



Choose Well

Member Newsletter

CHOOSE WELL CELEBRATES THE HOLIDAYS



sarsis

Health | Technology Solutions



HAPPY HOLIDAYS

AND HAPPY NEW YEAR





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MEMBER COUNT

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

HHSA Region	Total in Region
Central	13
East	25
North Central	42
North Coastal	41
North Inland	69
South	18
County Total	208



ARTICLE:

Politely Discussing Controversial Issues

Quan Nguyen is 35 years old and the program administrator of Choose Well San Diego, a program that helps families find assisted living homes. He interacts with older adults both at work and during community service projects. One issue he has been encountering more frequently are politically charged discussions among older adults in congregate living, senior centers, and social clubs. The adage “avoid talking about controversial issues” is all but impossible to follow now with political polarization seemingly interwoven into everything we say or do. With holiday gatherings around the corner, there will be mixing and mingling of multiple generations forming a wide range of beliefs and ideas. Knowing how to have an intelligent, appropriate discussion will make festivities enjoyable, bring people closer together, and prevent animosity and hard feelings among guests that last long after the holidays.

Facilitating a two-way dialogue is an effective way to keep a conversation civil, according to Nguyen. He often fields calls from residents asking for help with issues related to their care. Sometimes, residents or the families feel very strongly that they are being treated unfairly or neglected and, if allowed, will go into exhaustive detail and, often, unrelated tangents to support their claim. Instead of letting them continue a one-sided conversation, Nguyen will strategically interject facts and relevant codes and regulations to give them proper context and understanding of a facility’s responsibilities and limitations in providing their care. This will help them set realistic expectations of outcomes and better prepare them for more productive future meetings with an Ombudsman, or facility management.



Nguyen recalls another time when he was helping a social club when one older adult member started raising his voice and brandishing his walking cane because he was upset that someone had put up a pride flag in the activity room. Nguyen observed that the person he was talking to, or rather screaming at, was no longer engaging in conversation, and was also getting upset. To try to calm the situation, Nguyen looked for a common goal of the disagreeing group. One common goal was to increase the members in their social club. He suggested that presenting the club as open and inclusive would be more conducive to increasing club membership. Furthermore, the pride flag had belonged to a church that was renting the building. Once the passions subsided, it allowed the quieter gentleman to engage in the conversation and he suggested that the church only display it when they were using the activity room, instead of all the time. The rest of the evening went smoothly. Finding common goals can be an effective strategy to allow everyone to participate in a discussion, even if it is controversial.

Younger generations may have political or religious views that clash with their more conservative leaning parents or grandparents. Nguyen believes that older adults have valuable insights to share with the next generation. Family members of all ages and viewpoints can come together to share their perspectives through memorable conversations. Putting context around one's opinion can help others see how one arrived at such a conclusion and further mitigate the perception that they are trying to preach a universal truth applicable to everyone. Nguyen recalls a conversation last year at a Christmas party over gun control between an older and younger person that gradually escalated. The younger gentleman had become quite irritated by the older man's anti-gun stance. The younger person kept trying to convince him why he was "right" (something that should also be avoided), which only served to upset both parties whose position on the matter has long been cemented. The situation only diffused when the older man explained that he was against gun ownership because he was a Vietnam veteran and saw the catastrophic damage firearms can do. By providing context, he limited the scope of his



opinion to his personal experience rather than forcing someone to accept his perspective. This gives others latitude to share their own perspective as well.

A deep, substantial conversation can strengthen connections between people of different ages and backgrounds. These types of conversations can promote healthy bonding by building fond memories that last long after the last guest has departed. Using strategies such as facilitation, finding common ground, and providing additional context can be helpful in typically polarizing discussions. Even if the topic is controversial, sharing opinions in a manner that lets people feel safe expressing their own views allows everyone to participate in important discussions with confidence.



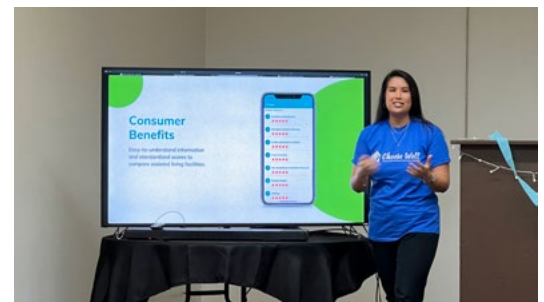
Choose Well Advisory Meeting

Choose Well hosted an advisory meeting on October 27th at the Blind Community Center of San Diego. The event was a huge success with attendees that represented older adults, RCFE owners and staff, social workers, as well as professionals in the healthy aging field.

Jaina and Quan presented on “Who Benefits from Choose Well San Diego” for the audience, which included RCFE staff that are not yet Choose Well members. During the presentation, Quan gave a website tour and showed an attendee how to use choosewellsandiego.org to find an assisted living facility for her veteran father who needs memory care.

After the presentation, attendees networked with each other while enjoying Raising Cane’s for lunch. Many people gave great suggestions to improve the website, such as adding resident testimonials and a search feature to find facilities that have staff trained to care for residents with behavioral health conditions.

Thank you to the Blind Community Center of San Diego for graciously providing their facility for the Choose Well meeting. We all look forward to more of these events to continue building the Choose Well community.





Holiday

HAPPENINGS

Santa Train North Pole Limited

November 25 - December 17 | Fridays and Saturdays
Pacific Southwest Railway Museum - Campo Depot
California 94 & Forrest Gate Road, Campo, CA 91906
Website: <https://www.psrn.org/npl/>

Dr. Seuss's How the Grinch Stole Christmas

November 9 - December 31 | 12:00pm
The Old Globe
1363 Old Globe Way, San Diego, CA 92101-1696
Website: <https://www.theoldglobe.org/pdp/22-season/dr-seuss-how-the-grinch-stole-christmas-2022/#?startDate=2022-11-01&%3FendDate=2022-11-30>

December Nights

December 2 - 3 | Friday 3:00pm - 11:00pm;
Saturday 11:00am - 11:00pm
Forever Balboa Park
House of Hospitality, San Diego, CA 92101
Website: <https://www.sandiego.gov/december-nights>

Encinitas Holiday Parade

December 3 | 5:30pm - 7:30pm
Coast Highway 101
Encinitas, CA 92024
Website: <https://encinitasca.gov/Home/City-Calendar/ctl/ViewEvent/mid/774/OccuranceId/8228>



La Mesa's Holiday in the Village

December 3 | 12:00pm - 9:00pm

La Mesa Village

La Mesa Blvd. btwn. Spring St. - 4th St. in the heart of downtown La Mesa. La Mesa, CA 91942

Website: <http://www.lamesavillageassociation.org/holiday-in-the-village-a-la-mesa-tradition>

Little Italy Tree Lighting & Christmas Village

December 3 | 4:00pm - 8:00pm

Little Italy

India St & W Fir St., San Diego, CA 92101

Website: <https://www.littleitalysd.com/events/little-italy-tree-lighting>

La Jolla Christmas Parade & Holiday Festival

December 4 | 11:30am - 4:00pm; Parade at 1:30pm

Girard Avenue & Prospect Street

La Jolla, CA 92037

Website: <https://www.ljparade.com/>

Poway's Christmas in the Park

December 9 | 4:30pm - 8:30pm

Old Poway Park

14134 Midland Rd., Poway, CA 92064

Website: <https://www.poway.org/Calendar.aspx?EID=2184&month=12&year=2022&day=9&cal-Type=0>

Oceanside Harbor Parade of Lights

December 10 | 7:00pm - 9:00pm

Oceanside Harbor

Oceanside, CA 92054

Website: <https://visitoceanside.org/events/parade-of-lights/>

Mission Bay Christmas Boat Parade of Lights

December 10 | 6:00pm - 9:00pm

1215 El Carmel Place, San Diego, CA 92109

Website: <https://mbyc.org/index.cfm?>

San Diego Bay Parade of Lights

December 12-19 | Sundays at 5:30pm

Cesar Chavez Park

1449 Cesar E. Chavez Pkwy, San Diego, CA 92101

Website: <https://sdparadeoflights.org/>

Family Night/Holiday Special - All Ages Dueling Piano Event

December 18 | 1:00 PM - 7:00 PM

The Shout House

655 Fourth Avenue, San Diego, CA 92101

1st Show - Doors 1pm, Pianos 1:30-3:30pm | 2nd Show - Doors 4:30pm, Pianos 5-7pm

Website: <https://theshouthouse.com/special-events/>

Port o San Diego Holiday Bowl Parade

December 28 | 10:00am

Waterfront Park

1600 Pacific Hwy., San Diego, CA 92101

Website: <https://holidaybowl.com/holiday-bowl-parade-and-5k/holiday-bowl-parade/>



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?

Scan the QR Code to send
them our provider brochure



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