

UPLAND COMMUNITY RESOURCE DIRECTORY

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AARP

3713 Tibbetts, Riverside, CA 92506

Phone: (951) 682-1416

Fax: (951) 682-2769

Web Site: <http://www.aarp.org>

Hours: Monday - Thursday, 9 a.m. to 12 noon

Local chapter of AARP handles food distribution program in Upland. We have monthly pot luck lunches with occasional speakers of interest.

ABILITY FIRST

(Formerly the Crippled Children's Society of Southern California)

480 S. Indian Hill Blvd., Claremont, CA 91711

Phone: (909) 621-4727

Fax: (909) 624-8388

Web Site: www.abilityfirst.com

E-Mail: gcastro@abilityfirst.org

Hours: Monday – Friday, 9 a.m. to 6 p.m.

Provides fun activities and social interaction for children with developmental and physical disabilities including crafts, sports, computers, field trips. After school program operates Monday - Friday, 2 p.m. to 6 p.m. Ages 3-22 years. Swimming classes for people with arthritis or other joint ailments.

ACCESS (OMNITRANS) EAST VALLEY

1700 W. Fifth St., San Bernardino, CA 92411

Phone, East Valley: (909) 383-1680

Fax: (909) 379-7105

WEST VALLEY

4748 Arrow Hwy., Montclair, CA 91768

Phone: (800) 990-2404

Web Site: www.omnitrans.org

Rates vary per zone. Day-ahead reservation service for those eligible handicapped riders. This is a shared ride, which is routed with other requests. This curb-to-curb service is provided by Transportation Concepts, an OMNITRANS contracted service provider. Call for current fees.

ADOPTION SERVICES- SAN BERNARDINO COUNTY

9638 Seventh St., Rancho Cucamonga, CA 91730

Phone: (909) 945-3762

Fax: (909) 945-3785/4616

For information call: (800) 722-4477 (orientation schedule).

Web Site: <http://hss.co.san-bernardino.ca.us/dcs/>

Information is provided for parents who are interested in the adoption of a child. Possible adoptive parents must attend orientation. Also available: Step-parent adoption.

ADULT REHABILITATION CENTER

Salvation Army
363 S. Doolittle Road, San Bernardino, CA 92408
Phone: (909) 889-9605
Fax: (909) 889-0378
Hours: Monday - Friday, 7:30 a.m. to 4 p.m.
Seventy-two bed facility for men using working therapy. Six to twelve month social model program for men who are able to work 8 hours a day. Christian based including church services, prayer and Bible study. Also have AA meetings. Admission requirements: Males ages 21-60 years with ID cards and able to work. Free Services. Spanish Spoken. Nonprofit.
Serves: Riverside, San Bernardino Counties.

AFTER STROKE CENTER AND CAREGIVERS SUPPORT GROUP

Palomares Park Senior Center
499 E. Arrow Hwy., Pomona, CA 91767
Phone: (909) 620-2324
Hours: Mondays, 9 a.m. to 3 p.m.
The center offers support for persons who have had a stroke and their families.

AGING AND ADULT SERVICES

James L. Brulte Senior Center
11200 Baseline Ave., Rancho Cucamonga, CA 91701
Phone: (909) 477-2780
Help is available for senior information and assistance, family caregiver support resources and referrals. Appointments available 10 a.m. to 12 noon the third Sunday of each month.

AIDS HEALTHCARE FOUNDATION

8263 Grove Ave., Suite 201, Rancho Cucamonga, CA 91730
Phone: (909) 579-0708, (800) 243-2101
Fax: (909) 579-0778
Hours: Tuesday, Thursday, 8:30 a.m. to 5 p.m.
Full range of medical services for people with HIV. Open to all, even if not covered by health insurance. Aids drug assistance program enrollment site.

AL-ANON

1012 E. Cooley Dr., Ste. # J-2, Colton, CA 92324
Phone: (909) 824-1516, Colton business office.
Fax: (909) 824-1515
Hours: Monday - Friday, 12 noon to 5 p.m. and Saturday, 9 a.m. to 1 p.m.
A group of individuals learning to cope with the diseases of alcoholism in a relative or friend. Meetings are held in both Spanish and English. Many are located in the West End cities. No fees. Sponsored by donations.

ALCOHOLICS ANONYMOUS- VALLEY ALANO

10980 Arrow Rte., Ste., 107, 108, Rancho Cucamonga, CA 91730

Phone: (909) 941-9031

Hours: Monday - Friday, 11 a.m. to 10 p.m.; Saturday - Sunday, 6 a.m. to 10 p.m.

Web Site: <http://www.inlandempireaa.org/>

Phone for meeting times. A social fellowship of men and women who share the common problem of alcoholism and who share their recovery with others seeking sobriety through the twelve suggested steps of AA. (see also: Narcotics Anonymous). Also sponsors AL-ANON and ALATEEN for families and friends of alcoholics to share in the recovery of a family disease. No fees.

ALETHIAN CHRISTIAN FOUNDATION

12801 Oaks Avenue, Chino, CA 91710

Phone: (909) 627-3635

Fax: (909) 590-1285

Hours: Monday, Tuesday, Thursday, 10 a.m. to 2:30 p.m.

Michael DeBruhl, Executive Director

Provides assistance services such as food, emergency shelter, rent and utility payments to the needy people in our area as funds allow.

Also provides food for seniors over age 59, less than \$1,833 a month for a family of two.

Service Area: Chino and vicinity

ALTERNATE AVENUES

300 E. 7th St., Ste. 1E, Upland, CA 91786

Phone: (909) 398-4838

Fax: (909) 920-4498

Web Site: www.alternateavenues.org

E-mail: alternate.avenues2@verizon.net

Hours: Monday, Wednesday, Friday, 10 a.m. to 4 p.m.; Tuesday, Thursday, 9 a.m. to 1 p.m. and 2 p.m. to 8 p.m.

Provides free pregnancy tests, limited medical services, referrals for ongoing prenatal care, and Medi-Cal services; confidential crisis counseling; education of pregnancy, abortion and alternatives; adoption support and referrals; free maternity clothing, baby clothing and furnishings based on a point system; post abortion counseling; pregnancy and fetal development information and more.

**ALZHEIMER'S ASSOCIATION
(INLAND EMPIRE REGIONAL OFFICE)**

1365 W. Foothill Blvd., Suite 3, Upland, CA 91786

Phone: (909) 747-0347

Fax: (909) 747-0350

Help Line: (800) 272-3900

Web Site: www.alz.org/californiasouthland

Hours: Monday – Friday, 8:30 a.m. to 5 p.m.

Sponsors family support groups for caregiving families and friends; provides information regarding medical, nursing or respite care in the Inland area.

ALZHEIMER'S SUPPORT GROUP

Chino Senior Center

13170 Central Ave., Chino, CA 91710

Phone: (909) 591-9836

Information for helping a loved one suffering from Alzheimer's. Group meets the second Wednesday of each month from 2 p.m. to 3:30 p.m.

AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)—SEE AARP**AMERICAN DIABETES ASSOCIATION**

National Center

1701 N. Beauregard St., Alexandria, VA 22311

Phone: (800) 342-2383

Fax: (703) 549-6995

Local Chapter

225 Broadway, Suite 1530, San Diego, CA 92101

Phone: (619) 234-9897

Fax: (619) 234-9981

Web Site: www.diabetes.org

Hours: Monday - Friday, 5 a.m. to 5 p.m. PST.

Free information packet provides literature and information on health education; refers to local affiliates for support group assistance. (800)- Diabetes.

AMERICAN HEART ASSOCIATION

Inland Empire Division

930 S. Mt. Vernon, Suite 600, Colton, CA 92324-3290

Phone: (909) 424-1670, (800) 834-1670

Fax: (909) 825-2484

Web Site: www.americanheart.org

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

Provides educational and CPR classes as well as pamphlets on diet, exercise, heart disease, strokes and high blood pressure. Support group for people who have had heart attacks or heart surgery. Call for the nearest location.

AMERICAN INSTITUTE FOR CANCER RESEARCH (AICR)

1759 R Street NW, Washington, DC 20009

Phone: (800) 843-8114

Fax: (202) 328-7226

Web Site: www.aicr.org

E-mail: aicrweb@aicr.org

Hours: Monday - Thursday, 6 a.m. to 7 p.m. (PST);

Friday, 6 a.m. to 3 p.m. (PST)

Nutrition hotline that provides answers to consumers' questions about good

nutrition and cancer prevention. Callers are put in touch with registered dietitians. While the hotline cannot provide medical advice, it does offer callers a chance to gain firsthand answers to their nutrition and cancer questions. Nonprofit. No fees.

AMERICAN RED CROSS

Inland Valley West Chapter

9140 Haven, Suite 115, Rancho Cucamonga, CA 91730

Phone: (909) 481-2835

Fax: (909) 481-4629

Web Site: www.redcross.org

Web Site: www.arcinlandempire.org

E-mail: moras.arciev@verizon.net

Hours: Monday - Thursday, 8:30 a.m. to 4:30 p.m.; Friday, 8:30 a.m. to 12 noon
Disaster assistance and service to military families; free blood pressure screening every Wednesday, 9 a.m. to noon; food assistance for low income families; health and safety education programs, including First Aid and CPR. After-hours emergency/disaster number: (800) 951-5600

Service Area: Ontario, Upland, Rancho Cucamonga, Alta Loma, Chino, Chino Hills, Montclair, Mt. Baldy, Lytle Creek and Fontana.

ASSISTANCE LEAGUE OF THE FOOTHILL COMMUNITIES

8555 Archibald Ave., Rancho Cucamonga, CA 91730

P.O. Box 927, Upland, CA 91785

Phone: (909) 987-2813 for general information.

Fax: (909) 484-0504

Hours vary.

Web Site: www.foothillcommunities.assistanceleague.org

E-mail: alfc@assistanceleague.org

Thrift Store Hours: Tuesday - Saturday, 10 a.m. to 3 p.m.

Operates during the school year to provide dental care and clothing to children who meet financial guidelines. Clients accepted only by referral from local schools. Non-profit organization serving Montclair, Ontario, Rancho Cucamonga and Upland. Call for meeting times and more information.

AWAKE

Pitzer Auditorium, Pomona Valley Hospital

2740 N. Garey Ave., Pomona, CA 91767

Phone: (909) 865-9152

This group is for those with sleep apnea. It meets the third Monday of each month at 6 p.m.

BALDY VIEW R.O.P (REGIONAL OCCUPATIONAL PROGRAM)

8265 Aspen Ave., Suite 100, Rancho Cucamonga, CA 91730

Phone: (909) 980-6490

Fax: (909) 980-8364

Web Site: www.baldyviewrop.com

E-mail: michael_moore@bvro.p.k12.ca.us

The Baldy View Regional Occupational Program is a California public school agency that provides career preparation programs and services. Established as a result of a Joint Powers Agreement between the Chaffey Joint Union High School, Chino Valley Unified, Claremont Unified, and Upland Unified School Districts.

BEAUTY FOR ASHES

Rancho Cucamonga Family Resource Center
9791 Arrow Route, Rancho Cucamonga, CA 91730

Phone: (909) 477-2781

Fax: (909) 919-2625

Hours: Monday – Friday, 8 a.m. to 5 p.m.

Web Site: www.beautyforashesmin.com

E-mail: bfa.aftercare@verizon.net

This program provides training, education, support and guidance to women who have been in the criminal justice system. Referrals are accepted from treatment centers, hospitals, probation and parole services. Life Skills Classes: Monday, Wednesday, 6 p.m. to 8 p.m. and 12 Step Group Support Meeting: Tuesday, Thursday, 6 p.m. to 8 p.m.

BETTER BUSINESS BUREAU

315 N. La Cadena Drive, Colton, CA 92324

Phone: (909) 835-6064, Voice: (909) 825-7280

Fax: (909) 825-6246

Web Site: www.bbbsouthland.org

Office Hours: Monday - Friday, 8 a.m. to 5 p.m. Telephone Hours: Monday - Friday, 8 a.m. to 3 p.m.

Provides company reliability reports, charity reports on non-profit organizations, complaint resolution, arbitration services, advertising review, and general subject information. Seeks to resolve disputes through voluntary means or offer arbitration or mediation services where applicable. All services are available without charge and may be obtained from our website at www.labbb.org

This Better Business Bureau provides these services on businesses located in Los Angeles, Orange, Riverside, and San Bernardino Counties of Southern California.

BILINGUAL FAMILY COUNSELING

317 W. "F" St., Ontario, CA 91762

Phone: (909) 986-7111

Fax: (909) 986-0941

Hours: Monday - Thursday, 9 a.m. to 8 p.m.; Friday, Closed.

Web Site: www.bfcsinc.org

E-mail: information@bfcsinc.org

County-funded center offers outpatient drug/alcohol and child abuse treatment. Programs for adults, adolescents and children (including play therapy). Prevention programs include school and community presentations and parent

education. Crisis intervention, individual, family and group counseling, suicide intervention and post intervention services are also offered. Nonprofit. Spanish spoken. Accepts private pay. Sliding scale.
Serves: San Bernardino County.

BLOOD BANK OF SAN BERNARDINO & RIVERSIDE COUNTIES

1959 E. 4th Street, Ontario, CA 91764

Phone: (909) 987-3158

Donating Hours: Monday - Thursday, 9:30 a.m. to 7 p.m.; Friday, 7:30 a.m. to 5 p.m.

Web Site: www.bbsbrc.org

Blood is made available for patients in area hospitals for emergency and scheduled surgeries. Funded by processing fees.

BOY SCOUTS OF AMERICA

Old Baldy Council, 1047 W. 6th St., Ontario, CA 91762

Phone: (909) 983-4534

Fax: (909) 984-0064

Store: (909) 933-6868

Web Site: www.obcbsa.org

E-mail: mseiber@bsamail.org

Hours: Monday - Friday, 9 a.m. to 5 p.m.; Saturday, 9 a.m. to 3 p.m.

Provides leadership training and supervision for youth in character development. Program includes boys 7 to 18 years old: Girls in the Explorer Program must be 14 years old or in the 9th grade. The old Baldy Council includes all West End communities. Registration fee is \$10.00 per year for anyone. Adventure mountain introduction program is available to low-income families with Boy Scout age youth not currently enrolled in Boy Scouts. Supported by United Way.

BRAILLE INSTITUTE LIBRARY

741 N. Vermont Avenue, Los Angeles, CA 90029

Phone: (800) 808-2555, (323) 660-3880

Fax: (323) 663-0867

Web Site: www.braillelibrary.org

E-mail: bils@braillelibrary.org

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

Free Library services for individuals who are legally blind, visually handicapped, physically handicapped or reading disabled are offered via mail or at one of the regional centers of the Braille Institute in Southern California. A Spanish Language Librarian is on staff.

Serves: Ten counties in Southern California

BREATHING BUDDIES

Joslyn Senior Center

660 N. Mountain Ave., Claremont, CA 91711

Hours: 12:30 p.m. to 3 p.m., the first Wednesday of each month
For people having trouble breathing.

CAL JOBS

9650 Ninth St., Suite A, Rancho Cucamonga, CA 91730

Phone: (909) 948-6606

Fax: (909) 941-1705

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Web Site: www.caljobs.ca.gov

CALJOBS is an internet-based job opening and resume listing system that increases the public's access to employment services. Provided by California Employment Development Department, Job Service Division. Program serves both employers who want to fill job openings and individuals seeking employment. There is 24 hour information linking employer job listings and job seeker résumés.

CAL-OSHA**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION**

Dept of Industrial Relations

455 Golden Gate Ave., 10th Floor

San Francisco, CA 94102

Phone: (415) 703-5100

Fax: (415) 703- 5135

Local address:

464 W. Fourth St., Suite 339

San Bernardino, CA 92401

Phone: (909) 383-4567

Fax: (909) 384-0749

Web Site: <http://www.dir.ca.gov/>

E-mail: info@dir.ca.gov

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Handles complaints filed against employers by their employees regarding their health and safety on the job through district offices statewide. To obtain assistance from Cal/OSHA Consultation, call (800) 963-9424.

**CAL POLY—SEE CONTINUING EDUCATION COLLEGE OF THE
EXTENDED UNIVERSITY****CALIFORNIA CITIES HOME OWNERSHIP AUTHORITY (CCHOA)**

Phone: (877) 949-9833

Web Site: www.cchoa.com

Low- and moderate-income people who have limited or no savings and blemished credit can become homeowners through an innovative lease-purchase program created through a unique public-private initiative. Upland is a member City of this joint powers authority.

**CALIFORNIA CONSERVATION CORPS (CCC)
POMONA SERVICE DISTRICT**

3530 W. Pomona Blvd., Building # 9, Pomona, CA 91768

Phone: (909) 594-4206 and (909) 598-0175 recruitment

Fax: (909) 598-2633

Web Site: www.ccc.ca.gov

Hours: Monday - Friday, 8 a.m. to 5 p.m.

The CCC hires young people 18 to 23 years of age for a year of conservation and emergency work. Emphasizes academic and job related skills. No fees. Applicants are required to pay for pre-employment physical. State Agency.

CALIFORNIA DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

Los Angeles District Office

611 West Sixth Street, Suite 1500, Los Angeles, CA 90017

Phone: (213) 439-6799

Fax: (213) 892-6494

Toll-free: (800) 884-1684

Web Site: www.dfeh.ca.gov

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Investigates complaints of harassment or discrimination in employment, housing, public accommodations and services based on race, color, ancestry, religious creed, sex, sexual orientation, disability (including AIDS and HIV diagnosis), age, marital status, medical condition, or national origin. No fees. Sponsored by the State of California.

**CALIFORNIA DEPARTMENT OF MOTOR VEHICLES
INVESTIGATIONS DIVISION OFFICE**

Rancho Cucamonga

For appointments, information, or directions (909) 466-1008; (909) 656-7608

Fax: (909) 466-0244

Web Site: www.dmv.ca.gov

Hours: Monday - Friday, 8 a.m. to 5 p.m.

The DMV Investigations Division protects the programs and interests of the department and public through active fraud/counterfeit detection, investigation, audit and enforcement services. Enforces laws, rules, and regulations that apply to new and used vehicle dealers, brokers, dismantlers, registrations services, vehicle verifiers, driving schools or traffic violator schools, and other vehicle-related businesses.

CALIFORNIA DEPARTMENT OF MOTOR VEHICLES

8678 Archibald Ave., Rancho Cucamonga, CA 91730

Web Site: www.dmv.ca.gov

Phone: (800) 777-0133

Hours: Monday, Tuesday, Thursday, Friday, 8 a.m. to 5 p.m.; Wednesday, 9 a.m. to 5 p.m.; (check web site for hours)

Services Provided: Driver License, ID Card Processing and Vehicle Registration.
Fees vary, call for appointment or information.

CALIFORNIA DEPARTMENT OF REHABILITATION

3595 E. Inland Empire Blvd., Ontario, CA 91764

Phone: (909) 948-6050

Fax: (909) 948-6073

Web Site: www.rehab.cahwnet.gov/

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Counsels, trains, and places physically and mentally disabled persons in positions of employment. Call for an appointment or information. No fees. Sponsored by the State of California and the federal government.

CALIFORNIA DEPARTMENT OF TOXIC SUBSTANCES CONTROL

Sacramento Headquarters

1001 I Street, Sacramento, CA 95814-2828

Mailing Address: P.O. Box 806, Sacramento, CA 95812-0806

Phone: (800) 728-6942

Web Site: www.dtsc.ca.gov

The Department of Toxic Substance protects California and Californians from exposures to hazardous wastes.

CALIFORNIA DEPARTMENT OF TRANSPORTATION (CAL TRANS)

Department of Transportation

464 West 4th Street, San Bernardino, CA 92401-1400

Contact Information: (909) 383-4631

Public Affairs: (866) 383-4631

Web Site: www.dot.ca.gov

Hours: Monday - Friday, 8 a.m. to 5 p.m.

For 24 hour recorded messages about highway conditions, wind advisories, storm conditions or other factors that will impede travel plans call (800) 427-7623.

Provides information about roads throughout the state.

CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT

Rancho Employment Resource Center

9650 9th Street, Suite A, Rancho Cucamonga, CA 91730

Jobseekers: (909) 948-6606

Employers Fax: (909) 941-1705

Web Site: www.edd.cahwnet.gov

Web Site: www.caljobs.ca.gov

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Provides employment services for employers such as pre-screening for interviews and recruitment assistance. Provides employment services for job seekers including self-service registration and job search preparation assistance. Processes unemployment insurance. Provides certification for tax credit programs. No fees for services. Sponsored by the State of California and the federal government.

CALIFORNIA FRANCHISE TAX BOARD

For information about your account call Monday through Friday, 7 a.m. - 6 p.m., except state holidays. Be prepared to give your name, address and social security number.

Phone: (800) 852-5711 (inside the U.S.); (916) 845-6500 (outside the U.S.)

Web Site: <http://www.ftb.ca.gov/>

CALIFORNIA GOVERNOR: ARNOLD SCHWARZENEGGER (R)

State Capitol, Sacramento, CA 95814

Phone: (916) 445-2841

Fax: (916) 445-4633

Chief executive of the California State Government.

Web Site: www.governor.ca.gov/state/govsite/gov_homepage.jsp

To send an E-mail please visit: <http://www.govmail.ca.gov>

CALIFORNIA PERMIT ASSISTANCE CENTER

Cal/EPA Cal/GOLD

Phone: (916) 323-2514

Web Site: www.calgold.ca.gov

E-mail: calgold@calepa.ca.gov

Our website offers a user-friendly source of information on federal, state, regional and local regulations and permits for small businesses. Our website staff is available to assist you with any questions you may have about California's permitting process.

CALIFORNIA REGISTRY

PMB 349, 17853 Santiago Blvd., Suite 107, Villa Park, CA 92861- 4113

Phone: (800) 777-7575

Hours: Monday – Friday, 8 a.m. to 4:30 p.m. Messages can be left 24 hours a day

Web Site: www.calregistry.com

E-Mail: dir@calregistry.com

Provides senior housing and healthcare information. Our goal is to assist all family caregivers, seniors, and healthcare professionals in locating a quality senior care residence.

CALIFORNIA STATE PARKS

Department of Parks and Recreation

1416 9th Street, Sacramento, CA 95814

P.O. Box 942896 Sacramento, CA 94296

Web Site: www.parks.ca.gov

E-Mail: info@parks.ca.gov

Hours: 9 a.m. to 5 p.m., 7 days a week

Public Information Inquiries: Phone: (800) 777-0369, or (916)-653-6995

Fax: (916) 654-6374

For general information concerning types of recreation at a specific state park and

fee information, call for further information.

Camping reservations can be made by calling: (800) 444-7275.

Camping reservations can be made 7 months in advance on the first day of the month beginning at 8:00 a.m. PST via the website, by mail, or by phone.

Campsites may be reserved online through www.reserveamerica.com

CALIFORNIA STATE SENATE, (R-29TH DISTRICT), ROBERT HUFF

2605 E. Foothill Blvd., #A, Glendora, CA 91740

Phone: (626) 914-5046

Fax: (626) 914-8976

Sacramento address:

State Capitol, Room 3048, Sacramento, CA 95814

Web Site: <http://republican.sen.ca.gov/web/29/default.asp>

The 29th District includes San Dimas, Walnut, Claremont, Diamond Bar, Glendora, La Verne, Chino Hills and Chino.

CALIFORNIA STATE SENATE, (R-31ST DISTRICT) BOB DUTTON

8577 Haven Ave., Suite 210, Rancho Cucamonga, CA 91730

Phone: (909) 466-4180

Fax: (909) 466-4185

Sacramento address:

State Capitol, Room 5094, Sacramento, CA 95814

Phone: (916) 445-3688

Fax: (916) 327-2272

Web Site: <http://republican.sen.ca.gov/web/31/>

E-mail: senator.dutton@sen.ca.gov

The 31st District includes San Antonio Heights, Upland, Rancho Cucamonga.

CALIFORNIA STATE SENATE, (D-32ST DISTRICT) GLORIA MCLEOD

4959 Palo Verde St., Suite 100B, Montclair, CA 91763

Phone: (909) 621-2783

Fax: (909) 621-7483

Sacramento address:

State Capitol, Room 2059, Sacramento, CA 95814

Phone: (916) 651-4032

Fax: (916) 445-0128

Web Site: <http://democrats.assembly.ca.gov/members/a32/>

The 32nd District includes Bloomington, Colton, Fontana, Montclair, Muscoy, Ontario, Pomona, Rialto, San Bernardino, and parts of Chino.

CALIFORNIA STUDENT AID COMMISSION

Customer Service Branch

P.O. Box 419027, Rancho Cordova, CA 95741-9027

Student/Parent use: (888) CA GRANT (224-7268)

Fax: (916) 526-8002

Web Site: www.csac.ca.gov

Hours: Monday – Friday, 8 a.m. to 4:55 p.m.; Pacific time, except Thursday, 9 a.m. to 4:55 p.m.

The center answers questions about Cal Grants, student loans and other state financial aid. “Financial Aid for Students Workbook” is available free by mail.

CALIFORNIA YOUTH CRISIS LINE (24 HOURS)

P.O. Box 163147, Sacramento, CA 95816

Administrative Office: (916) 340- 0505

Crisis Line: (800) 843-5200

Web Site: www.youthcrisisline.org

E-mail: info@calyouth.org

The California Youth Crisis Line is a statewide, toll free, 24-hour, confidential phone line available to young people, primarily between the ages of 12-24, and those who are concerned about them. We provide crisis intervention counseling on such issues as abuse, assault and exploitation, running away, living on the streets, prostitution, gang membership, lesbian/ gay/ bisexual/ transgender issues and suicide. The Crisis Line also receives calls from family members, friends and youth serving agencies. We can offer them support, encouragement, and referrals relating to youth who have run away or are in other high-risk situations.

CAL-SAFE/UPLAND

Upland Unified School District

390 N. Euclid Ave., Upland, CA 91786

Phone: (909) 985-1864

Fax: (909) 949-7862

Public education for pregnant and parenting teens. Free childcare for children up to 5 years. Serves Upland Unified School District, grades 7th – 12th.

CAMP FIRE USA MT. SAN ANTONIO COUNCIL

9037 Arrow Route, Suite 140, Rancho Cucamonga, CA 91730

Phone: (909) 466-5878

Fax: (909) 483-5047

Hours: Monday – Friday, 8 a.m. to 4:30 p.m.

Web Site: www.campfiretoday.org/index.html

E-mail: info@campfiretoday.org

Help boys and girls grow as self-reliant, caring, responsible individuals through experiences in clubs, camping and outreach programs. Programs are delivered by competent and trained adults. Serves youth through high school in Pomona and the West End communities. Provides summer day camp at Upland and Sierra Vista Elementary Schools.

Area served: From the 15 Freeway west to the 605 Freeway and the 10 Freeway.

CANCER SUPPORT GROUPS

Pomona Valley Medical Center- Cancer Care Center

1910 Royalty Dr., Pomona, CA 91767

Phone: (909) 865-9555

Fax: (909) 865-9697

Hours: Monday - Friday, 8 a.m. to 5 p.m.

The Robert & Beverly Lewis Family Cancer Care Center offers a number of support groups for cancer patients and their families. Support groups meet at various times each week. Nonprofit. Free. Serves Pomona and the Inland Empire.

CASA DE RANCHO CUCAMONGA (RAINS HOUSE)

8810 Hemlock, Rancho Cucamonga, CA 91730

Phone: (909) 989-4970

Hours: Tuesday - Saturday, 10 a.m. to 3 p.m.

Web Site: www.sbcounty.gov/museum/branches/rains.htm

A local history museum, the Casa de Rancho Cucamonga is located in the restored John Rains House in Rancho Cucamonga. Special and group tours may be made by special appointment. Admission is free. Sponsored by the San Bernardino County Museum.

CATHOLIC CHARITIES IMMIGRATION AND REFUGEE SERVICES

1450 N. "D" St., San Bernardino, CA 92405

Phone: (909) 388-1239 or (909) 388-1243

Fax: (909) 384-1130 or 383-0448

Hours: Monday – Friday, 8 a.m. to 12 noon and 1 p.m. to 4 p.m.

E-mail: ccharities@msn.com

Provides immigration service including: family petition, permanent resident alien card, adjustment, family unity, work permit, remove conditional resident, citizenship. Nominal fee. A nonprofit agency. BIA Certified agency.

CEDAR HOUSE

Cedar House Rehabilitation Center

18612 Santa Ana Ave., Bloomington, CA 92316

Phone: (909) 421-7120

Fax: (909) 421-7128

Web Site: www.cedarhouse.org

E-mail: info@cedarhouse.org

A drug/alcohol detoxification, residential, outpatient, and women with children treatment facility. We also offer several sober living facilities to cover the complete continuum of care for the addicted. There is a private pay fee. However, no one is turned away because of an inability to pay. A non-profit organization funded through Arrowhead United Way, Riverside and San Bernardino Counties, and State funds. Intake: Monday – Friday, 8:00 a.m. – 4:30 p.m.

CHAFFEY ADULT SCHOOL, ONTARIO

211 W. 5th St., Ontario, CA 91762

Phone: (909) 983-2010

Fax: (909) 983-9916

Hours: Monday - Friday, 8:30 a.m. to 4 p.m.; and Monday - Thursday evenings,

6 p.m. to 9 p.m.

Web Site: www.chaffeyadultschool.org

Educational offerings to adults from all walks of life who want to complete work towards a high school diploma, acquire entry-level jobs skills or strengthen current skills for jobs. Wide variety of special interest courses may be taken for enjoyment or self-enhancement.

CHAFFEY COLLEGE COMMUNITY SERVICES

5885 Haven Ave., Room 190, Rancho Cucamonga, CA 91737

Phone: (909) 652-6041 or (909) 652-6045

Fax: (909) 652-6047

Hours: Monday – Thursday; 8:30 a.m. to 6 p.m.; Friday, 8:30 a.m. to 4:30 p.m.

Web Site: www.chaffey.edu/community_services

Call for current schedule. Offers a variety of courses of interest to the community. Pre-registration is recommended. Classes include tours, personal development, recreational topics, computers, real estate, and dental assistance. Also offers training and assistance for small businesses. Classes vary per semester. Fees vary per class. Supported by student fees.

CHAFFEY COMMUNITY COLLEGE, DISABLED STUDENT PROGRAM SERVICES EDUCATIONAL RESOURCE CENTER

Disability Programs and Services

5885 Haven Ave., Rancho Cucamonga, CA 91701-3002

Phone: (909) 652-6380

TTY: (909) 466-2829

Fax: (909) 652-6385

Hours: Monday - Thursday, 7 a.m. to 4:30 p.m.; Friday, 7 a.m. to 4:30 p.m.

Adaptive physical education classes, therapeutic recreational classes, basic skills credit classes and guidance classes are offered for the adult with physical or communication disabilities including acquired brain injury. These programs are designed to help maximize the students' success in reaching their personal academic goals (such as degree or vocational training) and to lead them to full mainstreaming. No fees.

CHILD ABUSE HOTLINE

Human Social Services

412 W. Hospitality Lane, San Bernardino, CA 92415-0029

Phone: (800) 827-8724

Fax: (909) 891-3545

Hours: 24 hours a day; office hours: Monday – Friday, 8 a.m. to 5 p.m.

Call the number above to report actual or suspected physical or sexual child abuse, neglect or exploitation. Also call (909) 384-9233, 383-2121

CHILD CARE INFORMATION SERVICE

Pomona Unified School District

1460 E. Holt Ave., Suite 130, Pomona, CA 91767-5864

Phone: (909) 397-4740

Fax: (909) 623-3739

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Referrals to parents for child care in 21 cities in East L.A. County and West San Bernardino County. An alternative payment program is available for low income families. Free child care referrals and technical assistance to child care providers, toy loan program. Nonprofit. Sponsored by the Pomona Unified School District.

CHILD CARE/ PRESCHOOL PROGRAMS

Cucamonga School District

8776 Archibald Ave., Rancho Cucamonga, CA 91730

Phone: (909) 987-8942, ext. 232, Janet Dutton, Administrator,

E-mail: jtemkin@cuca.k12.ca.us

Educational Services

Fax: (909) 980-3628

Hours: Monday – Friday, 8 a.m. to 4 p.m.

The Cucamonga School District offers a state preschool and a county preschool. The program is offered at Cucamonga Elementary School and Los Amigos Elementary and is for families who qualify according to their family income as set by state guidelines. The YMCA offers before and after child care programs at Cucamonga Elementary, Los Amigos Elementary and the Ontario Center School for students in grades K-5.

CLAREMONT ADULT SCHOOL

170 W. San Jose Avenue, Suite 100, Claremont, CA 91711

Phone: (909) 624-6402, or (909) 398-0327

Fax: (909) 626-5109

Web Site: www.cusd.claremont.edu/adult_ed/

Office Hours: Monday – Thursday, 8 a.m. to 4:30 p.m. and 6 p.m. to 9 p.m.;

Friday, 8 a.m. to 4 p.m.

Provides a diverse curriculum that educates and enriches the lives of adults of all abilities and interests and emphasizes the successes and self-esteem of each student. Classes include GED preparation and ESL. In addition, courses for developing or improving business and vocational skills, computer knowledge, health, safety and home economics, community service classes, and senior adult interests are offered. Fees vary.

CLAREMONT COMMUNITY SCHOOL OF MUSIC

951 W. Foothill Blvd., Claremont, CA 91711

Phone: (909) 624-3012

Fax: (909) 624-3502

Web Site: www.claremontmusic.org

Hours: Monday - Friday, 10 a.m. to 6 p.m.

Individual and group instruction provided. Includes music for young children. Instruments taught include violin, cello, viola, trumpet, trombone, flute, clarinet, recorder, guitar, voice, piano, saxophone, french horn, percussion, tuba and oboe.

Ensembles include children's choir, string orchestras, clarinet choir and quartet, flute quartet, piano trio, brass band, and string ensembles. A non-profit organization whose mission is to make quality musical instruction available to all who seek it regardless of age, ability, income, or ethnic origin.

CLINEBELL INSTITUTE

Round Building, 211 W. Foothill Blvd., Claremont, CA 91711

Phone: (909) 624-7130

Fax: (909) 447-6351

Hours: Monday – Friday, 8 a.m. to 5 p.m.; all other times by appointment.

A place for spiritually centered counseling by trained pastoral counselors for individuals, couples, families. Fees are based on a sliding scale.

COLLEGE OF THE EXTENDED UNIVERSITY, CAL POLY POMONA

3801 W. Temple Ave., Pomona, CA 91768

Phone: (909) 869-2288, (877) 398-8648

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Web Site: www.ceu.csupomona.edu

Courses and certifications in a variety of subjects including computer technology, test preparation (SATs), management, and business skills. Business clients use the Extended University for custom on-site training tailored to meet specific needs, while the off-campus MBA program provides professionals with access to an easily attainable, AACSB accredited degree conveniently taught in Ontario and other locations throughout Southern California. The Open University program offers access to regular university course offerings on a per unit basis without formal admission. Program brochures and schedules are available by phone or visit us on the web.

COMMUNITY SENIOR SERVICES

Senior Help Line

141 S. Spring St., Claremont, CA 91711

Phone: (909) 621-9900

Fax: (909) 621-9914

Web Site: www.communityseniorservices.com

Hours: Monday - Friday, 8:30 a.m. to 4:30 p.m.

Information and referral and assistance program for seniors, the disabled and their caregivers including transportation, housing, insurance and home care. Nonprofit. Service Area: 15 cities in Los Angeles and San Bernardino Counties.

CONCEPT 7 FAMILY SUPPORT AND TREATMENT CENTERS

2990 E. Inland Empire Blvd., Suite 100, Ontario, CA 91764

Phone: (800) 888- 1699 (Orange County phone #)

Phone: (909) 483-2077

Fax: (909) 483-2081

Web Site: www.concept7.org

E-mail: forkids@concept7.org

Hours: Monday – Friday, 8 a.m. to 5 p.m.

A foster care agency which serves families and children in need of prevention, support, early intervention or placement services. Programs: Recruitment and placement of children in foster family homes; case management by social workers; psychological services by licensed therapists; preventive and clinical services, in-home intensive care services, monitored visitation.

Serves the Inland Empire

CONSUMER CREDIT COUNSELING

Springboard

1814 Commerce Center West, Suite B, San Bernardino, CA 92501

Phone: (877) 947-3752

Fax: (909) 781-8027

Web Site: www.credit.org/

E-mail: springboard@credit.org

Hours: Monday – Friday, 6 a.m. to 9 p.m.

Helps consumers plan a budget, deal with creditors, and liquidate debts. Conducts money management classes. No fee for counseling. Nonprofit.

CONSUMER PRODUCT SAFETY COMMISSION

Consumer Product Safety Commission, Washington, DC 20207-0001

Mailing address: 4330 E. West Highway, Bethesda, MD 20814

Phone: (800) 638-2772

Fax: (301) 504-0124 or (301) 504-0025

Web Site: www.cpsc.gov

E-mail: info@cpsc.gov

Hours: Monday – Friday, 5:30 a.m. to 2 p.m. (PST)

Sets standards (mandatory and voluntary) for consumer products used in and around the home. Recalls potentially hazardous products that violate standards or contain a defect. Receives injury and fatality reports due to hazardous consumer products. Provides consumer with information about hazards and recommendations about how to use products more safely. No fees.

CONTRACTOR'S STATE LICENSE BOARD

Southern District Office

1845 Business Center Drive, Suite 206, San Bernardino, CA 92408-3467

Phone: (800) 321-2752

Web Site: www.cslb.ca.gov

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Handles complaints about construction, new homes, remodeling, roofing, swimming pools, etc. No fees. Check via internet the licenses of contractors before you hire them. Sponsored by the State of California.

COOPER REGIONAL HISTORY MUSEUM

P.O. Box 772, Upland, CA 91785-6024

217 E. "A" St., Upland, CA 91785-6024

Phone: (909) 982-8010

Web Site: www.coopermuseum.org

E-mail: cooper-lola@verizon.net

Hours: Thursday, Friday, Saturdays, 11 a.m. to 5 p.m.

Dedicated to preserving and interpreting the history and culture of the communities of Upland, Ontario, Montclair, Mt. Baldy, and Rancho Cucamonga from 1880 to the present day. Features exhibits, a research library, and a gift shop. Free. Donations welcome.

Service Area: Upland, Ontario, Montclair, Mt. Baldy, and Rancho Cucamonga.

CPR TRAINING

San Antonio Community Hospital

999 San Bernardino Road, Upland, CA 91786

Phone: (909) 944-9355, Education Dept.

Web Site: www.sach.org/index.asp

Offers a heart saver class for the community and a re-certification for health care providers. Certification is through the American Heart Association. Class is held the 2nd Tuesday of each month, 6 p.m. to 10 p.m. \$35.00 per registration is required.

DEPARTMENT OF CONSERVATION

801 K. Street, MS 24-01, Sacramento, CA 95814

Phone: (919) 322-1080 Fax: (916) 445-0732

Web Site: <http://www.consrv.ca.gov>

E-mail: webmaster@consrv.ca.gov

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Gathers and provides useful information on California's geology, mineral resources and geologic hazards. Operates an information program making facts available to the public in the form of publications (maps, reports, magazines, bulletin) and responding to specific inquires. Earthquake data and maps available. Call or write for a free brochure. Some materials are free, fee varies for others. A state agency.

DOMESTIC VIOLENCE HOTLINE

Option House

P.O. Box 970, San Bernardino, CA 92402

Phone: (909) 381-3471

Fax: (909) 386-7318

Hours: 24 hours a day

Has a shelter for abused women. The hotline staff will counsel and try to assist any abused person.

Serves: San Bernardino and vicinity

E-CYCLERS, INC.

2028 W. 11th St., Upland, CA 91786

Phone: (909) 484-2328

Fax: (909) 949-8097

Web Site: www.e-cyclers.com

E-mail: info@e-cyclers.com

Hours: Monday – Friday, 8 a.m. to 5 p.m.

This organization offers free pick-up and disposal of electronic waste from homes and businesses. Items picked up include: TV's, computer monitors, computers, stereos, and printers.

EASTER SEALS CHILD DEVELOPMENT CENTER

531 8th Street, Upland, CA 91786

Phone: (909) 981-4668

Fax: (909) 981-4402

Hours: Monday - Friday, 7:30 a.m. to 5:30 p.m. Closed most holidays.

A fully licensed preschool with a nutrition program for children 6 weeks to 5 years of age is offered to anyone working or going to school in the west end of San Bernardino County, or the east end of Los Angeles County on a sliding scale basis.

EMERGENCY SERVICE NUMBER

Phone: 9-1-1

Hours: 24 hours, a day

Provides quick law enforcement, fire and medical help.

The service is free to the caller and works without coins from pay telephones. The caller's telephone number and address are immediately displayed at centralized location, and are routed to proper agencies for response. No fees. Sponsored by local municipalities, counties, and the state of California.

EMPLOYMENT RESOURCE CENTER

9650 Ninth Street, Ste. A, Rancho Cucamonga, CA 91730-4549

Phone: (909) 941-6500

Fax: (909) 941-6517

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Several agencies are located in one place in order to serve each individual's employment or job training needs. The agencies may include representation from WIA, Social Services, California Dept of Rehab, EDD, community college counselors, etc. Clients who come to the One-Stop Center should find answers to a wide range of employment related questions.

ENERGY EFFICIENCY AND RENEWABLE ENERGY CLEARING HOUSE

P.O. Box 3045, Merry Field, VA 22116

Phone: (800) 363-3732

Fax: (703) 893-0400

Hours: Monday - Friday, 6 a.m. to 2:30 p.m. (PST)

Can answer any question on efficiency or renewable energy.

EQUAL RIGHTS ADVOCATES

1663 Mission Street, Suite 250, San Francisco, CA 94103

Phone: (415) 621-0672

Hotline: (800) 839-4372

Fax: (415) 621-6744

Web Site: <http://www.equalrights.org>

E-mail: info@equalrights.org

Hours: Monday – Friday, 9 a.m. to 5:30 p.m.

Hotline Hours (subject to change): Mondays, 10 a.m. to 12 noon, Wednesday 1 p.m. to 3 p.m.; Friday, 2 p.m. to 4 p.m. Leave messages at any time and a counselor will call you back.

Advice and counseling line provides legal advice and information, including rights, options and remedies in sex discrimination, employment and sexual harassment issues. Welcomes calls from people in Welfare to Work job placements with questions or issues about discrimination. Free.

FAA- RIVERSIDE FLIGHT SERVICE STATION

Phone: (800) 992-7433

Hours: 24 hours a day.

Provides aviation weather, flight planning and other aeronautic services to the aviation community. Sponsored by the U.S. Government Development Office of Fair Housing and Equal Opportunity.

FAMILY DEVELOPMENT PROGRAM

696 S. Tippecanoe Ave., San Bernardino, CA 92415-0610

Phone: (909) 723-1500

Fax: (909) 723-1569

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Holistic case management for homeless families. Transitional housing, rent security deposit program, food vouchers, gas vouchers, bus tickets, shelter, clothing, rental assistance, budgeting, counseling and information and referral.

Admission requirement: Low income.

Serves: San Bernardino County.

FAMILY SERVICE AGENCY OF FONTANA

7965 N. Sierra Ave., Suite H, Fontana, CA 92336

Phone: (909) 822-3533

Hotline (800) 832-9119

Fax: (909) 822-3050

Hours: Monday, Tuesday, Thursday, Friday, 2 p.m. to 8 p.m.; Wednesday, 11 a.m. to 6 p.m.; Saturday, 9:30 a.m. to 2:30 p.m.

Counseling and mental health treatment, child sexual abuse, dysfunctional families. Suicide and crisis hotline, 24 hours. Parenting classes, anger diversion classes, high risk youth programs. Wait: 1-2 weeks. Funding: United Way, client fees, nonprofit. Accepts Medi-Cal, sliding scale based on income (lowest fee \$25). Serves: Western San Bernardino County.

FEDERAL ELECTION COMMISSION

Phone: (800) 424-9530

Web Site: <http://www.fec.gov>

Hours: Monday - Friday, 5:30 a.m. to 2:30 p.m. (PST)

Provides information on campaign finance regulations applicable to federal elections. Public Records Division provides materials for requesting financial records of federal candidates.

FEDERAL INFORMATION CENTER

Phone: (800) 688-9889

Hours: Monday - Friday, 8 a.m. to 8 p.m.

Web Site: www.usa.gov

Toll free phone line to call for basic information about government offices and referral for the appropriate Federal Office to contact in your area. For TTY service call, (800) 326-2996. Spanish spoken.

FIRE EMERGENCY SERVICES—SEE EMERGENCY SERVICES NUMBER

FOOTHILL FAMILY SHELTER

1501 W. 9th St., Ste. D, Upland, CA 91786

Phone: (909) 920-5568

Fax: (909) 946-1860

E-mail: foothill.family@get.net

Office Hours: Tuesday - Friday, 9 a.m. to 5 p.m.

A 120-day and one-year housing program with support services for homeless families in transition, helping to improve their ability to establish independence. Applications by appointment only. No Fees. Nonprofit.

FRIENDS OF THE UPLAND PUBLIC LIBRARY

450 N. Euclid Ave., Upland, CA 91786

Phone: (909) 931-4200

Hours: Tuesday, Thursday, and Saturday, 10 a.m. to 4 p.m.

Friends support the library by providing volunteer services and money for materials and programs. Volunteers are welcome. Annual membership dues vary.

FRIENDS OUTSIDE/ SAN BERNARDINO COUNTY

California Institution for Men

P.O. Box 393, Chino, CA 91710

Phone: (909) 597-5428

Fax: (909) 597-5428

Hours: Saturday - Sunday, 8 a.m. to 3:30 p.m.

Supportive services to family members of inmates (visitor center located at CIM). Information and referral, limited transportation, drop-in emergency child care. 24 hour answering machine. Referrals to visitor centers serving prisons in California. Nonprofit. Free.

G.A.P. FOOD BANK

8768 Helms Ave., #A, Rancho Cucamonga, CA 91730
Phone: (909) 945-1020
Web Site: www.gapfoodbank.org
Hours: Thursday, 4:00 p.m. to 6:00 p.m.
Must present a California Drivers License or California ID

GAY & LESBIAN NATIONAL HOTLINE

2261 Market St., Suite 296, San Francisco, CA 94114
Phone: (888) 843-4564, (415) 355-0003
Fax: (415) 522-5498
Hours: Monday – Friday, 1 p.m. to 9 p.m.; Saturday, 9 a.m. to 2 p.m.
Free and confidential peer counseling and local resources for the gay and lesbian community. Maintains a database with information on social and support groups.

GED HOTLINE

Contact Center
Phone: (800) 626-9433
Fax: (402) 464-6974
Web Site: www.acenet.edu
Hours: Monday - Friday, 8:30 a.m. to 4:30 p.m.
National GED information Hotline mails each caller an informational packet consisting of a letter including referrals to GED preparation and testing sites and a GED information bulletin.

GEORGE M. GIBSON SENIOR CENTER

250 N. Third Ave., Upland, CA 91786
Phone: (909) 981-4501
Fax: (909) 981-3762
Hours: Monday – Friday, 8:30 a.m. to 5 p.m.; Saturday, 9 a.m. to 12 noon; closed Sundays
Offers nutrition program Monday – Friday, 11:30 a.m. to 1 p.m., \$ 2.50 suggested donation. Also available are senior services, classes, activities and special events.
Service Area: Upland

GIRL SCOUTS

Spanish Trails Girl Scout Council,
9525 Monte Vista, Montclair, CA 91763
Phone: (909) 399-0808
Fax: (909) 626-3639
Web Site: www.gsspanishtrails.org
Hours: Monday, Tuesday, Thursday, Friday, 9 a.m. to 5:30 p.m.;
Wednesday, 9 a.m. to 8 p.m.
Shop Hours are Monday, Tuesday, Thursday, Friday, 9 a.m. to 1 p.m.;
Wednesday, 9 a.m. to 7:30 p.m.

Goals: To guide girls K-12th grade to develop character, values, confidence and to have fun while achieving their dreams. Funded by the United Way.

GRANDPARENTS CARING FOR GRANDCHILDREN

Joslyn Senior Center

660 N. Mountain Ave., Claremont, CA 91711

Phone: (909) 621-9900

Hours: 9:30 a.m. to 11:30 a.m., the first and third Thursday of each month

Group provides support to grandparents who are raising grandchildren. Sessions are meant to encourage participants to share their problems.

HABITAT FOR HUMANITY, POMONA VALLEY CHAPTER

2111 Bonita Avenue, La Verne, CA 91750-4992

Phone: (909) 596-7098

Fax: (909) 596-2279

Web Site: www.habitat.pv.org

E-mail: pomonahabitat@aol.com

Hours: Monday – Thursday, 9 a.m. to 4 p.m.; Friday, 9 a.m. to 12 noon

Provides housing assistance to very low-income persons. Builds homes with volunteer labor, tax deductible contributions and donations of building materials.

HAZARDOUS WASTE PROGRAM—SEE SAN BERNARDINO COUNTY FIRE DEPARTMENT HOUSEHOLD**HEADSTART: CUCAMONGA HEAD START**

Preschool Services Department

P.O. Box 1073

9324 San Bernardino Rd., Rancho Cucamonga, CA 91730

Phone: (909) 948-6979

Fax: (909) 944-0574

Web Site: www.hss.co.san-bernardino.ca.us

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

Director: Rose Harris

Head Start is a federally funded program for 3-5 year old, low income and special needs children. Programs are usually 3 ½ hours a day, four days a week.

Morning or afternoon programs are available, as are home-based programs. Parent participation is encouraged. Transportation, hot lunches and snacks are also provided. Rancho Cucamonga, Alta Loma, and Etiwanda residents only. No fees.

Sponsored by state of California and the federal government.

HEADSTART: ONTARIO HEADSTART

555 W. Maple, Ontario, CA 91761

Phone: (909) 984-4117

Fax: (909) 988-2015

Office Hours: Monday - Friday, 7 a.m. to 5 p.m.

Head Start is a federally funded program for 3 to 5 year old, low income and

special needs children. Programs are usually 3 ½ hours a day, five days a week. These children also attend a designated center twice a month for socialization. No fees. Sponsored by the State of California and the federal government.

HEADSTART: UPLAND HEADSTART

Preschool Services Department
732 North Third Avenue, Upland, CA 91786
Phone: (909) 931-0147
Fax: (909) 920-0857
Office Hours: Monday - Friday, 7:30 a.m. to 4:30 p.m.
Director: Lillie Turner
Head Start is a federally funded program for 3 to 5 year old, low income and special needs children. Programs are 3 ½ hours a day, 4 days a week. Capacity: 128 children. Nonprofit. Spanish spoken. Free program to eligible children. Serves: San Bernardino County.

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)

6296 River Crest Dr., Suite L, Riverside, CA 92507
Phone: (800) 434-0222 or (951) 697-6565
Fax: (951) 697-6599
E-mail: hicap@inlandagency.org
Web Site: <http://www.inlandagency.org>
Hours: Monday - Friday, 8 a.m. to 5 p.m.
Program assists seniors (60+) and Medicare beneficiaries in making sense of Medicare, health insurance, and HMO's. Counseling sites are located throughout San Bernardino and Riverside counties. Call for the nearest location. HICAP does not sell or endorse any plan or policy. No fees.

HEALTH SERVICE ALLIANCE/ MONTCLAIR MEDICAL CLINIC

5111 Benito St., Montclair, CA 91763
Phone: (909) 625-9453
Fax: (909) 480-0278
Monday, Wednesday, Thursday, 7:30 a.m. to 6:30 p.m.; Closed, Tuesdays and Fridays (By appointment only)
Patients are seen by appointment only. Appointments for Day Clinic (8 a.m. to 5 p.m.), call 379-3381. Evening Clinic (5:50 p.m. to 8:30 p.m.), call 625-9464. List of services available: general health care, physicals, high blood pressure screening and treatment, treatment of diabetes, treatment of infections, lab services. All health services are provided at low cost, and clients with limited income may qualify for a sliding scale fee based on income and family size. Evening Clinic does not accept patients with private insurance. Medicare or Medi-Cal.

HEALTHY START/ HEALTHY FUTURE FAMILY CENTER

Upland Elementary, 601 North 5th Ave., Upland, CA 91786
Phone: (909) 949- 7804

Fax: (909) 949-7809

Hours: Monday – Friday, 8 a.m. to 4:30 p.m.

E-mail: rebecca_maynard@upland.k12.ca.us

Serves to improve the quality of life for children and their families in the Upland Unified School District. Provides information and referral services; emergency food, clothing and shelter referrals; healthy families enrollment; medical care (monthly clinics, immunization); parenting and support classes.

HELPING OUT PETS EVERYDAY (H.O.P.E.)

146 Sherman Way, Upland, CA 91786

Phone: (800) 811-4285

Web Site: www.helpingoutpetseveryday.com

E-mail: macc219@aol.com

Provides medical and other needed supplies for dogs and cats to the Upland Animal Shelter. Helps place dogs/cats through contact with rescue organizations and private individuals seeking adoption. Also, assists the public by providing funds to help with pets' medical needs.

HERMANDAD MEXICANA NACIONAL

615 N. Euclid Ave., Ste.100, Ontario, CA 91762

Phone: (909) 391-0067

Fax: (909) 391-8666

Hours: Monday - Friday, 9:30 a.m. to 6 p.m.; Saturday, 9:30 a.m. to 1 p.m.

Web Site: <http://www.hermanadamexicana.com>

E-mail: hmnot@yahoo.com

Abel P. Medina, Director

Information on immigration and legalization, citizenship testing, referrals to lawyers and health clinics.

Service Area: San Bernardino County and nearby cities

HIS HANDS MINISTRY, ST. JOSEPH'S CHURCH

877 N. Campus Avenue, Upland, CA 91786

Phone: (909) 981-8110

Hours: Monday – Thursday, 9 a.m. to 11 a.m.

Provides a two to three day supply of food and clean used clothing to low income and homeless families in the Upland/Rancho Cucamonga area every thirty days or more. Additional items (diapers, personal grooming, small household items) are distributed when needed.

HOMEOWNER/ RENTER ASSISTANCE

California Franchise Tax Board

Phone: (800) 852-5711

Fax: (916) 845-0484

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Web Site: www.ftb.ca.gov

Program assists homeowners and renters ages 62 years and up, blind, or disabled

with low-income. Eligible recipients receive annual refund. TDD: (800) 822-6268. Spanish spoken. Free services.

HOTLINE FOR FOOD

351 N. Mountain View Ave., San Bernardino, CA 92415-0010

Phone: (909) 387-6861

Fax: (909) 387-6899

Hours: Monday - Friday, 8 a.m. to 3 p.m.

Information about food programs or emergency food in San Bernardino County.

Admission Requirements: Low income.

Serves: San Bernardino County.

HOUSE OF RUTH

PO Box 459, Claremont, CA 91711

Phone: (909) 623-4364 or Hotline: (909) 988-5559

Fax: (909) 629-9581

Hours: Monday – Friday, 9 a.m. to 5 p.m.

Web Site: <http://www.houseofruthinc.org>

House of Ruth is a domestic violence agency serving battered women and their children. Services include hotline, shelter, advocacy, case management and counseling.

Service Area: East End of L.A. County and West End of San Bernardino County.

HOUSING AND DISCRIMINATION HOTLINE

Office of Fair Housing and Equal Opportunity

Department of Housing and Urban Development Room 5204

451 Seventh St., S.W. Washington, DC 20410-2000

Phone: (800) 669-9777

Web Site: <http://www.hud.gov/complaints/housediscrim.cfm>

Provides information to consumers with housing discrimination complaints in the sale, rental, or financing of housing for reasons of race, color, religion, sex or national origin.

HOUSING AUTHORITY OF THE CITY OF UPLAND

1226 N. Campus Ave., Upland, CA 91786

Phone: (909) 982-2649

Fax: (909) 982-0237

Office Hours: Monday - Thursday, 7 a.m. to 4:30 p.m.; Closed Friday.

Web Site: www.uplandhousing.com

Provides housing for low-income families citywide in Upland. Operates a rental assistance program. Section 8 and Public Housing Complex. Call above number for application information. Funded by the U.S. Department of Housing and Urban Development.

INLAND CAREGIVER RESOURCE CENTER

1420 E. Cooley Drive, Suite 100, Colton, CA 92324

Phone: (800) 675-6694 or (909) 514-1404 x103

Fax: (909) 514-1613

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

Web Site: <http://www.inlandcaregivers.com>

E-mail: info@inlandcaregivers.org

A private, nonprofit social service agency providing services to family caregivers of an adult with a brain impairment (Alzheimer's, stroke, Parkinson's, dementia, MS, etc.) Information and referral, family consultation, respite care, legal consultation, and short term counseling.

Service Area: Riverside, San Bernardino, Inyo and Mono Counties.

INLAND COUNTIES LEGAL SERVICES

10601 Civic Center Dr., Ste. #206, Rancho Cucamonga, CA 91730

Phone: (909) 980-0982; (800) 977-4257 Call for appointments.

Fax: (909) 980-4871

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

Web Site: <http://www.inlandlegal.org>

Provides free legal consultation and advice for civil cases and representation in court for lower-income people. Eligibility depends on economic situation, urgency, and the problem. Serves the West End of San Bernardino County.

Funded by the U.S. Government and the California State Bar. Civil cases only.

INLAND EMPIRE COMMUNITY CONCERT ASSOCIATION

P.O. Box 1896, Ontario, CA 91762

Phone: (909) 987-6456

Offers four concerts a year at Gardner Springs auditorium, Ontario. Also, free children's concerts throughout the year. A non-profit, volunteer organization.

INLAND EMPIRE TRANSPLANT SUPPORT GROUP

Chino Valley Medical Center

5451 Walnut Ave., Chino, CA 91710

Phone: (909) 923-7114, (951) 276-4700

A transplant group that meets at 4 p.m. on the third Sunday of each month.

INLAND FAIR HOUSING AND MEDIATION BOARD

60 E. 9th St., Suite 100, Upland, CA 91786

Phone: (909) 984-2254 or (800) 321-0911

Fax: (909) 460-0274

Web Site: www.inmedbd.com

E-mail: inmedbd@aol.com

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Provides education to the community regarding State and Federal Fair Housing rights. Services include discrimination complaint investigation and referrals to state and federal agencies for enforcement. Offers an alternative to the courts for solving disputes concerning landlords and tenants; trained mediators help disputing parties solve their own issues. The Housing Counseling Service

provides reverse mortgage counseling to qualified seniors, first-time homebuyer classes, and default/foreclosure counseling for persons with FHA loans. Senior Services include assistance with completing Renter's Assistance and HEAP applications. No fees for services. Non-Profit.

Service Area: The County of San Bernardino, and the cities of Apple Valley, Chino, Chino Hills, Fontana, Glendora, Hesperia, Hemet, Ontario, Rancho Cucamonga, Rialto, San Bernardino, Upland and Victorville.

INLAND HOSPICE ASSOCIATION (a volunteer program)

233 W. Harrison Ave., Claremont, CA 91711

Phone: (909) 399-3289

Fax: (909) 626-4369

Web Site: www.inlandhospice.org

E-mail: info@inlandhospice.org

Hours: 9 a.m. to 5 p.m., on call person 24 hours

Offers support to terminally ill individuals and their families. Trains volunteers to interact with the family giving respite care. Loans of certain medical equipment are free of charge to participants. Maintains adult and children's bereavement groups, which are open to all community people.

Service Area: Eastern Los Angeles County and Western San Bernardino County

INLAND VALLEY COUNCIL OF CHURCHES SOVA CENTER HUNGER PROGRAM

904 E. California St., Ontario, CA 91761

Phone: (909) 391-4882

Fax: (909) 622-0484

Hours: Monday - Friday, 9 a.m. to 11:30 a.m. and 1:30 p.m. to 3:30 p.m.

Web Site: <http://www.ivcouncilofchurches.org>

E-mail: toivcc@bigplanet.com

Distributes a five-day supply of food offered to people living below the poverty line in the cities of Ontario, Rancho Cucamonga, and Upland. Individuals requiring assistance must bring: 1) ID for all persons living in the household, 2) verification of income and 3) current proof of address. No fees. Volunteers and donations welcome.

INLAND VALLEY DRUG AND ALCOHOL RECOVERY SERVICES

Residential/ Outpatient

916 N. Mountain Ave., Suite A, Upland, CA 91786

Phone: (909) 932-1069

Fax: (909) 932-1087

Hours: Monday - Friday, 8 a.m. to 5 p.m.; 24 hour facility.

Residential substance abuse treatment for single or parenting adults. Detox, outpatient and court referred DUI, anger management services, domestic violence batter's treatment, parent project classes. Nonprofit. Spanish spoken. Accepts most insurance and private pay. Sliding fee scale.

Serves: Los Angeles, Riverside and San Bernardino County.

INLAND VALLEY EMERGENCY PET CLINIC

10 W. Seventh Street, Upland, CA, 91786

Phone: (909) 931-7871

Fax: (909) 931-5383

Hours: Monday - Friday, 6 p.m. to 8 a.m.

Saturday - Monday, 12 noon to 8 a.m. Open holidays.

Offers emergency veterinary services for small domestic animals. Depending on veterinarian on staff may service large animals, birds, reptiles, etc. Horses are excluded. Animals can be kept overnight or over the weekend until client can contact his regular vet. No house calls are made. Fees: \$60.00 before midnight, \$65.00 after midnight to 2 a.m., \$ 85.00 after 2 a.m. A private corporation of local veterinarians.

INLAND VALLEY HOPE PARTNER

1753 N. Park Ave., Pomona, CA 91786

Phone: (909) 622-3806

Fax: (909) 622-0484

Web Site: <http://www.ivcouncilofchurches.org>

E-mail: tdivcc@verizon.net

Hours: Monday – Friday, 8:30 a.m. to 4 p.m. Call for appointments

Shelter for the homeless(families, single women and couples) is provided for program participants as well as three meals a day on a one-time, 30 day, basis. Individuals must leave the shelter during the day. Some referral and advocacy done through the program. No fees. Volunteers and donations welcome.

Sponsored by churches, donations and government grants.

INLAND VALLEY VOLUNTEER AND RESOURCE CENTER

436 W. 4th St., Ste. #201, Pomona, CA 91766

Phone: (909) 629-1187

Fax: (909) 623-2568

Hours: Monday - Thursday, 9 a.m. to 4 p.m.; Friday, 9 a.m. to 12 noon

Resource service for recruitment, training and placement of volunteers for nonprofit agencies, information and referrals. Spanish spoken. Funding: L.A. County, public contributions, nonprofit, government. Admission Requirements: Court referrals, fees based on hours. Sliding fee scale \$40-100 based on hours to be completed and ability to pay.

Service Area: East Los Angeles County and Western San Bernardino County.

IRS TELEPHONE ASSISTANCE

Phone: (800) 829-4477, recorded tax and refunded information.

Phone: (800) 829-3676, forms and publications orders.

Phone: (800) 829-1040, tax information and notice inquiries.

Hours: Monday - Friday, 7:30 a.m. to 10 p.m.

Web Site: <http://www.irs.gov>

JOSLYN SENIOR CENTER

660 N. Mountain Ave, Claremont, CA 91711

Phone: (909) 399-5488

Fax: (909) 621-7320

Web Site: <http://www.ci.claremont.ca.us>

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Contact Melissa Vollaro, program supervisor

Offers help to older adults and their families in dealing with problems facing the elderly such as Medi-Care and Supplemental Security Income. Also offers assistance with paper work.

LANTERMAN DEVELOPMENTAL CENTER

P.O. Box 100

3530 Pomona Blvd, Pomona, CA 91769-0100

Phone: (909) 595-1221

Fax: (909) 598-4352

TDD: (909) 595-3971

Hours: Monday - Friday, 8 a.m. to 4:30 p.m.

Web Site: <http://www.dds.ca.gov/lanterman/index.cfm>

900-bed state residential facility providing services for developmentally-disabled persons who are primarily severely and profoundly retarded and exhibit medical, physical or behavioral problems.

Serves: Los Angeles, San Bernardino & Riverside Counties.

LAW ENFORCEMENT SERVICE NUMBER—SEE EMERGENCY SERVICE NUMBER**LAW LIBRARY OF SAN BERNARDINO COUNTY (WEST END)**

8401 N. Haven Ave., Rancho Cucamonga, CA 91730-3893

Phone: (909) 944-5106

Fax: (909) 981-1721

Hours: Monday - Friday, 8:30 a.m. to 1:15 p.m. and 2 p.m. to 5 p.m.

Web Site: <http://www.sblawlibrary.com/>

Located in the Rancho Cucamonga Law and Justice Center, the San Bernardino County Law Library provides materials covering cases, statutes and forms which must be used inside the library. The librarian cannot interpret, define, or discuss law with patrons. No fees. Funded through civil court filing fees.

LAWYER REFERRAL SERVICE (WESTERN SAN BERNARDINO COUNTY BAR ASSOCIATION)

10630 Town Center Drive, Suite 119, Rancho Cucamonga, CA 91730

Phone: (909) 945-2980

Fax: (909) 483-0553

Hours: Monday - Thursday, 9 a.m. to 4 p.m.; Friday, 9 a.m. to 1 p.m.

Client will be referred to a qualified member of the State Bar Association of

California and will receive a 30 minute consultation for \$40.00. If additional legal services are necessary, additional fees will be an agreement between attorney and client. If your legal matter involves bankruptcy, personal injury, medical malpractice, SSI/SSDI, or workers' compensation, there is no consultation fee. The referral service is sponsored by the Western San Bernardino County Bar Association as a public service.

LEAGUE OF WOMEN VOTERS

P.O. Box 1532, Claremont, CA 91711

Phone: (909) 624-9457

Fax: (909) 624-9839

Web Site: <http://www.claremont.ca.lwvnet.org>

E-mail: info@claremont.ca.lwvnet.org

Hours: Tuesday – Friday, 9 a.m. to 12 noon.

24 hour answering machine. Encourages informed and active citizens' participation in government. Distributes and presents non-partisan election information. Does not support or oppose candidates or parties. Supports voter registration efforts and provides experience in practical politics. Maintains a citizens information service. \$60.00 general membership and \$35.00 for each additional household member. Fees support national, state, and local service activities. Funded through memberships and donations.

LIBRERIA DEL PUEBLO, INC

Immigration and Social Services

251 Carousel Mall, San Bernardino, CA 92410

Phone: (909) 888-1800

Fax: (909) 888-6507

Immigration and naturalization consultants.

LITERACY SERVICE (SEE ALSO: WEST END LITERACY LEAGUE)

Pomona Public Library

625 S. Garey Ave., Pomona, CA 91766-2271

P O Box 2271, Pomona, CA 91769-2271

Phone: (909) 620-2047, any time, 24 hour answering machine.

Fax: (909) 620-3713

E-mail: library@ci.pomona.ca.us

Hours: Monday – Thursday, 10 a.m. to 5 p.m., call ahead for office hours

A free program for English-speaking adults 16 and older. Reading and writing skills are taught on a one-to-one basis twice per week at a convenient time. Adult volunteers attend training workshops to become more effective tutors. No fees for tutoring service. Sponsored by the State of California Services Act, local grants, and donors.

LITERACY SERVICE (SEE ALSO: WEST END LITERACY LEAGUE)

Upland Public Library

450 N. Euclid Avenue, Upland, CA 91786

Phone: (909) 931-4212

The goal of the program is to help adults improve their basic reading and writing skills. This is a free program provided to adults of the local community.

MEALS ON WHEELS

869 N Euclid Avenue, Upland, CA 91786

Phone: (909) 981-0377; answering service after hours.

Hours: 9 a.m. to 5 p.m., daily

Web Site: <http://www.mealcall.org>

Provides home-delivered meals once a day, five days a week to persons who qualify. No age requirement. Applications accepted by telephone. Meals are prepared by local hospitals and are packaged and delivered by volunteer workers. Funded through fees and donations

Service Area: Upland

MEDICAL BOARD OF CALIFORNIA, COMPLAINT HOTLINE

Phone: (800) MEDBDCA, (800) 633-2322

Web Site: <http://www.medbd.ca.gov>

Provides information about how to file a complaint against a physician.

Calls are automatically routed to the medical board's nearest regional office. The San Bernardino office can be reached directly at (909) 383-4755. Disciplinary information about physicians and verification of their licenses can be obtained by calling the medical board in Sacramento at (916) 263-2424. Complaints against allied health professionals can be made by calling (800) 633-2322.

MEDICAL EMERGENCY SERVICE NUMBER—SEE EMERGENCY SERVICE NUMBER

MT. SAN ANTONIO COLLEGE, COMMUNITY AND NONCREDIT EDUCATION

1100 N. Grand Ave, Walnut, CA 91789

Phone: (909) 594-5611, ext. 4845

Fax: (909) 468-3934

Hours: Monday – Thursday, 8 a.m. to 6:30 p.m.; Friday, 8 a.m. to 4:30 p.m.

Provides a tutorial program designed to give individual instruction. Tutors are available to adults and high school students in the Learning Assistance Center of the Library. Call for more information.

MUSEUM OF HISTORY AND ART

225 S. Euclid Ave., Ontario, CA 91762

Phone: (909) 983-3198

Fax: (909) 983-8978

Hours: Wednesday – Sunday, 12 noon to 4 p.m. Admission is free.

Web Site: <http://www.ci.ontario.ca.us/index.cfm/1605>

Explores the history of Ontario and surrounding communities in a broad regional and national context through exhibitions on local, regional, and national topics.

Conducts workshops, performances, and family activities and formally organized school programs. A public-private institution operated by the City of Ontario and the volunteer, non-profit, Museum of History and Art, Ontario Associates.

NARCOTICS ANONYMOUS

Phone: (909) 622-4274 to speak with a counselor

A fellowship of men, women and children who share their strength, experience and hope to recover from drug addiction. Uses the 12 steps of Narcotics Anonymous. Family and friends may attend the meetings. No surveillance at any time. No dues or fees. Call for meeting information.

NATIONAL RUNAWAY SWITCHBOARD

3080 North Lincoln, Chicago, IL 60657

Hotline: (800) 621-4000

Information phone: (800) 344-2785

Fax: (773) 929-5150

Hours: 24 hours, 7 days.

24 hour hotline for youth ages 12-21 years and their families. Crisis intervention, information and referral, message delivery, and conferencing services. Nonprofit. Free.

NEIGHBORHOOD WATCH

Upland Police Department, 1499 W. 13th St., Upland, CA 91786

Phone: (909) 946-7624,Carolynn Lydick

Direct Line: (909) 920-6506

Fax: (909) 920-6508

A program designed to help individual citizens help themselves prevent crime. The focus of the first meeting is on the prevention of residential burglary. A police department representative will attend the neighborhood meetings and provide information and assistance. No fees. Sponsored by the City of Upland and the Upland Police Department.

OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION (OSHA)—SEE CAL-OSHA**OFFICE ON AGING—SEE SAN BERNARDINO COUNTY DEPARTMENT OF AGING****OLIVE BRANCH COUNSELING CENTER**

9033 Baseline Rd., Ste. H, Rancho Cucamonga, CA 91730

Phone: (909) 989-9030

Fax: (909) 466-4594

E-mail: olivebranch1@earthlink.net

Web Site: <http://www.olivebranchcounseling.org>

Hours: Monday – Friday, 8:30 a.m. to 8 p.m.

Counseling on a sliding scale basis. Individual, couple, family counseling, teen

anger program, and divorce mediation.

OMBUDSMAN PROGRAM— SEE SAN BERNARDINO COUNTY

OMNITRANS

1700 W. 5th St., San Bernardino, CA 92411

Phone: (909) 379-7100, (800) 966-6428

Fax: (909) 379-7105

Web Site: <http://www.omnitrans.org>

Services: Seven day a week service

Public bus system provides safe and reliable bus service across San Bernardino County. Every fixed route bus is equipped with a front mounted bicycle rack and all buses are equipped with wheelchair lifts. Student, senior and disabled discounts available. Current routes are published in the Bus Book and online

ONTARIO INTERNATIONAL AIRPORT

1940 E. Moore Way, Ontario, CA 91761

Phone: (909) 937-2700

Fax: (909) 937-2743

Web Site: <http://www.lawa.org/welcomeONT.cfm>

Airlines serving this airport include: Alaska Airlines, American Airlines, Continental, Delta, Northwest, Southwest, United, AeroMexico, US Airways. For flight information, call airlines directly.

OPARC

Adult Development Center

Administrative Office

9029 Vernon Ave., Suite L, Montclair, CA 91763

Phone: (909) 985-3116

Fax: (909) 985-8579

Web Site: <http://www.oparc.com>

Hours: Monday - Friday, 8:15 a.m. to 4:45 p.m.

Adult Development Center/Summit Services

436 S. Sultana Ave., Upland, CA 91786

Phone: (909) 920-5204

Fax: (909) 920-0604

Hours: Monday - Friday, 8 a.m. to 4 p.m.

Provides services to adults with developmental disabilities, including opportunities for paid work, community integration, and leisure activities, all facilitated by trained and caring staff. Nonprofit

PACIFIC LIFELINE

Phone: (909) 931-2624

Fax: (909) 931-2631

Web Site: www.pacific-lifeline.com

E-mail: pacificlifeline@earthlink.net

Hours: Monday – Friday, 9 a.m. to 5 p.m.

Call for an appointment. This is a transitional shelter for women and children. Pacific Lifeline prevents homelessness by empowering women during times of crisis. Food support, computer access, laundry facilities, and various programs are offered. Parolees must be referred by parole officers. Located in the Upland area.

PARA LOS NINOS

1535 N. Baker Ave., #2c, Ontario, CA 91762

Phone: (909) 981-5550

Hours: Monday – Friday, 8:30 a.m. to 5 p.m., appointments recommended

Para Los Niños is a nonprofit organization that serves extremely impoverished children and their families throughout Los Angeles and San Bernardino Counties. Para Los Niños' services include child development and education, a Charter School, child abuse prevention and intervention, after-school enrichment, and youth diversion and delinquency prevention. In addition, we offer comprehensive family support, which includes counseling, parenting classes, ESL classes, mental health counseling, and youth workforce services. All children's services at Para Los Niños are coordinated with integrated, comprehensive assistance for the entire family. Families are served in the context of their community. Once critical needs for food, clothing and shelter have been met, Para Los Niños works with families to address deeper concerns and underlying issues. By integrating a full range of assistance, we make it possible for families to obtain the help they need without hours of traveling and waiting.

PARENTS OF MURDERED CHILDREN

St. Paul's Episcopal Church

242 E. Alvarado St., Pomona, CA 91767

St. Mark's Episcopal Church

330 E. 16th St., Upland, CA 91784

Phone: (909) 629-0232 (English); (909) 987-6164 (Spanish)

The group meets at 7 p.m. each scheduled meeting date. It is for family and friends of those who have died violently.

PASSPORTS—SEE ALSO UPLAND CITY CLERK

PASSPORT AGENCY

Federal Building

11000 Wilshire Blvd, Ste. 1000, Los Angeles, CA 90024-3615

Toll Free: (877) 487-2778

Phone: (310) 575-5700

Hours: Monday - Friday, 8 a.m. to 3 p.m., Appointment Only

Web Site: www.travel.state.gov

Information on how to get a passport, where to apply, how to amend or extend your passport, report a lost or stolen passport, emergency passports, directions to passport offices.

PLANNED PARENTHOOD, UPLAND

918 W. Foothill Blvd., Ste. A, Upland, CA 91876

Phone: (909) 985-0065

Web Site: <http://www.plannedparenthoodosbc.org>

Hours: Monday - Thursday, 8 a.m. to 6 p.m.; Friday, 8 a.m. to 4:30 p.m.;

Saturday, 7:30 a.m. to 3 p.m.

General gynecological care, pap smears, breast exam, HIV testing, diagnoses and treatment of infections and sexually transmitted diseases are provided by female clinicians. Pregnancy testing and option counseling, birth control, education and counseling available. Low cost based upon income (sliding scale). Medi-Cal is also accepted. A nonprofit organization.

POETS & WRITERS, INC.

California Office

2035 Westwood Blvd., Suite 211, Los Angeles, CA 90025

Phone: (310) 481-7195

Fax: (310) 481-7193

Web Site: <http://www.pw.org>

Hours: Monday – Friday, 9:30 a.m. to 5:30 p.m.

Poets & Writers is the primary source of information, support, and guidance for creative writers. It is the nation's largest nonprofit literary organization.

POLICE EMERGENCY SERVICE NUMBER—SEE EMERGENCY SERVICE NUMBER**POMONA VALLEY AUDUBON SOCIETY**

C/O W.M. Keck Science Center, 925 N. Mills Ave., Claremont, CA 91711

Phone: (909) 607-2836, Dan Guthrie, President

Fax: (909) 621-8588

Web Site: www.pomonavalleyaudubon.org

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Sponsors wildlife research, wildlife sanctuaries, and bird expeditions. Monthly field trips are open to the public. A monthly newsletter lists the society's activities. Meetings are held the first Thursday each month at 7 p.m., September through June, in Bauer Auditorium of Claremont McKenna College and are open to the public. Beginner bird walks are held the first Sunday of the month at 8 a.m. at Rancho Santa Ana Botanic Gardens in Claremont.

POMONA VALLEY WORKSHOP

4650 Brooks Street, Montclair, CA 91763

Phone: (909) 624-3555

Fax: (909) 624-5675

Web Site: <http://www.pvwonline.org>

Hours: Monday – Friday, 7:30 a.m. to 4 p.m.

To help adults with disabilities reach their potential in vocation and socialization skills in order that they may achieve their highest level of employment and

community integration. Pomona Valley Workshop is accredited by CARF, the Rehabilitation Accreditation Commission and works cooperatively with the Department of Rehabilitation and Habilitation Services, the Regional Centers for the Developmentally Disabled, the Los Angeles and San Bernardino County Schools, and private rehabilitation agencies.

PREGNANCY COUNSELING CENTER

121 East "F" St., Ontario, CA 91739

Phone: (909) 988-9555; 24-hour hotline: (909) 985-0205

Fax: (909) 481-8867

Provides free non-medical counseling for pregnancies. Free pregnancy test kits.

PROJECT SISTER SEXUAL ASSAULT CRISIS SERVICES

Mailing Address: P.O. Box 1369, Pomona, CA 91769

24 Hours (Bilingual) Hotline Numbers: (909) 626-HELP (909-626-4357);
(626) 966-4155

Office: (909) 623-1619, (626) 915-2535

Fax: (909) 622-8389

Web Site: <http://www.projectsister.org>

Offers para-professional counseling and referral to sexual assault survivors. Will meet survivors at the police department, hospital or doctor, and at court, if necessary. Will train Hotline volunteers. Support groups include rape and incest survivor sessions. Self-defense workshops and child abuse prevention presentations are available. Public speakers and educational materials available. Serving the East San Gabriel Valley, Pomona Valley and Western San Bernardino County

PUBLIC CITIZEN

1600 20th St., NW, Washington, DC 20009

Phone: (202) 588-1000

Web Site: <http://www.citizen.org>

E-mail: member@citizen.org

Public Citizen is a nonprofit, member-supported, national consumer advocacy organization founded by Ralph Nader in 1971. Fights for government and corporate accountability, consumer rights in the marketplace, safe products, fair trade and clean and safe energy sources through lobbying, research, public outreach, and litigation. Funded by contributions and subscriptions to publications. Call or visit the web site for more information.

RAINS HOUSE—SEE CASA DE RANCHO CUCAMONGA**RANCHO CUCAMONGA ANIMAL SHELTER, SAN BERNARDINO COUNTY**

11780 Arrow Route, Rancho Cucamonga, CA 91730

Phone: (909) 466-7387, after hours: (888) 229-5883

Fax: (909) 919-2698

Web Site: <http://www.rcpets.info>

Hours: Monday – Friday, 1 p.m. to 7 p.m.; Saturday – Sunday, 12 noon to 6 p.m.
Provides animals for adoption, animal licensing, microchipping, pet care information, spay/neuter information. Service Area: San Bernardino County

RANCHO SANTA ANA BOTANIC GARDEN

1500 N. College Ave., Claremont, CA 91711

Phone: (909) 625-8767 Main Office

Fax: (909) 626-7670

Web Site: <http://www.rsabg.org>

E-mail: Ann.Joslin@cgu.edu

Hours: Daily, 8 a.m. to 5 p.m. (except Christmas, New Year's, Thanksgiving and the Fourth of July).

The Garden offers tours for school and adult groups, community education classes for adults and children, symposium seminars for the public, and an annual native plant sale the first Saturday in April, and first Saturday and Sunday in November. Free guided tours are available on Saturday and Sundays at 2 p.m. March through May. Donation: \$4.00 individuals; \$8.00 families

REACH OUT WEST END, INC.

1126 W. Foothill Blvd, Ste. #130, Upland, CA 91786

Phone: (909) 982-8641

Fax: (909) 982-8642

Hours: Monday - Friday, 9 a.m. to 4 p.m.

E-mail: johnh.reachout@verizon.net

A substance abuse prevention education agency serving youth and their families in the West End of San Bernardino County. Offers substance abuse classes to students in Upland schools free of charge, a volunteer mentoring program for middle school students, and a drug diversion program (PC1000) for first time adult, court-ordered drug offenders. Our *Reach Out Info Line* is a telephone message system that gives information on a variety of health-related subjects (drugs, alcohol, teen pregnancy, stress management, nutrition, etc.). The caller is anonymous and the call is recorded only by message accessed. Menus for messages are distributed throughout the West End. Spanish spoken.

Service Area: Reach Out West End serves the city of Upland and some of the surrounding communities including Ontario, Montclair and Rancho Cucamonga.

RECORDING FOR THE BLIND & DYSLEXIC

Inland Empire Studio

1844 W. 11th St., Ste. C, Upland, CA 91786

Phone: (909) 949-4316

Fax: (909) 981-8457

Hours: Monday, Tuesday, 8 a.m. to 9 p.m.; Wednesday, 8 a.m. to 3 p.m.;

Thursday, 8 a.m. to 7 p.m.; Friday, 8 a.m. to 3 p.m.; Saturday, 8 a.m. to 1 p.m.

Web Site: www.rfbd.org/ieoc/

National volunteer service organization provides recorded materials of education books and textbooks for loan to anyone who has a visual, physical or reading

disability preventing them from reading printed matter. Services provided for individual and Annual Institution Members (AIM) after registration. Individual borrowers, one time registration fee of \$65. \$35 annually. Works with schools and institutions to provide for students with print disabilities.

Serves: Inland Empire & Orange County

RECOVERY CENTER

Inland Valley Drug/Alcohol Recovery Services
934 N. Mountain Ave., Ste. A & B, Upland, CA 91786

Phone: (909) 949-4667

Fax: (909) 931-3774

Hours: Monday - Friday, 9 a.m. to 9 p.m.; Saturday, 9 a.m. to 12 p.m.

Outpatient substance abuse classes, domestic violence classes, anger management, seminars and workshops, 12 step meeting rooms, job skills program, parenting classes, aftercare. Nonprofit. Spanish spoken.

Serves: San Bernardino County.

RECYCLING RESOURCES

1406 W. Second St., Pomona, CA 91766

Phone: (909) 629-9911

Hours: Monday - Friday, 7 a.m. to 5 p.m.; Saturday, 7 a.m. to 1 p.m.

Accepts all types of papers except magazines, catalogues, telephone books and books. Also accepts aluminum cans and glass (glass must be separated by colors). Phone for payment rates.

REDLANDS BOWL SUMMER MUSIC FESTIVAL

25 Grant St., Redlands

P.O. Box 466, Redlands, CA 92373

Phone: (909) 793-7316 for recording of current offerings

Web Site: <http://www.redlandsbowl.org>

Redlands Community Music Association INC. (RCMA) is the presenter of The Redlands Bowl Summer Music Festival. The festival offers a wide variety of professional programs including symphonies, ballet, opera, light opera, folk/culturally diverse music and dance, jazz and much more. The RCMA offers between 18 - 21 concerts each summer season, serving over 100,000 people.

Schedules and times of programs are listed on the web site. Free.

REGISTRAR OF VOTERS, SAN BERNARDINO COUNTY—SEE SAN BERNARDINO COUNTY REGISTRAR OF VOTERS

REPAIR SERVICE PROGRAM FOR SENIOR HOMEOWNERS

290 N. "D" St., San Bernardino, CA 92415-0040

Phone: (909) 388-0925

Fax: (909) 388-0929

Web Site: <http://www.sbcounty.gov/ecd/housing/fairhousingworkshops.htm>

Hours: Monday – Thursday, 7:30 a.m. to 5:30 p.m.; Fridays, 7:30 a.m. to 4:30

p.m.

Provides minor home repairs for low income elderly or disabled homeowners subject to HUD income limits. One-time service only. Write or call for an application. Sponsored by the Department of Economic and Community Development and funded by the CDBG program through HUD. Available countywide, except within the city limits of Apple Valley, Victorville, Rialto, Chino, China Hills, Fontana, Hesperia, Ontario, Rancho Cucamonga, San Bernardino and Upland. (Still available in the county areas surrounding those cities). First come first served.

THE RESTORATIVE JUSTICE CENTER OF THE INLAND EMPIRE

655 B N. Mountain Ave., Upland, CA 91786

Phone: (909) 946-6092

Fax: (909) 981-5741

E-mail: deefmat@earthlink.net

Hours: Monday – Friday, 9 a.m. to 5 p.m.

The agency provides victim offender dialogues, conflict resolution skill training, educational conferences and inmate re-entry services.

SAINT MARK'S EPISCOPAL PRESCHOOL

330 E. 16th St., Upland, CA 91784

Phone: (909) 920-5565

Hours: Monday – Friday, 7:30 a.m. to 6 p.m.

Web Site: <http://www.stmarksupland.org/>

As an inclusive preschool, we are open to any child, provided the preschool can meet the needs of that child. Enrollment will be granted without discrimination in regard to sex, race, ethnic origin, creed, ability or political belief. We are open to children of any religious persuasion, and the religious beliefs and customs of students and their families will be respected. A child must be at least two years old to enroll. Toilet training is not required. Choices in schedules of half-day, extended hours until 2:30 p.m. or full day are offered, and the child may be enrolled for any number of days per week. Holidays are similar to those in public schools. The term begins one week after Labor Day, and ends in mid-June. An eight week Summer Day Camp is provided for ages 2 through 12. Immunizations must be up to date. Interested parents are welcome to drop by to visit the Preschool. An appointment is not necessary.

SALVATION ARMY CORPS.

1412 S. Euclid Ave., Ste. 408, Ontario, CA 91761

Phone: (909) 986-6748

Fax: (909) 986-9979

Office Hours: Monday - Friday, 9 a.m. to 4 p.m.

Provides spiritual guidance and counseling, emergency welfare and food for local transient persons and families. Case management is also provided. This regional office will provide referrals for needed services at these various service locations. Services are free.

Service Area: Fontana, Upland, Ontario, Chino, Chino Hills, Montclair, Alta Loma and Rancho Cucamonga

SALVATION ARMY- HOSPITALITY HOUSE SHELTER

Shelter Program

746 W. Fifth Street, San Bernardino, CA 92410

Phone: (909) 888-1336

Fax: (909) 888-4196

Dinner is served for homeless at this site, Monday – Sunday 5:15 p.m., everyday, except Saturday.

Seventy-bed shelter program for men, women and children. Men and women sleep in separate quarters and male children must be under 13 years of age and accompanied by their mother. People are given a wide range of assistance and services through this program.

SAMARITAN COUNSELING CENTER

869 N. Euclid Ave, Upland, CA 91786

Phone: (909) 985-0513

Fax: (909) 985-7193

Web Site: www.samaritancounselingupland.org

E-mail: infor@samaritancounselinglineupland.org

Hours: Monday - Friday, 8:30 a.m. to 5:30 p.m.; evening by appointment.

Provides marriage and family counseling, child and adolescent therapy, individual therapy for depression, anxiety, stress, self-esteem, physical, emotional and sexual abuse, alcoholism and drug abuse, divorce, vocational change. Funding: United Way, donations, nonprofit. Admission requirements: Reduced fee persons must reside in West End San Bernardino County; sliding fee scale depending on funding.

Serves: San Bernardino County.

SAN ANTONIO COMMUNITY HOSPITAL

999 E. San Bernardino Rd., Upland, CA 91786

Phone: (909) 985-2811

Web Site: <http://www.sach.org/>

San Antonio Community Hospital offers a wide range of medical and surgical services. The Emergency Department (ED) treats walk-in patients, as well as major trauma victims, 24 hours a day. The ED also serves as a paramedic base station. Hospital services include medical, surgical, and critical care services, cardiac treatment, maternity and pediatric services, a neonatal intensive care unit, cancer treatment, and fertility services. The Hospital also offers a complete range of laboratory, radiology, respiratory care, and physical therapy services. With its wide array of services, San Antonio Community Hospital excels as a leading acute care hospital emphasizing comprehensive, quality healthcare.

SAN ANTONIO REGIONAL OCCUPATIONAL PROGRAM

Administrative Office: 1425 E. Holt Ave., Pomona, CA 91767

Pomona class information, (909) 397-5090 x 4302

Bonita class information (909) 971-8200

Web Site: <http://www.sanantoniorop.org>

E-mail: jose.castro@pusd.org

Provides job-training courses to high school students, out-of-school youth, and adults. The program is a cooperative endeavor of the Bonita and Pomona Unified School Districts. Classes are offered in arts and communication, health, business, trades, and public service areas. For a complete schedule of course offerings and enrollment information, high school students should contact their counselor: out-of-school youth and adults should call the numbers above or go to the web site.

SAN BERNARDINO COUNTY ASSESSOR'S OFFICE

2314 S. Mountain Ave., Ste. C, Ontario, CA 91762-6130

Phone: (909) 458-1300

Fax: (909) 458-1302

Web Site: www.sbcounty.gov/assessor/

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Conducts property appraisals in the West End. Has microfilmed assessment information about any parcel of the land in the county and names of the property owners. Will answer questions about property assessments, taxes, and homeowner exemption.

Service Area: West End of San Bernardino County, including cities of Chino, Chino Hills, Montclair, Upland, County area including San Antonio Heights, Mt. Baldy and a portion of Ontario and Rancho Cucamonga.

SAN BERNARDINO COUNTY AUDITOR/CONTROLLER-RECORDER

222 West Hospitality Lane, San Bernardino, CA 92415-0022

Hours: Monday - Friday, 8 a.m. to 4:30 p.m.

Web Site: <http://www.co.san-bernardino.ca.us/acr/default.asp#>

Automated Call Distribution: (909) 387-8322

Recorder Division

Automated Call Distribution: (909) 387-8306

Birth, Marriage and Death Certificates: (909) 387-8314

Marriage Licenses: (909) 386-8970

Branch Office

Montclair Library

9955 Fremont Avenue, Montclair, CA 91763

Hours: Monday – Wednesday, 10 a.m. to 8 p.m.; Thursday, Friday, 10 a.m. to 6 p.m.; Saturday, 9 a.m. to 5 p.m.

Birth, death and marriage certificates are accessible at the Montclair Library.

SAN BERNARDINO COUNTY BEHAVIORAL HEALTH—SEE UPLAND COMMUNITY COUNSELING

SAN BERNARDINO COUNTY BOARD OF SUPERVISORS

5 districts
385 N. Arrowhead Ave., 5th floor, San Bernardino, CA 92415
Phone: (909) 387-4811
Fax: (909) 387-3306
Web Site: <http://www.co.san-bernardino.ca.us>
Hours: Monday - Friday, 8 a.m. to 5 p.m.

SAN BERNARDINO COUNTY COMMISSION ON THE STATUS OF WOMEN

157 W. 5th, 1st Floor, San Bernardino, CA 92415-0440
Phone: (909) 387-5543
Fax: (909) 387-6075
Web Site: www.sbcounty.gov/hrcsw/
Hours: Monday – Friday, 8 a.m. to 5 p.m.
The Commission was formed by the Board of Supervisors to eliminate inequalities in laws, practice and conditions, which affect women. Publishes brochures, provides resources and referrals to the public, analyzes bills, sponsors special events, studies the changing roles and responsibilities of women and informs and educates the community on issues affecting women.
Service Area: San Bernardino County.

SAN BERNARDINO COUNTY DEPARTMENT OF AGING AND ADULT SERVICES

Senior Information and Assistance
9445 Fairway View Pl., Suite 110, Rancho Cucamonga, CA 91730
Phone: (909) 948-6200
Fax: (909) 948-6201
Web Site: <http://hss.sbcounty.gov/daas/>
Hours: Monday - Friday, 8 a.m. to 5 p.m.
Senior information and assistance. Senior employment, ombudsman, in-home support service, Adult Protective Services, volunteer program. Information for meals on wheels, senior center, senior apartments (55 yrs+). Walk-ins welcome. For In-Home Support Services call (909) 458-1315. Admission Requirements: 60 yrs+. Services are free.
Serves: West San Bernardino County.

SAN BERNARDINO COUNTY DEPARTMENT OF AGRICULTURE/WEIGHTS & MEASURES

777 E. Rialto Ave., San Bernardino, CA 92415
Phone: (909) 387-2105
Fax: (909) 387-3306
Hours: Monday - Friday, 7 a.m. to 5:30 p.m.
Web Site: <http://www.co.san-bernardino.ca.us/awm/>
E-mail: awm@awm.sbcounty.gov

Ontario Branch

2314 S. Mountain Ave., Suite E, Ontario, CA 91764

Phone: (909) 458-1505 or (909) 458-1506

Fax: (909) 458-1500

Hours: Monday - Friday, 7 a.m. to 5:30 p.m.

The Department of Agriculture/Weights & Measures conducts regulatory programs and provides related services to protect the agricultural industry, businesses and consumers in the County through the fair and equitable application of the law, and by doing so, protect and promote the public health and welfare of the general public.

Service Area: San Bernardino County

**SAN BERNARDINO COUNTY DEPARTMENT OF PUBLIC HEALTH
IMMUNIZATIONS**

Administrative Office

351 N. Mountain View Ave., San Bernardino, CA 92415-0010

Phone: (909) 387-6280

Fax: (909) 387-6228

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Ontario Health Center

1647 East Holt Ave., Ontario, CA 91761

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Web Site: <http://www.co.san-bernardino.ca.us/pubhlth/>

Administers branch offices at 14 different locations throughout San Bernardino County. Education, alcohol and drug prevention, animal control, birth and death certificates, California Children's Services, epidemiology, family planning, high risk infant program, immunizations, nutrition, WIC, public health nursing, school health, senior health, VD control, TB, HIV/AIDS control.

Serves: San Bernardino County.

**SAN BERNARDINO COUNTY FIRE DEPARTMENT HOUSEHOLD
HAZARDOUS WASTE PROGRAM**

2824 East "W" Street, San Bernardino, CA 92415-0799

Phone: (909) 382-5401 or (800) Oily Cat

Fax: (909) 382-5413

E-mail: iwallace@fire.sbcounty.gov

Web Site: <http://www.sbcfire.org/hazmat/hhw.asp>

Hours: Monday - Friday, 9 a.m. to 4 p.m.

Collection facilities for disposal of household hazardous waste, including motor oil, oil filters, pesticides, chemical cleaners, paint products, antifreeze, auto and household batteries and pool supplies. Materials should be in original containers with correct labels and should not be leaking. Waste not accepted: Business waste, computers, electronic waste, radioactive waste, medical waste, explosives, reactives and asbestos. Transport only 15 gallons or 125 pounds per visit in containers no larger than 5-gallons. The nearest collection facilities are: Upland

City Yard, 1370 N. Benson, Upland (Saturdays, 9 a.m. to 2 p.m.) (909) 931-4343;
 Ontario, 1408 East Francis Street, Ontario (Fridays and Saturdays, 9 a.m. to 2
 p.m.) (909) 395-2666; Rancho Cucamonga, 12158 Baseline, Rancho Cucamonga
 (Saturdays, 10 a.m. to 12 noon) (909) 477-2740.

SAN BERNARDINO COUNTY FOOD PROGRAM

255 E. Drake Street, San Bernardino, CA 92408

Phone: (909) 386-8130

Fax: (909) 386-5011

Hours: Monday - Friday, 8 a.m. to 5 p.m.

U.S.D.A. commodities distributed throughout the county by nonprofit agencies.

Stores and donates food to nonprofit agencies who then offer food to low income residents. Call for referrals to local food assistance programs. Nonprofit.

Admission Requirements: Proof of residency and household income.

SAN BERNARDINO COUNTY LAW LIBRARY (WEST END)—SEE LAW LIBRARY OF SAN BERNARDINO COUNTY (WEST END)

SAN BERNARDINO COUNTY MUSEUM

2024 Orange Tree Lane, Redlands, CA 92374

Phone: (909) 307-2669

Fax: (909) 307-0539

Web site: <http://www.co.san-bernardino.ca.us/museum/>

E-mail: museum@sbcountry.gov

Hours: Tuesday - Sunday and holiday Mondays, 9 a.m. to 5 p.m.

Maintains and develops unique cultural and natural science collections related to our region and the greater Southwest. In addition to the main facility in Redlands, the museum administers historic sites in Yucaipa (Yucaipa Adobe), Redlands (San Gabriel Mission Asistencia), Colton (Agua Mansa Pioneer Cemetery), Rancho Cucamonga (John Rains House), and Chino (Yorba and Slaughter Families Adobe)

SAN BERNARDINO COUNTY OMBUDSMAN PROGRAM

Administrative Office

686 E. Mills St., San Bernardino, CA 92415-0640

Phone: (909) 891- 3928

Phone: (866) 229-0284

Fax: (909) 891- 3957

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Web Site: http://hss.sbcountry.gov/DAAS/services/Long_Term_Care.htm

Rancho Cucamonga/West End

9445 Fairway View Pl., Suite 110, Rancho Cucamonga, CA 91730

Phone: (909) 948-6217

Fax: (909) 948-6219

Hours: Monday - Thursday, 7:30 a.m. to 5:30 p.m.

Ombudsman is mandated by state and federal law to receive, investigate, and

work to resolve problems and complaints on behalf of residents in nursing homes and residential care facilities. Services are free.

Service Area: San Bernardino County.

SAN BERNARDINO COUNTY REGISTER OF VOTERS

777 E. Rialto Ave., San Bernardino, CA 92415-0770

Web Site: <http://www.sbcrov.com>

E-mail: rov@rov.co.san-bernardino.ca.us

Phone: (909) 387-8300

Fax: (909) 387-2022

Monday – Friday, 8 a.m. to 5 p.m.

For general information regarding voter registration, polling place, candidate procedures and absentee ballots call (909) 387-8300. All calls now go through our central number at (909) 387-8300. If your telephone call results in a charge you may use (800) 881-VOTE (8683).

SAN BERNARDINO COUNTY TRANSITIONAL ASSISTANCE

1637 E. Holt Blvd., Ontario, CA 91761

Phone: (800) 247-5816; (909) 933-6330

Fax: (909) 933-6482

Hours: Monday - Friday, 9 a.m. to 4 p.m.

Web Site: <http://www.co.san-bernardino.ca.us/>

Income maintenance programs include: CalWORKs, TANF, General Relief, food stamps, Medi-Cal. Child abuse hotline (909) 384-9233 or (800) 827-8724, adoption services (909) 891-3300. Low income. Spanish spoken.

Serves: San Bernardino County

SAN BERNARDINO VET CENTER

1325 E. Cooley Drive, Suite 101, Colton, CA 92324

Phone: (909) 801-5762

Fax: (909) 801-5767

Hours: Monday – Friday, 8 a.m. to 4:30 p.m.

Serves veterans and their families. Care includes professional individual counseling, group counseling, marital and family counseling, assistance in applying for VA Benefits, alcohol/drug assessments, information and referral to community resources, sexual trauma referral services, community education, and provides a key access link between the veteran and other services in the U.S. Department of Veterans Affairs.

SAN DIMAS CANYON PARK NATURE CENTER

1628 N. Sycamore Canyon Rd., San Dimas, CA 91773

Phone: (909) 599-7512

Hours: Monday - Friday, 9 a.m. to 3 p.m. Saturday and Sunday, 9 a.m. to 5 p.m.

Web Site: www.parks.co.la.ca.us/san_dimas_narea.html

Located near the Angeles National Forest, this park offers visitors a variety of nature trails that traverse over one thousand acres of chaparral and riparian

vegetation. There is also a natural history museum and a zoo. Throughout various times of the year, the park sponsors wildlife fairs that include animal exhibits, crafts, native Indian dance programs, and food booths. The park also has a junior ranger program. Reservations are available for tours, youth group camping and organized group picnicking. Parking fee applies.

SAN GABRIEL, POMONA VALLEY CHAPTER OF COMPASSIONATE FRIENDS

5500 Frances Ave., Chino, CA 91710

Phone: (626) 919-7206

Hours: First Tuesday of the month, 7 p.m.

A self-help group for bereaved parents. No fees. Nonprofit. Meetings are held the first Tuesday of each month at 7 p.m. Christ Lutheran Church, 5500 Frances Ave., Chino, CA 91710

SANTA CLAUS, INC.

1330 E. "D" St., Ontario, CA 91762

Phone: (909) 984-6627

Hours: Monday - Thursday, 9 a.m. to 3 p.m.

Santa Claus, Inc. is an all-volunteer organization that helps needy children of the Chaffey and Upland School Districts. Volunteers and donations of new and repairable toys are accepted year round. Nonprofit. Sponsored by private donations.

SCHEU FAMILY YMCA

Upland YMCA

1325 San Bernardino Rd., Upland, CA 91786

Phone: (909) 946-6120

Fax: (909) 946-0087

Web Site: www.westendymca.org/scheufamily/

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Offers various teen programs including Club-Y: an after school program where Jr. High and High School students enjoy a safe environment, get homework help, develop leadership skills, join in creative art projects, experience the value of health and fitness, provide service to the community, have fun and get to know other teens. Call for membership rates.

SCORE-Orange County Chapter

200 W. Santa Ana Blvd., Suite 700, Santa Ana, CA 92701

Phone: (714) 550-7369; (800) 634-0245

Fax: (714) 550-0191

Hours: Wednesday only, 9 a.m. to 2:30 p.m.

Offers counseling to small business owners by retired business executives. Call for an appointment. Sponsored by the Small Business Administration.

SENIOR EMPLOYMENT PROGRAM, SAN BERNARDINO COUNTY

686 E. Mill Street, San Bernardino, CA 92415

Phone: (909) 891-3913

Fax: (909) 891-3919

Office hours: Monday - Thursday, 7:30 a.m. to 5 p.m.; Friday, 8 a.m. to 5 p.m.

Part-time community service employment, on the job training, job search assistance, job referrals, educational assistance, referrals to other supportive services. Must be at least 55 years old and meet low income criteria. Services are free.

Serves: San Bernardino County.

SIERRA CLUB, SAN GORGONIO

4079 Mission Inn Ave., Riverside, CA 92501

Phone: (951) 686-6203

Fax: (951) 684-6174

Web-site: www.sangorgonio.sierraclub.org

Has 7 local groups and 2 special interest sections. 24 hour hotline for upcoming activities for youth and adults.

Serves: Riverside, San Bernardino County.

SIERRA CLUB, MT. BALDY GROUP, ANGELES CHAPTER

P.O. Box 906, Claremont, CA 91711

Phone: (909) 621-7148

E-mail: mb@angeles.sierraclub.org

Sponsors programs, conservation causes, activities for families and groups through outdoor trips. Fees vary per membership plan. Meets fourth Tuesday of each month, except December and August, on Claremont College campuses. Call for meeting times and place.

**SMALL BUSINESS DEVELOPMENT CENTER
(EASTERN LOS ANGELES COUNTY)**

363 S. Park Avenue, Suite 101, Pomona, CA 91766

Phone: (800) 450-7232 or (909) 629-2247

Fax: (909) 629-8310

Web Site: www.sangabrielvalleysbdc.com

E-mail: info@mtsacsbdc.com

Hours: Monday - Friday, 8 a.m. to 5 p.m.

The Small Business Development Center offers counseling and workshops in the areas of business start-up, business plans, marketing, getting a small business loan, and other general business training. Funded by the Small Business Administration, the Chancellor's Office of Community Colleges, and various city and county grants.

SMALL CLAIMS ADVISORY AND CENTER FOR DISPUTE RESOLUTION

San Bernardino County Superior and Municipal Court

303 W. Third St., San Bernardino, CA 92415-0240

Phone: (909) 387-3650 or (800) 634-9085 (in San Bernardino County only)

Hours: Monday - Thursday, 8 a.m. to 12 noon and 1 p.m. – 4 p.m.

Web Site: <http://www.co.san-bernardino.ca.us/Courts/>

E-mail: smallclaims@courts.sbcounty.gov

Provides advice to parties attempting to use the Small Claims Court, and mediation and conciliation services through its Center For Dispute Resolution (CDR). The parties do not lose their right to seek redress through the appropriate court if they attempt mediation or conciliation and are unable to arrive at a settlement. No Fees.

SOCIAL SECURITY ADMINISTRATION

1533 East Holt Blvd., Ontario, CA 91761

Phone: (800) 772-1213

TTY: (800) 325-0778

Web Site: <http://www.ssa.gov/>

Hours: Monday - Friday, 9 a.m. to 4 p.m.

Handles claims for retirement, Medicare, survivor's benefits, funeral payments, disability or supplemental security income. Call to find out filing procedures, as well as to request general information, personalized estimates of future benefits, report lost checks, or change of address. If you need an appointment or to speak to a service representative, call Social Security's toll-free number, Monday through Friday between 7 a.m. and 7 p.m.

STEELWORKERS OLDTIMERS FOUNDATION

8572 Sierra Ave., Fontana, CA 92335-3840

Phone: (909) 829-0384

Fax: (909) 829-0313

Hours: Monday – Friday, 8 a.m. to 4 p.m.

Michael P. Milon, Administrator

Offers senior nutrition program, recreational activities, blood pressure checkups, home delivery meals, home maintenance program, Inland Counties Legal Service (every 3rd Thursday), Health Insurance Counseling and Advocacy program (HICAP) on the 1st Friday of the month

Service Area: Fontana, Rialto, Bloomington, Chino, Ontario, Rancho Cucamonga, and Upland.

TAX COUNSELING FOR THE ELDERLY

Phone: (909) 981-4501 (George M. Gibson Senior Center)

Phone: (909) 931-4205 (Upland Public Library)

A tax assistance program for senior citizens using IRS trained and supervised volunteers during tax periods. Consultations are held throughout the tax season, at the Upland Public Library, 450 N. Euclid Ave., Upland and at the George M. Gibson Senior Center, 250 N. 3rd Ave., Upland.

TEEN CENTER—SEE SCHEU FAMILY YMCA

TRAVELERS AID OF INLAND EMPIRE

P.O. Box 1578, Ontario, CA, 91762

Phone: (909) 986-4988

Fax: (909) 988-1286

Office hours: Monday - Friday, 10 a.m. to 4 p.m.; Saturday - Sunday, 9 a.m. to 5 p.m.

Web Site: <http://www.travelersaid.org>

Primary focus is to assist stranded travelers. Crisis intervention, temporary, shelter, gasoline voucher, cab fare, etc. Works in conjunction with nationwide network of Travelers' Aid. All services arranged by phone, no walk-in service. Spanish Spoken. Nonprofit.

Serves: Riverside & San Bernardino Counties.

TUTOR TIME CHILD CARE/LEARNING CENTER

1001 E. 16th St., Upland, CA 91784

Phone: (877) 448-3479

E-Mail: site248@tutortime.com

Web Site: <http://www.tutortime.com/>

Hours: Monday – Friday, 6:30 a.m. to 6:30 p.m.

LIC # 364813347/8/9

With fun, educational programs for infants through school-agers, Tutor Time has something for every family. We strive to nurture a child's love of learning, whether it's an infant grasping for a toy, or a kindergartner performing a science experiment. Activities encourage exploration, problem solving and discovery, providing the skills needed for elementary school and beyond. Experienced Tutor Time teachers foster your child's self-esteem, nurturing confidence and celebrating each milestone. Full and part-time programs meet each and every child's developmental and educational needs, and we allow each child to advance at his or her own pace.

U.S. HOUSE OF REPRESENTATIVES, (R-26TH DISTRICT) DAVID DREIER

510 E. Foothill Blvd. Suite 201, San Dimas, CA 91773

Phone: (626) 575-6226

Fax: (909) 575-6266

Toll Free: (888) 906-2626

Washington address:

233 Cannon House Building, Washington DC, 20515

Phone: (202) 225-2305, Fax (202) 225-7018

Web Site: <http://www.dreier.house.gov/>

The 26th District includes Montclair, Rancho Cucamonga, Upland, San Antonio Heights, Claremont, La Verne, San Dimas, Walnut, Glendora.

U.S. HOUSE OF REPRESENTATIVES, (D-38TH DISTRICT) GRACE NAPOLITANO

11627 E. Telegraph Road, No.100, Santa Fe Springs, CA 90670

Phone: (562) 801-2134

Fax: (562) 949-9144

Washington address:

1609 Longworth House Office Building, Washington DC, 20515

Phone: (202) 225-5256

Fax: (202) 225-0027

Web Site: www.napolitano.house.gov

The 38th district includes Pomona.

U.S. HOUSE OF REPRESENTATIVES, (R-42ND DISTRICT) GARY MILLER

1800 E. Lambert Rd., Suite 150, Brea, CA 92821

Phone: (714) 252-1142

Mission Viejo address:

200 Civic Center, Mission Viejo, CA 92691

Phone: (949) 470-8484

Washington address:

2438 Rayburn House Office Building, Washington, DC 20515

Phone: (202) 266-6962

Web Site: <http://www.house.gov/garymiller/>

E-Mail: garymiller@mail.house.gov

The 42nd District includes Diamond Bar, Chino and Chino Hills.

U.S. HOUSE OF REPRESENTATIVES, (D-43RD DISTRICT) JOE BACA

201 N. E St., Suite 102, San Bernardino, CA 92401

Phone: (909) 885-2222

Fax: (909) 888-5959

Washington address:

1527 Longworth House Office Building, Washington, DC 20515

Phone: (202) 225-6161

Fax: (202) 225-8671

Web Site: <http://www.house.gov/baca/>

E-mail: joe.baca@mail.house.gov

The 43rd District includes Bloomington, Colton, Fontana, Ontario, Rialto, San Bernardino.

UNITED STATES IMMIGRATION/ NATURALIZATION

Department of Justice

300 N. Los Angeles St., Room 1001, Los Angeles, CA 90012

San Bernardino address:

655 W. Rialto Ave., San Bernardino, CA 92410

Gives out forms and information about immigration benefits including ways to immigrate into the country, ways to renew your "Green Card", the 1-551 and 1-151.

Phone: (800) 375-5283

Web Site: <http://uscis.gov>

Hours: Monday, Tuesday, Wednesday, Friday, 8 a.m. to 6 p.m. Closed at 12 noon on the last Thursday of each month. The office is closed Saturday, Sunday, and all Federal Holidays. Automated services 24 hrs/day. Recorded messages

covering a number of topics regarding immigration. At least one message must be listened to before a transfer to an immigration officer will be made. U.S. Passports are available at U.S. Post Office, U.S. Passport Agency, or Upland City Clerk.

UNITED STATES PRESIDENT, BARACK OBAMA (D)

The White House
1600 Pennsylvania Avenue NW, Washington, DC 20500
Phone: (202) 456-1414
Fax: (202) 456-2461

Web Site: <http://www.whitehouse.gov>
E-mail: president@whitehouse.gov

UNITED STATES SENATE, BARBARA BOXER (D-CALIFORNIA)

Inland Empire address:
201 North E. Street, Suite 210, San Bernardino, CA 92401
Phone: (909) 888-8525
Fax: (909) 888-8613

Washington address:
112 Hart Building, Washington DC 20510
Phone: (202) 224-3553

Web Site: <http://boxer.senate.gov/>

UNITED STATES SENATE, DIANNE FEINSTEIN (D-CALIFORNIA)

Los Angeles address:
11111 Santa Monica Blvd., Suite 915, Los Angeles, CA 90025
Phone: (310) 914-7300
Fax: (310) 914-7318

Washington address:
331 Hart Senate Office Building, Washington DC 20510
Phone: (202) 224-3841
Fax: (202) 238- 3954

Web Site: <http://feinstein.senate.gov/public/>

UNITED STATES SOCIAL SECURITY ADMINISTRATION—SEE SOCIAL SECURITY ADMINISTRATION

UNITED WAY

Phone: 211
A referral line for those seeking information regarding social service, health care, child care, shelter, counseling, mental health, substance abuse, domestic violence, welfare programs and much more.

UNIVERSITY FOR YOUNG CHILDREN/UPLAND LOCATION AT MOUNTAIN VIEW MENNONITE CHURCH

1120 West 13th St., Upland, CA 91786

Phone: (909) 946-4244
Hours: Monday - Friday, 6 a.m. to 6 p.m.
LIC # 364817948
Extended Care (local school)
Classrooms are Video Monitored.
Part-time and full-time programs available.
For our extended care children we have teachers to assist in homework Beautiful,
large infant room with qualified, loving infant teachers.
Potty Training.
Age-appropriate, non-denominational Christian preschool program.

Qualified, experienced, caring preschool teachers.
Successful child care experience since 1991.

**UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION SERVICE,
EXPANDED FOOD AND NUTRITION EDUCATION PROGRAM**

777 E. Rialto Ave., San Bernardino, CA 92415-0730
Phone: (909) 387-2166
Fax: (909) 387-3306
Hours: Monday - Friday, 8 a.m. to 5 p.m.
A program for families on limited incomes. Nutrition education assistants teach homemakers in small groups, either in English or Spanish, about basic nutritional and money management; how to buy food that will give the best nutritional value for the least price. No fees. Contact: Program Coordinator. Sponsored by the University of California and the United States Department of Agriculture.

UPLAND ANIMAL SERVICES

860 E. 15th St., Upland, CA 91786
Phone: (909) 931-4185
Fax: (909) 608-7892
Web Site: www.ci.upland.ca.us
Hours: Monday, Tuesday, Friday, 12 noon to 5:30 p.m.; Wednesday, Thursday, 12 noon to 7 p.m.; Saturday, 10 a.m. to 3:30 p.m.; Sunday, 12 noon to 3:30 p.m.
The shelter impounds the stray homeless dogs/cats in the area. The Upland City Manager's Office oversees and facilitates the operations of the shelter.
Microchips are free of charge to Upland residents who adopt a dog or cat from animal services. The shelter conducts a low cost rabies vaccination clinic. It is recommended that you call before you come to make sure the Shelter is open.

UPLAND CHAMBER OF COMMERCE

215 N. 2nd Ave. Suite D, Upland, CA 91786
Phone: (909) 204-4465
Fax: (909) 204-4464
E-mail: realpeople@uplandchamber.org
Web Site: <http://www.uplandchamber.org>
Hours: Monday - Thursday, 9 a.m. to 5 p.m.; Fridays 9 a.m. to 12 noon.

A voluntary organization of businessmen and women devoted "to providing the information, services and representation necessary to enhance the business community serving the Upland area". Funded by membership investments.

UPLAND CITY CLERK

460 N. Euclid Ave., Upland, CA 91786

Phone: (909) 931-4120

Fax: (909) 931-4123

Hours: Monday - Thursday, 8 a.m. to 6 p.m.

Stephanie Mendenhall, City Clerk

Custodian of the city records, secretary to the mayor and the city council, the City Clerk's office keeps the minutes and an index of the city council meetings, issues the city council agenda, conducts city elections, administers the oath of office to city employees, keeps the municipal code up to date and registers eligible voters. Registration-by mail voting forms and passports may be obtained through this office.

Passport information: (909) 931-4325

Hours: Monday - Thursday, 1 p.m. to 4:30 p.m.

Web Site: www.ci.upland.ca.us/content_cityclerk_passport.html

The application fee for age 16 and over is \$75, age 15 and under is \$60 (check of money order only payable to the U.S. Passport Service) and a \$25 processing fee payable to the City of Upland. Cost to Expedite Service is \$60. Passport photos are available at a cost of \$12 (for a set of 2). No credit cards accepted. The applicant must provide an original certified birth certificate (abstract certificates are not acceptable) or naturalization papers along with a current driver's license or I.D. card. The application form requires the applicant's social security number. U.S. State Department Passport Services Web Site: www.travel.state.gov

UPLAND CITY COUNCIL

Upland City Hall, 460 N. Euclid Ave., Upland, CA 91786

Mailing Address: P.O. Box 460, Upland, CA 91785-0460

Phone: (909) 931-4120 ext. 213

Hours: Monday - Thursday, 8 a.m. to 6 p.m.

Web Site: www.ci.upland.ca.us

The governing body of the City of Upland. City Council members are elected to four year terms. Current Councilmembers are: John V. Pomierski, Mayor (term of office 2008-2012); Tom Thomas (term of office 2006-2010); Ray Musser, (term of office 2006-2010); Brendan Brandt (term of office 2006-2010); Kenneth W. Willis, Mayor Pro Tem (term of office 2008-2012). The City Council meets the 2nd and the 4th Monday of the month at 7 p.m. in the Council Chambers of Upland City Hall. Contact may be made through the Upland City Clerk's Office.

UPLAND CITY HOUSING AUTHORITY—SEE HOUSING AUTHORITY OF THE CITY OF UPLAND

UPLAND CITY MANAGER

460 N. Euclid Ave., Upland, CA 91786

Mailing Address: PO Box 460, Upland, CA 91785-0460

Phone: (909) 931-4106

Fax: (909) 931-4301

E-mail: citymanager@ci.upland.ca.us

Web Site: <http://www.ci.upland.ca.us>

Hours: Monday - Thursday, 7 a.m. to 6 p.m.

Robb Quincey, City Manager

The City Manager is appointed by the City Council to direct the operation of all City Departments through department heads. He enforces the ordinances and resolutions of the City Council and is responsible for the administration of City programs to ensure the delivery of high quality services. The City Manager is responsible for the executive management of all City departments and serves as Executive Director of the Upland Community Redevelopment Agency, coordinating its programs and objectives. This office provides services such as responding to inquiries and requests of citizens, disseminating information regarding City activities, and providing input on regional, state and federal issues that affect the City of Upland. Additionally, the division of Animal Services is now managed through this Department.

UPLAND COMMUNITY COUNSELING CENTER

934 N. Mountain Ave., Suite C, Upland, CA 91786

Phone: (909) 579-8100

Fax: (909) 579-8149

Hours: Monday – Friday, 8 a.m. to 12 noon, for walk-ins

Outpatient mental health services for all ages. Psychiatric evaluations, school based prevention program, eating disorders, support groups. Children Services (909) 579-8190. Spanish, Vietnamese spoken. Accepts Medi-Cal, sliding fee scale.

Serves: San Bernardino County

UPLAND COMMUNITY DEVELOPMENT DEPARTMENT

460 N. Euclid Ave., Upland, CA 91786

Phone: (909) 931-4130

Fax: (909) 931-4321

Web Site: <http://www.ci.upland.ca.us>

Jeff Bloom, Community Development Director

Public counter hours: Monday - Thursday, 8 a.m. to 12 noon and 4 p.m. to 6 p.m.

Facilitates the orderly physical and economic development of the City consistent with adopted General Plan policies. Administers advance planning, current planning, building permitting, building inspection programs in compliance with local, state, and federal requirements. Offers information about zoning, land use, and statistics pertaining to city population, housing and business. Handles zoning or land use complaints.

UPLAND COMMUNITY FOUNDATION

P.O. Box 794, Upland, CA 91785

Phone: (909) 982-7877

E-mail: kbr@ci.upland.ca.us

Web Site: <http://www.uplandcommunityfdn.org>

Dedicated to enriching the quality of life in the City of Upland by:

Attracting, developing, and preserving community resources;

Preserving our community heritage;

Serving as a catalyst for partnership development;

Promoting a positive image and relationship within the community;

Providing leadership for charitable giving.

UPLAND FIRE DEPARTMENT

475 North Second Ave., Upland, CA 91786

Business Phone: (909) 931-4180

Fax: (909) 931-4196

Web Site: <http://www.ci.upland.ca.us>

Emergency Phone: 9-1-1

Business Hours: Monday - Thursday, 8 a.m. to 6 p.m.

24 Hour Emergency Service

Michael Antonucci, Fire Chief

Station tours and other services are also available. Call the business line for further information. The mission of the Upland Fire Department is to provide protection of life, property, and the environment from the effects of fire, medical emergencies and other hazards. We will provide the highest level of service to our customers through prevention, preparedness, response, mitigation and recovery. We will provide public education and community outreach.

UPLAND HERITAGE

P.O. Box 1828, Upland, CA 91785

Headquarters: 329 E. Ninth St., Upland, CA 91786

Phone: (909) 981-0280

E-mail: uplandheritage@roadrunner.com

Fosters awareness of Upland's heritage and educates the community on the value and importance of preserving its roots. Promotes preservation and restoration of Upland's historical architecture and maintains its historical neighborhoods.

Encourages interest in home rehabilitation and restoration through grants and knowledgeable information. Board meetings are held on the 1st Wednesday of each month and general meetings and events are scheduled quarterly.

UPLAND HOUSING DIVISION (HOME PURCHASE & HOME REPAIR PROGRAMS)

Upland Redevelopment Department

460 North Euclid Avenue, Upland, CA 91786

Phone: (909) 931-4300

Fax: (909) 931-4123

Hours: Monday - Thursday, 8 a.m. to 6 p.m.

Web Site: <http://www.ci.upland.ca.us>

The City of Upland Housing Improvement Program (HIP) provides loans up to \$25,000 to do repair work for low and moderate-income single family owner occupied homes, low (0-3%) interest or deferred loans based on family income. Emergency Repair Program (ERP) offers a grant of up to \$2,500, owner occupied properties eligible including mobile homes. First time home buyers' program assists limited income families and individuals, down payment to purchase and reside in Upland, maximum is 20% of purchase up to \$30,000, 3% simple interest deferred loan not payable until sale, or transfer or 50 years. Programs include Rental Rehabilitation loan program, and the lease-to-own program. The housing

division of the development department provides low interest loans for first time home buyers through federal grants.

UPLAND PLANNING COMMISSION

460 N. Euclid Ave., Upland, CA 91786

Phone: (909) 931-4130 (Community Development Dept. Office)

Fax: (909) 931-4321

Public counter hours: Monday - Thursday, 8 a.m. to 6 p.m.

Web Site: <http://www.ci.upland.ca.us>

Hears and acts on any amendment or deviation in zone changes, conditional use permits, variances, site plans, and tract and parcel maps concerned with development of the city. Current members: Commissioners Brodie, Nisbet, Schwary, Timm, Vice Chair Morris, Chair Tundis. The Planning Commission meets on the 4th Wednesday of each month at 6:30 p.m. in the City Hall Council Chambers.

UPLAND POLICE DEPARTMENT

1499 W. 13th St., Upland, CA 91786

Phone: (909) 982-1331

Fax: (909) 920-6508

Emergency Phone: Dial 9-1-1

Hours: 24 hours a day.

Web Site: <http://www.uplandpd.org>

Steve Adams, Chief of Police

Responsible for protection of life and property, preservation of the peace, prevention of crime, enforcement of the law, apprehension of criminals and the recovery of stolen property. Also responsible for traffic complaints, animal control, crossing guards, school safety, malfunctioning traffic signals, abandoned vehicles, illegal signs and yard sales, and community crime prevention programs. Services at the Police facility, Monday through Thursday, 8 a.m. to 6 p.m., include bicycle licensing, traffic accident and stolen property reports, citizen fingerprinting, residential and commercial alarm information, and firearms registration.

UPLAND PUBLIC LIBRARY

450 N. Euclid Ave., Upland, CA 91786

Phone: (909) 931-4200

Fax: (909) 931-4209

Web Site: <http://uplandpl.lib.ca.us>

Hours: Monday - Wednesday, 10 a.m. to 8 p.m.; Thursday, 10 a.m. to 7 p.m.;

Saturday, 10 a.m. to 5 p.m.; Sunday, 1 p.m. to 5 p.m.

Kathryn Bloomberg-Rissman, Library Director

Provides services to help community residents obtain information meeting their personal, educational, and recreational needs. The department places special emphasis on reference services, programming and stimulating young children's

interest and appreciation for reading and learning. The Library serves as a learning and cultural resources center for all residents of the community.

UPLAND PUBLIC LIBRARY, HOMEWORK CENTER

Carnegie Cultural Center

123 D Street, Upland, CA 91786

Phone: (909) 931-4212

Hours: Monday – Thursday; 3 p.m. to 6 p.m.

The homework center provides free homework assistance to 7th -12th grade students.

UPLAND PUBLIC WORKS DEPARTMENT

Department of Public Works

1370 N. Benson Ave., Upland, CA 91786

Phone: (909) 931-4230

Fax: (909) 931-4274

Hours: Monday - Thursday, 8 a.m. to 6 p.m.

Public Works Counter hours: Monday – Thursday, 8 a.m. to 12 noon and 1 p.m. to 6 p.m.

Monday – Thursday, 4 p.m. to 6 p.m. at Upland City Hall.

Website: <http://www.ci.upland.ca.us/>

Anthony M. La, Public Works Director

Responsible for maintenance and improvements for the City's entire infrastructure. Including storm drains, sewage collection system, traffic signals, parks, median islands, roadways, and facilities. The department also manages the solid waste and recycling programs as well as the City's storm water program.

Three divisions carry out the day-to-day tasks of the department:

Engineering – Capital project management (design, construction, contracting and inspecting); transportation engineering; the engineering portion of development services; freeway liaison with CALTRANS and SANBAG; liaison with County flood control district; street reconstruction; sidewalk repair, replacement or installation.

Operations – Maintenance of pavements, sidewalks, sewage system, medians, City trees, and public facilities.

Utilities -

Environmental – Management of environmental regulatory compliance programs for wastewater (Regional Sewerage Service contract), storm water NPDES, landfill gas emissions under AQMD rules; liaison with IEUA, RWQCB, SWRCB, AQMD, LEA-DEHS and EPA.

Integrated Waste Management – Management of residential and commercial refuse and recycling collection contract with Burrtec Waste Industries, Inc, the Household Hazardous Waste program, and State recycling objectives.

Water – Management, operation and maintenance of the City water system.

UPLAND RECREATION

651 W. 15th, Upland, CA 91786 (Magnolia Park)
Mailing Address: P.O. Box 460, Upland, CA 91785
Phone: (909) 931- 4280
Fax: (909) 931-4283

Office Hours: Monday - Thursday, 8 a.m. to 6 p.m.

Roberta Knighten, Recreation Services Manager

The Recreation and Community Services Division is committed to creating community through people, parks and programs. Provides recreational programs and community services which enrich the quality of life for Upland residents by promoting health, wellness and human development. Maintains parks and recreational facilities and coordinates facility rentals for the City.

UPLAND REDEVELOPMENT DEPARTMENT

460 N. Euclid Ave., Upland, CA 91785
Phone: (909) 931-4300
Fax: (909) 931-4123

Hours: Monday - Thursday, 8 a.m. to 6 p.m.

Web Site: <http://www.ci.upland.ca.us>

Jeff Zwack, Redevelopment Director

Administers the City's Economic Development, Redevelopment, Asset Management, Community Development Block Grant (CDBG), Home Investment Partnership Program (HOME) and Affordable Housing Programs. Implements programs that promote economic and housing development projects emphasizing those that produce jobs, build infrastructure, expand the City's tax base and/or provide housing that is affordable to persons of low-and moderate-income.

UPLAND UNIFIED SCHOOL DISTRICT

Administration Office: 390 N. Euclid Ave., Upland, CA 91786
Phone: (909) 985-1864
Fax: (909) 949-7872
Web Site: <http://www.upland.k12.ca.us>
Adult Education: (909) 949-8400
Personnel Job Line: (909) 949-7850
Hours: Monday – Friday, 7:30 a.m. to 4:30 p.m.
Board Meeting Schedule: 2nd & 4th Tuesdays in January, February, March,
April, May, September, October, November.
4th Tuesday only in June
4th Tuesday only in August

UPLAND UNIFIED SCHOOL DISTRICT, ADULT EDUCATION PROGRAM

390 N. Euclid Ave., Upland, CA 91786
Phone: (909) 985-1864
Fax: (909) 949-7872
Hours: Monday - Friday, 7:30 a.m. to 4 p.m.
Offers a program for adults working towards a high school diploma as well as a wide variety of community classes including computer training, parenting, art and woodworking. Adult classes in English as a Second Language are offered at levels ranging from beginning to advanced. Childcare is available for some Adult School classes.
Serves: Upland and surrounding areas.

UPLAND WOMAN'S CLUB

590 N. Second Ave, Upland, CA 91786
Phone: (909) 982-3324
This is a woman's organization that raises funds that will be put back into the community. A lunch meeting is held on the second Tuesday of each month at 12 noon. There are also evening meetings, teas, a bridge club, a bunco club and a garden club.

UPLANDERS CLUB

154-A West Foothill Blvd., PMB # 147, Upland, CA 91786
Phone: (909) 985-8010
E-mail: bbrachielles@eee.org
Membership is open to all residents of Upland and contiguous communities. There is a monthly meeting as well as various activity group meetings. Publishes a monthly bulletin of activities and projects for members. Supported by dues. Membership dues: \$20.00 per year. Philanthropic projects are conducted once a year with all proceeds going to local charities.

VALLEY IMPROVEMENT PROGRAMS, INC.

1589 W. 9th St., Suite E, Upland, CA 91786
Phone: (909) 985-2785
Fax: (909) 982-5597

Hours: Monday - Thursday, 8:30 a.m. to 8:30 p.m.;
Friday, 9 a.m. to 1 p.m.
Court ordered DUI- 1st and 2nd offender; PC1000 drug diversion; substance abuse referral. Admission for ages 18 years and older. Free referrals. Fees. Nonprofit.
Serves San Bernardino County

VICTIM SERVICES CENTER

Ontario Police Department
2500 S. Archibald Ave., Ontario, CA 91761
Phone: (909) 395-2713
Hours: Monday – Friday, 8 a.m. to 5 p.m.
Short-term emergency assistance, counseling referrals, special services for victims of sexual assault, domestic violence and elderly abuse. Spanish spoken.
Serves San Bernardino County.

VISITING NURSE ASSOCIATION (VNA) & HOSPICE OF SOUTHERN CALIFORNIA

150 West First Street, Suite 270, Claremont, CA 91711
Phone: (909) 624-3574, Referral Center: (800) 969-4862
Fax: (909) 624-1559
Web Site: www.vnasocal.org
Office Hours: Monday – Friday, 7:30 a.m. to 6 p.m.
Provides skilled nursing by RN's; physical, occupational and speech therapists; social workers; home health aides. VNA Hospice provides nursing and other services to terminally ill patients and their family members in the patients' homes. Spanish, Tagalog spoken. Accepts Medi-cal, Medicare and private insurance. Serves communities from the 605 freeway east to Banning, south to Corona, including Moreno Valley.

WALDEN FAMILY SERVICES

3576 Arlington Ave., Suite 106, Riverside, CA 92506
Phone: (951) 788-5909
Fax: (951) 788-5903
Hours: Monday - Friday, 8:30 a.m. to 5 p.m.
Certifies and trains foster parents and places children in approved homes. Program will place children in foster homes who have been abused, neglected or who have a developmental disability. Offers treatment foster care program and specialized foster care program. Nonprofit. Admission requirement: Ages birth to 18 years, developmentally disabled.

WE TIP CRIME HOTLINE

P.O. Box 1296, Rancho Cucamonga, CA 91729
Phone: (800) 782-7463
Fax: (909) 987-2477
Business line: (909) 987-5005
Hours: 24 Service

Takes information from anonymous informants about all major crimes (drug traffic, arson, murder, rape, etc.) and may pay rewards up to \$1,000. Callers remain anonymous. Information is then passed on to law enforcement agencies. 24 hour service. Other phone numbers include (800) 78-CRIME, (800) 47-ARSON, (800) 87-FRAUD, (800) 47-DRUGS. Funding: Nonprofit.

WEST END FAMILY COUNSELING SERVICE

855 N. Euclid Ave., Ontario, CA 91762

Phone: (909) 983-2020

Fax: (909) 983-6847

Web Site: www.wefcs.org

E-mail: info@wefcs.org

Hours: Monday, 9 a.m. to 8 p.m.; Tuesday, 9 a.m. to 7 p.m.; Wednesday, 9 a.m. to 6 p.m.; Thursday, 9 a.m. to 5 p.m.

Outpatient mental health psychotherapy for adolescents, children and adults. Individual, family and group therapy. Nonprofit. Spanish spoken. Accepts Medi-Cal, sliding fee scale.

Serves: Western San Bernardino County.

WEST END LITERACY LEAGUE

Upland Public Library

450 N. Euclid Ave., Upland, CA 91786

(909) 931-4212

Hours: Monday – Thursday, 9 a.m. to 5 p.m.

A literacy program for English-speaking adults 16 and older. Reading and writing skills are taught on a one-to-one basis twice per week at a time convenient for both the tutor and the student. Workshops are held to provide the skills needed to be an effective tutor. No fees for tutoring service. Sponsored by the State of California Library Services Act, local grants and donors.

WEST END SHELTER FOR ANIMALS

1010 E. Mission Blvd, Ontario, CA 91761

Phone: (909) 947-3517

Fax: (909) 947-3530

Hours: Monday, Tuesday, Thursday, Friday, Saturday, Sunday, 10 a.m. to 5 p.m. Closed Wednesday.

Web Site: www.westendshelter.com

E-mail: westendshelter@netzero.net

Pet adoption service of animals from shelter. The staff members are knowledgeable about spaying and neutering, vaccination, and pet health needs. Call for adoption and placement fees. Low-cost vaccinations for cats and dogs at the shelter every Tuesday evening, 6 p.m. to 7 p.m. Cash only. A nonprofit organization, and no-kill shelter.

WHITE CANE CENTER FOR THE BLIND

5437 San Bernardino St., Montclair, CA 91763

Phone: (909) 624-8988

The White Cane Center for the blind offers classes in reading and writing; support groups and a speaker's bureau.

YMCA (ONTARIO/MONTCLAIR)

215 West C Street, Ontario, CA 91762

Phone: (909) 986-5847

Fax: (909) 983-5094

Hours: Monday - Friday, 5:30 a.m. to 9 p.m., Saturday, 8 a.m. to 5 p.m.

Web Site: www.westendymca.org

Cardiovascular center, weight room, aerobics, basketball court, shower facilities, adult and senior fitness program, volleyball, karate for kids, childcare before and after school, gymnastics, swimming, dance. Nonprofit. Admission requirement: Membership fee.

Serves: Ontario, Montclair and vicinity

YMCA (RANCHO CUCAMONGA/ FONTANA)

11200 Baseline Road, Rancho Cucamonga, CA 91701

P.O. Box 248, Rancho Cucamonga, CA 91729

Phone: (909) 987-0777

Fax: (909) 481-6425

Web Site: www.rcfymca.org

E-mail: admin@rcfymca.org

Hours: Monday - Friday, 9 a.m. to 5 p.m.

Sponsors summer, fall, and winter programs for the community, such as parent/child programs, child care, youth sports, after school sports, swimming lessons (summer only), karate, pompom/cheerleading lessons for Rancho Cucamonga middle schools, and youth government for sophomores through seniors. Childcare programs are offered at 15 different locations throughout Rancho Cucamonga, Etiwanda, Fontana, Alta Loma, and Ontario. Hours for this program are 6:30 AM to 6:30 PM. Annual membership fees allow access to all programs offered. Fees are: \$45 for 1 child, \$70 per family (two or more children). Sponsored by Rancho Cucamonga community.

YMCA-SCHEU FAMILY (UPLAND)

1325 San Bernardino Rd., Upland, CA 91786

Phone: (909) 946-6120

Fax: (909) 946-0087

Web Site: <http://www.westendymca.org/scheufamily/>

Hours: Monday - Friday, 8 a.m. to 5 p.m.

Offers before and after school day care at five elementary schools (Baldy View, Cabrillo, Upland, Sycamore, and Valencia), Club Y Teen Centers, Youth Sports Program and NEW Early Childhood Development Center and Preschool.

YMCA-SCHEU FAMILY CHILD DEVELOPMENT CENTER/PRESCHOOL

1325 San Bernardino Rd., Upland, CA 91786

Phone: (909) 946-6120

ECDC Preschool: (909) 946-7049

Fax: (909) 946-0087

Web Site: <http://www.westendymca.org>

Hours: Monday - Friday, 8 a.m. to 5 p.m.

The Scheu Family YMCA of Upland Early Childhood Development Center has developed an innovative approach to early childhood learning. Our certified teachers follow the child's lead and appreciate each individual child's unique learning style as tactless, manipulative, and creative exploratory learning is emphasized. Currently, the licensed preschool facility is equipped with two state-of-art buildings housing 5,000 square feet of classroom space, and is surrounded by 8,000 square feet of an environmentally friendly play area.

YWCA/WEST END

10970 Arrow Rte., Suite 106, Rancho Cucamonga, CA 91730

Phone: (909) 481-0722

Fax: (909) 980-5052

Hours: Monday – Friday, 8 a.m. to 4:30 p.m.

Programs for women and youth. Y- Mentor Programs provide teen and adult mentoring match ups. Y- Teens Club for middle school girls. Women's Information Resource Center provides referrals to low cost services. Summer Youth Employment program, multicultural projects, Healthy Families application assistance. Nonprofit.

Service Area: Chino, Chino Hills, Claremont, Diamond Bar, Fontana, La Verne, Montclair, Ontario, Pomona, Rancho Cucamonga, San Dimas, Upland, Walnut.

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