



# reflections

AT ST. PAUL'S SENIOR SERVICES



AWARD-WINNING  
MEMORY CARE COMMUNITIES  
IN SAN DIEGO

BANKERS HILL & OTAY RANCH

1(833) STPAULS

STPAULSSENIORS.ORG

## ABOUT ST. PAUL'S SENIOR SERVICES

Founded in 1960, St. Paul's Senior Services has continued to evolve with the changing needs of San Diego's senior population. Our comprehensive services include independent living, assisted living, memory care, skilled nursing and rehabilitation, senior day care, child care, and the St. Paul's Program of All-Inclusive Care for the Elderly (PACE).

We offer two Reflections Memory Care Communities: St. Paul's Plaza in Otay Ranch, Chula Vista, and St. Paul's Villa in Bankers Hill. We are very proud of our Reflections program and encourage you to read these pages which speak to our staff training, our Pillars of Care and the REFLECT model by which we have built our entire memory care philosophy.

We feel confident you will agree, we have designed our Reflections model to reflect the lifestyle you've been dreaming of for your loved one.



### ST. PAUL'S VILLA - Assisted Living & Memory Care

2340 Fourth Avenue, San Diego, CA 92101

**(619) 232-2996**

St. Paul's Villa offers residents a safe and secure memory care floor with private rooms (each with a private bathroom), shared dining and separate family dining, activity spaces, outside balconies and many amenities. Just two blocks from Balboa Park in beautiful Bankers Hill.

**License #370804823**



### ST. PAUL'S PLAZA – Active Retirement Living, Assisted Living & Memory Care

1420 East Palomar Street, Chula Vista, CA 91913

**(619) 591-0600**

St. Paul's Plaza is a resort-style community featuring a private memory care wing. Generous sized apartments are located surrounding a family-style living area with gardens, large social rooms and even family kitchens. Amenities include a wellness center, restaurant and pub with fabulous outdoor areas for family to enjoy.

**License #374603643**



What makes Reflections unique? It is the focus on our residents' abilities, not their disability. This type of thinking focuses on the joys of life, because those with memory impairment continue to have beautiful and joyous moments.

It's our job to help them, and you, learn how to have these moments often, every day. Every senior is different; by focusing on their specific abilities we give them independence which in turn gives them purpose, self-esteem and choice.

Our team of memory care experts joined together to establish San Diego's award-winning Reflections Program. This unique program includes two concepts:

- ◆ **REFLECT Model of Care** - a way of life we passionately live by.
- ◆ **Pillars of Care** - where we break down the aspects of residency into four key areas, resulting in complete wraparound care.

Reflections, the program you've been dreaming of for your loved one.

# REFLECT MODEL OF CARE

The Reflect Model of Care is a way of life in our Reflections communities. It's the culture by which we live. All St. Paul's employees are trained on this concept, and we encourage families and guests to learn it too. It's a culture we insist our residents live within, where they are heard, respected, comforted and loved.



## REFLECT IS OUR CULTURE

- Shared with all Reflections new hires
- Reinforced at team meetings
- Regular team member trainings
- Reminders throughout our communities
- Shared with family and friends of our residents
- Worn with pride by team members



**L**

**Listen**

and acknowledge  
with compassion

**E**

**Engage**

with enthusiasm  
and impactful  
activities

**C**

**Comfort**

and console  
with love

**T**

**Trust**

and support  
one another

# PILLARS OF CARE

St. Paul's Reflections leadership includes experts in cognitive therapies, activities, medical care and communications. Armed with this diverse set of skills, we have developed our "Pillars of Care." Each "Pillar" focuses on an important aspect of care for those with memory impairment. We build training programs and education for staff and family around each pillar.



COMPASSIONATE  
TRANSITIONING



FAMILY  
ENGAGEMENT



HIGH QUALITY  
CAREGIVER  
STANDARDS



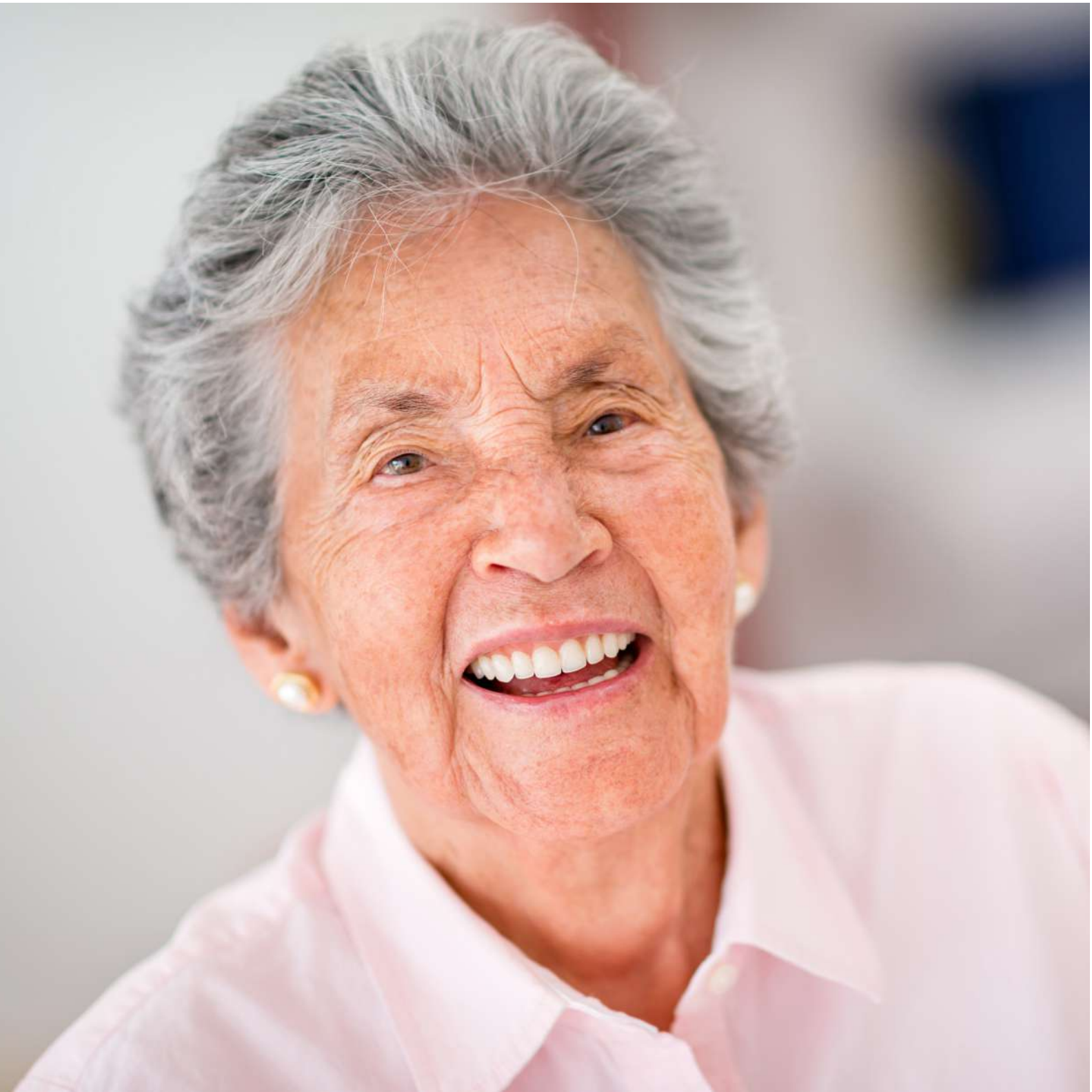
SPECIALIZED  
SOCIAL  
ENRICHMENT













## COMPASSIONATE TRANSITIONING

Smell the roses, enjoy the garden, and listen to the music.

Our Reflections communities smell and feel like home. Aromatherapy spreads calming scents and relaxing music helps new residents feel welcome.

Let them relax while you complete their resident biography. To help with this transition, we want to know everything! Did she have a career? What are her hobbies? What makes her laugh? What's her favorite food? What brings her joy? Does she love music? We'll create a custom playlist just for her.

We want her to feel like family, because she is family.

With a personal profile, our team will relate specifically to her. It's fun for us, reassuring for you, and a joy for mom (or dad!).

Personal profiles help us achieve a compassionate transition for your family member so you can feel comforted knowing we've got this!

### Compassionate Transitioning

One of the four Pillars of Care.

## **Resident biographies are a unique feature of our Reflections Memory Care Program.**

Knowledge about each resident helps staff achieve optimum engagement. Upon admission, biographies are created for every resident. Families help create these bios and they include family names, occupations, comforting recommendations, special interests, past hobbies, loves, pets, current daily routines and so much more. Team members use these biographies to relate to your loved one in a meaningful way. Here is an excellent example of how this might happen:

During the first days with us, mom may say, "I want to go home." By using mom's bio, a team member may say, "I spoke to your daughter Ellen and she said she will pick you up right after dinner." While, this may not be true, statements like this help a resident with memory impairment feel at ease and will often result in mom asking, "do you know my daughter?" At that point a lovely story can unfold about the family in order to help the resident stay calm and feel reassured.

A biography may reveal that a resident loves flowers, gardening or pets. Our activities complement this and we offer music therapy, aromatherapy diffuser with essential oils, art supplies, and manicure kits. A recent bio revealed our new resident loved the drums, so a musician brought his drums in for our resident. The video of dad playing the drums brought his daughter as much joy as it did her father. We had a similar experience with a ballroom dancer; his daughter exclaimed, "I haven't seen dad dance in years!"

These are the beautiful moments we seek at St. Paul's.



# PILLARS OF CARE



## FAMILY ENGAGEMENT

Having a loved one with memory impairment is difficult. We understand that, so we are here to guide and support you. We host weekly family support groups compliments of Alzheimer's San Diego, and can recommend various resources to help you. We also have an on-site Chaplain who will provide any support you desire.

Families tell us they love our custom communication plan where we update you as regularly as you desire on dad's progress. We will also tell you about planned events and encourage you to attend as your schedule allows. We often have family members who enjoy joining in on activities or sharing a meal. You are always welcome.

Your loved one is family to us, and so are you. The more confident you are in the care your parent receives, the more you can relax and enjoy your family relationships. So please tell us the type of communication you would welcome so we can be sure to keep you as involved as you desire.

Our community features private dining areas for family events and kitchens if the chef of the family wants to come and cook dad's favorite meal!

### **Family Engagement**

One of the four Pillars of Care.

As the family of a loved one with memory impairment, we can recommend many resources to help you including movies, support groups, local associations and reading materials.

Here are some books we highly recommend:

- *Creating Moments of Joy* by Jolene Brackey
- *Chicken Soup for the Soul: Living with Alzheimer's & Other Dementias*
- *Surviving Alzheimer's* by Paula Spencer Scott
- *It's Not That Simple* by Pam Ostrowski



## HIGH QUALITY CAREGIVER STANDARDS

Finally, you've found a care community that walks their talk with high quality employees who delight in being dad's friend, entertainer and yes, caregiver.

We know it can be difficult handing the reins over to us, but know our caregivers and activity teams love spending time with your dad. You get to be the daughter again, we take care of everything else.

Our training programs ensure staff are up-to-date on the latest techniques for working with memory impaired seniors. We have access to the latest concepts in interaction, entertainment and communication.

Of course employees go through rigorous background checks and are drug tested, and maintain their licenses by participating in topical training sessions that keep them current in all aspects of senior care. Certified staff are on site 24/7. We want Dad to have the best, so we pick the best employees and we reward them so we have low staff turnover.

### High Quality Caregiver Standards

One of the four Pillars of Care.

Would you like to look at some of the training tools we use at St. Paul's Senior Services?

Here are some links:

**A Different Visit: Montessori-based activities for people with Alzheimer's / dementia**

<https://www.youtube.com/watch?v=FLDwzgRTbVA>

**Purposeful activities for dementia**

<https://www.youtube.com/watch?v=9Y6LCpL8HUU>

**Teepa Snow demonstrates Brainy Day**

<https://www.youtube.com/watch?v=RsWsh6ONZ8w>

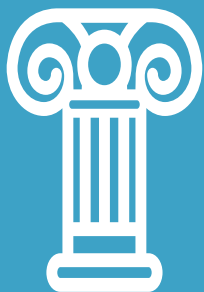
**Communicate with patient with dementia/Alzheimer's**

<https://www.youtube.com/watch?v=AFKACRqNJFE>

**Teepa's Youtube Channel**

<https://www.youtube.com/user/teepasnow>





# PILLARS OF CARE



## SPECIALIZED SOCIAL ENRICHMENT

Visit Reflections during one of our many spectacular events. The smell of baked cookies or roasted turkey, festive decorations, and entertainment come together to create a magical time. We host birthdays, anniversaries and special events; residents and family look forward to every single one. And they happen often!

St. Paul's Reflections social enrichment staff are trained to create these fun events and to lead unique activities that engage seniors while giving them a sense of purpose and belonging. Our person-centered approach provides activities and outings that suit each resident. Here are some of them:

Cooking & Baking Classes

Gardening

Chaplaincy Programs

Puzzles and Games

Music Therapy

Education

Jewelry Making

Scenic Drives

Reflections

Pet Therapy

Art Therapy

News Chats

Exercise Programs

Spa Time

Dance Dates

Intergenerational Programs

### Specialized Social Enrichment

One of the four Pillars of Care.



Reflections, the memory care program you've  
been dreaming of for your loved one.





St. Paul's Senior Services is a mission based  
San Diego non-profit. Founded in 1960.

