



Choose Well

Member Newsletter

DECEMBER 2023 ISSUE



sarsis

Health | Technology Solutions

Reducing Social Isolation During the Holidays

As the holidays start to approach, it seems like everyone is planning parties, work events, and social gatherings. Holidays can make social isolation and loneliness more apparent for individuals who are homebound, distant from family and friends, lack a reliable support system, or who are experiencing poor mental health. Having the tools to reconnect and participate in festive activities either in person or virtually within the community, can help with loneliness during the holidays. Video calling, available on common devices like iPads or tablets, provide a method of communication with loved ones and others, and may also help with feelings of connection and involvement in the holiday spirit. A new California law, effective in 2022, requires assisted living facilities with existing internet service to make video calling technology available to their residents (Assembly Bill 665). If you are experiencing holiday loneliness, reach out to loved ones, or seek resources and services. For more resources, visit <https://www.up2sd.org/information/older-adults>.

Check out the *Live Well San Diego* website for more information on social participation and resources for older adults.

www.livewellsd.org/i-want-to/learn-more/aging/age-well-san-diego/social-participation





What's *INSIDE!*



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MEMBER COUNT

By HHSA region, this is how Choose Well membership is distributed countywide.

HHSA Region	Total in Region
Central	17
East	28
North Central	42
North Coastal	44
North Inland	69
South	23
County Total	223



EVENTS RECAP!

Live Well Advance Conference & School Summit

Hilda, a staff member from Choose Well San Diego attended the 2023 Live Well Advance Conference & School Summit. Amazing presenters and speakers covered a wide range of topics at the conference workshops, including Dementia-Friendly Environments, Health Literacy and Leveraging Community Health Workers, and Investigating Diverse Solutions for San Diego's Housing Crisis. The insights gained on healthy aging and housing solutions for older adults, will help keep Choose Well aligned in its mission to serve the assisted living community and its residents. Fantastic local vendors provided attendees with information and services. Making connections for Choose Well San Diego and networking with other professionals was a great experience at the conference.



Question, Persuade, Refer Training

QPR stands for Question, Persuade, and Refer, which are the three simple steps anyone can learn to help prevent suicide. The training consisted of learning how to recognize the basic signs of suicide, dispel myths on suicide, and identify local resources. On October 19, 2023, a Choose Well San Diego staff member became QPR trained through the County of San Diego Health and Human Services Agency, Department of Homeless Solutions and Equitable Communities, Office of Equitable Communities in partnership with Community Health Improvement Partners (CHIP).

EVENTS RECAP!

Vista Library Presentation

On September 27, 2023, Choose Well San Diego staff participated in a presentation to introduce the Choose Well San Diego website to community members in the city of Vista. The presentation went over the basics of placement options, finances, and how to navigate the Choose Well San Diego website to help find licensed assisted living homes.

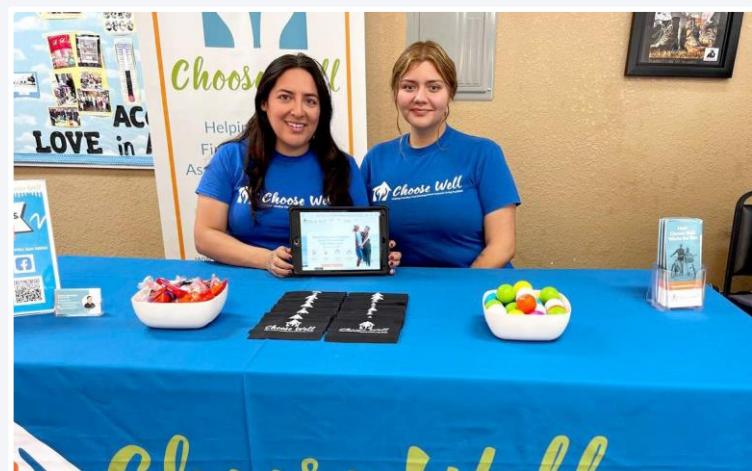


National Placement and Referral Alliance Meeting

Choose Well San Diego thanks the National Placement and Referral Alliance (NPRA) San Diego for welcoming the team. Choose Well San Diego is excited to learn more about NPRA's commitment to helping San Diego County families find suitable housing options for older adults seeking senior living and care options.

Alpine Community Health and Wellness Fair

Choose Well San Diego staff, Bianca and Hilda, supported the Alpine community by tabling and participating at their Health and Wellness Fair. They met community members of Alpine and provided them with information about the Choose Well website and program. Promotional items, brochures, and business cards were distributed.



EVENTS RECAP!

Choose Well San Diego Advisory Meeting

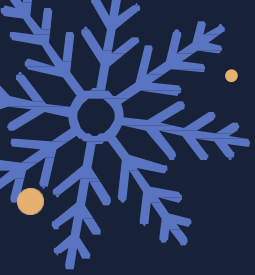
On November 7, 2023, Choose Well San Diego hosted an advisory meeting with guest speaker Kristin Rigsbee. The advisory meeting was open to community members, Choose Well San Diego members, and invited RCFE providers at the La Mesa Community Center. Rigsbee a Long-Term Care Ombudsman, talked about who the Ombudsman are, their role, and how they can be a beneficial resource to older adults, families learning about assisted living communities, and RCFE providers. A healthy lunch and promotional items were provided for attendees. Thank you to the La Mesa Lions Club for opening up their venue to host this meeting. There were over thirty-five attendees, which was a wonderful turnout for the meeting.



We Support U 5K and Festival

Choose Well San Diego participated as a vendor at the We Support U 5K and Festival event to help raise funds to support local cancer patients. We Support U is a community-based nonprofit organization that has been able to improve cancer prevention, screening, and survival among low-income communities. Choose Well San Diego showed event participants how the website is used to help find licensed assisted living communities in San Diego County. A social media opportunity drawing was done to connect with the community and have them follow the Choose Well San Diego Instagram account [@choosewellsd](https://www.instagram.com/choosewellsd) to learn more about the Choose Well Program. Two lucky winners received gift cards for participating.





Holiday Activities

in San Diego for Older Adults & Families

- Visiting and Tasting Apple Pies at Julian, CA
- Camping or Getting a cabin at Mount Laguna
- Scenic strolls along Mission Bay or Coast
- December Nights at Balboa Park | Dec 1 - 2, 2023
- Port of San Diego Parade of Lights | Dec 10 & 17, 2023
- Las Posadas: An Old Town Celebration | Dec 16 - 24, 2023
- Holidays at Hotel del Coronado | Nov 17, 2023 - Jan 7, 2024
- Little Italy Tree Lighting and Christmas Village | Dec 2, 2023





Ombudsman: A Liaison for Families and RCFE Providers

What Does an Ombudsman Do?

An Ombudsman makes regular facility visits, listens to residents' concerns, provides information and assistance, and investigates and resolves complaints related to care or personal rights. Topics addressed may include day-to-day care, health, safety, and personal preferences at long-term care facilities.¹

The Long-Term Care Ombudsman program advocates for residents in long-term care facilities, such as nursing homes and assisted living facilities, and also investigates abuse. The services provided by the Ombudsman are free of charge, and all complaints are kept confidential. Most Ombudsman representatives are volunteers and involved in helping their community.

An Ombudsman Can Help with the Following:²

- Concerns about the quality of care provided to residents in long-term care facilities
- Residents' rights
- Physical abuse and neglect
- Dietary concerns
- Financial issues (billing concerns, Medi-Cal and Medicare benefits, financial exploitation)
- Concerns about physical or chemical restraints
- Transfer and discharge issues
- Privacy and confidentiality
- Witnessing advance directives in Skilled Nursing Facilities
- Supporting resident and family councils



Why Ombudsman are Qualified Advocates

An Ombudsman goes through a state certification training program, in which they must complete a 36-hour certification training. They must also complete a minimum of 10 hours of mentoring with a regional coordinator out in the field. The completion of these hours is required before an application for state certification may be filed. After being state certified, Ombudsman representatives must commit to volunteering for 20 hours per month for a minimum of one year and complete 18 hours a year of continuing education.¹

How an Ombudsman Can Help Both Families and Residential Care Facilities for the Elderly (RCFE) Providers

Kristin Rigsbee, the Training and Outreach Specialist with the Long-Term Care Ombudsman program, advocates for residents in long-term care facilities. She shared some of her training and knowledge on how an Ombudsman can be a liaison with helping residents, families, and RCFE providers. An "Ombudsman can often intervene in challenging situations since they have the knowledge and skills to advocate for residents and help educate or guide providers with resident issues or concerns," says Rigsbee. Ombudsmen can help provide the resident with advocacy and education regarding the regulations, which may help deescalate a situation. Ombudsmen can help providers with education, including mandated reporting, residents' rights, elder abuse, and other related topics. Ombudsmen can also guide providers on available resources or training to best meet the needs of their residents and facility standards. Both the Ombudsman and RCFE provider want to make the resident feel self-sufficient and enjoy their time in the community as they age.

The Ombudsman program is an invaluable asset to residents and facilities in creating an environment that meets the needs of the residents and promotes the dignity, quality of life, and care that all residents deserve. For more information about the Ombudsman program or representatives, call the Ombudsman office at (800) 640-4661.

Sources

1. https://aging.ca.gov/Programs_and_Services/Long-Term_Care_Ombudsman/
2. <https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ais/Services/Long-Term-Care-Ombudsman-Program.html>



Helping Families Find Distinguished Assisted Living Facilities

Choose Well is a free, innovative, web-based program that helps older adults and their families make informed decisions when selecting assisted living facilities.

Quality Measures

Discover specially evaluated Choose Well facilities that have voluntarily agreed to be scored on 11 measures of quality.

Contact Us

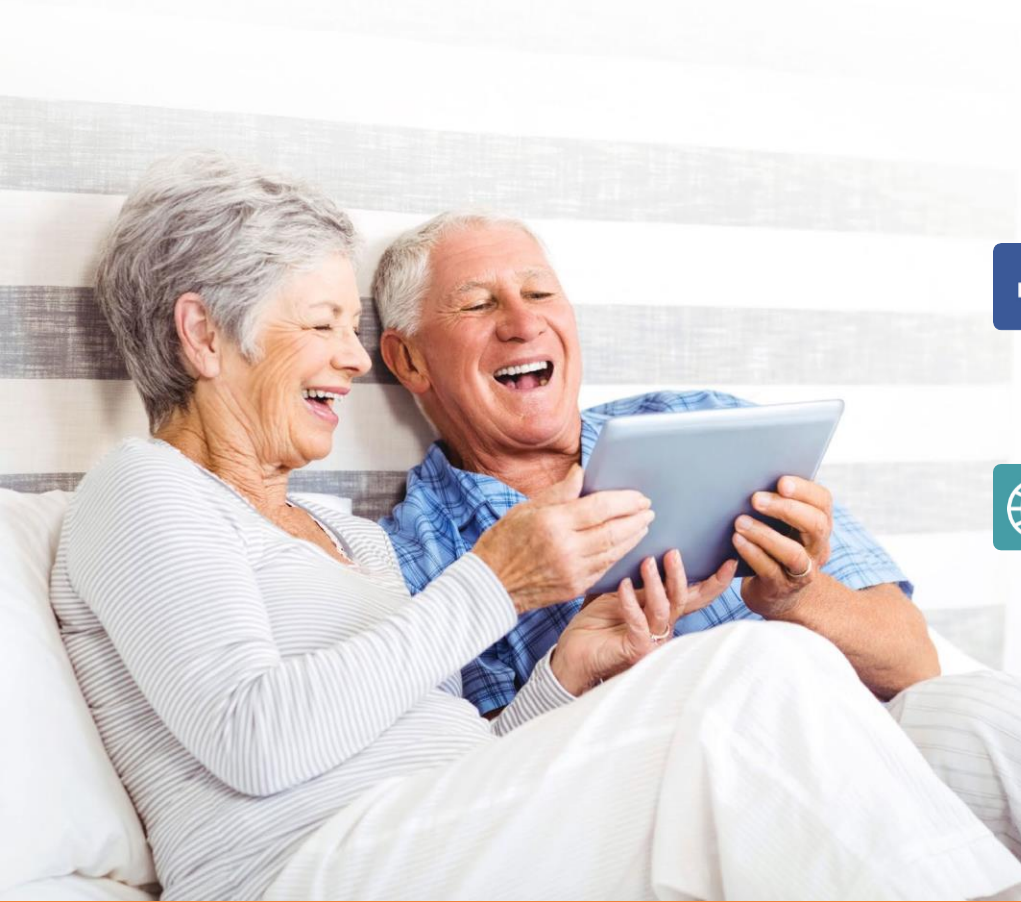
Learn more details about the Choose Well program:

 (858) 221-4862

 info@choosewellsandiego.org

 choosewellsandiego.org





**Do you know a facility that would benefit from
being a Choose Well Member?**

Send them our provider brochure by clicking **here.**

Choose Well is a free, innovative, web-based program that helps older adults and their families make informed decisions when selecting assisted living homes.