



Choose Well

Member Newsletter

JANUARY 2024 ISSUE



sarsis

Health | Technology Solutions

NATIONAL

MENTAL

WELLNESS

MONTH

JANUARY

January is National Mental Wellness Month. It is time to dispel the stigma associated with mental health illnesses and to motivate everyone to get help, support, or treatment if needed. Blue Monday is a day designated for Mental Wellness Month. It typically occurs on the third Monday of January. After the holidays, people begin to realize the things they did while indulging in the festive spirit, whether they were good or bad, and if these indulgences should be continued into the new year. For instance, having your social battery charged during the holidays and needing more alone time or space afterwards. Overindulging in sweets and wishing to cut back in the coming months. New Year's resolutions are helpful to create healthy mental and physical wellbeing goals. The Mental Health Center at Cedars Sinai suggests twenty-one ways to celebrate Mental Wellness Month. Check out the article [here](#).



Thank you to the 2023 participating Choose Well Members!



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MEMBER COUNT

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

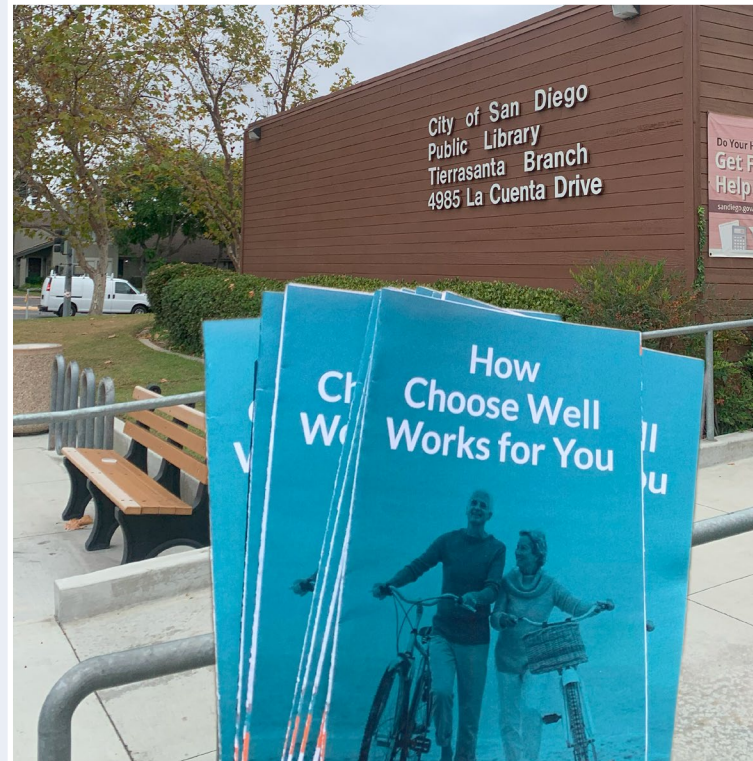
HHSA Region	Total in Region
Central	17
East	29
North Central	42
North Coastal	44
North Inland	70
South	23
County Total	225



EVENTS RECAP!

Outreach Efforts within the San Diego County Library System

Thank you to the library branches and staff that Choose Well was able to visit and get into contact with this year! The Choose Well team is excited about future collaboration and providing more presentations, on how the Choose Well website works to help families find assisted living. San Diego County has an extensive library system that is divided into either the City or County of San Diego. There are a total of 41 library branches among the county and 36 branches within the city limits.



Westmont at San Miguel “Sip and Share” Thanksgiving Social

Choose Well attended Westmont at San Miguel’s Thanksgiving Social. The networking event was well attended by aging service professionals. Guests expressed thankfulness and gratitude for important things in their lives, and it was a great opportunity to help with both recruitment and outreach efforts.

EVENTS RECAP!

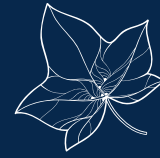
The Montera “Friendsgiving”

The Montera hosted a Friendsgiving event to give thanks to their local partners and senior advocates. Choose Well staff attended to support, network, and show others in the assisted living industry that networking events are important in keeping connections with all Choose Well members.



SoCAN and St. Paul's Senior Resource Fair

Choose Well San Diego attended a free resource fair that was hosted by SoCAN and St. Paul's Senior Services. The resource fair had great vendors, guest speakers, and attendees enjoying the event. The fair provided an opportunity to learn about other resources and share the Choose Well website to the community.



IVY PARK *at Otay Ranch*

ASSISTED LIVING | MEMORY CARE

PREMIER SENIOR LIVING IN CHULA VISTA

Experience is Everything...

Introducing Ivy Park at Otay Ranch. As a recognized leader in senior living, Ivy Park Living operates with a passion for excellence, integrity, and high standards, caring for over 8,000 seniors across 80 communities in California, Nevada, and Hawaii. Ivy Park prides itself on an impressive array of luxurious amenities, an award-winning culinary program, and compassionate, professional team members.

Perfectly nestled in the picturesque city of Chula Vista, Ivy Park at Otay Ranch is a premier senior living community offering comprehensive assisted living and memory care services, engaging activities, and a vibrant lifestyle.

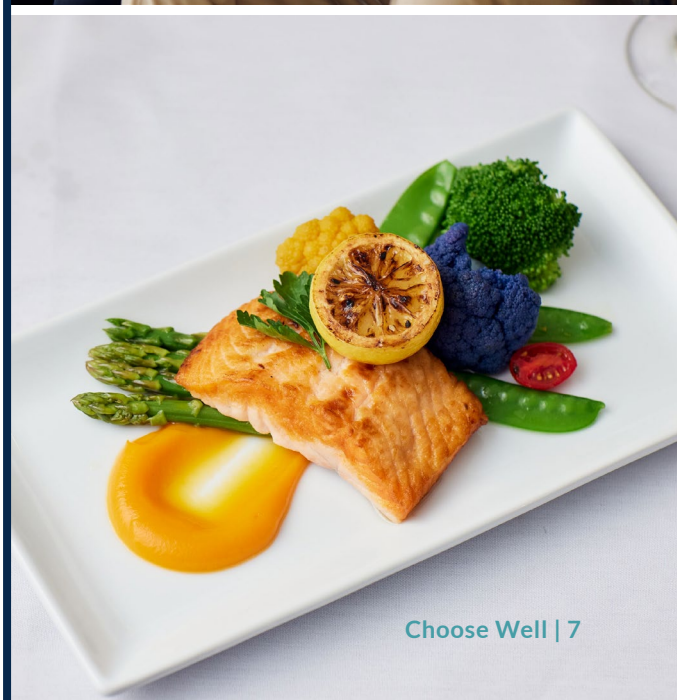
Ivy Park's memory care neighborhood, Evergreen at Ivy, provides an environment that's compassionate and supportive. Evergreen residents participate in Ivy's industry-leading dementia care program, EverYou, that aims to stimulate and guide residents through a fulfilling and meaningful day. Evergreen apartment homes are bright, spacious, and comfortable. With upgraded features and large windows, each floorplan is designed to be welcoming and accessible for residents whether they're in the early stages of dementia or are experiencing more advanced cognitive changes.

The foundation of the EverYou program is engagement. With multiple types of programs offered simultaneously, parallel programming offers engagement to residents at their own pace and level of interest. The neighborhood's program standard is two outings per week, allowing residents to get out and see the world, connect with nature, and engage in the community. Sensory-based programs provide residents with an opportunity to wind down and prepare for peaceful sleep with calming sensory activities, spiritual reflections, and a quiet atmosphere. Furthermore, the specialized neighborhood boasts innovative technology as a means to engage with residents, prominently using It's Never 2 Late (IN2L), an interactive computer system that brings content-driven engagement and memory support with touch screen systems ideal for both group engagement and individual experiences.

The community's gourmet restaurant, Vine at Ivy, offers a five-star culinary experience for residents and their guests to dine restaurant-style. Residents experience the luxury of all-day dining hours with entrees created from scratch daily using only the freshest, seasonal ingredients. Each day, Ivy Park Chefs prepare a variety of food options that are both nutritious and delicious. Ivy's Chefs love making a difference and getting to know residents by name. Residents and family members have the comfort of knowing that Vine at Ivy provides a wide range of menu options to accommodate special dietary restrictions or health concerns.

Ivy's vibrant community offers boundless fun with friendly card games, lively happy hours, thrilling excursions, resident socials and clubs, and special events welcoming family and friends.

Ivy Park at Otay Ranch offers a full calendar of daily activities and events, ensuring there's never a shortage of opportunities to socialize and have fun with new friends and family. Ivy Park's whole living, person-centered





programming consists of a purposeful balance of five key essentials of engagement, designed to exceed the needs and inspire the interests of residents. Ivy's vibrant community offers boundless fun with friendly card games, lively happy hours, thrilling excursions, resident socials and clubs, and special events welcoming family and friends.

In addition to the Ivy lifestyle, residents at Ivy Park at Otay Ranch benefit from the vibrant surroundings that Chula Vista has to offer. Ivy Park is just a short drive from the city's most prominent healthcare centers, the expansive San Diego metropolitan area, and a diverse range of dining and shopping options. Ivy Park offers convenient access to several major freeways and is surrounded by breathtaking views.

Ivy's professional team members provide individualized, discreet assistance, 24-hours a day.

Whether residents are exploring the city's cultural offerings, mesmerizing the stunning panoramic views of the Pacific Ocean, or enjoying a delightful meal with friends at Vine at Ivy Restaurant, at Ivy Park at Otay Ranch, every day brings a fresh and fulfilling experience.

Services & Amenities

INCLUDED FOR ALL RESIDENTS:

- All-day Dining
- Social & Educational Programs
- Scheduled Transportation
- Weekly Housekeeping & Laundry
- On-site Maintenance
- Emergency Response System
- Utilities & Basic Cable

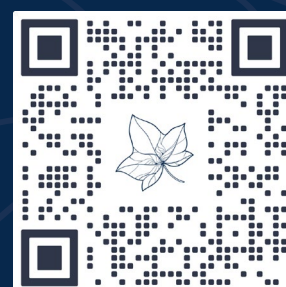
ADDITIONAL SERVICES INCLUDE:

- Medication Management
- 24-hour Personal Care Support
- Concierge Physician Services
- Spa Services
- Guest Meals & Room Service
- Daily Housekeeping
- Pet Care & Walking

AMENITIES:

- All-Day Dining: Vine at Ivy Restaurant
- Movie Theater
- Library
- Technology Center
- Full Service Salon
- Hydro Spa
- Bistro
- Fitness Center
- Indoor & Outdoor Lounges
- Entertainment Lounge
- Activities Studio & Terrace
- Wellness Center

Scan the QR code for more information!





Enhancing Cultural Humility in San Diego County's Assisted Living Communities

Ethnic diversity is already present in San Diego County and will only grow. Immigrants from other nations, including refugees, make up 25.1% of the county population.¹ The number of older adults over 65 years of age is growing at rates never seen before in American history, both locally in the county and nationally.² Many things draw diverse individuals to the county, including its closeness to the international border, the fact that it is home to one of the nation's largest military communities, the variety of food and dining options, employment opportunities, and a wonderful climate. There are neighborhoods in the county where ethnically and culturally diverse groups of people have congregated, like National City, Barrio Logan, Mira Mesa, and El Cajon. Among these communities, there are Residential Care Facilities for the Elderly (RCFE) serving aging populations and adapting their care and services, using a lens of cultural humility for the unique need of the residents in their communities.

RCFE providers may host cultural events, curate inclusive meal plans using traditional ingredients, and include activities from ethnic and cultural groups represented in their residents. Administrators can seek suggestions and participation from their residents' family members to develop familiar cultural activities they might enjoy. For example, each of the residents' families can help develop a cookbook by adding a beloved recipe and host a dinner party to try out the recipe for everyone to enjoy. When the basics of proper care, adequate staffing, and meaningful activities meet the needs of the residents, everyone benefits.³ The quality of care and the environment are crucial to how residents' lives will be determined in the RCFE setting.

A Choose Well member shared how they help their residents with minority health by bringing aspects of cultural awareness and humility into the care and services provided to their residents. The Senior Living Norwoods administrator spoke about a Christmas party they held for their residents. She introduced her Armenian culture to the residents with Middle Eastern dancers and Mediterranean food. She mentioned how her residents enjoyed the cultural activities and different food items on the menu. She explained how chefs from different cultural backgrounds at her homes help create a diverse food menu that showcases a variety of foods

and brings awareness to each culture. Potlucks are encouraged in her homes to allow families and caregivers to learn about different cultural and ethnic backgrounds among the residents. This creates a sense of community and gives residents the opportunity to tell stories of their cultures and past experiences, which allows both staff and residents to team-build and bond.

A challenge is that most minority groups do not have proper access to RCFEs due to barriers like language, finances, a lack of resources, and room availability.⁴ Families and individuals also have difficulty finding communities out of the over 500 licensed assisted living communities in the county that share their cultural similarities. Minority groups may be accustomed to keeping their older loved ones at home to be cared for by family members. This can cause a lack of demand for RCFEs to be created, which can lead to a limited amount of available RCFEs within communities that are predominantly serving minority groups when individuals or families do decide to live in an assisted living community. RCFE providers already serving these areas or nearby neighborhoods can demonstrate cultural humility by offering culturally tailored services, different languages, and activities to become more inclusive to help close this gap. The Choose Well San Diego website lists the languages spoken and the level of care offered at facilities that are participating in the program. Visitors can use the website to look for RCFEs that best meet their needs for themselves or a loved one.



Most facilities specializing in providing care to minority groups are known by their community members and obtain their referrals through word of mouth. In order to provide better care for their residents and impress the families visiting their facilities, RCFE providers should become informed about the health disparities in the communities they serve.⁵ This will allow them to provide the best possible care and support for their communities as their local population ages and diversifies. The need for placement will increase in the coming years due to an aging population that is also diverse. RCFE providers who understand cultural competency will be better positioned to meet this need.

Sources

1. <https://www.census.gov/quickfacts/fact/table/sandiegocitycalifornia/PST045222>
2. https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community_health_statistics/SeniorData.html
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5. <https://www.nimhd.nih.gov/resources/understanding-health-disparities/minority-health-and-health-disparities-definitions.html>



Scam Prevention

Scams are increasing and will continue to target vulnerable populations like older adults. Here are some tips on scam prevention:



Introduction to scams

- Online Scams are fraudulent calls, emails, websites or SMS messages who ask for personal information such as social security numbers or card information.



Common types of online scams

- The most common scams targeting older adults include government impersonation scams, sweepstakes scams, and robocall scams. Oftentimes the person calling will pretend to be a health insurance or social security administration to get your private information.



Protecting personal information

- It's important to keep information such as passwords, card information and social security protected and private. Don't share any of the above information online.



Recognizing and avoiding scams

- If you are navigating the internet make sure to stay away from unfamiliar websites or pop up ads. When replying to emails make sure that you know the person and avoid responding to spam or people you don't know. Be aware of hyperlinks within an email or text message. www.bbb.org/all/spot-a-scam/how-to-spot-a-phony-text-message



Reporting scams

- If you become the victim of a scam, call your local police department and/or call Adult Protective Services at (800) 339-4661.
- Setup passwords to access your device and to change settings on it. Don't share passwords online or with strangers. Also make sure that you create a strong password



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





Choose Well

Helping Families Find Distinguished Assisted Living Facilities



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**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.