



County of  
Los Angeles

# Florence-Firestone Community CONNECTION

Community Resource Guide 2005-2006



A New Look for

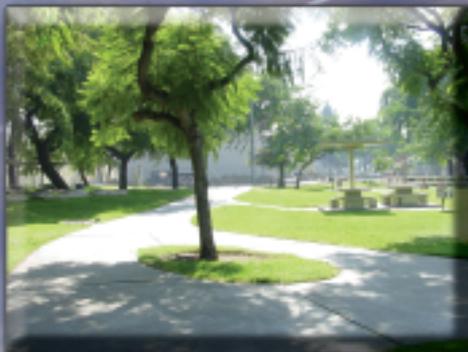
## *Florence-Firestone*

See article on page 4



Emergency Preparedness - see insert

En Español - página 45



*Enriching Lives*



Dear Community Member,

The County of Los Angeles is pleased to offer you the third annual publication of the Florence-Firestone **CommunityCONNECTION** - a resource and activity guide prepared especially for the members of the Florence-Firestone community. You live in a community with a wealth of activities and resources and through the **CommunityCONNECTION** you will find valuable information on County services, as well as community updates. At the back of this issue, you will also find a directory of services with telephone numbers to various County Departments. Please keep this portion of the guide on hand to report problems, or request services. We have also included an Emergency Preparedness Guide Checklist to assist you in the event of a disaster. You are encouraged to take some time to review and complete the Checklist. We encourage you to also complete the survey on page 42, encouraging residents to “Tell Us What You Think”. For your convenience, the survey is now available on the web at <https://lacws.co.la.ca.us/cao/ffconnection.htm>, and you can also email us at [uas\\_sp@cao.co.la.ca.us](mailto:uas_sp@cao.co.la.ca.us).

We hope that **CommunityCONNECTION** encourages you to stay in touch with your community.

*Thank you.*

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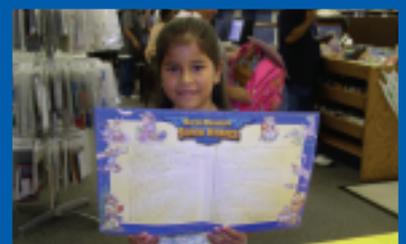
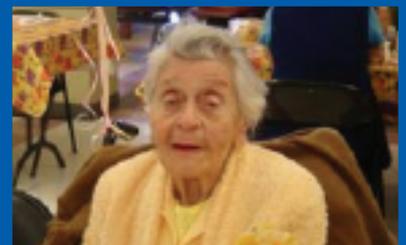
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# Living In Florence-Firestone-Frequently Asked Questions

## What city is Florence-Firestone located in?

The community of Florence-Firestone is located within unincorporated Los Angeles County. This means that Florence-Firestone is not a city or part of the City of Los Angeles, the City of Huntington Park or the City of South Gate. Instead, Florence-Firestone is one of many communities in which the County of Los Angeles is responsible for providing all municipal (local) services such as law enforcement, fire suppression, library, animal control, road maintenance, and park and recreation activities.

## Who governs Florence-Firestone?

The unincorporated areas are governed by the Los Angeles County Board of Supervisors, who serve as your “City Council”. The Board of Supervisors are responsible for making policy that affects you and all other Florence-Firestone residents. Two Supervisors share the responsibility of leadership in Florence-Firestone, depending on where you live. More than 65 percent of the County is unincorporated. For the 1 million people living in those areas, like Florence-Firestone, County departments provide the municipal services.

## What Supervisorial District do I live in?

Florence-Firestone is divided into two Supervisorial Districts and depending where you live, some areas are part of the First District while others are part of the Second District. The map of Florence-Firestone on the back cover shows the boundaries between the First and Second Districts. However, to verify the District you reside in, we recommend you contact the County Registrar-Recorder/County Clerk at **(562) 466-1310** or visit the County's website at **www.lacounty.info** and click on the “Find Your Districts” link.

## How can I contact my County Supervisor?

Whether you live in the First or Second District, you will find that the County is here to serve you. The information provided in this guide will help you access the County services you need. However, if you ever feel that a County department has not been responsive to your request for service please contact the First or Second District Field Offices. Both offices have knowledgeable staff that can help you obtain information about County departments and services that will respond to your request.

### FIRST DISTRICT

East Los Angeles  
Field Office  
5264 E. Beverly Boulevard  
Los Angeles, CA 90022  
**(323) 881-4601**

### SECOND DISTRICT

Florence-Firestone  
Field Office  
7807 S. Compton Avenue  
Los Angeles, CA 90001  
**(323) 586-6523**

## What is the County doing to improve services and quality of life in Florence-Firestone?

In Florence-Firestone, the County has formed the Florence-Firestone Community Enhancement Team (FFCET), which includes staff from the First and Second Districts and various County departments to improve the delivery of services through better department collaboration and cooperation. You may have noticed many of the community improvements that are a result of the efforts of the FFCET such as;

- Redesigning of street sweeping routes to improve road cleanliness.
- Conducting Pedestrian Safety Studies for major streets.
- Adding Deputy Sheriffs to deal with safety and quality of life issues.
- Establishing a Nuisance Abatement Team to deal with problem residential and commercial properties and zoning enforcement.
- Installing new street signs on major streets.
- Installing new street lights in neighborhoods.
- Encouraging commercial development in the Florence-Firestone Business Districts.

### What County departments are participating in the FFCET?

- Animal Care and Control
- Chief Administrative Office
- Community Development Commission
- Community and Senior Services
- Consumer Affairs
- Fire Department
- Health Services
- Parks and Recreation
- Public Library
- Public Works
- Regional Planning
- Sheriff's Department

### Has the FFCET gathered input from the community?

Yes! The success of the FFCET depends on its ability to work with the Florence-Firestone community residents. Thus, through a town hall meeting, and the outreach efforts of the FFCET, a group of 25 community leaders were identified and invited to participate in the decision-making process of the FFCET. To ensure sustainability of the FFCET effort, several community workshops were held to educate these community leaders on County services. From these introductory meetings, the community leaders and County staff identified priorities for service enhancements within the following areas:

- Public Safety
- Code Enforcement
- Traffic Safety and Mobility
- County Services Information
- Road Cleanliness and Aesthetics
- Development and Infrastructure
- Community Identity and Involvement

The FFCET welcomes additional input from individuals or community groups concerning these service areas or other areas for FFCET consideration. Please call the First or Second District Field Offices if you want more information.

### What can I do to improve County services?

You are entitled to a County government that is responsive, but, you too can do your part to help maintain the quality of life in your community. One of the most effective ways to improve the quality of life in your neighborhood is by joining a neighborhood improvement group. Here are a few tips on how you can improve County services in Florence-Firestone:

- Use Community Connection as a guide to request services, report problems, and get better informed about County services.
- Share your knowledge of County services with your neighbors and friends.
- Maintain a log of the date, department and contact person who handled your request and report back to departments on whether the services you requested were delivered. Report back to departments on the quality of services delivered.
- Join an existing MASH (More Advocates for Safe Homes) or any other type of group in your neighborhood, or start your own neighborhood meeting. Learn how to access local services, hold the County accountable and work in partnership with County government. For more information, contact your County Supervisor.

## *Florence-Firestone Community* Updates and Improvement Projects

### Street Name Signs, Street Lights and Pedestrian Safety

You may have noticed improvements to your community that include both enhanced street lighting in some areas, and new street name signs. Florence-Firestone is the first unincorporated County area to benefit



from the new and improved street name sign project, completed by the Department of Public Works in May 2005. Approximately 1,450 new street name signs have been installed on streets in the area. The new signs are larger and have larger lettering, making them more visible and easier to read. In addition, the new signs have a prevalent County seal and community name logo that enhance the public's and residents' identification with the Florence-Firestone community.

The Florence Boulevard Streetscape Project is a multi-year effort to improve pedestrian safety, lighting and crosswalks from Mountain View Avenue to Central Avenue. Preliminary information is being gathered in preparation for community meetings beginning in January 2006. For more information on the streetscape project call **(323) 890-7210**.

### New Street Sweeping Schedule

The new street sweeping schedule has been in effect since July 2005. The routes were redesigned so that the streets would be swept within two working days after trash collection. Ultimately, the goal is to improve the appearance and cleanliness of your neighborhoods and keep litter and debris from entering the storm drain system. Additional changes include new "No Parking" signs in neighborhoods, which are posted at the beginning, end, and mid-block, as necessary.

The street sweeping schedule was changed, in part, as a result of working with the community to improve how County services are delivered to families and businesses of Florence-Firestone. This is consistent with the County's Strategic Plan Goals of "Service Excellence, Organizational Effectiveness, and Fiscal Responsibility". If you have any questions, please contact the Department of Public Works, Road Maintenance District 4 office at **(562) 869-1176**.

### Firestone Garbage Disposal District Becomes Automated

The new automated trash collection system which replaced the manual system as of September 1, 2005, has noticeably enhanced the community's appearance



by promoting orderliness and cleanliness throughout the Firestone Garbage Disposal District. By depositing trash, recyclable materials, and green waste in their designated containers, it prolongs the life of landfills, thereby keeping service fees down. To ensure pick-up please remember to place your containers by the curb on the night before your scheduled collection day. For bulky item pick-up or other trash collection services, call BFI at **(888) 742-5234**. For recycling, waste reduction, and pollution prevention information, visit [www.888CleanLA.com](http://www.888CleanLA.com). For more information, contact the Department of Public Works at **(800) 404-4487**, Monday through Friday, between 7:00 a.m. and 5:30 p.m.

### Business Improvements Coming to Florence-Firestone District

On August 30, 2005, the Board of Supervisors reached a major milestone by approving the creation of the first-ever Business Improvement District (BID) located in the unincorporated area of Florence-Firestone. Business Property owners within the identified district boundaries agreed to a yearly assessment, to pay for identified property related improvements and projects that will improve the business district. Located in the Florence-Firestone revitalization area, the BID will run along Florence Avenue from Central Avenue on the west to the Metro Blue Line tracks on the east, and on Compton Avenue from East 75th Street to just north of Florence Avenue in both the First and Second Supervisorial Districts.

Over 65% of the property owners voted in support of the BID (a majority vote was required for passage) with its five-year assessment. The BID will generate approximately \$98,000 annually for the next five years. Funds will be used for image enhancement, business promotions, amenities, and to provide additional public services. For more information, call the Community Development Commission's (CDC) Economic Redevelopment Division at **(323) 890-7204**.

**“La Alameda”: Funding Approved for Future Shopping Center**

There is a major shopping center coming to town! On August 16, 2005, the Board of Supervisors approved funding to go towards the development of a shopping center at the southeast corner of Florence Avenue and Alameda Street. The “La Alameda” project will provide needed goods and services to residents of the unincorporated communities of Florence-Firestone and Walnut Park. The project will also revitalize the local community by eliminating blight and creating an estimated 750 permanent, full-time equivalent jobs with annual salaries ranging up to \$38,000.



A large number of national retail tenants will occupy space in the new development. Leases have been signed, for example, with Office Depot, Ross Dress for Less, Sav-on Drugs, and Payless Shoes. Construction is expected to start in March 2006, and stores are tentatively expected to open in March 2007. The CDC worked closely with the developer to make this “power center” the very first economic revitalization project of its kind within Los Angeles County. For more information, call the CDC's Economic Redevelopment Division at (323) 890-7204.

**“Miracle on 59th Street”**

The Department of Regional Planning (DRP) completed a thorough study of the Florence-Firestone community. The study recommended that the zoning for properties in several parts of the community be changed and that a new set of zoning regulations called a Community Standards District (CSD) be established. These recommendations were adopted by the Regional Planning Commission in July



*Before*



*After*

2004. In the northern part of Florence-Firestone, properties along 59th Street were zoned for industrial use in 1946. The DRP's study found that this zoning pattern was inappropriate because the properties along the street were mostly used for residential purposes. Over the years, a few industrial uses had become intermixed with the existing residential uses, creating a poor living environment. Several vacant lots became dumping grounds for trash and other items, while others were rented to industrial businesses that did not meet zoning regulations.



*Before*



*After*

The decision to rezone properties along 59th Street has resulted in major changes, far more quickly than anyone could have anticipated. Within the last several months, new residential developments have begun construction on properties that were vacant or contained incompatible industrial businesses as recently as last year. The improvement to the neighborhood is visible and quite impressive. This “Miracle on 59th Street” is only one of the many exciting changes occurring in Florence-Firestone. By working together, residents, business owners, and County officials have made Florence-Firestone a better place to live, and the community's future brighter.

# Florence-Firestone Community Updates and Improvement Projects

(Continued)

## General Plan Update

The Los Angeles County Department of Regional Planning (DRP) is presently updating the County's General Plan. The County Plan serves as a policy for all future developments and addresses community land use, circulation, environmental issues, economic and social goals and other policies as they relate to land use and development. It sets the ground rules that guide development within the community by providing a basis for local government decision-making. The process of developing or updating a General Plan provides citizens with opportunities to participate in the planning and decision-making process of their community. Proposed changes include more focus on the unincorporated area. The Department plans to conduct public meetings on the Preliminary General Plan in 2006. For further information on the General Plan Update, please visit the Departments website at <http://planning.co.la.ca.us> or call the General Plan section at (213) 974-6417.

## Business Storefronts

Through the use of Community Development Block Grant funds, approximately 76 storefronts in the Florence-Firestone area have received facelifts over the past four years. Facade improvements have resulted in a more attractive shopping environment. For more information on storefront improvements call (323) 890-7203.

## Local Park Improvements

### Ted Watkins Park

The existing soccer field will undergo renovations that include the installation of a fence around the field, turf and irrigation upgrades, lighting improvements, and refurbishment of bleachers and benches. Also, selected restrooms will be renovated to comply with the Americans with Disability Act (ADA) and the picnic areas will be upgraded.

### Washington Park

The new gymnasium at Washington Park will be completed in January 2006. The grand opening will be January 21, 2006 at 12:00 noon. The new gymnasium will include restrooms and offices for staff. A new picnic shelter and parking lot will also be constructed. Additional improvements include, ADA upgrades to an existing restroom and upgrades to the meeting room.

### Bethune Park

Sports field lights have been installed at the park. Lighting throughout the park will also be upgraded. The anticipated completion date is February 2006.



Storefront - Before



Storefront - After

# County of Los Angeles Strategic Plan

## COUNTY VISION

Our **purpose** is to improve the quality of life in Los Angeles County by providing responsive, efficient, and high quality public services that promote the self-sufficiency, well-being and prosperity of individuals, families, businesses and communities.

Our **philosophy** of teamwork and collaboration is anchored in our shared values:

- **A can-do attitude** – we approach each challenge believing that, together, a solution can be achieved.
- **Accountability** – we accept responsibility for the decisions we make and the actions we take.
- **Compassion** – we treat those we serve and each other in a kind and caring manner.
- **Commitment** – we always go the extra mile to achieve our mission.
- **Integrity** – we act consistent with our values.
- **Professionalism** – we perform to a high standard of excellence.
- **Respect for diversity** – we value the uniqueness of every individual and their perspective.
- **Responsiveness** – we take the action needed in a timely manner.

Our **position** as the premiere organization for those working in the public interest is established by:

- A capability to undertake programs that have public value,
- An aspiration to be recognized through our achievements as the model for civic innovation, and a pledge to always work to earn the public trust.

## COUNTY MISSION

*To enrich lives through effective and caring service.*

### Strategic Plan Goals

- |                                 |                                      |
|---------------------------------|--------------------------------------|
| 1. Service Excellence           | 5. Children and Families' Well-Being |
| 2. Workforce Excellence         | 6. Community Services                |
| 3. Organizational Effectiveness | 7. Health and Mental Health          |
| 4. Fiscal Responsibility        | 8. Public Safety                     |

## COUNTY OF LOS ANGELES BOARD OF SUPERVISORS

Gloria Molina  
First District

Zev Yaroslavsky  
Third District



Michael D. Antonovich  
Fifth District

Yvonne B. Burke  
Second District

Don Knabe  
Fourth District

# Sheriff's Department

## CENTURY STATION

11703 Alameda St. • Lynwood, CA 90262  
**(323) 567-8121**



**T**he Los Angeles County Sheriff's Department is the primary law enforcement agency in the Florence - Firestone Community. The Deputy Sheriffs that patrol Florence - Firestone are from the Century Station which is

commanded by Captain Steven M. Roller. These Deputy Sheriffs actively strive to solve community problems and concerns by developing partnerships with community members and taking an aggressive approach to crime fighting. Please contact Century Sheriff's Station if you have any law enforcement related questions, to report a crime, report suspicious or illegal activity, or for any non-emergency request for service. For emergency services, dial **9-1-1**. The following services are provided by the Century Station:

### Community Academy

The Century Station hosts a Community Academy at various times throughout the year. Residents who qualify are invited to attend the twelve week class, one day a week for two hours per session. Classes cover patrol, jail and courtroom operations as well as homicide investigations, SWAT teams, K-9, rescue operations and many other interesting subjects. The station is currently taking applications for the spring 2006 class to be held at Firestone Center. For more information, please contact Deputy Norma Maciel at **(323) 586-7250**.

### Station Open House

The Century Station hosts several Open House events throughout the year for local residents to meet the deputies assigned to their area.

### Christmas Food Program

The Christmas Food Program is coordinated by the Century Station's Youth Activities League, providing food for low-income and disadvantaged families.

### Uniform Reserve Deputies

Uniform reserve deputies perform general law enforcement duties including crime prevention and investigation, responding to calls for service, and traffic control.

### Century Station's Youth Activities League

The Youth Activities League offers many programs to children in the community. Ongoing activities include football, cheerleading, karate, boxing, ballet folklórico, soap box derby racing, art classes, educational field trips and most important, tutoring.



### Civilian Volunteer Program

Volunteers perform non-hazardous duties such as administrative tasks, crowd/traffic assistance, and search missions. The minimum age requirement is 18 years old.

### Community Advisory Committee

The Community Advisory Committee (CAC) consists of residents, local business owners, clergy, and students who address and work toward solving community issues, and participate in planning various crime prevention events in the area.

### Clergy Council

The Century Station's Clergy Council is a partnership between the faith-based community and local law enforcement, designed to complement the services provided by both organizations.

### Sheriff's Explorers

Youth, 14-1/2 to 21 years old, can participate in the Explorers program, assisting deputies by performing non-hazardous duties such as report writing, fingerprinting, and crowd/traffic assistance at parades, air shows, conferences and civic events.

## LOS ANGELES COUNTY Fire Department



The Florence-Firestone area is served by Fire Stations 16 and 164. In addition to responding to fires and other emergencies, both fire stations provide a temporary haven for any person who encounters a threatening situation and needs a safe place to go. For more information on these fire stations contact (323) 881-2411. For emergencies call 9-1-1.

### **Fire Station 16**

8010 Compton Avenue  
Los Angeles, CA 90001  
(310) 834-3110

### **Fire Station 164**

6301 S. Santa Fe Avenue  
Huntington Park, CA 90255  
(323) 589-1350

Many fires are started by candles, left unattended in the home. The Los Angeles County Fire Department recommends you use candles with care, keep any flame away from items that can catch on fire, and REMEMBER.....WHEN YOU GO OUT, BLOW OUT!

### **SAFE SURRENDER PROGRAM**

The County Board of Supervisors approved a plan that allows new mothers to safely surrender an unwanted newborn at any Los Angeles County fire station or hospital emergency room. If you know of someone who may be at-risk of abandoning a baby, that person may call the Safe Surrender Hotline for information, counseling and referrals at (877) **BABYSAFE** (222-9723). The hotline is available 24 hours a day and is staffed by professionals who speak more than 160 languages. You may also visit the website at [www.babysafela.org](http://www.babysafela.org) for more information. **SAFE SURRENDER 24 HOUR HOTLINE (877) BABYSAFE or (877) 222-9723.**



### **FIRE DEPARTMENT EXPLORER PROGRAM:**

The County of Los Angeles Explorer Program is designed for young adults from 15 to 21 years of age, interested in learning about a career in the fire service. Explorers are trained by professional firefighters on firefighting techniques and proper use of equipment. For more information, contact Paramedic Chris Deamos at Station 54 at (323) 567-8580.

### **FIRE SAFETY CHECKLIST:**

- Install and maintain smoke detectors and fire extinguishers.
- Hide matches and lighters out of children's sight and reach.
- Post emergency numbers near each phone.
- Check electrical cords for fraying, cracks, and exposed wires, and replace them.
- Do not overload outlets. Use multiple-plug power strips that have built-in circuit breakers and surge protectors.
- Don't run electrical cords underneath rugs.
- Install ground-fault circuit interrupters in outlets near sink areas and outdoors.
- Unplug small appliances when not in use.
- Keep space heaters at least 3 feet away from anything that can catch fire.
- Turn off space heaters and blow out candles when you leave a room or go to bed.
- Clear all exits of obstructions.
- Store cleaning products, aerosol cans, and flammable liquids away from sources of heat.
- Have your furnace filters inspected by a qualified technician every year.
- Change your furnace filters frequently.
- Clean the lint screen on your clothes dryer before each use.
- Clean fireplace, coal stove, and wood stove chimneys before each heating season.
- Have smokers use non-tipping ashtrays.
- If you smoke, never do so in bed. Careless smoking is the leading cause of fire deaths in North America.
- Most important, create and practice a fire escape plan with your family. Know two ways out of every room in your home.



# How to Turn Off Your Utilities

Do you know how to turn off your utilities in the event of an emergency or major disaster?

If you find yourself in an emergency situation - **Don't Panic!** It is not always necessary to turn off utilities. The Los Angeles County Fire Department encourages you to follow these simple instructions to shut off your utilities:

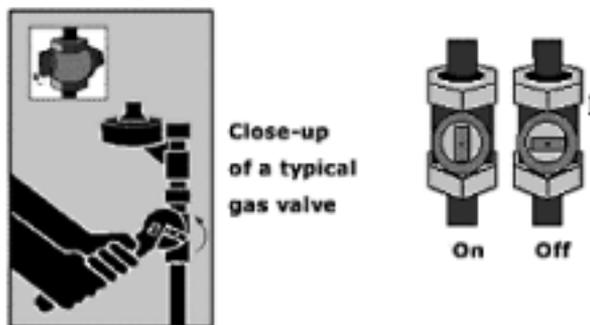
## Gas

Identify the location of your gas meter beforehand and check all your appliances for shut off valves. The Gas Company adds a distinctive odor to natural gas for easy detection. If you smell gas, or hear the hissing sound of gas escaping, evacuate the area. NEVER light a match, candle, cigarette or turn electrical appliances and lights on or off. After an emergency, only your utility company can turn the gas back on safely. If you cannot reach the Gas Company in an emergency, call the Fire Department by dialing 9-1-1.

**To shut off your gas, it is recommended you follow these instructions:**

1. As you face the meter, you will see a pipe running from the ground to the meter. There is a shut-off valve running parallel with the pipe, usually located about 6 to 8 inches above ground.
2. Take a 10" or 12" adjustable wrench and turn the valve 1/2 turn in either direction until the valve is crosswise to the pipe.

Visit the Gas Company website at [www.socalgas.com](http://www.socalgas.com) for



earthquake safety and other information. If you need service, call the Gas Company at **1 (800) 427-2200**.

## Electricity

Identify the location of your electrical switch or fuse panel and learn how to turn the electrical system power off. They are usually located in a metal box on an outside wall near the electric meter. It helps to label each circuit breaker, so you can easily identify the problem. Check your neighborhood to determine if there is a widespread power outage. If your neighbors don't have power, call Southern California Edison (SCE) at **1-(800) 611-1911**. If your household is the only one without power, it may be a "tripped" circuit breaker or a blown fuse. We do not recommend using candles for lighting during an outage since candles can become a fire hazard. Use flashlights or battery powered lanterns instead.

**To shut off your electricity, it is recommended you follow these instructions:**

1. Turn off the lights and unplug appliances you were using and check the circuit breaker panel to find the tripped switch.
2. To reset a circuit breaker, switch it off and on again. If the switch is a push button, it will pop out. Push it all the way in to reset it.
3. If the breaker trips again when you turn on the lights, it may be overloaded. Disconnect the appliance and plug it into another outlet. If you still do not have electricity after resetting the switch, turn off the main breaker switch and all the breaker switches. Then turn on the main breaker switch and reset each circuit breaker.
4. If you do not feel confident to perform any of these procedures safely, please contact a qualified electrician.

To report power outages or lines down, call **1-(800) 611-1911**. Visit SCE's website for safety tips at [www.sce.com](http://www.sce.com).

# How to Turn Off Your Utilities

(Continued)

## Water

Identify the location of incoming water valves that are connected to your sinks, laundry area and restrooms. In the event of a natural disaster, you may need to shut off the main valve to stop contaminated water from entering your home due from a broken water or sewage line that services your area.

**To shut off your water, it is recommended you follow these instructions:**

1. Locate your water meter. It is usually located near the street in front of your home.
2. Remove the concrete meter cover.

3. Using the appropriate tool or your hand, turn the valve to the right until it is closed.

For information on how to identify safe drinking water in your home, and proper water storage, please visit the American Red Cross website at [www.redcross.org](http://www.redcross.org) and refer to the “Food and Water in an Emergency” section.

It's a good idea to keep an adjustable wrench with your emergency supplies or next to your valve. For fire safety tips, please log onto the Los Angeles County Fire Department website at [www.lacofd.org](http://www.lacofd.org).

## Office of Public Safety

**T**he Los Angeles County Office of Public Safety (LACOPS) is a specialized law enforcement agency responsible for providing protection to the patrons, employees, and properties of the County including County hospitals, clinics, public health facilities, department facilities, and more than 126 regional parks, nature centers, lakes, natural areas, golf courses, neighborhood parks, and nature trails.

To report a crime or suspicious activity in or around Bethune Park, Roosevelt Park, Washington Park, or Watkins Park, and/or any County building, call **(800) 834-0064**. To report non-emergency and business issues during business hours, call the LACOPS South Station at **(310) 217-8354**, or contact the Administrative Sergeant at **(310) 217-8394**. For information on career opportunities with the Office of Public Safety, please call **(800) 869-4555**.

LACOPS 24-hr dispatch: **(800) 834-0064**

LACOPS South Station: **(310) 217-8354**





## ANIMAL CARE AND CONTROL

### **Downey Shelter** (serves the Florence-Firestone area)

11258 S. Garfield Ave.

Downey, CA 90242

(562) 940-6898

<http://animalcontrol.co.la.ca.us>



### **Shelter Hours:**

Monday through Thursday: 12:00 Noon to 7:00 p.m.

Fridays and Saturdays: 10:00 a.m. to 5:00 p.m.

Sundays and holidays: Closed

Emergency services are available 24 hours a day, 7 days a week.

**T**he Department of Animal Care & Control provides animal care and control services 24 hours a day, seven days a week in their service areas. Please contact your local shelter at (562) 940-6898 to request services or if you have any questions relating to the licensing and care of dogs, cats, or other pets. Services include:

- Patrolling for stray animals
- Animal cruelty investigations
- Transporting injured animals for veterinary treatment
- Offering pet adoptions
- Investigating complaints about dangerous dogs or excessive barking
- Picking up dead animals
- Issuing pet licenses
- Providing low cost dog vaccination and licensing clinics.

### **Lost Pets**

Any stray animal found within the unincorporated community of Florence-Firestone is brought to the County's shelter in Downey. Pet owners are encouraged to visit the shelter in person to identify lost pets. Be sure to bring identification to prove ownership.

### **Animal Abandonment**

You are subject to a \$1,000 fine or six (6) months in jail for abandoning any animal.

### **Adopt a Pet**

If you are considering bringing a pet into your family, please consider a shelter pet. The County's shelters have animals of all shapes and sizes looking for that special someone to adopt them. Adoption fees for first time adoptions are \$32 for cats and \$37 for dogs. Fees include the pets initial vaccinations, spay or neutering, and microchip. The County encourages everyone interested in adopting a pet to visit one of its animal shelters.

### **Requirements for your Pet**

Pet owners are required to adhere to the following:

- **The Leash Law** - It is not permitted to let your dog run at large day or night, with or without a license.
- **Rabies Vaccination Requirements** - Rabies vaccinations must be kept current for all dogs and cats.
- **Yearly Licensing Requirements** - A license tag must be purchased annually for dogs and cats and be securely fixed to their collar. Licenses are required for all dogs and cats four months of age and older.
- **Providing Animals Proper Shelter** - Animals must have access to shelter from the elements, both rain and sun, at all times.
- **Providing Animals Food and Water** - Failing to provide an animal with adequate food or water is punishable by the State Penal Code.

In addition, it is not permissible to transport any dog in or on the back or bed of any open truck or other open vehicle while traveling on any County road, street, highway, lane or alley.

# California Highway Patrol (CHP)



The California Highway Patrol handles traffic related issues in the Florence-Firestone community such as speeding, cruising, collisions, parked cars blocking driveways, and other traffic violations. The CHP officers who patrol the Florence-Firestone community are from the South Los Angeles Office. If you have any questions related to traffic violations, accident reports, or need to have your vehicle released from impound please contact the South Los Angeles Office.



## CHP South Los Angeles Office

19700 Hamilton Ave. • Torrance 90502

Monday - Friday 8:00 a.m. to 7:00 p.m.

Saturdays 8:00 a.m. to 5:00 p.m.

**(310) 516-3355**

**(323) 906-3434 (24 Hour Hotline)**



## Department of Ombudsman

510 S. Vermont, Suite 215 • Los Angeles, CA 90020

General Information: **(213) 738-2003**

Complaints Only: **(800) 801-0030**

**ombudla@co.la.ca.us**

The Department of Ombudsman assists individuals who have filed complaints involving the Los Angeles County Sheriff's Department or the Office of Public Safety personnel, and are dissatisfied with the results of the investigation. Appointed by the Board of Supervisors, the Ombudsman acts independently from both the Sheriff's Department and the Office of Public Safety. When an individual believes an investigation was incomplete or relevant facts were not considered, the person may contact the Ombudsman by telephone or in writing within 10 business days after receiving notification from the Sheriff's Department or Office of Public Safety. If the investigating agency or the Office of Ombudsman does not receive such a response, the investigation outcome will be deemed final.

OFFICE OF THE DISTRICT ATTORNEY  
*Victim-Witness Assistance Program*

<http://www.lacountyda.org/vwap>

The District Attorney's Victim-Witness Assistance Program (VWAP) is committed to helping victims of crime and vigorously protecting their rights. VWAP's mission is to alleviate the trauma and devastating effects of crime on the lives of victims and their families. Victim advocates provide crises intervention and referrals to counseling and community services. They also guide victims through the court process and assist victims with restitution.



With approximately 85 staff members and volunteers, the District Attorney's VWAP is the largest such program in the nation. VWAP staff members are located throughout the County to help crime victims and their families as closely as possible to their homes. Victim advocates are specifically trained to assist child victims, elderly victims, and victims with disabilities. They also help victims of domestic violence, sexual assault, and gang violence. Bilingual staff members are available to assist victims in several languages including Spanish, Arabic, Korean, Armenian and Tagalog.

VWAP can help crime victims and/or their families receive an array of services, including but not limited to:

- Emergency Assistance
- Property Return Assistance
- Orientation to the Criminal Justice System
- Court Escort/Court Support
- Case Status/Case Disposition Information
- Employer Notification and Intervention
- Victim of Crime Claims and State Compensation Assistance
- Creditor Intervention
- Child Care
- Restitution Information
- Witness Notification and Protection Information
- Funeral Arrangement Assistance
- Crime Prevention Information
- Temporary Restraining Order Information
- Transportation Assistance

In addition, VWAP staff can help victims receive financial assistance from California's Crime Victim Compensation Program for eligible losses, including:

- Medical/Dental Fees
- Mental Health Counseling Fees
- Wage/Income Loss
- Financial Support Loss
- Funeral/Burial Costs
- Job Retraining Costs

If you or someone you know has been a victim of a crime and needs assistance, call VWAP's central office at **(213) 974-7499** or the toll free number **(800) 773-7574**. A victim services representative will speak with you and determine how you can be assisted. Program services are provided free of charge and there is no legal citizenship requirement to receive assistance.

## OFFICE OF THE DISTRICT ATTORNEY

*“Protecting Our Kids” - Keeping Children Safe on the Internet*

<http://www.lacountyda.org/vwap>

**M**uch like the real world, the World Wide Web can be an inviting but dangerous place for children. Young people with unmonitored access to the Internet are exposed to a wide variety of risks, including sexual predators, pornography, and opportunities to commit crime.

As a result, the District Attorney's Office has developed “Protecting Our Kids,” an online program that helps parents gain control over the family computer and monitor their children's online activity.

“Protecting Our Kids” can be accessed from the District Attorney's web site at [www.lacountyda.org](http://www.lacountyda.org). There, you can download pamphlets on Internet safety and read about:

- Real Cases of Internet Crime
- Parental Control of the Computer
- Megan's Law
- Instant Messaging
- Newsgroups
- Blogs
- Chats
- Online Games
- Juvenile Crime Online and Parental Liability



### Ten Things Parents Can Do to Protect Children Online

- Talk with your children about their online activities and the risks and ethical responsibilities of surfing the web. Tell them you have a responsibility to monitor their Internet use and that you will.
- Keep the computer in a common room in your home, and set time limits for its use.
- Make sure your child knows never to divulge personal information on the Internet.
- Set rules as to what sites your children are allowed to visit and which ones they are not.
- Tell your children to let you know immediately if a stranger tries to make contact with them on the web.
- Install an operating system that makes you the administrator of the family computer, enabling you to control web browser settings, content that can be viewed online, and software that can be installed. Consider installing third-party filtering software.
- Insist your children give you their e-mail and chat room passwords. Prohibit them from having multiple e-mail accounts.
- Make sure your children know what online activities are against the law. Illegal activities include making threats against someone else online, hacking, downloading pirated software, creating bootlegged software, sharing music files online, and, for children under 18, making purchases over the Internet.
- Go online with your kids and find out whom they send Instant Messages to and/or chat with. Do not allow your children to send Instant Messages during homework-related computer time.
- Regularly scan the files on your family computer to see what kind of material your children have downloaded and whether it was obtained legally.

## Florence-Firestone *Beautification*

In keeping with the goal of a clean community and protecting the environment, you can report illegal dumping, have graffiti removed, request bulky item pick-ups, and dispose of old tires and household hazardous waste such as cleaning products, motor oil, and insect sprays. Here are telephone numbers to help you achieve this goal.

### Illegal Dumping:

To report dumping into the County's storm drain system, call **(888) CLEANLA (253-2652) 24 hours per day.**

### Graffiti Removal: (neighborhood)

To report graffiti and request removal services, call the Department of Public Works at **(800) 675 HELP (675-4357).**

### Graffiti Removal: (freeway)

To report graffiti on freeway walls and signs, call Caltrans Maintenance Division at **(213) 897-3656.**

### Trash Pick-up:

To report any problems with your trash pick-up or request bulky/large item pickup (sofas, book cases, etc.), contact BFI Disposal at **(888) 742-5234.**

### Waste Tires:

To find a County sponsored Waste Tire Collection Event or to report illegal dumping, please call **(888) CLEANLA (253-2652)** or visit the CLEAN LA web site at **www.888CleanLA.com.**

### Household Hazardous Waste and E-Waste:

To find a County sponsored Household Hazardous Waste and E-Waste Collection event near you or to report illegal dumping, please call **(888) CLEANLA (253-2652)** or visit the CLEAN LA web site at **www.888CleanLA.com.** Common Household Hazardous Waste and E-Waste (lawn/garden-care products, paint and paint-related products, automotive fluids, batteries, beauty products, medicines, household cleaners, electronics including computers, television sets, and cell phones.)

## Department of *Public Works*

The Department of Public Works provides a full range of road maintenance services, including street sweeping, pothole patching, tree trimming, street paving and sidewalk improvements. For information on road maintenance, concerns about road damage or information on improvement projects in your area, call **(323) 582-7848** between 6:30 a.m. and 4:00 p.m. or **(800) 675 HELP (675-4357).**

### Sewer Maintenance Services

The Department of Public Works inspects all sewer manholes approximately every six months to protect the health and welfare of the community by ensuring the continuous uninterrupted operation of the public sewer system; and to protect the storm drain system, rivers and the ocean from the impact of sewage overflow. Sewer inspection typically involves examining the pipe at a manhole to observe flow conditions. Abnormal flow conditions are scheduled for cleaning to restore normal flow. To report problems, call **(800) 675 HELP (675-4357).**

### Storm Drains

The storm drain system is separate from the sewage system. Storm drains are intended to direct rainwater straight to the ocean to avoid area flooding. Storm drain water is not treated before flowing directly into rivers and the ocean, therefore, it is everyone's responsibility to make sure storm drains and waterways are free of pollutants. Help prevent storm water pollution and keep our oceans and waterways clean by not dumping any trash or waste in storm drains. To report dumping into the County's storm drain system, call **(888) CLEANLA (253-2652) 24 hours per day.**

### Trash on Railroad Rights-of-Way

If you have complaints of trash and overgrown weeds on or near railroads or have questions regarding railroads, please contact the Department of Public Works Railroad Coordinator. The Railroad Coordinator will respond to your complaint or question and/or pursue a response from the railroad companies. The Railroad Coordinator is Greg Jaquez. Mr. Jaquez may be reached at **(626) 458-3935.**

### Bus Stop Shelters

The Department of Public Works has a contract with Clear Channel Outdoor and Shelter Clean for the maintenance of bus shelters in the unincorporated Florence-Firestone community. These contractors are responsible for keeping the bus shelters clean and safe. If you have any questions or issues regarding these shelters, please contact Aras Ahmed of the Department of Public Works, at **(626) 458-3961** or the Public Works 24 Hour Hotline: **(800) 675 HELP (675-4357).**

The Departments of Public Works, Regional Planning, Health Services and Fire are actively working to improve the quality of life in your community through code enforcement and property rehabilitation inspections. By addressing unsafe and unsanitary conditions on private property, these departments aim to eliminate code violations in your community thus improving its overall appearance, health, and well-being.

If you feel that a home or business in your neighborhood is using their property contrary to the Building, Zoning, or Health Code, or the property's condition is creating an unsafe environment, you can do something about it...anonymously. All it takes is one phone call to your L.A. County Help Line at **(888) 924-HELP (924-4357)** to register your complaint anonymously. Your complaint will be forwarded to the appropriate departments based on the potential violations taking place. Listed below are a few of the violations each department addresses.

## *Public Works* Building and Safety Division

7807 S. Compton Ave • Los Angeles, CA 90001  
**(323) 586-6541**

The Building and Safety Division is responsible for enforcing all provisions of the Building, Electrical, Plumbing, and Mechanical Codes on private property located within the unincorporated territory of the County of Los Angeles. When conducting inspection of property and buildings, Building and Safety inspectors will cite the following violations:

- Additions or alterations to a structure(s) without required permits.
- Changes to the occupancy or use of a structure(s) without approval.
- Grading work without required permits.
- Installed and energized electrical wiring without permit or inspection.
- Existing electrical wiring that is unsafe.
- Installed mechanical equipment before it has been inspected and approved.
- Installed plumbing without permit or inspection.
- Substandard property conditions
- Substandard building conditions

To report possible violations, please call the Building and Safety Office located in the Florence-Firestone Community Service Center at **(323) 586-6541**.

## *Fire Prevention and Hazardous Materials*

### **Fire Prevention Division**

The Fire Prevention Division approves and inspects all new construction including single family dwellings. Fire Prevention inspectors are responsible for the following:

- Public assembly occupancies, (except churches) with 300 or more occupants.
- Manufacturing occupancies over 20,000 sq. ft.
- Storage and warehouse occupancies over 60,000 sq. ft.
- All buildings over 75 feet in height
- Unincorporated business license requiring a public hearing.

The inspectors also conduct plan checks for buildings and fire extinguishing systems to ensure that all new structures, schools, and institutions are in compliance with fire and life safety requirements.

### **Health Hazardous Materials Division (HHMD)**

The Health Hazardous Materials Division (HHMD) protects the public health and the environment throughout Los Angeles County from accidental releases and improper handling, storage, transportation, and disposal of hazardous materials and wastes through coordinated efforts of inspections, emergency response, enforcement, and site mitigation oversight. Hazardous Materials Specialists are environmental health professionals dedicated to preventing pollution by serving both the public and business communities in Los Angeles County.

To report discharges, illegal disposals, or for general information please contact HHMD at **(323) 890-4045**. To contact emergency responders, call **(323) 890-4317**.

## Regional Planning Zoning Enforcement Section



320 W. Temple Street • Los Angeles, CA 90012

**Help Line: (888) 924-HELP (924-4357)**

Fax a complaint to: (213) 217-5108

**E**nforcement of the Zoning Code is an important part of the function of Regional Planning. The Department has a staff of planners dedicated exclusively to this task. The planner presently assigned to investigate zoning violations in Florence-Firestone is Mr. Oliver Baker and he can be reached at **(213) 974-6453**.

The County of Los Angeles Zoning Ordinance prohibits certain activities in Florence-Firestone and throughout the unincorporated areas of Los Angeles County. The following lists some common zoning violations:

- Storing of junk and salvage items.
- Storing of inoperable vehicles.
- Parking of vehicles in the front yard.
- Parking of commercial vehicles on residentially-zoned property.
- Operating a business on residentially-zoned property without a permit.
- Using a trailer or recreational vehicle as living quarters.
- Converting of garages to living quarters.
- Converting a single-family dwelling unit to multiple dwelling units without obtaining approval from Regional Planning.
- Installing business signs such as banners and portable signs.
- Displaying and selling merchandise outside of an enclosed building.
- Installing fences over 3-1/2 feet in height in the front yard (with certain exceptions) and over 6 feet in the rear yard.
- Installing an un-permitted tarp or canopy structure, maintained within the front yard or blocking access to the required covered parking.
- Strong commercial vehicles in residential areas.
- Conducting more than two yard sales per year per residence (see below).

In the interests of maintaining a clean and safe neighborhood, zoning violations should be reported to Mr. Baker. He will investigate the matter and work to resolve the violation with the property owner. Complaints can be registered anonymously, if you prefer, by calling the Los Angeles County Citizen Help Line at **(888) 924-HELP (4357)**.

### **Yard or Garage Sale Ordinance - Things You Should Know**

What better way to get rid of some of your unwanted old clothing, children's toys, and other household items than through a yard or garage sale? However, before you put that sign up and invite all the bargain hunters to your home, you should be aware of the following standards for conducting a yard or garage sale or other similar event in the unincorporated areas of the County.

- Two personal property yard sales will be allowed annually.
- Items sold are limited to the personal property of the resident or residents of the dwelling where the sale is conducted.
- No items acquired for resale will be allowed to be sold.
- One on-site sign no larger than four (4) square feet, advertising the sale shall be allowed.
- The sign may be double-sided and facing in both directions.
- Each sale is not to exceed three consecutive days.
- Sales are not allowed between the hours of 6:00 p.m. and 7:00 a.m.

Health Services  
*Environmental  
Health Division*

**24 Hour Hotline: (888) 700-9995**

**T**he Los Angeles County Department of Health Services, Environmental Health Division is responsible for protecting health and preventing disease by enforcing public health laws regarding food, water, housing, and our environment. To complete this mission, Environmental Health conducts inspections of single and multi-family housing and investigates complaints related to the following:

- Vermin Infestation
- Leaky plumbing
- Mold
- Lack of running hot or cold water
- Overflowing trash
- Un-maintained or unsanitary swimming pools
- Waste water discharge
- Broken windows
- Damaged floors, walls, and ceilings

In addition to residential locations, Environmental Health inspects:

- |                         |                     |
|-------------------------|---------------------|
| • Restaurants           | • Landfills/Dumps   |
| • Markets               | • Vacant Lots       |
| • Bakeries              | • Laundries         |
| • Hotels/Motels         | • Theaters          |
| • Public Swimming Pools | • Stadiums          |
| • Beaches               | • Food Carts/Trucks |
| • Fairs/Carnivals       |                     |

To make a complaint or request information call the 24 Hour Hotline at **(800) 700-9995** or contact one of the following offices that serve the Florence-Firestone community:

**Restaurants, Bakeries, Markets and other Food Inspections:**

**SOUTHEAST OFFICE**

5850 S. Main St., Room 2257 • Los Angeles, CA 90003  
**(323) 235-7009**

**Single and Multi-Family Housing Inspections:**

**METRO SOUTH OFFICE**

695 S. Vermont Ave., 14th Floor • Los Angeles, CA 90005  
**(213) 351-5085**

# Preventative Health

Office of Women's Health Hotline: **(800) 793-8090**

Monday - Friday: 8:30 a.m. to 5:00 p.m.

**T**he Los Angeles County Office of Women's Health provides low-income women without health insurance access to free or low cost screenings for breast and cervical cancer, as well as other preventive screenings through an appointment and referral hotline. Additionally, a multi-lingual mobile clinic travels to various locations throughout the County offering free comprehensive health screenings to low-income women. Call the hotline for more information on the mobile clinic schedule. *Prevention Matters!*

## Health Centers

### HUBERT HUMPHREY *Comprehensive Health Center*

5850 S. Main St. • Los Angeles, CA 90003  
**(323) 846-4312**

#### Appointments and Information:

Adult Medicine	<b>(323) 846-4220</b>
Pediatrics	<b>(323) 846-4236</b>
Family Planning	<b>(323) 846-4353</b>
Obstetrics/Gynecology	<b>(323) 846-4065</b> or <b>(323) 846-4241</b>
Dental	<b>(323) 846-4082</b>
Community Health Plan	<b>(323) 846-4119</b>
Urgent Care	<b>7 days a week: 8:00 a.m. - Midnight</b>

### RUTH TEMPLE *Health Center*

3834 S. Western Ave. • Los Angeles, CA 90062

Business Office	<b>(323) 730-3507</b>
STD Clinic (Sexually Transmitted Diseases)	<b>(323) 730-3576</b>

Monday-Wednesday:	8:00 a.m. to 10:30 a.m. & 12:00 p.m. to 2:30 p.m.
Thursdays:	10:00 a.m. to 12:30 p.m. & 2:00 p.m. to 5:00 p.m.
Fridays:	8:00 a.m. to 10:30 a.m.



## H. CLAUDE HUDSON

### *Comprehensive Health Center*

2829 S. Grand Ave. • Los Angeles, CA 90007  
(213) 744-3945

#### Appointments and Information

To make an appointment, call (213) 744-3945 or visit our main registration area from 8:00 a.m. to 4:30 p.m. Monday through Friday, except holidays.

#### Dental Services call (213) 744-3622.

Monday-Friday: 7:30 a.m. to 4:30 p.m.

#### Free Immunizations for Children and Tetanus Shots for Adults

Monday-Friday: 8:30 a.m. to 11:30 a.m.  
and 1:00 p.m. to 3:00 p.m.

#### Urgent Care

7 days a week: 8:00 a.m. to Midnight

## SOUTH PUBLIC

### *Health Center*

1522 E. 102nd St., Los Angeles, CA 90002  
(323) 563-4053

#### Hours:

Monday-Friday (Except Wednesday):  
8:00 a.m. to 10:30 a.m. &  
12:30 p.m. to 3:00 p.m.

Wednesday: 10:00 a.m. to 12:30 p.m. &  
2:30 p.m. to 5:00 p.m.

#### STD Clinic (Sexually Transmitted Diseases)

Monday, Tuesday & Thursday:  
8:00 a.m. to 10:00 a.m. &  
12:30 p.m. to 3:00 p.m.

Wednesday: 10:00 a.m. to 12:30 p.m. &  
2:30 p.m. to 4:00 p.m.

Friday: 8:00 a.m. to 10:00 a.m.

## KING/DREW

### *Medical Center*

1201 Wilmington Ave., Los Angeles, CA 90059  
(310) 668-4321

Alcoholism Counselor	(323) 564-6982
Appointment Desk	(310) 668-5011
Billing Inquiry	(310) 668-7410
Emergency Room	(310) 668-4426
Laboratory	(310) 668-4441
Medi-Cal Information	(310) 668-3817
Mortuary Clerk	(310) 668-5072
Obstetrics & Gynecology	(310) 668-4601
Occupational Therapy	(310) 668-4861
Orthopedics	(310) 668-4534
Pathology	(310) 668-4441
Patient Information	(310) 668-3711
Pediatrics	(310) 668-4641
Pharmacy	(310) 668-3961
Physical Therapy	(310) 668-4875
Prescription Refill Line (Automated)	(310) 668-3971
Radiology	(310) 668-4711
Surgery	(310) 668-4520



# Get Ready for the Flu Season

**T**he single best protection against the flu is getting a flu vaccination shot each year. It is recommended that you get a flu shot in late-September or October so your body has enough time to fully respond to the vaccine before flu season begins.

For more information about clinics, visit the Los Angeles County Public Health website at <http://www.lapublichealth.org/acd/flu.htm> or call (800) 427-8700.

## Steps to Avoid the Flu

You can avoid the flu with simple steps such as:

- getting a flu shot;
- washing your hands often with soap and water;
- avoid touching your eyes, nose, or mouth; and
- staying away from others who are sick.

## Protecting others when you have the Flu

You can protect others by:

- staying home from work or school;
- using a tissue to cover your nose and mouth when you sneeze or cough, since the flu can spread from person to person; and
- getting plenty of rest, drinking lots of liquids, and avoiding the use of alcohol and tobacco.

## Do you know the difference between a cold and the flu?

Colds and flu are both contagious, respiratory illnesses. They share many symptoms and are both common during the winter, it is often difficult to tell them apart. Antibiotics, like penicillin, will not work to cure your cold and flu symptoms since they are caused by viruses and not by bacteria.

### Colds:

- are the most common infectious disease in the U.S.
- generally milder than the flu
- are more likely to produce a runny or stuffy nose
- generally do not result in serious health problems
- are caused by over 200 different types of viruses
- cannot be prevented with a vaccination (shot)

### The Flu:

- is generally worse than a cold
- is more likely to produce sudden and intense symptoms (fever, body aches, extreme tiredness, and dry coughs)
- can lead to serious health problems (pneumonia, bacterial infections, or hospitalizations) especially among the elderly
- is caused by the influenza virus
- can be prevented with a vaccination (shot)

Those in the following priority groups should plan to get their flu shots as early as possible this season to prevent potential complications from the flu:

- all children aged 6-23 months
- adults aged 65 or older
- persons with underlying chronic medical conditions
- women who are pregnant
- residents of nursing homes and long-term care facilities
- children aged 2-18 on chronic aspirin therapy
- healthcare workers who provide direct patient care
- caregivers and household contacts of newborn babies aged 6 months or less

Depending on the supply of vaccine this year, these priority groups may change. Please contact the Immunization Program at the Los Angeles County Department of Health Services at (800) 427-8700.

LOS ANGELES COUNTY  
**Agricultural  
 Commissioner/Weights  
 and Measures  
 Department**

**T**he Department provides environmental and consumer protection through the enforcement of Federal and State laws and County ordinances in the areas of health, safety, and consumer concerns. The Department's highly diverse public services include: ensuring food and water are safe and wholesome; protecting consumers and businesses from fraud; preventing the misuse of pesticides; pest management; pest identification, minimizing fire hazards from weeds and brush; and providing consumer and agricultural information. The Department's services and programs include the following:



- Pesticide Misuse or Illness Investigations **(626) 575-5466**
  - Weed and Brush Abatement/  
Rubbish Removal **(626) 575-5484**
  - Meter Inspections/Consumer  
Complaints (gas, water, electric) **(562) 940-8911**
  - Scale Inspections/Consumer  
Complaints (grocery stores, delicatessens, etc.) **(562) 940-8911**
  - Investigation of Packaged Goods **(562) 940-8911**  
(short weight, count, measure, etc.)
  - Gasoline Station Consumer Complaints **(562) 940-8911**
  - Mobile Home Parks (complaints  
involving gas, water or electric meters) **(562) 940-8911**
  - Scanner Overcharge Complaints/  
Investigations **(800) 665-2900**
  - Recycling Scale Complaints/  
Investigations (aluminum cans, etc.) **(562) 940-8911**
  - Pest/Weed Control Information/  
Coyote Complaints **(626) 575-5462**
  - Pest or Insect Identification/  
Plant Disease **(562) 940-7234**
  - Substandard Produce/Eggs Complaints **(562) 940-7803**
  - Bringing/Sending Fruit/Plants into  
Los Angeles County **(562) 940-7803**
- For more information visit <http://acwm.co.la.ca.us>.

**BUYER  
*Beware*  
 PROGRAM**

(Scanner Overcharges)

**D**uring the holiday season, the Los Angeles County Agricultural Commissioner/Director of Weights and Measures encourages you to check your sales receipts for accuracy since scanner overcharges tend to increase during this time period.



**ATTENTION  
 CONSUMERS**



You are entitled to the lowest advertised or posted price offered by this store. For information or complaints, you may contact the Los Angeles County Agricultural Commissioner / Director of Weights & Measures at **1.800.665.2900** or <http://acwm.co.la.ca.us>

Para reportar sobrecargos, puede llamar al número escrito arriba.  
Kurt E. Floren, Director

The Buyer Beware Program was started in February 2002, after a survey revealed an overcharge rate of sixty-six percent in a sample of retail stores throughout Los Angeles County. The goal of the Program is to reduce the number of instances that consumers are overcharged at the check stand and to inform consumers, via the "Attention Consumers" notice posted at the point of sale locations, that they are entitled to the lowest advertised or posted price offered by the store.

Since implementation of the program, violation rates continue to decline due to stringent enforcement by undercover inspectors. Stores convicted of an overcharge face various penalties depending on the conviction and are required to post a Notice of Overcharge Conviction sign for 60 days within five feet of the front door.

To find out if your favorite retail store has had a violation in the last 3 years, visit the Department website.

If you are overcharged by any amount, call **1-(800) 665-2900** or use the internet at: <http://acwm.co.la.ca.us> to register a complaint. All complaints are handled by the next business day.

# Community and Senior Services

## Florence-Firestone Community Services Center

7807 S. Compton Avenue

Los Angeles, 90001

General Information: (323) 586-6502

Monday - Friday: 8:00 a.m. to 5:00 p.m.

Elder Abuse Hotline: (877) 4-R-Seniors (477-3646)

**C**ommunity and Senior Services (CSS) is responsible for the management of the Florence-Firestone Community Services Center including the coordination of community events and activities at the center. In addition, CSS provides the following services to seniors and other community members:

- Nutritious meals for seniors.
- Information and referral services to appropriate public, private, and community-based service providers.
- Voluntary mediation services to help people resolve disputes as an alternative to the courts.
- Assistance with the Citizenship/Naturalization process.
- Assistance with obtaining senior discounted bus passes or bus tokens.
- Assistance with paying utility bills.
- Crisis intervention including assistance with obtaining emergency food and shelter and referral to domestic violence counseling.
- Interpretation and assistance with forms.
- Community training programs.
- Volunteer opportunities for community members including court referred individuals, CalWorks participants, high school and college students.



- Resource information on low and no cost programs for seniors and caregivers for community groups to display and distribute at community fairs.
- Activities for senior citizens including games, arts and crafts and exercise.
- Issuance of fishing licenses.
- Adult Protective Services outreach.

Please contact CSS or stop by the center for more information on these services or to request assistance.

# Department of *Consumer Affairs*



## Headquarters

### B-96 Kenneth Hahn Hall of Administration

500 W. Temple Street  
Los Angeles, CA 90012

Monday-Friday: 8:00 a.m. to 5:00 p.m.

## Satellite Office

### Florence-Firestone Community Service Center

7807 S. Compton Avenue  
Los Angeles, CA 90001.

Monday-Friday 8:00 a.m. to 5:00 p.m.

**T**he Department of Consumer Affairs educates the consumer and encourages positive and fair relationships between consumers and businesses. The Department helps County of Los Angeles residents with sales transactions, credit and financial issues, automobile sales, landlord/tenant disputes, identity theft, real estate fraud, small claims court advice, and more. These services are free. For more information and help please call **1-800-593-8222**, or visit the Department's website online at: [lacountydca.info](http://lacountydca.info).

The Department of Consumer Affairs provides:

- **Consumer Protection Services:** Includes counseling, mediation and investigations of complaints, referrals to law enforcement and regulatory agencies when appropriate **(213) 974-1452** or **(800) 593-8222**.
- **Real Estate Fraud & Information Program:** Provides information and counseling on foreclosure, refinancing, building contractors, home purchases, home repairs, and undeveloped land sales: **(800) 973-3370**.
- **Small Claims Court Advisor Program:** Includes counseling of litigants and prospective litigants in matters relating to the small claims court process: **(213) 974-9759** or **(800) 593-8222**.
- **Dispute Settlement Service:** Includes mediation of business vs. business, neighbor vs. neighbor and other disputes without going to court. **(800) 593-8222**.
- **Cable Television Franchising:** Includes monitoring of cable franchises in unincorporated communities for compliance with Federal, State and local laws and investigation of subscriber complaints: **(213) 974-2323**.



COUNTY OF LOS ANGELES  
*Department of*  
**Consumer Affairs**

## Beware of Katrina's Scam Artists

**T**he Department of Consumer Affairs cautions you to beware of bogus and fraudulent charities asking for donations for Hurricane Katrina victims. Fraudulent charities solicit “donations” through telemarketing, door-to-door soliciting, and junk emails.

Natural disasters bring out the best in most of us. Many people donate money to help the victims; others donate time, food and clothing, and even their blood. Unfortunately, some unscrupulous people see natural disasters as a chance to help themselves. If you decide to make a charitable donation to help Hurricane Katrina victims, make sure your contribution goes to the victims, not to the scam artists.

Be aware that many bogus and fraudulent charities use names that sound like the real charities. Don't be fooled. Follow the tips below to avoid being a victim:

- Give only to charities you know, like the American Red Cross and the United Way;
- Avoid solicitors who will not give you their name, a callback number, or written materials;
- Never give money to people who come to your home to pick up cash.
- Be suspicious of out-of-state groups, or any entity whose only address is a Post Office Box.

For additional information and resources concerning relief for Hurricane Katrina victims, visit the Federal Trade Commission's website at:

**[http://www.ftc.gov/bcp/online/events/katrina/consumer\\_info.html](http://www.ftc.gov/bcp/online/events/katrina/consumer_info.html)**.

The Department of Consumer Affairs also assists County of Los Angeles residents with other consumer concerns such as sales transactions, credit and financial issues, automobiles sales, landlord/tenant disputes, identity theft, real estate fraud, small claims court advice, and more. Services are free. For more information and help please call **(800) 593-8222**, or visit online at: **[lacountydca.info](http://lacountydca.info)**.

## *Holiday Shopping*

**T**his is the season for shopping and giving to charity. It is also the time when the holiday spirit can cause us to overspend. These tips will help you avoid post-holiday problems and New Year budget blues.

- Prepare a holiday budget and stick to it. Paying with cash can help keep your debts low. If you must pay by credit card, use just one. It makes it easier to keep track of your spending.
- Know a store's refund policy before you buy. Some stores offer a full refund, some offer store credit only, and some may offer no refund at all.
- Save all your receipts! You'll need them for returns or exchanges.
- If an item is on sale, make sure you're charged the sale price, not more.
- Check your receipt before you leave the cash register. Make sure you have been charged the right price.
- Buying on the Internet. Make certain the web site is secure before entering your personal or financial information. It may be good to use a credit card when making Internet purchases. Keep in mind that paying by credit card gives you certain legal protections if you don't receive what you ordered.
- Signing contracts. A contract is a legal document. Read it very carefully and don't sign it until you really understand it.
- Ask yourself if the interest rate is reasonable and what the total cost of the item is when interest is included. Then ask, “Can I afford it?”
- Guard against identity theft. Do not write your address, phone number, Social Security, or Driver License numbers on credit card receipts. Avoid giving personal information over the telephone or Internet unless you initiated the contact. Before revealing personal information to any business, ask how it will be used and if it will remain confidential.
- Gift Certificates. In California, most gift certificates don't expire, no matter what the fine print says. California law prohibits expiration dates on most gift certificates since 1997. Stores can give you cash for a gift certificate's cash value, or replace it with another certificate at no cost to you. Nearly all service fees on retailer gift cards and gift certificates are banned.

LOS ANGELES COUNTY  
TREASURER AND TAX COLLECTOR

# Property Tax Information



*Property Tax Information and Payments-Los Angeles County Treasurer and Tax Collector*

**Kenneth Hahn Hall of Administration (First Floor)**

225 N. Hill Street, Los Angeles, 90012.

Monday through Friday, 8:00 a.m. to 5:00 p.m.

**(888) 807-2111**

<http://ttax.co.la.ca.us>.

## Annual Property Taxes

Annual tax bills are mailed each year during the first week of October. If you do not receive your bill by November 1st, contact the Treasurer and Tax Collector immediately; State law still requires that you pay your bill on time. The first installment is due on November 1st and must be received or postmarked by December 10th. The second installment is due February 1st and must be received or postmarked by April 10th. Payments not postmarked by the due date are delinquent, so please mail your payment early to avoid any late payment penalties.

## Property Tax Payment Assistance Programs

If you are a senior citizen or a disabled person, there are programs available to postpone payment of your property taxes or provide payment assistance. Please call the Senior Citizen Representative at **(213) 974-7222** for more information. There are also special programs for military personnel and payment plans for delinquent property taxes. Please call **(888) 807-2111** for more information.

## State and Federal Income Tax Forms

Tax Forms are available at the following locations in Florence-Firestone or via the internet at [www.irs.gov](http://www.irs.gov) for Federal forms and at [www.ftb.ca.gov](http://www.ftb.ca.gov) for California forms.

### USPS Los Angeles Main Office

7001 S. Central Avenue  
Los Angeles, 90001

### Florence Library

1610 E. Florence Avenue  
Los Angeles, 90001

### Graham Library

1900 E. Firestone Boulevard  
Los Angeles, 90001

## Business License Requirements

The County Code requires a business license for designated business activities that occur in the unincorporated area. The Department of the Treasurer and Tax Collector functions as the administrator of the program and is responsible for receiving the application, conducting a field investigation and issuing the license. For designated business activities, the Business License Commission conducts a public hearing before the license is issued.

Not all businesses require a County Business License. Generally speaking, businesses that by their very nature may pose a health or safety concern for individuals and the surrounding communities are required to have a valid license. Examples of businesses that are required to have a license:

- Establishments selling food products or beverages. This would include supermarkets, restaurants (sit down or take out), liquor stores, and mini-marts.
- Establishments that offer automotive services such as gasoline stations, repair and paint shops, and motor vehicle rentals.
- Establishments providing entertainment, such as music and dancing.
- Taxicabs picking up passengers are also required to have a County Business License.

In conjunction with the Sheriff's office, the Treasurer and Tax Collector is responsible for ensuring that all businesses that require a license are in compliance with all provisions of the County License Code. If you would like additional information or would like to register a complaint about an existing business, please call **(213) 974-2011**, Monday through Friday, 8:00 a.m. to 5:00 p.m., or go to the Treasurer and Tax Collector's website at <http://ttax.co.la.ca.us>.

## Registrar-Recorder/ County Clerk

### Norwalk Headquarters

12400 Imperial Highway  
Norwalk, CA 90650

Monday-Friday: 8:00 a.m. to 5:00 p.m.  
General Information: **(800) 815-2666**  
Election Information: **(562) 466-1310**

### Florence-Firestone Branch

Florence-Firestone Services Center  
7807 S. Compton Avenue, Room 215  
Los Angeles, CA 90001

Monday-Friday: 8:30 a.m. to 4:30 p.m.  
**(323) 586-6192**

Services available at the Florence-Firestone Branch:

- Issue full certified copies of birth records in the County from 1964 to present.
- Issue marriage abstracts for marriages in the County from 1995 to present.
- Accept request for full copies of birth, death and marriage records.
- Issue marriage licenses (issued until 3:30 pm).
- Perform marriage ceremonies on Fridays by appointment.
- Accept domestic partnership statements.
- Accept voter registration forms.
- Issue voter abstracts.
- Accept passport applications.

## Child Support Services

Customer Service Call Center **(323) 890-9800**

<http://childsupport.co.la.ca.us>

**I**n order to help children get the financial support they deserve, the Child Support Services Department (CSSD) offers the following services free of charge

### Locating parents

- Establishing paternity (legal fatherhood).
- Establishing and modifying court orders for child support.
- Collecting and distributing court ordered support.
- Working with other counties, states and countries to obtain child support.

CSSD has six offices located throughout Los Angeles County to serve you. The CSSD, Division II office is located in Commerce, not far from the Firestone-Florence area. Offices are open Monday through Friday from 8:00 a.m. to 5:00 p.m.

Division II  
5770 South Eastern Avenue  
Commerce, CA 90040

You can also visit the Child Support Services Department on the web at: <http://childsupport.co.la.ca.us> or access information at information kiosks located throughout the County, including one at the Florence-Firestone Community Services Center at 7807 South Compton Avenue, Los Angeles 90001. In addition, there are Child Support Officers on duty at the Customer Service Call Center at **(323) 890-9800** from 6:30 a.m. to 6:00 p.m. Monday through Friday. Callers can choose to speak to a Child Support Officer about their case or access information via the 24-hour Automated System.

## Public Social Services

### Florence District 17 Office

1740 E. Gage Avenue • Los Angeles, CA 90001

Monday - Friday, 7:00 a.m. to 3:00 p.m.

General Information (323) 586-7257

Participant Help Line (323) 586-7299

The Department of Public Social Services (DPSS) operates the Florence District 17 Office in your community. The DPSS services offered at the District 17 office include:

- **CalWORKs Program** - provides temporary financial assistance and employment focused services to families with minor children who have income and property below State maximum limits for their family size.
- **Food Stamps Program** - provides people in low-income households with assistance to purchase food.
- **Medi-Cal Program** - pays for medical care for some people whose savings and income are too low for them to be able to pay for their own care.
- **Additional services** offered at the District 17 Office include mental health counseling and child care referral services provided by community organizations. These services are subject to availability.
- **For more information** about these programs or DPSS services not offered at the District 17 office, please contact the Participant Help Line at (323) 586-7299.

### Homeless Services

General information: (213) 683-3333

Emergency Shelter: (800) 339-6993

Winter Shelter Hotline: (800) 548-6047

The Los Angeles Homeless Services Authority (LAHSA) provides funding and guidance for a network of local, non-profit agencies with missions to assist homeless persons with housing, case management, counseling, advocacy, substance abuse programs, and other specialized services.

## Office of the Assessor

Rick Auerbach, Assessor (888) 807-2111

The Los Angeles County Assessor establishes the assessed value of your property by appraising the value of that property under applicable State laws. The assessed value is then placed on a list with all other properties in Los Angeles County and this list is called the "Assessment Roll." The Assessor also approves and applies all exemptions, which are added to the Assessment Roll. In addition, the Assessor is responsible for the following:

- Senior Citizen Transfer (Proposition 60 and 90)
- Name/Address Change
- Supplemental Bills
- Boats/Aircraft
- Change in Ownership
- Property Maps & Data
- Decline In Value
- Business Property Taxes



## BUILDING AND ZONING CODE ENFORCEMENT-

*For A Clean & Safe Neighborhood*

Do you have a neighbor who ruins the whole neighborhood by stockpiling junk in their yard, converting their garage into a second residence, or commencing construction without a building permit. Well, you can do something about it...anonymously. Yes, all it takes is one phone call to your L.A. County Help Line at (888) 924-HELP (4357) to register your complaint anonymously. Keep your neighborhood safe and beautiful.

## Public Library

Florence-Firestone is fortunate to have two libraries located within the community.



**Florence Library**  
1610 E. Florence Avenue  
Los Angeles, 90001  
(323) 581-8028



**Graham Library**  
1900 E. Firestone Boulevard  
Los Angeles, 90001  
(323) 582-2903

## NEW LIBRARY PROGRAMS!

### Family Place

Florence Library is one of eight County of Los Angeles Libraries that will start a new program called "Family Place". This program will support parents in their role as their children's first and most important teacher. All families are invited to participate in a free 5 week Parent-Child Workshop scheduled to begin in January 2006 where the Children's Area will become a child-friendly haven. The area will include colorful toys, baby board books, parenting books, videos, magazines, and more. It will provide a welcoming place for parents and their children to come together on a daily basis. Please call the Florence Library for more information.

### On-line Homework Help

The County of Los Angeles Public Library has launched a new free online service to help students with their homework. This program is geared to students in grades 4 through 12. Live Homework Help is available through the County's Library Web site at [www.colapublib.org](http://www.colapublib.org) on any windows-based computer that is connected to the Internet - from home, parks, and from public computers in the library. A valid County Library card is needed to use the new service, as you will need to type in your card number to gain access.

Live Homework Help, connects students with expert tutors in math, science, social studies and English. After logging on, a student selects a grade level and subject area, and is immediately connected to a tutor for a one-on-one session. Sessions are 20 minutes, but students may log on as often as they need help.

Students can get help in both English and Spanish. Live Homework Help is available in English every day from 1:00 p.m. to 9:00 p.m. Help in Spanish is available from 3:00 p.m. to 7:00 p.m., Sunday through Thursday. For more information, visit the County Library Web site at [www.colapublib.org](http://www.colapublib.org) or call (562) 940-8520.

# Traffic and Lighting

24 Hour Hotline: **(800) 675 HELP (675-4357)**

Street Light Maintenance: **(626) 300-4754**

The Department of Public Works-Traffic and Lighting Division oversees all traffic-related improvements and modifications in the unincorporated areas of the County including regulatory signs, speed humps, traffic signals, and crosswalks. The 24-hour hotline, allows for quick responses for both emergency and non-emergency situations involving traffic signals. For specific street lighting maintenance requests call **(626) 300-4754**.

## Transportation Services for *Florence-Firestone*

### Dial-A-Ride

Registration: **(323) 563-5653**

Reservation: **(323) 563-5653**

Dial-A-Ride is a shared ride, curb-to-curb transportation service for residents 60 years or older or persons with disabilities who reside within the unincorporated communities of Florence-Firestone and Walnut Park. Proof of age is required for riders 60 years or older. Riders under the age of 60 years require a letter from a physician specifying condition of disability.

Advance reservation at the minimum of 24 hours prior to trip is required.

**Fare:** The fare is \$0.50 per one-way trip.

**Hours of Service:**

Monday-Friday 7:00 am to 5:30 pm

Saturday 9:00 a.m. to 1:00 p.m.

Sunday No Service

**Service is not provided on the following Holidays:**

- New Year's Day      Martin Luther King, Jr.'s Day
- Memorial Day      Presidents' Day
- Independence Day      Veteran's Day
- Labor Day      Thanksgiving Day
- Christmas Day

Escorts for riders are allowed at no charge if accompanying persons with disabilities and are picked-up and dropped-off at the same locations as riders.

The service area includes the unincorporated communities of Athens, Florence-Firestone, Rancho Dominguez, Walnut Park, and Willowbrook. In addition, residents can ride to areas up to three miles outside of the unincorporated County area boundaries including locations such as Centinela Hospital, King/Drew Medical Center, Gardena Memorial, St. Francis Medical Center, Daniel Freeman Hospital, Quincy Medical Center, Kennedy Hospital, All Care, California Orthopedic Hospital, and Stonewood Shopping Center. Additional medical facilities outside the service area include Kaiser's Bellflower, Downey, Harbor, and Rosecrans locations.

### Access Services

Access Customer Service: **(800) 827-0829**  
(TTD 800-827-1359)

Access Ride Info: **(800) 431-7882**  
Monday-Friday: 8:00 a.m. to 5:00 p.m.

Access Paratransit is an Americans with Disabilities Act (ADA) mandated public transportation service for people unable to use regular bus or light rail services in Los Angeles County. Access Paratransit service is curb-to-curb and requires an in-person certification interview in order to become a registered rider. To obtain an application, please contact Access Customer Service.

Access RideInfo is a FREE referral service that matches an individual's transportation needs with available accessible transportation services. Call Access RideInfo from anywhere in Los Angeles County for quick and accurate referrals to more than 200 public and private accessible transportation providers in Los Angeles County.

# MTA Subsidized Bus Pass for Florence-Firestone Residents

County Project Manager: (626) 458-5960 Subsidized Bus Pass for Florence-Firestone Residents

**F**lorence-Firestone residents are eligible to participate in the County's Bus Pass Subsidy Program with the Metro for discounted MTA Passes and EZ Passes as follows:

Bus Pass Type:	Regular Price	Bus Pass Subsidy Program Price
Seniors/Disabled	\$12.00	\$6.00
Students (K-12)	\$20.00	\$12.00
Students (College/Vocational)	\$30.00	\$19.00
EZ Seniors/Disabled	\$29.00	\$15.00
MTA General Pass for Florence-Firestone Residents	\$52.00	\$38.00
EZ General Pass Florence-Firestone Residents	\$58.00	\$44.00

### Steps to get your subsidized bus pass:

Obtain age and residency certification by visiting a Customer Center location, filling out a certification application, and providing proof of residency and eligibility. Proof of eligibility varies by category. For additional information on the residency and eligibility requirements please visit Metro's website at [http://www.metro.net/riding\\_metro/riders\\_guide/passes\\_tokens.htm](http://www.metro.net/riding_metro/riders_guide/passes_tokens.htm) or call (626) 458-5960.

Once you have your eligibility certification form, you may purchase your monthly pass at a Customer Center or at an approved pass sales outlet. Following are a list of the sales outlet where you can purchase your monthly pass.

### Customer Centers

#### Gateway Customer Center

One Gateway Plaza  
East Portal-Los Angeles

#### Wilshire

5301 Wilshire Boulevard  
Los Angeles, CA

#### Baldwin Hills

3650 West Martin Luther King Boulevard  
Suite 101 B  
Los Angeles, CA

#### East Los Angeles

4501 "B" Whittier Boulevard  
Los Angeles, CA

### Approved Pass Sales Outlets in or near Florence-Firestone.

#### Nix Check Cashing

1969 Firestone Boulevard  
Los Angeles, CA  
(323)588-3177

You may only purchase subsidized passes here after you obtain eligibility certification.

# Metro Blue Line

The Metro Blue Line is Los Angeles' first light rail transit system, running from 7th Street in Downtown Los Angeles, through the communities of Vernon, Huntington Park, South Gate, Florence-Firestone, Watts, Compton, Carson, finally ending in downtown Long Beach. The Metro Blue Line is operated and administered by the Los Angeles County Metropolitan Transportation Authority (MTA). There are two stations serving the Florence-Firestone community. One way tickets are valid traveling away from the station of purchase, and are good for two hours. Round-trip tickets run until the end of the operating day. There are no barriers to enter the stations; passengers ride on the honor system and are required to carry a valid ticket, pass or transfer. Failure to carry any of these upon inspection results in a \$250 fine. Trains run seven days a week, including holidays, every 5 to 15 minutes. General information number: **(800) COMMUTE** or **(800) 266-6883**.



**Firestone Station**  
 8615 Graham Avenue.  
 Los Angeles, CA 90002  
 6 Bike Rack Spaces



**Florence Station**  
 7225 Graham Avenue.  
 Los Angeles, CA 90002  
 100 Park/Ride Lot Spaces  
 12 Bike Rack Spaces/4 Locker Spaces

## Regular Fares

- \$1.25 One-Way
- \$1.10 One-Way (via Discount Token)
- \$2.50 Round Trip
- \$3.00 Day Pass (Good for unlimited travel on Metro local Bus or Metro Rail)
- Children under 5 ride free.

## Senior/Handicapped Fares

- \$ .45 One-Way
- \$ .90 Round Trip

## Free automobile and motorcycle parking is available for Blue Line commuters at the following stations:

- Florence
- Rosa Parks - Imperial/Wilmington
- Compton
- Artesia
- Del Amo
- Wardlow
- Willow

**Bicycles:** Cyclists with an MTA Cycle Express Permit may bring their bicycles on board the Metro Rail trains. For a bike permit application, call **(213) 922-7000**.

# Community Development Commission



The Community Development Commission (CDC) administers programs that provide financial and technical assistance to individuals seeking to buy a home, repair their home, start a business, and/or expand their business. In addition, the CDC contracts with various community-based organizations (CBO's), which provide services with Community Development Block Grant (CDBG) funds. Detailed below are some of the programs and services that are available.

## Residential Opportunities

- **Home Ownership Program (HOP)** provides assistance to low-income, first-time homebuyers in purchasing a home through shared equity loans. If you would like to have HOP information mailed to you, please call our Information Line at **(323) 890-7281** and leave your name and mailing address. Information will be mailed to you as soon as possible.
- **Mortgage Credit Certificate Program (MCC)** offers first-time homebuyers a federal income tax credit. This tax credit reduces the amount of federal taxes the holders of the certificate would pay and can help the first-time homebuyer qualify for a loan. For more information on how to apply, contact the CDC's MCC Program Specialist at **(323)890-7432**.
- **The Single Family Grant Program** assists low-income qualified owners with grants funds for emergency repairs such as electrical, plumbing, heating, roofing, and elimination of code violations. Property must be in the unincorporated areas of Los Angeles County. For more information, call **(323) 890-7239**.
- **The Single Family Rehabilitation Loan Program** assists low-income, owner-occupied property owners with one to two units in need of rehabilitation. Property must be in unincorporated areas of Los Angeles County or participating cities. For more information, call **(323) 890-7244**.

### CBO's that receive CDBG funds also offer these services:

- **Pacific Asian Consortium in Employment (PACE)** provides minor home repair and rehabilitation services through the Handyworker Program to eligible low- and moderate-income residents. For more information, call **(213) 353-3915**.
- **The Housing Rights Center** provides legal counseling, investigation of discrimination complaints, and landlord/tenant counseling. For more information, call **(800) 477-5977**.

## Business Opportunities

- **Small Business Administration (SBA)** Pre-Qualification Loan Program offers loans for minority, women-owned businesses. For more information, contact Ted Ramirez at **(323) 890-7201**.
- **Community Business Revitalization Program (CBR)** provides business tenants and property owners with assistance in designing and constructing facade improvements to beautify store fronts and correct code violations. Buildings must be located in unincorporated areas of the County. Restrictions apply. For more information call Fernando Oliveros at **(323) 890-7419** or Manuel Acosta at **(323) 890-7203**.
- **Enterprise Zone State Tax Credits** are available to those Florence-Firestone businesses that qualify. These tax credits include a hiring credit, sales and use tax credit, a business expense deduction and the manufacturers' investment credit. For more information, contact Craig Johnson at **(323) 890-7107**.
- **The Florence-Firestone Chamber of Commerce (FFCC)** continues to provide technical assistance to businesses in the Florence-Firestone area through seminars, workshops, and one-on-one consultations. The Chamber distributes a monthly newsletter and provides information to the community on forming non-profit organizations, marketing your business, and developing business plans. In addition, the Chamber distributes information on, state tax incentives for local businesses, and County loan programs. For more information call **(323) 589-4222** or visit **www.ffcc.us**.

The Los Angeles County Department of Parks and Recreation (DPR) is proud to offer recreational activities and special events to the residents of unincorporated Whittier at the following local and regional facilities.

## BETHUNE PARK

1244 E. 61st Street • Los Angeles, CA 90001  
(323) 846-1895



**After School Tutoring** *Ages: 6-18*  
Monday - Friday 3:00 p.m. to 8:00 p.m.

**Neighborhood Watch Block Club** *Ages: 18 and over*  
2nd Tuesday of each month 5:30 pm to 7:30 p.m.

**Before School Program** *Ages: 6-13*  
Monday -Friday 6:00 a.m. to 8:00 a.m.

**Karate Class** *Ages: 50 and under*  
Monday- Wednesday 6:00 p.m. to 9:00 p.m.

**Indoor Soccer Program** *Ages: 5-50*  
Sunday 12:00 p.m. to 5:30 p.m.

**Indoor Tennis** *Ages: 5-17*  
Tuesday and Friday 3:00 p.m. to 4:00 p.m.



**Youth Basketball Program** *Ages: 5-16*  
Thursday and Saturday 5:00 p.m. to 9:00 p.m.

**Summer Lunch Program** *Ages: 2-18*  
Monday-Friday 12:00 p.m. to 1:00 p.m.  
July - August

**Youth Soccer** *Ages: 5-17*  
Wednesday-Saturday 5:00 p.m. to 8:00 p.m.  
September 9, 2006 - December 23, 2006

**Youth Volleyball** *Ages: 5-15*  
Wednesday & Thursday 5:00 p.m. to 8:00 p.m.  
September 16, 2006 - December 15, 2006



## SPECIAL ANNUAL EVENTS

**Halloween Program** *All ages*  
October 31, 2006 5:30 p.m. to 8:30 pm

**Thanksgiving Program** *All ages*  
November 18, 2006 1:00 p.m. to 4:00 p.m.

**Christmas Program** *Ages: 5-15*  
December 24, 2006 1:00 p.m. to 4:00 p.m.

**Easter Program** *Ages: 5-15*  
April 1, 2006 1:00 p.m. to 4:00 p.m.

**Summer Swim Program** *All ages*  
June-August 2006

## ROOSEVELT PARK

7600 Graham Avenue • Los Angeles, CA 90001  
 (323) 586-7228



### Day Camp *Ages: 6 - 12*

Monday - Friday 7:00 a.m. to 3:00 p.m.  
 Fee: \$ 5.00 per week  
 There are 4 sessions throughout the year for each school tracking system.

### After school *Ages: 6 - 12* Enrichment Program

Monday - Friday 3:00 p.m. to 6:00 p.m.  
 Fee: No Charge

## CHEERLEADING

### Mini Mascot Cheer *Ages: 3 - 5*

Tuesday & Thursday 5:30 p.m. to 6:15 p.m.  
 Registration Fee: \$35

### Mascot Cheer *Ages: 5 - 7*

Tuesday & Thursday 4:30 p.m. to 6:00 p.m.  
 Registration Fee: \$35

### Junior/Senior Cheer *Ages: 11-17*

#### (All Star Cheer)

Monday & Wednesday 4:30 p.m. to 6:30 p.m.  
 Registration fee: \$35

### Hip-Hop *Ages: 6-17*

Fridays 5:00 p.m. to 6:30 p.m.  
 Fee: \$35.00  
 For cheerleading and Hip-Hop uniform is not included.

## OTHER YOUTH PROGRAMS

### Snack Program *Ages: 1 - 18*

Monday - Friday 4:00 p.m. to 5:00 p.m.  
 No charge

### U.S.T.A. Youth tennis Program *Ages: 8 - 14*

Days to be announced 5:00 p.m. to 6:30 p.m.  
 Fee: No charge (Funded through U.S.T.A.)  
 10 participants per four sessions

### Youth Basketball League *Ages: 5 - 17*

Tuesday - Saturday 5:00 p.m. to 9:00 p.m.  
 Fee: \$ 50.00 per player

### Youth Baseball League *Ages: 5 - 15* (Seasonal)

Monday - Wednesday 4:00 p.m. to 9:00 p.m.  
 Fee: \$25.00 per player  
 Registration Begins in January 2006.

### Youth Soccer League *Ages: 5 - 15*

Tuesday - Friday 5:00 p.m. to 9:30 p.m.  
 Saturday 8:00 a.m. to 8:30 p.m.  
 Fee: \$25.00 per player

### Self Defense and *Ages: 4 - 15*

#### Safety Awareness

Saturday 9:00 a.m. to 11:55 p.m.  
 Fee: \$5.00 per session

### Hip Hop/Modern Dance *Ages: 7 - 15*

Saturday 1:00 p.m. to 3:10 p.m.  
 Co-Sponsored Program



**OLD-TIMERS PROGRAMS**

**Senior Breakfast: Sponsored by the Old Timers Foundation**

Monday-Friday 8:30 a.m. to 9:00 a.m.  
 Fee: \$1.75 donation for ages 65 and up and \$3.75 for ages 64 and under

**Senior Meals: Sponsored by the Old Timers Foundation**

Monday - Friday 12:00 p.m. to 1:00 p.m.  
 Fee: \$1.75 donation for ages 65 and up and \$3.75 for ages 64 and under



**SENIOR PROGRAMS:**  
*for seniors ages 55 and up*

**Senior Center Hours:**

Monday - Friday 8:30 a.m. to 2:30 p.m.

**Aerobics**

Monday - Thursday 8:00 a.m. to 8:30 a.m.  
 Fee: No charge

**Open Pool Play**

Monday - Friday 8:30 a.m. to 3:00 p.m.  
 Fee: No charge

**Crochet Class**

Wednesday - Friday 9:30 a.m. to 11:00 a.m.  
 Fee: No charge

**Bingo**

Monday - Friday 1:00 p.m. to 2:30 p.m.  
 Fee: .25 cent donation per card

**Monthly Field Trips for Seniors**

Fee: No charge.

**ADULT PROGRAMS**

**Azteca Dance 8 to Adult**

Tuesday & Thursday 7:00 p.m. to 9:30 p.m.  
 Fee: No charge

**Open Volleyball Adults**

Sunday 10:00 a.m. to 2:00 p.m.  
 Fee: Free

**8x8 Soccer League Adults**

Saturday 12:00 p.m. to 7:30 p.m.  
 Fee: \$250.00 per team

**Aerobics and Fitness Adults**

Monday - Thursday  
 Morning session: 10:00 a.m. to 11:00 a.m.  
 Evening session: 6:30 p.m. to 7:30 p.m.

**Adult Soccer: Leagues are C & D**

**Division Adults**  
 Sunday 7:30 a.m. to 5:00 p.m.  
 Fee: \$300.00 per team

**Adult Softball: Leagues are C & D**

**Division Adults**  
 Days:  
 Sunday 8:00 a.m. to 6:00 p.m.  
 Fee: \$300.00 per team

**Weight Room Fitness 18 and older**

Tuesday - Friday 3:00 p.m. to 6:00 p.m.  
 Fee: \$10.00 per month

**UN PASO MAS -  
 A PROGRAM FOR FAMILIES WITH  
 CHILDREN WITH SPECIAL NEEDS**

Days:  
 1st and 3rd Tuesday of every month 6:30 p.m. to 8:00 p.m.  
 No charge



**SWIM PROGRAMS**  
**ROOSEVELT PARK POOL**  
 (323) 586-7203

**Senior Water Exercises** 18 years +  
 Days: various 11:30 a.m. to 12:30 a.m.  
 Beginning: October 3, 2005  
 No charge

**Swim Team** 5 - 18 years  
 Beginning: October 2005 - February 2006  
 Practice: Monday, Tuesday, 5:00 p.m. to 6:30 p.m.  
 Wednesday, Thursday

**Become a Junior Lifeguard!**  
 The Junior Lifeguard program targets youth between the ages of 11-16. Participants are given a basic understanding of lifesaving principles and injury prevention skills that can be used around aquatic settings. The program also builds a foundation of knowledge, attitudes, and abilities to become future lifeguards.

**Program Site:**  
**Roosevelt Park Pool**  
 Class Time & Sessions 3:30 p.m. to 4:30 p.m.  
 Training is held Monday through Thursday

**Registration Information**  
 Fee: \$25.00  
 (Includes: T-shirt, shorts, and activity book)



**WASHINGTON PARK**

8908 S. Maie Avenue • Los Angeles, CA 90002  
 (323) 586-7205



**Walking Club** All ages  
 Monday-Thursday 4:00 p.m. to 5:00 p.m.

**Teen Club** Ages: 3-17  
 Saturday 12:30 p.m. to 3:30 p.m.

**Model Car Club** Ages: 5-18  
 Wednesday and Friday 5:00 p.m. to 6:00 p.m.  
 January 18, 2006 - February 18, 2006

**Karate Class** All ages  
 Monday and Wednesday 6:00 p.m. to 8:00 p.m.  
 January 23, 2006 - June 23, 2006

**\*Winter Youth Club** Ages: 6-12  
 Monday - Friday 3:00 p.m. to 6:00 p.m.  
 January 9, 2006 - March 31, 2006

**Trojans Seniors Club** Ages: 60 and over  
 2nd Tuesday of each month 11:00 a.m. to 1:00 p.m.  
 Starting February 9, 2006

**\*Spring Youth Club** Ages: 6-12  
 Monday - Friday 3:00 p.m. to 6:00 p.m.  
 April 17, 2006 - June 23, 2006

**Summer Lunch Program** Ages: 1-18  
 Monday - Friday  
 July 7, 2006 - August 25, 2006

**Indoor Tennis Clinic** Ages: 5-17  
 Wednesday 1:30 p.m. to 3:00 p.m.  
 July 5, 2006 - August 23, 2006

\* Sponsored by the Second District

**Karate Class** *All ages*

July 7, 2006 - August 23, 2006 6:00 p.m. to 8:00 p.m.

**\*Summer Youth Club** *Ages: 6-12*

Monday - Friday 11:00 a.m. to 4:00 p.m.  
Starting July 7, 2006

**Youth Flag Football** *Ages: 5 - 14*

Tuesday and Thursday 4:00 p.m. to 6:00 p.m.  
September 12, 2006-November 17, 2006

**\*Fall Youth Club** *Ages: 6-12*

Monday - Friday 3:00 p.m. to 6:00 p.m.  
October 10, 2006 - December 16, 2006

**Youth Volleyball** *Ages: 5-15*

September 29, 2006 - December 9, 2006

**WASHINGTON PARK  
SPECIAL EVENTS**

**\*Youth Christmas Party** *Ages: 6-12*

December 23, 2006(CK 2005) 12:00 p.m. to 2:30 p.m.

**Gymnasium Grand Opening**

January 21, 2006 12:00 p.m.  
Open invitation to the community

**Youth Basketball** *Ages: 5-15*

January 28, 2006  
Call the park for hours

**Black History Adult Basketball  
Tournament** *Ages: 17 and over*

February 25, 2006

**Easter Program** *Ages: 5-15*

April 15, 2006 1:00 a.m. to 1:00 p.m.

**End of Summer Bash** *Ages: 5-15*

August 25, 2006 3:00 p.m. to 6:00 p.m.

**Haunted Halloween** *All ages*

October 31, 2006 6:00 p.m. to 8:00 p.m.

**Food Drive** *All ages*

November 18, 2006 12:00 p.m. to 3:00 p.m.  
Open to the community

**TED WATKINS  
MEMORIAL PARK**

1335 E. 103rd Street • Los Angeles, CA 90002  
(323) 357-3032



**\*Youth Club** *Ages: 6 -12*

Monday - Friday 3:00 p.m. to 6:00 p.m.  
No charge

**Tiny Tot Program** *Ages: 3 - 5*

Monday - Thursday 8:00 a.m. to 11:30 a.m.  
call for schedule  
Fee: \$30 per month

**Teen Enrichment Program** *Ages: 13-17*

Monday - Friday 6:00 p.m. to 8:00 p.m.  
Year round  
No charge

**Summer Day Camp** *Ages: 6 -12*

Monday - Friday 7:00 a.m. to 6:00 p.m.  
June - August 2006  
Fee: \$40 per week

**Water Aerobics**

Tuesday - Thursday 6:00 p.m.

**Seasonal Youth Sports Program** *Ages: 5-17*

Monday - Friday 6:00 p.m. to 9:00 p.m.  
Saturday 9:00 a.m. to 3:00 p.m.  
Fee: \$35 per person

**Youth Tennis Program** *Ages: 5-17*

Tuesday and Thursday 3:00 p.m. to 5:00 p.m.  
January 3, 2006 - May 26, 2006  
Fee: \$7 per person

\* Sponsored by the Second District

## TED WATKINS MEMORIAL PARK (continued)

### Talent Workshop *All ages*

Wednesday 6:00 p.m. to 8:00 p.m.  
Year Round  
No charge

### Karate & Self Defense Class *Ages: 5-18*

Tuesday and Thursday 6:00 p.m. to 8:00 p.m.  
Year Round  
No charge

### Aerobic Class *16 years and up*

Wednesday 7:00 p.m. to 8:00 p.m.  
Thursday 7:00 a.m. to 8:00 a.m.  
Fee: \$20 per month

### Walking Club *All ages*

Monday - Friday 6:00 a.m. to 9:00 p.m.  
No charge

### Co-ed Softball *18 years and up*

Friday 6:00 p.m. to 10:00 p.m.  
April 7, 2006 - May 26, 2006  
Fee: \$280 per team

## TED WATKINS PARK SPECIAL EVENTS

### Halloween Program *All ages*

October 31, 2006 3:00 p.m. to 6:00 p.m.  
No charge

### Thanksgiving Talent Showcase *All ages*

November 2006 6:00 p.m. to 9:00 p.m.  
No charge

### Easter Program *Ages: Youth*

Monday 10:00 a.m. to 12:00 p.m.  
March 27, 2006  
No charge

### Health, Safety & Fitness Expo *All ages*

Saturday and Sunday 11:00 a.m. to 3:00 p.m.  
July 22 - 23, 2006  
No charge

## TED WATKINS SWIMMING POOL

1335 E. 103rd Street • Los Angeles, CA 90002  
(323) 357-3034

Aquatics Foundation of Metropolitan Los Angeles  
(AMFLA) Winter FREE Swim Program : September -  
June 2005-06

### Aqua Aerobics

Tuesday, Wednesday, Thursday 10:00 a.m. to 11:00 a.m.  
Monday, Wednesday, Friday 4:30 p.m. to 5:30 p.m.

### Swim Lessons

#### 96th Street Elementary School

Monday - Friday  
First Session 1:30 p.m. to 2:15 p.m.  
Second Session 2:30 p.m. to 3:15 p.m.  
Third Session 3:45 p.m. to 4:30 p.m.

### Lap Swim

Monday - Friday 10:00 a.m. to 1:00 p.m.  
Saturday and Sunday 11:00 a.m. to 2:00 p.m.

### Swim Clubs

L.A. County Penguins 5:30 p.m. to 7:30 p.m.  
Ted Watkins Sharks 5:30 p.m. to 7:30 p.m.

For Questions please call: Ted Watkins Pool or Stan Lee,  
Aquatics Foundation of Metropolitan Los Angeles  
(AFMLA) at (213) 324-1424.

## WALNUT NATURE PARK

2624 Olive Street  
Walnut Park, CA  
90255  
(323) 586-7260



Walnut Nature Park was created through a joint  
venture between the County of Los Angeles  
Department of Parks and Recreation and the Los  
Angeles Unified School District. The park offers open  
recreation for youth and adults.

### Winter Schedule (November-March)

Closed Monday-Friday  
Open Saturday and Sunday 10:00 a.m. to 4:00 p.m.

### Spring Schedule (April -October)

Open Monday-Friday 5:00 p.m. to 8:00 p.m.  
Saturday and Sunday 10:00 a.m. to 4:00 p.m.

## KENNETH HAHN STATE RECREATION AREA

4100 S. La Cienega Boulevard  
Los Angeles, CA 90056  
(323) 298-3660

Hours: Open daily from  
6:00 a.m. until sunset.  
Vehicle entry fee applies on  
weekends and holidays.



### Kenneth Hahn State Recreation Ballfield Complex (baseball and soccer fields)

5401 S. Fairfax • Los Angeles, CA 90056

In 1932 this area was the site of the 10th Olympiad. In 1984 Los Angeles again hosted the Olympics, drawing athletes from 140 nations. To serve as a continual reminder of the events, 140 trees have been planted together on the hills where the 1932 events took place. Each tree represents a nation that took part in the 1984 Olympics. Activities at the 370 acre park include fishing, and group and family picnicking. Other amenities include children's play areas, community center, a man-made lake, hiking trails with vistas and a Japanese Garden.



## Arts Directory

Hollywood Bowl	(323) 850-2060
Shuttle Services	(323) 850-2065
John Anson Ford Theater	(323) 461-3673
Shuttle Services	(323) 856-5793
Los Angeles County Arts Commission	(213) 974-1343

### Los Angeles County Museums

Museum of Art	(323) 857-6000
Natural History Museum	(213) 763-3412

### Los Angeles County Music Center

Ahmanson Theater	(213) 972-7574
Center Theater Group	(213) 972-7625
Walt Disney Concert Hall	(213) 972-7200
Los Angeles Master Chorale	(213) 972-7282
Los Angeles Opera	(213) 972-8001
Los Angeles Philharmonic	(323) 850-2000
Mark Taper Forum	(213) 972-7574
Music Center	(213) 972-7200
Music Dance	(213) 972-0711
Red Cat Theater	(213) 237-2816

## Beaches and *Harbors*

There are many annual activities sponsored by the Los Angeles County Department of Beaches and Harbors. Free programs are sponsored at Burton Chase Park, Marina Del Rey, 13650 Mindanao Way or Fisherman's Village at 13755 Fiji Way. To contact the department, please call the visitor information phone line for more information at (310) 305-9545.

### MARINA DEL REY FALL/WINTER SPECIAL EVENTS

#### Marina Del Rey Annual Holiday Boat Parade and Fireworks

(December)

#### New Year's Eve Fireworks

December 31st 11:59 p.m. to 12:05 a.m.

#### Outdoor Adventures Program, Harbor Kayaking and a new Surf Kayaking Program

#### Bird Watching Experience

(January - June)

# TELL US WHAT YOU THINK ABOUT COMMUNITY CONNECTION

**W**e encourage you to complete and send back this survey. Your responses and comments will provide valuable information to us in our endeavor to serve you better.

Please circle the number that you feel best describes the statements regarding **CommunityCONNECTION**.

CUSTOMER RELATIONS	DISAGREE	TEND TO DISAGREE	TEND TO AGREE	AGREE	NO ANSWER
1. The information in Community Connection is useful.	1	2	3	4	N/A
2. Community Connection is easy to read.	1	2	3	4	N/A
3. Community Connection made me more aware of the services the County offers in my community.	1	2	3	4	N/A
4. Community Connection helped me find out about a service I did not know existed.	1	2	3	4	N/A
5. Community Connection contains the information I need to obtain County services.	1	2	3	4	N/A
6. I feel Community Connection has improved my access to County services.	1	2	3	4	N/A
7. Community Connection helped me better understand the County's role in providing municipal services to my community.	1	2	3	4	N/A

You may use the space below to provide comments or you may write to us at the address listed below:

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**Mail your completed survey form to the following address:**

**CAO/OUAS-SP**

723 Kenneth Hahn Hall of Administration  
500 West Temple Street • Los Angeles, CA 90012

Or E-mail your comments/requests to: **uas\_sp@cao.co.la.ca.us**

**<https://lacws.co.la.ca.us/cao/ffconnection.htm>**

**Or drop it off at one of the following locations in Florence-Firestone:**

- Bethune Park
- Roosevelt Park
- Washington Park
- Watkins Park
- Florence-Firestone Community Service Center
- Florence Library
- Graham Library

# Who do you call for assistance?

*Here are important phone numbers for help.*

## DIAL 9-1-1 FOR EMERGENCY CALLS

Dialing **9-1-1** is a lifesaving resource in the event of medical emergencies, fire, crimes in progress, and other life threatening emergencies. **9-1-1** calls are automatically forwarded to the local law enforcement or fire department agency, depending what the nature of the call is and where you are calling from. **9-1-1** dispatchers are trained to verify your exact location, including if you are in a house, an apartment, a vehicle, etc. Do not dial **9-1-1** for a non-emergency. Instead, contact your local law enforcement agency. It is also important for children to understand the importance of only dialing **9-1-1** in an emergency, and that it is not to be used as a toy.



Did you know that you can dial **2-1-1** to access information for emergency food and shelter, senior services, childcare, employment resources, low-cost health care, alcohol and drug-related support, volunteer opportunities, and many other health and human services resources?

On July 1, 2005, the Los Angeles County Board of Supervisors approved funding and implemented the County's new **2-1-1** calling system. As a resident of the unincorporated area of Whittier, you can just simply dial **2-1-1** to access an array of health and human services information at no cost to you. The information services are provided in many languages.

This easy to dial **2-1-1** number is operated 24 hours a day, 7 days a week. The information you provide to the resource advisors is confidential. So, if you need any type of health and or human services information, just dial **2-1-1**.

**NOTE: IN CASE OF AN EMERGENCY, YOU STILL MUST DIAL 9-1-1.**

## THE HELP LINE CONNECTS YOU WITH COUNTY MUNICIPAL SERVICES

**1-888-924-HELP (1-888-924-4357)**

Monday through Friday, 7:00 a.m.-7:00 p.m. • 24-hour automated service 7 days a week.

The County of Los Angeles provides a variety of services to the residents of the unincorporated areas. The County Helpline can assist you in accessing the services you need by providing telephone numbers and addresses of the County departments. In some instances you will be connected directly with the appropriate department who can best meet your needs. These services can include:

- Building permits and codes
- Library services
- Consumer fraud protection
- Sanitation, lighting, and roads
- Animal care and animal shelters
- Abandoned vehicle removal



# Your Guide to Public Health Emergency Planning

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

## Other Resources

- Los Angeles County Department of Health Services - Public Health:** [www.labt.org](http://www.labt.org)  
Hotline: 866-999-LABT (5228)
- L.A. County Emergency Survival Program (ESP):** [www.espfocus.org](http://www.espfocus.org)
- L.A. County Disaster Hotline:** 800-980-4990
- Info Line Los Angeles - "211 LA COUNTY":** 211
- City of Los Angeles Emergency Operation Organization:** [www.lacity.org/epd](http://www.lacity.org/epd)  
Helpline: 888-356-4661
- California Emergency Preparedness Office:**  
[www.dhs.ca.gov/ps/ddwem/environmental/epo/epoindex.htm](http://www.dhs.ca.gov/ps/ddwem/environmental/epo/epoindex.htm)
- Centers for Disease Control and Prevention:** [www.bt.cdc.gov](http://www.bt.cdc.gov)  
Hotline: 888-246-2675
- U.S. Department of Homeland Security:** [www.ready.gov](http://www.ready.gov)
- Poison Center Hotline:** 800-222-1222
- Red Cross disaster preparedness information** in Arabic, Cambodian, Chinese, English, Farsi, French, Hmong, Japanese, Korean, Laotian, Russian, Spanish, Tagalog, Vietnamese: [www.redcross.org/services/disaster/](http://www.redcross.org/services/disaster/)

## Do Your Part!

### In the event of any emergency, help us by:

- Keeping **9-1-1** emergency phone lines open for true emergencies.
- Using hospitals only for medical emergencies. Keep roads clear and stay home unless you are advised to evacuate or have a medical emergency.
- Using flashlights instead of matches or electrical switches if you think there may be a gas leak.

For More Information, contact **1-866-999-LABT (5228)**

# Your Guide to Public Health Emergency Planning

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

## Protection Means Planning

### DON'T PANIC - BE PREPARED!

**T**hinking about a disaster is scary and unpleasant. It is human nature to avoid thinking about or planning for catastrophic events. "Disaster denial" is an unconscious defense mechanism in which we attempt to escape from real dangers by simply putting them out of our mind. But being prepared for a disaster empowers you to handle yourself in an emergency. And putting together a Disaster Supply Kit is the first important step in preparing for a disaster. Kits can be purchased or homemade in an endless variety of styles and sizes. They can be small enough to fit in your glove compartment or as large as a 50-gallon drum filled with supplies for your home and or business. You may have many kits, each suited to a different purpose. *Below is a list of items you may wish to consider in putting together a Disaster Supply Kit.*



**E**mergency preparedness means planning ahead. The checklists below make it easy. Go over them with your family and review and update them once a year so they stay complete and up-to-date. For a complete list of terrorism agents, go to [www.labt.org](http://www.labt.org)

*Protect yourself. Protect your family.*

*Complete this card and keep it nearby.*

## Create a Disaster Plan

Outline what to do, how to find each other, and how to communicate during different kinds of emergencies. (See other side)

- Name two places to meet: one right outside your home and another outside your neighborhood, such as a library, community center, or place of worship.
- Make sure everyone knows the address and phone number of your second meeting place.
- Know and practice all possible exit routes from your home and neighborhood.
- Choose an out-of-state friend or relative that household members can call if separated during a disaster.
- Make sure everyone's needs are met, especially seniors, people with disabilities, non-English speakers, and pets/livestock.
- Practice your plan with all household members and be sure they have a copy.
- Check on the school emergency plan of any school-age children you may have.



# Your Guide to Public Health Emergency Planning

www.labt.org



## Prepare Emergency Supplies

**K**ee your supplies in sturdy, easy-to-carry containers. Keep the larger one at home and put a smaller one in your car. Include:

- Three-day supply of water: one gallon per person per day for drinking and cleaning.
- Three-day supply of food, such as dried or canned foods and can opener.
- Cash (at least \$50-100 in small bills) and an ATM card.
- Changes of clothes and shoes.
- A blanket or sleeping bag for each person.
- First aid kit.
- Family's prescribed medicines and, if possible, copies of prescriptions.
- Battery-powered radio, flashlight, extra batteries, and waterproof matches.
- Soap, toilet paper, and extra plastic bags.
- Items for pets, infant, elderly, or disabled family members.
- Extra eyeglasses, extra set of car and home keys.
- Copy of important family papers in a fireproof container.
- A whistle in case you are trapped.
- If you must evacuate your home, please take your pets/livestock if possible. Include food, medicine and I.D. tag on the pet's collar.

## In the Unlikely Event of a Bioterrorism Emergency

Review the following bioterrorism agent information.

Bioterrorism occurs when substances that can cause illness or death are intentionally released, including:

- Biological Agents:** Bacteria, viruses, or other biological substances. Examples: anthrax, smallpox, plague, botulism.
- Chemical Agents:** Toxic gases, liquids, or solids that can harm people or the environment. Examples: sarin and ricin.
- Radiological Weapons:** Explosive devices that spread radioactive materials. Example: dirty bomb.

For a complete list of terrorism agents, go to [www.labt.org](http://www.labt.org)

## Personal Health and Emergency Information

**T**alk to your family about the health risks of different emergencies. Do a full accounting of family members' medical needs and family health resources. Fill out the form below to get started.

For more information, please visit [www.lapublichealth.org/dis/pubs/displan.htm](http://www.lapublichealth.org/dis/pubs/displan.htm)

CONTACT	PHONE NUMBER
Emergency Contact:	
• Local	
• Out of State	
Family Doctor:	
Local Hospital:	
Local Police:	
Local Fire:	
School(s):	
Meeting Location #1	
Meeting Location #2	
Health Insurance Carrier:	
Other:	

Family Member	Blood Type	Medical Record/ Policy Number	Past/Current Medical Conditions & Allergies	Current Medications