

These stores are offering special services and designated days/hours for seniors and vulnerable populations.

Please Note: Store hours and services are subject to change at any time.

STORE	SERVICES	SPECIAL HOURS/DAYS
Bel Air	Offering "Senior Essentials" bags. Store workers will assemble a combination of dry goods and fresh goods in one bag for either \$20 or \$35. Available for curbside or in-store pickup. 65 years or older. Curbside Pick Up for Prescriptions: Reserved for seniors and at risk populations.	All Day
Forklift	Designated shopping hour for guests ages 65 and older and those guests who are at-risk due to health conditions.	Every Tuesday/Thursday 6:00 a.m. - 8:00 a.m.
Grocery Outlet	No Special Hours for vulnerable populations.	N/A
Kmart	No Special Hours for vulnerable populations	N/A
Nugget Market	Designated shopping hours for guests ages 65 and older and those guests who are at-risk due to health conditions.	Every Tuesday/Thursday 6:00 a.m. - 8:00 a.m.
Raley's	Offering "Senior Essentials" bags. Store workers will assemble a combination of dry goods and fresh goods in one bag for either \$20 or \$35. Available for curbside or in-store pickup. 65 years or older. Curbside Pick Up for Prescriptions: Reserved for seniors and at risk populations	All Day
Safeway	Designated shopping hours for seniors and those guests who are at risk due to health conditions.	Every Tuesday/Thursday 7:00 a.m. - 9:00 a.m.
Save Mart	Designated shopping hours for guests ages 60 and older and those guests who are at-risk due to health conditions.	Every Tuesday/Thursday 6:00 a.m. - 9:00 a.m.
Target	Reserving the first hour of shopping for vulnerable guests, including those over 65 years old, pregnant women or those defined by the Centers for Disease Control and Prevention (CDC) as vulnerable or at-risk.	Wednesday's 7:00 a.m. - 8:00 a.m.
Walmart	Designated shopping event for guests ages 60 and older. Starts one hour before the store opens. Pharmacies and Vision Centers will also be open during this time. Current operational hours are from 6:00 a.m.- 12:00 a.m.	Tuesday's 5:00am-6:00 a.m.



## The Friendship Line

### 24-hour toll-free hotline/warmline for older and disabled adults

The Friendship Line at Institute on Aging is the nation's only accredited 24-hour toll-free hotline for older and disabled adults. The Friendship Line is both a crisis intervention hotline and a warmline (non-urgent calls); our services provide older and disabled adults reassurance, crisis intervention, information and referrals.

In addition to receiving incoming calls our volunteers make routine outbound phone calls that provide emotional support, and well-being check-ins.

For many depressed and lonely seniors, we offer a lifeline of hope. In every call, the goal is to help the individual feel safe and valued.

The Friendship Line is accredited by the American Association of Suicidology.

### 24-Hour Hotline/Warmline

#### Available 24 hours a day, 7 days a week:

- Crisis intervention
- Emotional support
- Well-Being check-ins
- Information and referrals

Call the Friendship Line anytime, day or night, 7-days a week at 1-800-971-0016 and introduce yourself to one of our staff members or volunteers - It's that easy.

### Who can call the Friendship Line?

- Any person aged 60 years or older
- Disabled adults 18 years and older
- Caregivers of older and disabled adults

### Call-In Service

We are available to people 60+ who may be lonely, isolated, grieving, depressed, anxious and/or thinking about death or suicide. We also welcome calls from caregivers and/or disabled adults of all ages.

### Call-Out Service

We make outbound emotional support calls to older adults who request it. These calls can be arranged by contacting Institute on Aging at 415-750-4111.

The Friendship Line - 24-Hour Hotline/Warmline  
1-800-971-0016



# Y.A.N.A.

You Are **Not** Alone

A Telephone Reassurance  
Program for El Dorado  
County Residents

(530) 621-6255



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Being alone is one of the greatest fear adults have as they grow older. The YANA Program has been credited with saving the lives of many older and/or disabled adults who live alone and have fallen or become sick during the night.

This FREE service allows older and/or disabled adults to find comfort and security knowing that someone will be checking on them on a daily basis and in the event that something does happen, family or friends will be notified.

## How Does It Work

- ◆ Calls are made daily, before 10:00 a.m.
- ◆ If a participant does not answer the phone after several attempts are made to reach them, a series of steps are followed to ensure their safety and well-being.
- ◆ When the above attempts fail and phone contact with a participant has not been made, neighbors or local Law Enforcement are called to physically check on the participant.

(530) 621-6255

[www.edcgov.us/humanservices/yana](http://www.edcgov.us/humanservices/yana)