



Choose Well Member Newsletter

Celebrating San Diego's
Cultural Diversity

Asian American and Pacific Islander Month
COVID-19 Resources for Older Adults
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COVID-19

MAY 2020



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May is Asian American and Pacific Islander Month!

This month, the Office of Minority Health (OMH) honors the rich cultures of Asians and Pacific Islanders and raises awareness of health disparities. For 2020, OMH is focusing on maintaining health through physical activity, in addition to preventing and managing diabetes.

[Read more about OMH initiatives here.](#)

Choose Well is celebrating San Diego's cultural diversity by featuring Asian American and Pacific Islander-owned RCFEs and staff.

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 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	40
North Coastal	39
North Inland	41
South	11
County Total	172



Facility Feature

Aldine Residential Care

Home to Vista's eldest resident, Aldine Residential Care also expanded to a new, larger home last December.

"At 105, Ann Evans is believed to be the eldest resident in the City of Vista," according to the North County Daily Star. This month, we interviewed Geraldine Adaya, owner and administrator of Aldine Residential Care. Her friends, family, and residents lovingly call her "Gigi." Gigi and her husband Alex care for their residents in a beautiful, newly remodeled home in Vista that they purchased in the

fall of 2019. They had just recently outgrown their Carlsbad facility of four years and needed to find a new property near their existing facility. Their search landed them at 794 Marsopa Drive in Vista. After purchasing the home, they spent several months renovating it to meet Community Care and Licensing codes and to make it comfortable for their residents.



They had no problem filling up their new facility with residents. "Our residents' families said they will go wherever we decide to move our board and care," says Gigi, "and it makes Alex and me so happy to hear that from the families. It really shows that we provide good care." Gigi is both an administrator and a caregiver, and her parents are also caregivers. In addition, Alex is a registered nurse. At Aldine Residential Care, it literally is one family caring for other families.



The grand opening of their new facility also coincided with the 105th birthday of their resident, Ann Evans. The festivity at the home was attended by Vista Mayor Judy Ritter, Deputy Major Amanda Rigby, and family. More details about the memorable event can be viewed at the link at the end of this spotlight.

Gigi also had kind words for Choose Well. "I really enjoy working with the team at Choose Well, and I feel they are responsive to the needs of RCFEs. I also got new clients that said they found me on the Choose Well website." She continues, "the only thing [the resident's family] said was I need to update the picture on there because it has my old Carlsbad facility!" We'll help you update it Gigi, and good luck to your continued success!

Sources:

www.northcountydailystar.com/vista-resident-ann-evans-turns-105

Geraldine Adaya: (858) 216-5613



Cultural Competency for Facility Tours

As the second largest county in California, San Diego is one of the most diverse counties in the country. 14% of San Diego County's population is 65 years and older with significant Hispanic, Asian, African American, and veteran populations. Consequently, the RCFE Core of Knowledge of cultural competence is relevant for administrators and staff working in San Diego-based assisted living homes in order to better meet the needs of diverse aging populations.

Culture is the shared values, traditions, norms, customs, arts, history, folklore, and institutions of a group of people. Specifically, factors that influence culture include, but are not limited to:

- Age
- Beliefs and values
- Educational attainment
- Family and community support
- Gender identity and sexual orientation
- Individual experiences
- Length of residency in the United States
- Linguistic affinity
- Place of birth
- Race and ethnicity
- Socioeconomic status

Cultural competence is defined as “a set of cultural behaviors and attitudes integrated into the practice methods of a system, agency, or its professionals, that enables them to work effectively in cross cultural situations.” While facilities may be trained in providing culturally competent care to diverse residents, it is also important to implement cultural competence when giving facility tours to potential residents.



Facility tours can affect a potential client's experience based on cultural accommodations they receive from staff and perceive about the facility. Some residents may specifically look for cultural characteristics, such as staff language proficiency, dietary preferences, and respect for cultural differences.

Potential residents and family look for qualities of a home that will allow them to feel comfortable, no matter their cultural affiliations. They may prioritize cultural preferences in environment, staff, amenities, services, medical care, and the demographics of the other residents. This is why facility staff should understand how culture: 1) increases the understanding of values, attitudes, and behaviors of others, 2) avoids stereotypes and bias that may undercut efforts, and 3) plays a critical role in services that are receptive to needs of residents.

When giving facility tours, it is important to be sensitive to cultural considerations when showcasing the facility, services, and staff. Consider the items below to incorporate cultural competence during facility tours.

1. If possible, learn about the guests before they arrive. If you are able to get insight on your visitors ahead of time, you can better prepare for potential cultural needs.
2. Treat everyone equally. Do not make judgements based on the appearance of potential residents and family.

3. Speak slowly and deliberately. It is a good practice to have clear speech when giving tours in case English is not the primary language of visitors. Explaining things more than once may be helpful.
4. Learn to properly pronounce guests' names. Ask guests how to properly pronounce their names and address them during the facility tour.
5. Respect physical boundaries. Use your best judgement to see when physical touch is or is not appropriate. When you do not know, it is best to keep hands to yourself. Different cultures have various perceptions on physical boundaries. During the COVID-19 pandemic, social distancing may be necessary to keep guests, residents, and staff safe. Refer to www.coronavirus-sd.com for the most up-to-date guidelines.
6. Show interest in where guests are from. This shows your willingness to get to know them on a personal level and to see if your facility has applicable cultural accommodations.

In addition to training, using the guidelines above will assist staff in giving culturally competent facility tours. Cultural considerations apply not only to current residents, but to anyone who calls or steps into your facility. Broadening this core of knowledge will assist in enhanced care for the diverse aging population as a whole.

Sources:

www.census.gov/quickfacts/fact/table/sandiegocountycalifornia,CA/PST045218

www.familydoctor.org/senior-residence-tour-checklist

www.checkfront.com/importance-cultural-sensitivity-communication

www.bronxhealthlink.org/tbhl/education/culturally_competent_care_some_exam:en-us.pdf

www.nursesinaidscare.org/files/public/Cultural_Competence.OA.pdf



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