



Choose Well

Member Newsletter

Gratitude Issue

Advisory and Networking Meeting
Facility Feature
FREE Upcoming CEUs
Amparo Senior Care Video
ChooseWellSanDiego.org Update

NOVEMBER 2019



sarsis
Health | Technology Solutions

November is a time for
Thanksgiving

This issue of the Choose Well Newsletter revolves around gratitude to go along with the holiday spirit.

Thank you to all our Choose Well Members and community partners! We are incredibly grateful for the growing Choose Well Community and all that you have contributed to make San Diego a premiere residence for aging adults.



Welcome!
NEW MEMBERS

Daybreak Villa East

Daybreak Villa West

Paradise Sycamore

Paradise Acacia

Silvertops Home Care

Sneak Peek of 
WHAT'S INSIDE!

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ADVISORY AND NETWORKING MEETING

Choose Well held an Advisory and Networking meeting on October 30, 2019 at the Sarsis office in North Park. This meeting was also the launch party for the revamped choosewellsandiego.org website. Attendees were able to give feedback on website enhancements as well as make suggestions for additional website features.

Some of the website enhancements include a completely redesigned home page, a navigation window for better directing website visitors to their needs, and improved facility search features. Facility profile pages have been enhanced, and a new star rating system was introduced for Quality Measures. Choose Well strives to make the website as user-friendly as possible so that more people will use the website to find assisted living homes in San Diego. Stay tuned for website tutorial videos for consumers and facility Members.

Additionally, everyone enjoyed a catered lunch and a custom Choose Well logo chocolate cake. Attendees also received a free portable battery cell phone charger for participating in the meeting. Be sure to look out for upcoming Choose Well Advisory and Networking meetings!



Facility Feature

3 SISTERS HACIENDA

Check out Choose Well Founding Member, 3 Sisters Hacienda, who featured their residents in a fun Thanksgiving activity! Residents expressed their gratitude by sharing what they are thankful for.



Featured Video

AMPARO SENIOR CARE

Choose Well had the opportunity of joining Amparo Senior Care in their Pumpkin Painting Activity. Watch their residents create their masterpieces in this video!



Member Count

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

HHSA Region	Total in Region
Central	10
East	28
North Central	36
North Coastal	28
North Inland	42
South	10
County Total	154



Upcoming Events!

FREE CONTINUING EDUCATION COURSE

Choose Well will be holding another FREE continuing education units (CEU) course in January 2020. Participants will receive CEUs for attending, and a complimentary lunch will be provided. Be sure to look out for the upcoming invite for the CEU event.

Benefits of attending Choose Well's FREE CEU course include:

- ✓ **Receive live instruction CEUs for FREE**
- ✓ **Network with colleagues**
- ✓ **Learn to promote your RCFE on social media**
- ✓ **Enjoy a complimentary lunch**



6BEDS, INC. TRAINING

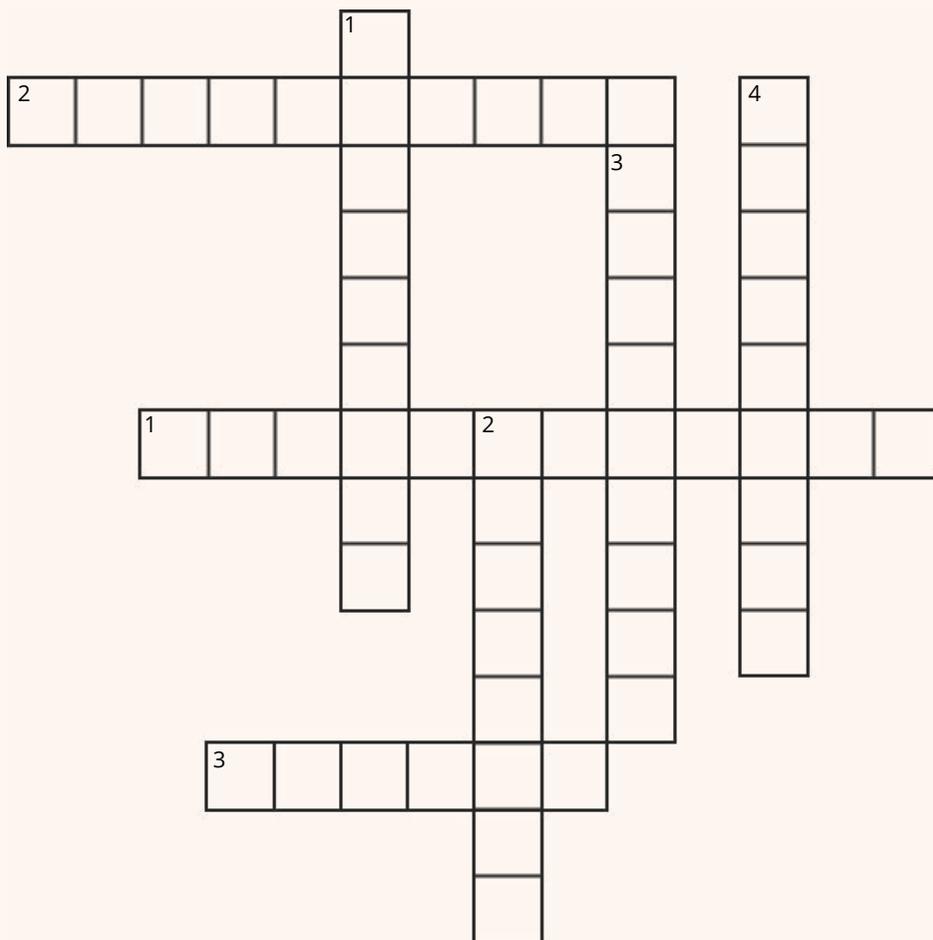
Choose Well participated in the 6Beds, Inc. ARF/RCFE Labor Training on November 15, 2019 in San Marcos. Quan and Jaina were able to connect with vendors and network with RCFEs in California. Presentations focused on labor laws and regulations that govern the RCFE industry. Specifically, guest speakers highlighted appraisal of residents and development of service plans. Quan and Jaina were also able to speak with industry experts for professional advice on the latest industry trends. Choose Well plans to continue attending industry events, like 6 Beds, to expand the Choose Well community.

Website Update

This fall, Choose Well is launching a new website to better help potential residents find the right facility. The improvements are based on feedback from the community of member RCFEs through a workgroup meeting and online surveys. One improvement is a simplified search page that works better on mobile devices, and more flexible search options to let consumers find the specialty care and waivers that their loved ones need. The facility detail page will show more detailed evaluation reports that explain how the owners resolve issues through a plan of correction. Finally, a member's section keeps administrators up to date on the fast changing regulations that impact operations. An email will be sent to members soon with a preview link to the new website, as well as a feedback survey to collect our members' valued opinion.

Choose Well Gratitude Crossword

Feel free to share this crossword with your residents!



Across

1. Holiday in November
2. Name of our program
3. Bird eaten at Thanksgiving

Down

1. People that live in assisted living homes
2. America's finest city
3. Another word for appreciation
4. Person who takes care of residents

Crossword Hints

Need some help with the crossword puzzle? Check out the pictures below for some clues!

Also, the word for 3-Down: Another word for appreciation, starts in the box with the number 3 and continues downward. Ignore the letter in the box above, it is not part of that word.



LGBT

OLDER ADULT CARE

Sensitivity to the aging Lesbian, Gay, Bisexual, and Transgender community (LGBT) is part of the RCFE Core of Knowledge. The LGBT community has seen significant gains in civil rights and consequently, more older adults identifying as LGBT. An estimated 2.4 million adults over the age of 65 identify as LGBT, and this number is expected to double by 2030. This article focuses on considerations for caring for this growing population of older adults.



Recognize Social Context and Life Experience of LGBT Older Adults

Similar to other historically marginalized groups, the LGBT community has endured negative social circumstances. As a result, many LGBT older adults conceal their sexual orientation or gender identity, which plays a role in the population's aging and health disparities. Facing social stigma and discrimination over their lifetimes frequently causes stress, long-term health issues, and maladaptive coping mechanisms (1). These disadvantages create disproportionate risk of serious illness and disability compared to heterosexual peers (2).

Considerations for LGBT Older Adult Care

Start with your staff. Proper training for staff to care for LGBT residents is essential. Seek out assistance from local LGBT advocacy organizations that specialize in LGBT training. The San Diego LGBT Community Center provides programs and services to promote health, wellness, and human rights of LGBT older adults (<https://thecentersd.org/about/>).

Expand your LGBT knowledge. Understanding sexual orientation, gender identity, and LGBT definitions allow RCFEs to provide more inclusive care for residents. Consider learning the

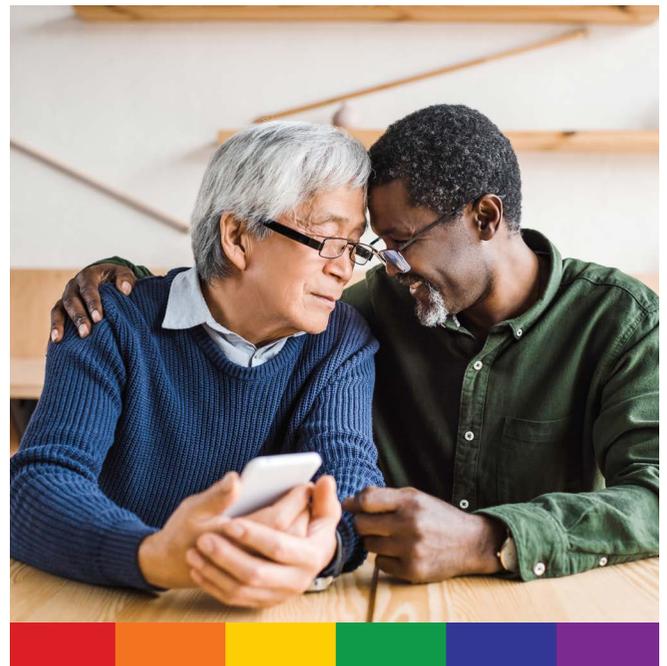
meanings of LGBT terminology. Below are some terms defined by the University of San Francisco LGBT Resource Center.

- **Ally:** A person who confronts heterosexism, sexism, homophobia, biphobia, transphobia, and heterosexual privilege in themselves and others out of concern for the well-being of LGBTQIA+ people.
- **Sexual Orientation:** An enduring emotional, romantic, or sexual attraction. Sexual orientation is fluid. Asexuality is also considered a sexual orientation.
- **Transgender:** Used most often as an umbrella term, some commonly held definitions: 1. Someone whose gender identity or expression does not fit (dominant-group social constructs of) assigned birth sex and gender. 2. A gender outside of the man/woman binary. 3. Having no gender or multiple genders.

Create a welcoming environment for LGBT residents.

- ✓ Place your RCFE's non-discriminatory policy in a visible area.
- ✓ Display symbols of inclusiveness, such as a rainbow flag or pink triangle.
- ✓ Provide unisex restrooms.
- ✓ Use inclusive and gender-neutral language with residents and for resident documentation, such as intake forms.
- ✓ Convey respect for everyone.

Recognizing and understanding identities of LGBT older adults allow RCFEs to better serve individuals in this community. Keeping staff up-to-date and properly trained as well as creating a welcoming environment also improve care for LGBT residents. It is important to maintain and promote inclusion and respect for all to safeguard care equity.



Sources

1. <https://cjb-rcb.ca/index.php/cjb-rcb/article/view/119/79>
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2. Fredriksen-Goldsen KI, et al. Health Disparities among Lesbian, Gay, and Bisexual Older Adults: Results from a Population-Based Study. *American Journal of Public Health*. 2013;103(10):1802-1809.[PMC free article] [PubMed] [Google Scholar]Fredriksen-Goldsen KI, et al. Physical and Mental Health of Transgender Older Adults: An At-Risk and Underserved Population. *Gerontologist*. 2013 Mar 27;Published electronically. [PMC free article] [PubMed] [Google Scholar]
<https://nurse.org/articles/culturally-competent-healthcare-for-LGBTQ-patients/> (environment)
<https://www.apa.org/pi/lgbt/resources/aging> (2.4 million)
<https://lgbt.ucsf.edu/glossary-terms> (LGBT terminology)
<https://www.lgbtagingcenter.org/resources/resource.cfm?r=64>



Choose Well

Helping Families Find Distinguished Assisted Living Facilities

Choose Well is a free, innovative, web-based program sponsored by the County of San Diego 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:



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being a Choose Well Member?**

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For information on other programs and resources for older adults and people with disabilities, visit www.aging.sandiegocounty.gov or call 800-339-4661



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