



Choose Well

Member Newsletter

National Safety Month

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Choose Well Presentations

St. Paul's Strong: Keeping Seniors
Safe During a Pandemic

JUNE/JULY 2020

June is National Safety Month!

The National Safety Council (NSC) recognizes National Safety month in June of every year. NSC is the nation's leading safety advocate and organization that focuses on saving lives and preventing injuries.

Throughout the month of June, NSC will focus on a single topic each week and provide real-time, relevant resources on diverse topics in safety. For more information and free material, visit the [NSC website here](#).

Choose Well promotes transparency because Members are scored for two quality measures that relate to safety. These measures are 1) emergency disaster planning and 2) facility maintenance and safety.



Member Count

By HHSA region, this is how Choose Well membership is distributed county-wide:

HHSA Region	Total in Region
Central	10
East	31
North Central	38
North Coastal	42
North Inland	44
South	11
County Total	176

COVID-19 Resources for Older Adults

[AIS Special Edition Bulletin](#)

Information on the coronavirus that is specific to older adults and high-risk populations.

[County of San Diego Coronavirus Disease 2019 \(COVID-19\)](#)

Visit the [County's website](#) for daily updates on coronavirus in San Diego County and other resources and materials. Text COSD COVID19 to 468-311 to get text alert updates.

[Ways to Engage - COVID19 Edition](#)

Great ideas for San Diego County older adults to get involved from home, including recreational opportunities, volunteering, mental health services, transportation, and caregiver resources.

Member Advisory Meeting Recap

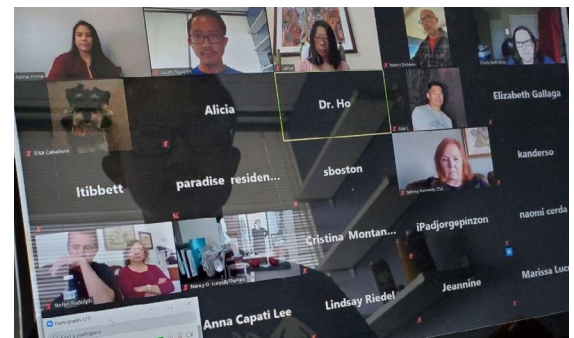
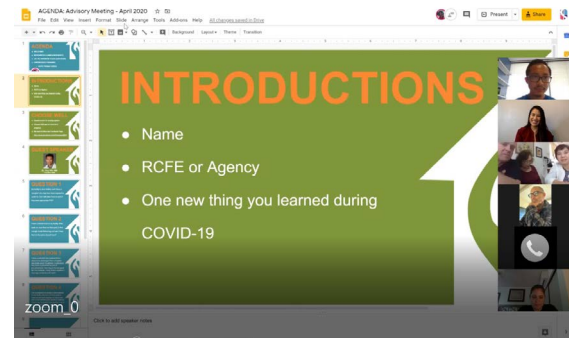


On April 29th, Choose Well held a Member Advisory Meeting. Due to COVID-19 stay-at-home orders, the meeting was conducted virtually over Zoom and was attended by over 31 participants. In addition to Choose Well Members, attendees included representatives from:

- AARP
- County of San Diego Public Health Services
- Harbage Consulting
- San Diego Center for the Blind
- YMCA of San Diego County

Dr. Huy HO, MD, from H Squared Health was the featured guest speaker. Meeting participants were able to engage with Dr. HO and with each other regarding best practices and current information pertinent to treating older adults with COVID-19.

At the end of the meeting, Choose Well Members were entered into an opportunity drawing for a free custom-made RCFE promotional video, donated by Sarsis Health and Technology Solutions. The lucky winner of the opportunity drawing was Cicely Reiss, Administrator of Choose Well Member, Leucadia House. You can check out [Leucadia House's promotional video here](#).





Facility Feature

St. Paul's Strong: Keeping Seniors Safe During a Pandemic

These past few months have been challenging for many because of the COVID-19 pandemic, and the senior care field is no exception. Despite the unexpected obstacles presented by COVID-19 for senior living communities and programs, St. Paul's Senior Services took many precautions and stepped into action right away in early March. Thanks, in part, to their infection control experience and early adoption of CDC and state guidelines, St. Paul's has had zero COVID-19 cases in any of their senior living communities as of early June.

St. Paul's three senior living communities – St. Paul's Manor (Independent Living), St. Paul's Villa (Assisted Living and Memory Care), and St. Paul's Plaza (Independent Living, Assisted Living, and Memory Care) – all went on lockdown in March. Each community did not allow visitors into the buildings, halted new resident move-ins, closed dining rooms and congregate spaces, implemented temperature screening measures for staff, delivered meals to rooms three times a day, sanitized and cleaned all surfaces, and set up office staff members to work remotely to limit exposure.

Active Retirement Living, Assisted Living and Memory Care in Chula Vista



- St. Paul's newest, award-winning, resort-style community in Otay Ranch
- Aging in place community
- 24-hour nursing staff (if you need it)
- **Contact** Genesis Martinez and Lizett Schulz: (619)591-0600

Active Independent Living in Bankers Hill



Come experience our beautiful views!



- An award-winning retirement community
- Walking distance to places of worship
- Near restaurants, shops, and Balboa Park!
- **Contact** Jean Nagle and Linda Spence: (619)239-2097

Knowing these would be challenging restrictions for residents, St. Paul's Life Enrichment staff went above and beyond to create exciting social distancing activities and fun surprises. This included balcony serenades, drive-by parades with family and staff, hallway workouts, themed happy hour carts delivering drinks door-to-door, Facetime calls, grocery shopping services, and more!

St. Paul's medical program—St. Paul's PACE (Program of All-inclusive Care for the Elderly)—developed a “Super Team” of doctors and public health specialists to implement new systems of administering necessary health services for participants who live in their own homes. To limit exposure to PACE participants, they rolled out a mobile clinic so nurses can visit patients in their homes and make sure they get the treatment and care they need. The team also utilized telehealth services and were able to enroll new patients in the program using technology and safety measures.

Even St. Paul's Skilled Nursing and Rehabilitation Center in Bankers Hill developed a “transitional unit” in their center. This unit was set up for St. Paul's residents who were released from the hospital to safely rehab and be monitored and tested for potential infection before transitioning back to their community.

After more than two months of restricting admissions, St. Paul's communities are excited to safely welcome new residents with innovative protocols in place. These measures include virtual tours, socially distanced visits with potential residents in outdoor spaces, a requirement of two negative COVID-19 tests prior to move-in, and a 72-hour quarantine period once the resident moves in. To make this period as enjoyable as possible, the admissions team put together “quarantine baskets” with goodies and entertainment for the residents and will deliver meals and perform wellness checks to make sure they are adjusting.

While the COVID-19 pandemic was an eye-opening learning experience for everyone, St. Paul's is proud of their staff's commitment and early response to ensure the safety of all their seniors.

Assisted Living and Memory Care in Bankers Hill



Recently remodeled!

- Award-winning memory care program
- Library, chapel, and beauty shop
- Social events and planned activities
- Transportation available
- 24-hour receptionist and security call system
- **Contact:** Terri Hancock and Jessica Majors (619)232-2996



Skilled Nursing and Rehabilitation in Bankers Hill




- 24/7 nursing care by RNs, LVNs and CNAs
- Rehabilitation services (physical, occupational and speech)
- Social activities including live music and exercise classes
- And much more!
- **Contact** Patrick Miller: (619) 876-7689



St. Paul's PACE: Program of All-Inclusive Care for the Elderly



- ▶ St. Paul's PACE is a managed care health plan exclusively for seniors
- ▶ We care for San Diego's most medically challenged seniors
- ▶ Our goal is to support them so they can continue to live in their homes, and not relocate to a skilled nursing environment.
- ▶ St. Paul's established the first PACE program in San Diego in 2008
- ▶ We have grown to 4 Locations throughout San Diego
- ▶ Voted San Diego's Best In home-care Non-Medical (2019) by The San Diego Union Tribune
- ▶ **Contact:** 1-833-PACE-NOW to make a referral




Taking Good Pictures

Do you know how to take good pictures of your facility? With around 600 communities and board and care facilities in the county, a good set of pictures on your website or brochure will help your RCFE get noticed. You don't need a fancy camera or equipment to take good pictures because the most important element is already there in abundance- good natural lighting.



Getting Good Lighting:

Let's start with the exterior front photo of your home or community. If you pick the right time of day to take this photo depending on the direction your property faces, it will make your photo evenly exposed, and you won't have to fight issues like dark shadows and harsh lighting that will wreak havoc on your camera's metering system. You want the sun to be directly IN FRONT of your property when you take the picture. This makes your property look nice and bright, minimizes harsh, distracting shadows, and helps light up dark, recessed entryways common in San Diego County homes.

Here's a quick guide for the best time of day to take pictures depending on the direction your property faces:

East-facing: Morning, before 10am.

North-facing: Between 10am and 2pm.

West-facing: In the afternoon.

South-facing: Early morning after sunrise, or late afternoon before sunset.

Avoid cloudy days, as it makes the scene look gloomy. You want bright blue skies in the background.



Bad: The recessed entry is dark.



Better: A well lit entryway is inviting for residents.

Leveling your Shots:

Make sure the photo is level and primary architecture lines are straight. Pick the most prominent vertical line in your building and align it to be as straight as possible top to bottom. In the photo of the facility to the right, the turret with the two tall cypress trees are clearly the most prominent vertical line, so we aligned that to be vertical. Straight lines in photographs accurately capture the architecture of the building and make the property look appealing. Slanted photos can make the building look



The turret in this facility is vertically aligned. Correct alignment can highlight the architectural beauty of a building.

Interior Shots:

Prospective residents like bright, decluttered interiors. Consider having a bedroom staged with pressed sheets on the bed, a nightstand, and a lamp. We often visit facilities with luxurious wood paneled living spaces. To convey the sense of beauty of these rooms, we light them up as much as possible for the photo to illuminate the wood grain detail.



Simple furnishings, and bright lighting makes a small private room feel comfortable.

Bright lighting showcases dark, luxurious wood features in a photograph.

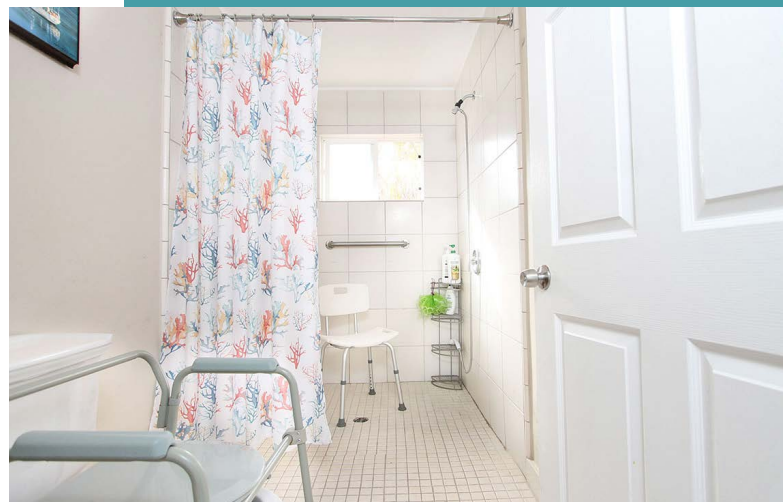


If the bedroom has a private bathroom, try to angle the photograph to capture that. For any photo, have a purpose, and capture the highlights of your facility.



This photo has just a glimpse of the attached bathroom, but it's enough to let families know this is a master bedroom

This photo shows the bathroom has a roll in shower, a useful feature for residents.



Good luck, and let us know if you have any questions!

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Choose Well San Diego
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Choose Well

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

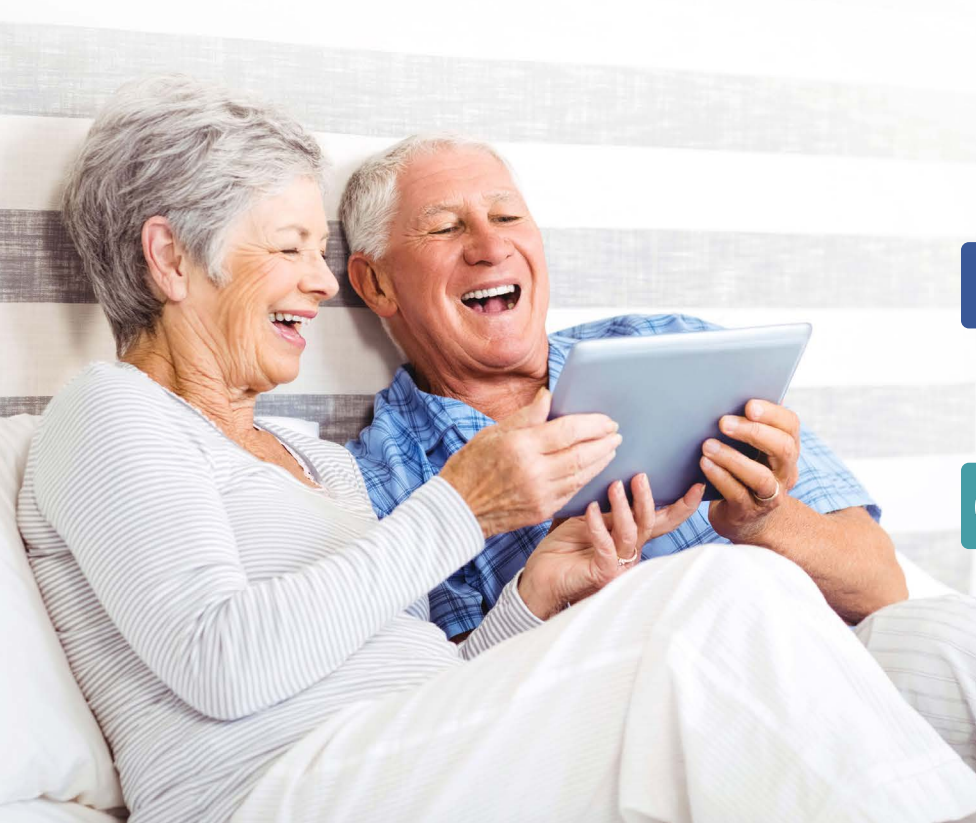
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Choose Well

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 updated 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.



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