- Non-slip floor
- Easy to operate door handle & faucets
- Handheld shower plus shower riser
- Extra-wide countoured door for easy access
- Customized grab bars
- Simulated tile surround

**Installed by the best & guaranteed for life!**

**Free in-home consultations**  
**Please call (805) 686-1020**  
[www.bocawalkintubssantabarbara.com](http://www.bocawalkintubssantabarbara.com)



The Boca Walk-in Tub is the only one in the industry with a 2" step-in. Other walk-in baths are 6" to 10".

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**Policies effective June 1, 2013.**  
**Our policies and procedures may change.**

## The Importance of Meeting Nutritional Needs As You Age

As you age, your nutritional needs change. Age related changes can affect how a body processes food, which in turn influences your dietary requirements and appetite.

**Digestive System:** Your body produces less of the fluids necessary for proper digestion, making food absorption more difficult. That is why drinking plenty of water and B6, B12 and folic acid supplements are critical for seniors.

**Appetite:** Different medications may affect your appetite.

**Metabolism:** Age slows down your metabolism. Seniors also tend to slow down exercise routines, slowing down metabolism further. The fewer calories burned, the less calorie intake is required. Consume nutrient-rich food and maintain a good level of exercise.

**Emotional Health:** Elderly loved ones face many different situations, including physical issues, loss of friends, spouse, job. These situations may result in depression or reduced appetite.

Many diseases prevalent in the elderly population can be prevented by senior care and proper nutrition. Nutritional support can also prevent hospitalization – malnutrition is one of the major reasons seniors suffer health problems.

Senior care and senior home care experts can help. If you or your loved ones are unable to shop and prepare healthy food regularly, senior care providers can provide the necessary assistance, as well as help with other activities of daily living to allow loved ones to remain safely in their homes for as long as possible. Specialty concerns are also taken in to account, including medical problems and diabetes. Caregivers visit as needed and take care of everyday services, including cleaning, running errands, shopping, and meal preparation. These small steps can make a big difference in the quality of life of your loved ones.

Visit the Visiting Angels website to learn more about our personal care, respite care and companion care to help seniors and adults continue living comfortably and safely in their homes or care facilities.

[www.VisitingAngels.com/santabarbara](http://www.VisitingAngels.com/santabarbara)



## EASY LIFT QUICK REFERENCE

### Address

53 Cass Place, Suite D  
Goleta, CA 93117  
[www.easylift.org](http://www.easylift.org)

### Reservations & Information

(805) 681-1181

### After Hours - Emergency only

(805) 896-7830

Fax: (805) 681-1184

MTD: (805) 683-3366

### Service Area

Winchester Canyon to Carpinteria

### Fares

\$3.50 cash for each one way trip

Exact fare or 1 ride ticket

Book of 10 ride tickets is \$32.50

### Office Hours

Weekdays: 8:00am –Noon & 1:00–5:00pm

Weekends: 8:00am–Noon and 1:00–4:00pm

Holidays: Please call office to verify hours

The office is closed during the noon hour.

### Vehicle Hours

Monday–Friday: 5:25am – Midnight

Saturday: 6:00am – 11:00pm

Sunday: 6:20am – 10:00pm



## Mission

Easy Lift's mission is to fulfill our community's need for specialized transportation to allow individuals and organizations access to essential programs and services.

## Values

Easy Lift's values of Teamwork, Respect, Integrity, Honesty, Professionalism and Trust describes how we interact with our passengers and their families, our community partners and each other.

## Vision

Easy Lift's vision is to become the community's recognized advisor for specialized transportation needs.

## A BRIEF HISTORY OF EASY LIFT

In 1979, Easy Lift was created as a project of the local Easter Seal Society, and in 1981 we incorporated as our own non-profit charitable agency. In the early and mid-eighties, the instability of funding, internal problems, and a lack of public understanding of our vital role in the community resulted in Easy Lift shutting down in the summer of 1987.

When the news of Easy Lift's imminent demise hit the local media, the response was overwhelming. In a groundswell of support, people and non-profit agencies testified to the Easy Lift's critical role in the community.

As a result of this tremendous support, the Board of Directors decided to give it another try. In late August, with three vans in service, a new Executive Director was hired and charged with the responsibility of rebuilding the agency from the ground up. The renewal and rebirth of Easy Lift had begun.



In August of 1987, with just two vehicles in service, Easy Lift managed to schedule 900 rides. The agency was serving a handful of people and hundreds of requests for service were turned away each month. With the passage of the Americans with Disabilities Act (ADA) in 1990, transportation services for disabled individuals were mandated under federal law. This gave rise to more consistent funding sources for Easy Lift, and enabled the agency to grow to the current fleet of twenty six vehicles, and allows us to operate 363 days per year, and approximately 18 hours per day. We now schedule approximately 4,200 rides per month for our passengers in South Santa Barbara County. In 2009, Easy Lift Transportation celebrated its 30th anniversary.



## Come experience our “Quietude” at The Alexander Properties

### What is quietude you ask?

qui•e•tude (noun) a state of being quiet; rest; calmness

The Alexander Senior Properties, which consists of an assisted living community and a memory care community, takes a holistic approach to its care, with its Sensory Integration Program, complete with beautiful gardens, fountains, wind chimes, classical music, aromatherapy, fish tank, bird baths and feeders, and a canary songbird. The environments at both Alexander Gardens and Alexander Court are carefully designed to create a soothing, serene atmosphere, which promotes a feeling of safety and well-being for our residents, and also greatly reduces agitation and confusion.

We work hard to cater to all of the senses of our residents. The details matter – how something smells, how food is presented, and what sounds are around. Studies have shown that therapeutic touch can tremendously help in reducing behavioral symptoms of dementia. We at The Alexander Properties treat both our communities like they are our homes, and our residents within them like they are our own treasured family members. It's only natural for us to touch or rub their backs when we say hi to them, give them a big hug, a nice hand massage, or just hold or rub their hand. It's the little things that count.

To learn more about our Sensory Integration Program and the two Alexander Senior Properties, please visit [www.AlexanderSeniorProperties.com](http://www.AlexanderSeniorProperties.com) or call Megan Foster at 805-881-2882. We would love to have you come experience our “Quietude”!



### TITLE VI COMPLIANCE NOTICE TO THE PUBLIC

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR part 21), Easy Lift Transportation operates programs without regard to race, color, and national origin. Contact Easy Lift Transportation at 53 Cass Place Suite D, Santa Barbara, California 93117, (805) 681-1181, or [www.easylift.org](http://www.easylift.org) to request additional information regarding Easy Lift's nondiscrimination obligations.

Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with Easy Lift or with the Federal Transit Administration (FTA) Office of Civil Rights, Attention: Title VI Program Coordinator, 400 7th Street SW Room 9100, Washington, DC 20590. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.

### TRANSPORTATION SERVICES AVAILABLE TO YOU

If you are mobility impaired, a variety of specialized transportation options are available to you in south Santa Barbara County. These options include public transportation via the Metropolitan Transit District (MTD) and specialized curbside-to-curbside paratransit service (Dial-A-Ride) offered by Easy Lift.

While anyone is eligible to ride the fixed route services of MTD, only those who cannot use the MTD due to physical or cognitive reasons are eligible to ride Easy Lift. Easy Lift also offers temporary and conditional ridership. Temporary ridership is offered to individuals who have a temporary disability that prevents them from using MTD. Conditional ridership is offered to passengers who are able to use MTD for most rides, but not all. Examples include rides to and from locations that are not wheelchair accessible from the nearest MTD bus stop. For questions about temporary and conditional ridership, please contact the eligibility coordinator at (805) 845-8963.

## Helping Seniors and Their Families Find New Opportunities For Positive Aging

- Senior Peer Counseling
- Careline Telephone Call Program
- Pet Therapy
- Successful Aging Newspaper



1528 CHAPALA STREET  
SUITE 205  
SANTA BARBARA, CA 93101

PHONE: 805-963-8080  
EMAIL: INFO@CSASB.ORG  
WEB: WWW.CSASB.ORG

In-home care for a better quality of life.



**In Home Care & Assistance**

ph: 805-962-0555  
1018 Garden St., Suite 204  
Santa Barbara, CA 93101

## What is Complementary Paratransit Service?

As defined by the Americans with Disabilities Act (ADA), complementary paratransit is a service that operates in comparable time periods and in comparable areas, within 3/4 of a mile of an MTD fixed bus route. Easy Lift, as the local Consolidated Transportation Service Agency (CTSA), fulfills this paratransit requirement in the South Santa Barbara County area.

## Specialized Transportation in Santa Barbara

People who live in Santa Barbara generally feel fortunate for many reasons. Few, however, think much about the availability of specialized transportation. Every community in this nation has residents with unique mobility needs.

In 1993, Easy Lift was given a national award for its innovative approach to transportation. Transportation planners from literally all over the world have visited Easy Lift to see how we've been able to provide so much service with our limited resources.

In 2011, Easy Lift continued our tradition of being technologically innovative. We made several operational changes in an effort to provide our clients with the best possible service. Among other things, Easy Lift switched to a much more efficient and technologically advanced scheduling system which allows us to provide thousands more rides annually.

## Some Limitations

Easy Lift's passengers have a wide array of unique mobility needs. While we do our best to accommodate everyone, a small percentage of potential passengers have requirements we cannot fulfill. Some people requesting service live beyond our service area, while some live in housing where their driveways are narrow, steep, or obstructed to the point of being functionally inaccessible. In these rare cases, we will assess how to safely accommodate the client. In some situations, and in spite of everyone's most sincere efforts, we occasionally have to turn someone away. In these situations, the safety of our clients, other passengers, and drivers always takes priority.

## 5 Common Scams that Target Elders

Con artists use clever schemes to defraud millions of people across the globe. Here are some common scams that are particularly aimed to take advantage of older people – AVOID THESE SCAMS!

1. Help a grandkid who is being held in a foreign country. A call from someone pretending to be either your grandchild or a friend of your grandchild who is in trouble (usually in Mexico) and needs money wired to a representative in order to be released from the country. You are usually directed to wire the money from either Western Union or Walmart.
2. “You are a sweepstakes winner!” A call or letter saying you just won a prize, but must send money first to pay taxes or fees before the prize can be awarded.
3. Bank examiner scam: Someone calls asking you to help the “police” catch a bank thief by giving cash to a “bank detective” who will use it as bait in a sting operation at your bank.
4. “I’ll fix your roof cheap” – or your car. A person going door to door promises to do work cheap with leftover materials from a previous job – no work is done after you pay them cash.
5. “Help me collect my lottery winnings” A person approaches you saying they are an illegal alien who needs help redeeming a winning lottery ticket.

Remember: If it’s too good to be true, then it’s probably not TRUE and there is NO SUCH THING AS A FREE LUNCH!



AMERICAN RIVIERA  
BANK

## Easy Lift’s Service Area & Times

Easy Lift’s service area extends from Winchester Canyon west of Ellwood in North Goleta, through the town of Carpinteria, within 3/4 mile of MTD bus routes. Easy Lift’s service times also mirror MTD’s service times. Some MTD bus routes end earlier than others, and transportation along these bus routes is limited to MTD service times.

For questions regarding MTD bus routes, please call MTD at (805) 963-3366, or visit them online at [www.sbmtd.gov](http://www.sbmtd.gov). If you have any questions about specific locations or times you may contact Easy Lift at (805) 681-1181.

## ADA Definition of Disability

Under the ADA, a person with a disability is defined as:

“An individual with a physical or mental impairment that substantially limits one or more major life activities, such as breathing, seeing, hearing, speaking, walking, working, caring for oneself, performing manual tasks, learning, etc.; an individual who has a record of such a physical or mental impairment; an individual who is regarded as having such an impairment.”

The purpose of the Americans with Disabilities Act, which was signed on July 26, 1990, was to establish a national mandate to eliminate discrimination against people with disabilities. It enforces non-discrimination in all aspects of American life, both public and private, and provides enforceable standards. The ADA’s main purpose is to remove barriers to accessibility for people with disabilities.

## HOW TO ARRANGE YOUR TRANSPORTATION

Arranging transportation with Easy Lift is fast and simple. Every day, Easy Lift receives several hundred phone calls. It is our goal to reduce the time our passengers must remain on the phone making their reservations. Our operators can serve you best if you have the following information ready before you make your call:



## Care at Home... *Making Life's Transitions Easier*



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- ♥ Household Chores / Transportation
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## Inspiring hope. Empowering lives.

Devereux is the premiere provider of services to individuals with intellectual and developmental disabilities and emotional disorders, and their families. Our wide-range of services nurtures human potential, ensures well-being, promotes meaningful life choices and changes lives.

For more information, please visit  
[www.devereuxca.org](http://www.devereuxca.org) or call  
(805) 968-2525, ext. 1266 or 1202.

**Devereux**  
CALIFORNIA

**Your name...and whether you will be traveling alone or with a guest.** For information on guests and aides, see "Friends, Companions, and Personal Care Attendants."

**The date of your appointment.** You may book a ride at least one day in advance of your trip, and up to two weeks prior. For more information, please see "How Far in Advance Should I Call?"

**The complete name and address of your destination.** While Easy Lift has a list of thousands of locations that our passengers visit most often, we cannot guarantee that we have an address on file. When you call to book a ride, you must have the destination address ready, even if you have visited the location previously.

**The time that you would like to arrive at your destination.** In order to schedule a ride for you efficiently, the operator will need to know the time that you want to arrive at your destination. This will allow our computer system to efficiently calculate your pick-up window.

**The time that you would like to be picked up from your destination.** All rides, even return rides, must be scheduled in advance. For appointments in which your return time is uncertain, such as medical appointments, please allow extra time. If you are running late for a scheduled return trip, it may take the office staff up to an hour or more to find another return ride.

If you will be riding with an oxygen tank, please be sure to mention this to the operator when you book your ride.

### How Far in Advance Should I Call?

You can book a ride any time in advance of your trip up to two weeks prior and no later than the day before. The important thing to remember is that Easy Lift is not an unlimited resource. Rides are booked on a first call, first served basis. As you are one of hundreds of passengers who use Easy Lift every day, the further in advance you book your ride, the easier it is for the reservations operator to find a time that will work for you.

## Do you need help with Medicare?

Where would you turn for free unbiased answers and education about Medicare? HICAP can help.

Mr. Nelson was receiving notices that Medicare denied payment for the procedure he had two months ago. He attempted to make calls and sort through the paperwork but it only got more confusing and he found himself getting nowhere. He discovered HICAP, the Health Insurance Counseling and Advocacy Program, a non-profit program with counselors who specialize in Medicare.

Many people discover this Medicare counseling and advocacy program from the recommendations of others who have been educated and helped. HICAP counselors are registered through the Department of Aging and take the time to meet one on one with you to carefully make sense of your situation while giving a better understanding of your options.

When problems and inconsistencies are discovered, the Health Insurance Counseling and Advocacy Program counselor advocates on your behalf. HICAP is here to help you understand:

- Medicare coverage
- Compare Supplemental insurance
- Medicare Advantage policies
- Prescription drug plans that are cost effective
- Programs that help pay for prescriptions
- File appeals with Medicare or Medicare Advantage
- Understand your Long Term Care Insurance options.

We provide free and unbiased information so you can make informed decisions. HICAP is a statewide network of organizations authorized by state legislation originally authored in 1985 to provide free, independent, unbiased information and is the only agency authorized by the California Department of Aging to provide Medicare counseling. HICAP is funded through the Older Californians Act from the Area Agency on Aging and State Health Insurance Assistance Program funding from the Centers for Medicare and Medicaid Services (CMS).

Call 800-928-5663 for a presentation near you or a counseling appointment to help better understand and manage your Medicare benefits.

## Return Reservations

When most passengers book rides with Easy lift, they usually ask for a round trip reservation. Although it can be difficult to estimate how much time you may spend at a particular appointment, it is important to remember that if your appointment runs past your scheduled return time, you may have to wait up to several hours for another van to be dispatched. Therefore, it is always a good idea to schedule your return trip late enough to be sure that you will be ready when your vehicle arrives.

## Changing or Canceling Reservations

Changes to your reservations must be made at least one day in advance, all the way up to two weeks in advance. Time changes of one hour or less may only be made the day before your reservation.

Ride cancellations must be made by 3 pm the day prior to the reservation by calling (805) 681-1181. Any ride cancelled after 3 pm the day prior will be marked Insufficient Notice.

Easy Lift depends on efficient scheduling in order to deliver the maximum number of rides to our passengers with the resources that are available. When a rider schedules a trip and then cancels without proper notice, this can cause serious transportation and scheduling problems and may result in another passenger not receiving a critical ride.





# Feeling nicked and dimed by your bank?



At American Riviera Bank we don't have teaser rates or secret charges. We waive ATM surcharges so you can use any bank's ATM wherever you might be. Our customers say we are the "Cheers" of the banking world because we know you by name. We have experienced bankers who will help you whether you need a checking account or a line of credit. We know that there are plenty of banks to choose from, but if you choose us we know you'll be glad you did! Come visit us in downtown Santa Barbara or at our new office in the upper village of Montecito.



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Montecito office: 525 San Ysidro Road, Montecito | PH: (805) 335-8110 | FX: (805) 565-8542

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## NO SHOW AND INSUFFICIENT NOTICE POLICY

There are costs to Easy Lift for each scheduled trip, whether a passenger actually rides or not. This includes such things as staff time to schedule the ride and the cost involved with printing schedules, etc. Most importantly, every trip that is cancelled without proper notification means there is one less ride available for another passenger. Reducing no shows and insufficient notices will help other passengers get the rides they need.

A "No Show" is when a passenger does not take a scheduled ride and does not notify us in advance. If we do not receive notification that a passenger will not be taking their ride by the time our driver arrives at the pick-up location, the ride will be marked a No Show.

"Insufficient Notice" is when a passenger cancels a ride, but fails to give enough notice for the ride time to be offered to another passenger. Ride cancellations must be made by 3pm the day prior to the reservation by calling (805) 681-1181. Any ride cancelled after 3 pm the day prior will be marked Insufficient Notice.

Our policy for No Shows and Insufficient Notices is as follows:

- Passengers with three or more No Shows or Insufficient Notices in one month will receive a written warning.
- Passengers with six or more No Shows or Insufficient Notices during three consecutive months will receive a seven day suspension.
- Passengers with three or more No Shows or Insufficient Notices within one month of first suspension or six within three months of first suspension will receive a one month suspension.
- All suspensions after the first suspension will be for one month.
- Subscription riders will lose their subscription privileges for one month after three or more No Shows or Insufficient Notices in any given 30 day period.

"Casa Rhoda was by far the best Assisted Living care home for my father that he lived in the last seven years of his life."

John Bishop Jr.

# Casa Rhoda

Enjoy the comforts of HOME with care, love & compassion

### Specialities

24 hour assisted living care  
LVN onsite, RN on call & Drs. on call for home visits  
Alzheimer's, dementia & hospice accommodations  
Individualized care  
Diabetic care management  
Ambulatory & Non-ambulatory

**Please call for a tour and more information**

Rhoda Ann Demonteverde, Administrator / LVN  
(805) 252-5836



# Boca Walk-in Tubs

Boca Walk-in Tubs is proud to be serving our Senior Community in the Santa Barbara area, and indeed, is proud to be a sponsor for one of Easy Lift's vehicles. We understand how difficult and tiring it is for a large number of senior to get in and out of bathtubs and that is why we are here to bring ease and safety back to bathing pleasure.

## The Boca Walk-in Tubs Hydrotherapy

Eighteen air jets with speed controls make this a hydrotherapy bathing experience. Hydrotherapy is the use of water to soothe away pain, increase circulation and treat disease. Muscle aches, arthritis and joint pain, stress and tension fade when relaxing in a hydrotherapy bath. The four conditions for which hydrotherapy is most widely used are diabetes, arthritis, lower back pain and insomnia. Additional benefits of hydrotherapy include easing muscle strain, soothing tired feet, lowering blood pressure, reducing stress, aiding in rehabilitation from injuries and reducing symptoms in fibromyalgia, carpal tunnel syndrome and bursitis.

Everyone knows senior relatives or friends, whose broken hip or fractured wrist, has led to a long period of disability and pain and a greatly diminished quality of life.

One out of every three adults age 65 and older falls in the bathroom each year. Falls are the leading cause of injury and death in this age group. Falls are also the most common cause of non-fatal injuries and hospital admissions for trauma.

30% of seniors who fall suffer moderate to severe injuries such as lacerations, hip fractures, and/or head trauma. These injuries can make it difficult to get around or live independently and increase the risk of early death.

**How can seniors prevent falls resulting from climbing in or out of the tub or shower?** Phone Michael at (805) 686 1020 and make arrangements for a free in-home consultation.

This policy does not apply to passengers who have missed a ride due to unexpected circumstances such as a medical delay, local emergencies, inclement weather, etc.

In all cases, before suspending service, written notice will be sent of the proposed suspension along with instructions for appeal. All appeals must be received within 30 days of the mailing date of the proposed suspension. If no appeal is received or an appeal is not granted, the suspension will begin 30 days from the mailing date of the proposed suspension. While a passenger is suspended, they may not make reservations or take rides. All reservations made for the suspension period will be cancelled.

Before reinstating service, a passenger must have paid all money owed. If you have any questions about Easy Lift's No Show and Insufficient Notice policy, please contact the office at (805) 681-1181.

## HOURS OF OPERATION

### When Can I Ride?

Easy Lift operates Monday through Friday from 5:25 am to midnight; first pick-ups are around 5:50 am and last pick-ups are around 11 pm. On Saturdays, we operate from 6:00 am to 11:00 pm; first pick-ups are around 6:30 am and last pick-ups are around 10:30 pm. On Sundays, we operate from 6:20 am to 10:00 pm; first pick-ups are around 6:50 am and last pick-ups are around 10 pm. Please check with our office to verify holiday hours.

### When Can I Call?

Our reservation lines are staffed seven days a week: Monday - Friday from 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm and Saturday - Sunday 8:00 am to 12:00 pm and 1:00 pm to 4:00 pm. We are closed during the noon hour. Please check with our office to verify our holiday hours for the reservation line.

Easy Lift works on a first call, first serve basis; therefore, in order to give all of our passengers an equal chance to schedule a pick up, we must limit your reservations to two round-trip reservations or one three-way reservations per call. If you need to make more than two reservations you may make multiple calls in one day.

# The ALEXANDER PROPERTIES

## ASSISTED LIVING • MEMORY CARE

Come Experience the *"Quietude"*  
of our Beautiful Communities

Call Megan at **(805) 881-2882** to schedule your personal tour.

**Alexander Gardens Assisted Living**  
2120 Santa Barbara Street  
Santa Barbara, CA 93105

**Alexander Court Memory Care**  
325 West Islay Street  
Santa Barbara, CA 93101

**[www.AlexanderSeniorProperties.com](http://www.AlexanderSeniorProperties.com)**



**We are family,  
serving families.**

Rehab. Skilled Nursing. Hospice.

**Buena Vista Care Center**  
160 S. Patterson Avenue  
Santa Barbara, CA 93111  
805.964.4871



## EASY LIFT FARES

While a passenger pays \$3.50 to ride Easy Lift, the actual cost to Easy Lift of transporting someone is around \$53.00 per trip! This includes the cost for reservation staff, the driver's pay, fuel, maintenance, insurance for the vans, etc. Fortunately, our community is committed to supporting specialized transportation for senior citizens and people with disabilities.

### How Much Does it Cost to Ride?

The fare to ride on an Easy Lift van is \$3.50 in cash for each one-way trip. Ride tickets may also be purchased in advance. Ride tickets are \$32.50 for a book of ten tickets. Drivers are not able to make change, so it is important that passengers have the exact fare or a ride ticket.

### How to Purchase Ride Tickets

Ride tickets are sold in books of 10 for \$32.50, a 9% discount over the regular price. We have four convenient ways to purchase tickets: (1) online; (2) by mail; (3) by phone; or (4) in person. Ticket purchased online, by mail or by phone are mailed within 1 day of receipt of your order. Tickets cannot be purchased from drivers.

1. To purchase tickets **by mail**, please send a note indicating how many books you would like to purchase and a check payable to Easy Lift Transportation, 53 Cass Place Suite D, Goleta, CA 93117.
2. To purchase tickets **online** with a Visa or Mastercard, please visit [www.easylift.com](http://www.easylift.com).
3. You may also purchase tickets **by phone** with your Visa or MasterCard. Call us at (805) 681-1181.
4. If you would like to have your tickets immediately, you may come into our office Monday through Friday from 8am to 12 noon and 1pm to 5pm to purchase tickets with check, money order, or Visa/MasterCard. The office is not open to the public on weekends. Our office is located at 53 Cass Place Suite D in Goleta. We are 100 feet from the Santa Barbara Airport tower facing Firestone Road, which runs parallel to Hollister.

## One of a Kind

When we asked our Help Unlimited caregivers to share a story for Older Americans Month about an older person whom they admired, we were touched when we received an essay from one of our care staff about her client. Her attitude of respect and admiration is an inspiration us, setting an example of how to listen with an open heart and welcome ear.

I want to share a just few excerpts from her essay:

“When one sets out for a simple walk around the block with a 93 year old man in a wheel chair you would hardly expect that you would be in for a ride yourself.”

“It seems everyone knows him! He even has the fancy Ray Ban sunglasses, and still looks like that California surfer boy, with that crop of thick curly locks, sparkling blue eyes and deeply tanned skin. I have not spent a day with this man when I have lacked respect, or been without honor, and I feel privileged to be in his presence. I am in awe of his humility. I have never heard him boast; his gratitude is great and he carries a dignity within him that he has earned through genuine hard work, self-sacrifice, and by being an honest and straightforward man.”

“I have witnessed big changes in his life during my time with him and, while he may seem stubborn on the outside, he carries an acceptance of his reality in quiet dignity. I ask him, ‘Are you ok?’ He cocks his head to the side, looks me dead in the eye and says, ‘I can handle just about anything’. During my time with this extraordinary one-of-a-kind man, I can only hope some of his qualities rub off on me. I look forward to my weekends with him having a hot dog at the local stand and watching the ocean and some trains go on by. I am a better person for being in his graces.”

Providing elder care is so much more than caring for physical needs. Caring for our elders means enabling them to live with dignity and respect.



## HOW EASY LIFT SCHEDULES YOUR RIDE

Easy Lift provides thousands of rides each year to over 2,000 passengers. As a non-profit organization with limited resources, we depend on highly efficient computer scheduling in order to fit the maximum number of rides into our fleet of vans.

On average, a ride will last about twenty minutes. However, the amount of time it takes to travel from your home to your destination is only one part of the trip. First, the van must travel from its last drop-off point to your home. Keeping this travel time as short as possible is absolutely necessary for Easy Lift to run efficiently.

### Ride Windows

When you call to make a reservation you will be given a 30 minute pick-up and drop-off window time. For example, if you need to be somewhere by 9am, your window time will be between 8:15 and 8:45am. We will offer the best window time possible to get you to your destination on time. You can call the day of your ride 5 to 10 minutes before the beginning of your window to get a better estimated pickup time. We will radio the driver to determine their ETA.

### Why does Easy Lift use Ride Windows?

Easy Lift schedules using a half-hour pickup window because it allows us to provide more rides to more passengers with fewer ride denials and saves on fuel and driver time. Generally passengers are given pick up windows very close to what is requested. In fact, the ADA requires that Easy Lift offer times within an hour of what is requested. However, Easy Lift is a community transit system (not a taxi service) and passengers should be prepared to share rides with other clients and accept flexibility in pick-up and drop-off times.

## PICK-UP AND DROP-OFF PROCEDURE

To ensure that your trip goes smoothly, Easy Lift has developed the following pick-up and drop-off procedures. Some passengers have special needs and may arrange for “special assistance” in advance. For more information, see “How Drivers Will Assist You.”





## Experience Endless Possibilities

**Villa Santa Barbara has it all.** A spectacular downtown setting, a mild seaside climate, good friends, fine dining, daily activities and the good life you deserve. We offer beautiful apartment homes for those desiring independent or assisted living services.

**Call for an appointment today. (805) 963-4428**

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[www.thevillasantabarbara.com](http://www.thevillasantabarbara.com)

### Where to Wait

Easy Lift provides curbside-to-curbside service. Therefore, the driver will wait for a passenger at the curb of a public street, in front of or as close to the rider's house, building, or other safe designated pick-up location as possible.

For drop-offs, the driver will drop the rider off at the sidewalk or another safe waiting area next to the curb of a public street, in front, or as close to the designated drop-off location as possible. Unless a passenger has arranged for special assistance in advance, the rider must be waiting at the sidewalk, or at another safe waiting area in front of or as close to the entrance of the pick-up location as possible.

Easy Lift will ensure that the service available to each passenger actually gets the passenger from his or her point of origin to his or her destination point. However, drivers are not allowed to negotiate multiple stairs, carry packages or purses, enter private homes, or go beyond the ground floor lobby of office buildings or care facilities.

### Apartments, Office Complexes, and Shopping Centers

Easy Lift has designated standard pick-up and drop-off sites at major activity centers and certain destinations such as large medical centers, malls, college and university campuses, and many nursing homes. If a rider schedules a trip to one of these destinations, the operator will tell the rider where the pick-up point is located and the rider will need to wait at that location for the van.

### Nursing Homes, Adult Programs, and Day Care Centers

Passengers picked up at nursing homes, adult programs, or day care centers must be present when the Easy Lift van arrives. Drivers are not permitted to go beyond the ground floor lobby of care facilities, or go into rooms to pick up riders. Nursing homes and day care centers must have facility personnel ready to assist the passenger, if necessary.



## Exercise Is the No. 1 Prescription for Arthritis

Not so long ago, seniors who were diagnosed with arthritis were told to take it easy and “rest their joints.” But we now know that advice was based on an incomplete understanding of the importance of physical activity in building up the muscles and surrounding tissue that support the joints.

The rocking chair days are over. We now know that exercise is vital for managing osteoarthritis, rheumatoid arthritis, lupus and most other forms of arthritis. Physical activity reduces the pain, stiffness and fatigue that interfere with daily activities. It helps control other chronic conditions that make arthritis worse, such as heart disease and diabetes. Exercise also helps control obesity. Being overweight is very hard on the joints: According to a study from Wake Forest University, each pound of body weight we gain adds four pounds of pressure onto each knee joint!

Yet many seniors are apprehensive about exercising. Dr. Patience H. White of the Arthritis Foundation says, “We often find that people with arthritis are fearful of physical activity because they think they will hurt themselves or it’s too painful, but the condition and pain only get worse when movement stops.” She adds, “Moving just 30 minutes daily, even 10 to 15 minutes at a time, can ease joint pain, improve mobility and reduce fatigue often associated with arthritis.”

It’s important to exercise ... but equally important to exercise correctly. People who are living with arthritis should ask their healthcare provider about an exercise “prescription.” The doctor will take into account the type of arthritis they have and which joints are affected. Most likely, the exercise program will include a combination of aerobic exercise, muscle-strengthening activities and balance training, along with stretching for flexibility. Low-impact exercise is usually recommended and might include swimming or water aerobics, brisk walking, bicycling and dancing. Special “joint-friendly” exercise classes for people with arthritis are offered in many communities.

Physical therapists can develop a customized exercise program that yields the most benefit with the least stress on joints. The Centers for Disease Control and Prevention (CDC) provides information on using physical activity to ease arthritis pain, including a five-minute “Arthritis Pain Reliever” video and a simple, easy-to-follow set of guidelines.



## How Long Must a Rider Wait

Sometimes our vehicles may arrive early or late due to traffic or other unforeseen circumstances. It is important to be ready at least 5 minutes before the beginning of your window time. If your driver is 5 minutes outside of your window time, you should contact the office (805-681-1181) to determine their ETA.

## How Long the Driver will Wait for Passengers

When the vehicle arrives, passengers need to board the vehicle within five minutes of its arrival. For example, if your driver arrives at 1:45pm and you do not board the bus by 1:50 pm, the driver will leave and the ride will be marked a no-show.

## How Drivers Will Assist You

It is important to realize that Easy Lift is a non-profit provider of transportation services, and that our drivers are not trained or equipped to be personal care attendants. Easy Lift drivers are only allowed to assist riders getting on and off the vehicle. They may also escort a rider to and from the sidewalk or another safe waiting area located next to the street, the lobby of an office complex, or the ground floor of a multi-story building.

## Wheelchair Lift

If a rider is unable to use the steps to board the van, the driver will board the passenger using the wheelchair lift.

## Securement on Board

Easy Lift will make all attempts to secure wheelchairs. However, if the wheelchair exceeds normal size, the driver may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. Passenger safety is our first and foremost concern.

Easy Lift requires that all riders use seat belts. Drivers may assist riders with their seatbelts, if requested, and drivers will also secure the tie-downs for a wheelchair passenger. If a rider is traveling with a child who is 4 years of age or younger, or weighs 40 pounds or less, then they must supply a “hook up” car seat. Children 8 or younger and under 4’ 9” in height must use a booster seat. Easy Lift does not supply car seats or booster seats, they must be provided by the passenger.

# Devereux

Devereux CA provides high quality services to adults who have intellectual, emotional, developmental, and behavioral challenges. These men and women, ages 18 through life span, participate in on-campus Residential, Respite, and Day Programs, and/or they receive Supported Living or Independent Living Services by qualified staff in their own home throughout Santa Barbara County.

Devereux is a leading non-profit behavioral health organization that supports many of the most underserved and vulnerable members of our communities. Founded in 1912 in Pennsylvania, by Helena Devereux, we operate a comprehensive national network of clinical, therapeutic, educational, and employment programs and services that positively impact the lives of tens of thousands of individuals and families every year. We help empower individuals with intellectual, emotional, developmental, and behavioral challenges to lead fulfilling and rewarding lives.

As an example of living a gratifying life, meet Markley Mogan – artist, student, and an individual served by Devereux. Self-directed goals are integral to Devereux's Supported Living Program. So Markley set a goal for herself with the help of her "Circle of Support" (family, friends, and staff) to hold a one-woman art show. With an abundance of completed works and support from staff, Markley held an art exhibit and sale in her home. Markley's works were displayed throughout her home, and more than a dozen works were sold. Markley plans to continue art classes and work toward a goal of having a public exhibit. She says, "When I do art, it calms me down. It's very good therapy."

Devereux's Mission is to change lives and nurture human potential. We inspire hope, ensure well-being, and promote meaningful life choices. Our vision is to be the Provider of Choice, Employer of Choice, and Charity of Choice.

Please contact us for more information.  
6980 Falberg Way, Goleta, CA 93117  
805-968-2525, xt 1266 or 1202  
[www.devereuxca.org](http://www.devereuxca.org)

**Devereux**  
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*Inspiring hope. Empowering lives.*

## Multiple Stops

Drivers are not allowed to make multiple stops. If you would like to stop off at a separate location before your final destination, this is considered a separate ride and must be scheduled in advance.

## RIDING THE VAN

### Friends, Companions, and Personal Care Attendants

Companions/guests may travel with passengers provided that there is space available, and companions/guests are charged the same fare as the rider. There may only be one companion/guest in a wheelchair or scooter, or two ambulatory companions/guests. Personal care attendants are not required to pay the fare as long as they are traveling with an eligible rider. Please be sure to notify the reservations operator that an additional passenger will be traveling with the rider during the trip, since seats are subject to space availability.

### Transportation of Packages and Animals

Riders who wish to transport more than two bags of groceries (or anything else) are required to provide a transportable cart. Drivers cannot carry packages.

Riders may travel with a service animal, defined as a guide dog, signal dog, or other animal trained to work or perform tasks for persons with disabilities. Please inform the dispatcher if a rider plans to travel with a service animal.

### Entering & Exiting the Vehicle

Safety is our utmost concern. As a result, drivers will assist all passengers entering and exiting the vehicle. In addition, if there is more than one passenger per vehicle, please wait until the driver is ready to assist you before trying to enter or exit the vehicle on your own. This applies to passengers, caretakers and children (basically anyone entering or exiting the vehicle).

### Seat Belts

Seat belts must be worn at all times. Seat belts may not be pulled away from the chest or worn inappropriately, and seat belts must remain fastened until the van has come to a complete stop and the ignition has been turned off. If you are unsure when it is okay to unfasten your belt, please ask the driver.



## Casa Rhoda

Enjoy the comforts of HOME....  
There is no place like "Casa Rhoda"

Casa Rhoda 1, 2, 3, & 4 are licensed residential care facilities providing assisted living for the elderly in Santa Barbara, California. Four lovely Casa Rhoda homes can accommodate ambulatory, non-ambulatory, Alzheimer's, dementia, and hospice care. Special services can be extended to insulin dependent diabetics, catheter care, ostomy care, wound care, and much more... Licensed vocational nurse on-site, registered nurse on-call, and doctor on-call for house visits.

The homes are lovely, accommodating, private residences with sunny patios and an abundance of flower gardens. They are located in a peaceful secure residential neighborhood close to a major shopping center and quiet parks.

"Casa Rhoda was by far the best Assisted Living care home for my father that he lived in the last seven years of his life."  
John Bishop Jr.

"We chose Casa Rhoda after visiting at least ten other facilities in Santa Barbara. We have been grateful for the tremendous care our mother has been receiving from the healthy meals to the friendly attentive caretakers. It truly is a special place."  
The Louie Family

Please call for a tour and additional information.  
Rhoda Ann Demonteverde, Administrator / LVN, (805) 252-5836

### Transporting Oxygen Tanks

For medical reasons, some passengers need to have portable oxygen tanks with them while riding the van. We are able to transport oxygen tanks. However, for safety reasons, we do so with special care. All the tanks must be firmly secured before the passenger can be transported. Tanks may be secured to wheelchairs, but Easy Lift staff will need to confirm that the installation is safe. Otherwise, Easy Lift can only safely transport small tanks. If you will be riding with an oxygen tank, please be sure to mention this to the operator when you book your ride.

### Driver Appearance and Rules of Conduct

Easy Lift drivers must be uniformed and participate in an intensive training period. Drivers also undergo a thorough background check through the Department of Motor Vehicles and drug testing. Drivers have the authority to refuse transportation to any passengers who are disruptive, abusive, or refuse to wear their safety belts.

### OFFICE LOCATION & DIRECTIONS

Our office is located at 53 Cass Place Suite D in Goleta. We are 100 feet from the Santa Barbara Airport tower facing Firestone Road, which runs parallel to Hollister. From Santa Barbara, take the 101 north, exit Fairview. Stay in the left hand lane to go straight and turn left over the bridge. Turn right onto Hollister. Turn left at the first light which is Lopez Road (you will see the Elephant Bar straight ahead). Turn right onto Firestone Road. Drive about ¼ mile. Our office entrance is just past Cass Place and has a front lawn and parking spaces. Our sign is on the building.

From points north, take the 101 south, exit Fairview. Turn right onto Fairview. Turn right onto Hollister. Turn left at the first light which is Lopez Road (you will see the Elephant Bar straight ahead). Turn right onto Firestone Road. Drive about ¼ mile. Our office entrance is just past Cass Place and has a front lawn and parking spaces. Our sign is on the building.

# Center for Successful Aging

The Center for Successful Aging is ready and able to meet your needs for connection and understanding. We have a cadre of seniors who have been trained in basic counseling skills and are ready to help you move your life forward. We offer individual and group sessions where seniors can learn from each other and our dedicated staff. We also offer a telephone reassurance service where seniors who live alone receive a daily check in call. All of these services are free of charge.

You are invited to read our senior newspaper, "Successful Aging" where you will find informative articles on current issues facing seniors. Along with these educational materials, we often have a crossword puzzle as well as an essay contest. You can find our newspaper at local churches, YMCA's, community centers, libraries, stores and restaurants.

If you have access to a computer, you can also find us online at [csasb.org](http://csasb.org). See pictures of our last major senior event "Seniors Have Talent" and learn about our next event in April, 2014.

Gaining access to all of our services is easy. Just call 963-8080 or send us an e-mail at [info@csasb.org](mailto:info@csasb.org). Our offices are at 1528 Chapala Street, Suite 205. We advise you to call and make an appointment since we aren't set up for drop in visits.

We look forward to hearing from you.



## OTHER SERVICES OFFERED BY EASY LIFT

### Easy Lift Mobility Training Service

Mobility gives people independence. To provide transportation options for seniors and the physically challenged, Easy Lift created our Mobility Training Program. Our mobility trainer will work one-on-one with individuals to teach them such skills as how to read and use the MTD bus schedule, where to catch the MTD bus they need, and so on. Our trainer will even ride with program participants on a repeated basis until they feel comfortable navigating the fixed route bus service on their own.

### Contract and Charter Services

Easy Lift's Dial-A-Ride program is dedicated to service for individuals living independently. It is not expressly designed for group homes and/or programs desiring transportation of their clients/residents for programs or recreational purposes. Organizations needing to get clients to activities can meet their transportation needs by contracting with Easy Lift for service. We offer special group rates, usually billed by the hour, which vary depending upon the logistics involved.

If more than two people (not including approved attendants) wish to travel to and from the same location/destination, they are required to use either contract or charter service.

Unlike Dial-A-Ride, contract transportation may be pre-scheduled on a recurring basis for whatever duration may be required. Contract and charter services are scheduled subject to availability.

### Project Safe Streets

Many organizations operate their own vans but have no way to train their drivers. Through our driver trainer, East Lift's Project Safe Streets program provides training tailored to meet each agency's specific needs.

## Important Considerations for Aging Seniors in our Community

As we grow older, we want very much to keep our independence; we took care of ourselves all our lives, so why stop now? Some of us age better than others and we realize we just might need a little help. This revelation brings many questions, uncertainty and often fears. When we realize we are not the spring chickens we used to be, and there might be the possibility of forgetting to take important medication, taking a fall, forgetting to turn off the stove or simply too difficult to shop and make meals, are all signs of that it might be time to consider getting a little help.

If you think you need help with anything from cooking, driving, cleaning, medication management or more, the best thing to do is talk to a professional resource that can make sense of this and offer practical options in the community for you.

They help you determine what is best for your well being at no cost to you. They offer valuable advice for at home assistance, help you understand the options and benefits of retirement communities, offer resources to consider for a health advocate insuring proper doctor's care and for many seniors who just want some companionship; they can recommend wonderful local resources.

We understand the importance of having someone to talk to about aging; there can be difficult questions and tough decisions. We at Villa Santa Barbara understand that, and encourage local seniors talk to complimentary Senior Consultants in the Santa Barbara Community about the help they may need. We believe Central Coast Senior Care and is an excellent resource, we at Villa Santa Barbara can also help you determine the pros and cons of living in a retirement community vs. safely at home.

For more information give us a call at 805-963-4428 or visit us online at [theVillaSantaBarbara.com](http://theVillaSantaBarbara.com) or call Central Coast Senior Care at 805-233-7606 or visit them at [CentralCoastSC.com](http://CentralCoastSC.com).



## HOW WE STAY IN TOUCH

### Passenger Newsletter and Survey

It is our goal at Easy Lift to maintain the highest standards of customer service and rider satisfaction. One way we accomplish this is by sending periodic newsletters and passenger surveys to each of our riders. This way we can keep you informed, and it also gives our riders an opportunity to provide us with valuable feedback.

In an effort to become more eco-friendly, please sign up for our electronic mailing list at [www.easylift.org](http://www.easylift.org) or call (805) 681-1181 and provide the dispatcher with your email address.

## COMMUNITY SUPPORT

Financial support from the community is a necessary part of any non-profit organization. Easy Lift Transportation has relied upon the generosity of the local community to sustain its service to the south coast for twenty-five years. Opportunities for charitable giving can be in the form of:

- Cash donations via check or credit card.
- Bequests naming Easy Lift in a will or living trust
- Donation of securities
- Charitable trusts

You are encouraged to consult your tax advisor when considering making any charitable contribution.

All donations are very much appreciated and necessary to support the continued operations of our charitable organization. Please contact our Executive Director at the number listed on the cover of this booklet if you would like to discuss some of these ways of contributing to Easy Lift Transportation. We will be happy to talk with you and your financial advisor about the different opportunities for charitable giving.

To make a donation online, please visit [www.easylift.org](http://www.easylift.org). For donations by mail, please send your check payable to Easy Lift Transportation to 53 Cass Place, Suite D, Goleta, CA 93117.



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