

CEO Cheryl Wilson, RN waves in appreciation for our St. Paul's Nurses during a Nurses Day parade. Staff decorated their cars and traveled to each building honking, waving, and cheering for our nurses and medical teams on National Nurses Day.



St. Paul's Senior Services
Leaders in Senior Care

ST. PAUL'S COMMUNITY CONNECTION Reflecting on January - April 2020



St. Paul's PACE employee, Gloria, works on a Sudoku puzzle book with a participant. One of the many puzzle books donated through our Sunshine for Seniors Program.



CEO Perspective

The last two months have seemed like Mr. Toad's Wild Ride. No amount of emergency planning, drills, or trainings could have prepared us for something like the coronavirus. But at St. Paul's, we all work together no matter what comes our way for the benefit of the seniors we serve. I am proud to say, our entire organization worked hard to ensure the safety and protection of our seniors, but also for the safety of our staff who serve them every day. Without our staff, we cannot do anything for our seniors.

From early in this pandemic, St. Paul's has been very proactive. At the end of February, our administration team began discussing coronavirus and what might be coming; on March 2, we had our first formal preparatory meeting; March 9, we closed all our facilities to visitors and started 'screening' all staff. Later that week, we closed our dining rooms and retooled our kitchens and staff to provide meal service to all rooms, we imposed social distancing, and we established consistent lines of communication with families, residents, PACE participants, and staff. At that point, nothing was being mandated, but we were ahead of official state announcements because we intuitively knew it was the right thing to do.

We have worked tirelessly to protect our staff in the face of limited support from any level of government for Long Term Care Facilities. After several weeks of exhausting our own supply of personal protective equipment (PPE), our great leadership team recruited friends, neighbors, vendors, donors, board members, and seamstresses to contribute to the myriad of needs we found we had. The community has been so very generous, our staff has been incredibly flexible, and the results are so stellar. As of late May, we have no signs of coronavirus in any of our buildings!

Yes, we all have cabin fever and cannot wait to be released, and though we are thankful to live in the days of "Zoom meetings," we deeply miss face-to-face interaction. Our IT department jumped into action to virtually connect residents with their families, and they quickly set up staff to work remotely and perform telehealth duties in the field. A Mobile Clinic and two 'transitional units' were made operational in less than a few weeks. Innovation is exciting!

In this edition of Community Connection, we are devoting the pages to the coronavirus and all the positive, uplifting events and people that inspire us every day to continue this difficult journey. We will get through this together, with your help, the fabulous work of our devoted staff, and the patience of our wonderful seniors.

Blessings to you all,

Cheryl

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WOW!

Our **Super Team**

Leads the Charge During COVID-19

Much of the credit for our success during these past weeks is due to the decision making and process implementation of our COVID-19 “Super Team,” led by our Nurse Practice Council and Dr. Victor Lee, PACE Medical Director. This team of highly experienced medical professionals discuss evidence-based practices and state and county regulations to identify best practices for keeping St. Paul’s residents and PACE participants safe. Once they have determined best practices, the team recommends policy changes and provides training for their nursing colleagues. Often, policies were being updated two and three times each week to keep up with ever changing standards.

Angi Mitchell, St. Paul’s PACE Reasner Center Director and Registered Nurse, is a leader on the team. Angi states we make decisions using the latest evidence-based research. Angi continues to explain the Nurse Practice Council was created with the belief that encouraging nurses to own their practice increases team engagement, enhances compliance, improves efficiency, and most importantly, optimizes outcomes for our participants and residents.

As a result of our “Super Team,” St. Paul’s has created two COVID–19 transitional care units that provide 24-hour care; revised the screening methods at every St. Paul’s entry point; developed the roving clinic to provide medical care to PACE seniors in the community; and improved policies to reduce potential spread of the virus. Thanks to our Super Team, St. Paul’s residential communities have had zero cases of residents with COVID-19.



Our Super Team Members

Dr. Victor Lee, Jasmine Pablo, Catherine Benozza, Katherine Harbolt, Silvia Murray, Angi Mitchell, Olivia Stout, LaTressa Downing, Liza Codina, Karen Lappas, Vena Valdez, Rose Tolentino, Katrina Longoria, Carly Sullivan, Sophie Samuelson, and Amanda Wiebke. Jasmine helps keep our team organized and on task.



Supporting Our Seniors During COVID-19

Serving one of the most vulnerable populations during the pandemic comes with many challenges. But at St. Paul's, we thrive on challenge! With our staff's creative spirit, we have been able to surprise our seniors with unique ways to provide care, entertainment, and activities.

Check it out!



Our Roving Clinic has allowed us to provide medical care for PACE participants so that they can remain at home and stay safe.



Groceries have been provided regularly to our PACE participants through partnerships with organizations such as the San Diego Food Bank.



We have provided weekly religious services online for residents and participants to watch.

Easter Sunday with Father Jason Samuel
Lead Chaplain, St. Paul's Senior Services



St. Paul's Plaza residents are able to participate in hallway exercises several days each week to stay active.



We have worked hard to deliver essential items such as masks, to our PACE participants, so they can remain safe and healthy.



Balcony serenades have become a favorite activity for the residents of St. Paul's Villa.



St. Paul's Manor residents enjoyed a surprise of ice cream treats delivered to their rooms.



Our Dining Services staff have worked hard to ensure high-quality and nutritious meals are being delivered to the rooms of our residents.



St. Paul's Villa residents enjoyed music from Mariachi Del Mar from their balconies on Cinco De Mayo.



Pet Therapy was provided to St. Paul's Plaza residents by a staff member and her dog to spread some joy.



Our St. Paul's Plaza activity team has executed many fun, themed activities to make our residents smile.



St. Paul's Plaza residents enjoyed a social distancing visit from their family members and friends who participated in a Mother's Day parade.



Our Housekeeping Department ensures our buildings are clean and sanitized regularly for the safety of our staff and seniors and have been doing a fabulous job.



Our St. Paul's Villa activity team created an ice cream truck that roamed the halls playing music while staff handed out ice cream treats for our residents!



Our St. Paul's Plaza activity team put on a 50's theme event and delivered treats to our residents while playing music and wearing theme-appropriate attire!



Our activity team at St. Paul's Plaza has made sure to grocery shop regularly for residents, so they can stay safe at home.



Our staff make sure to wear all the necessary PPE to protect themselves and our residents.



Some of the gentlemen in our St. Paul's Plaza Memory Care Program helped to paint frames as part of a Mother's Day gift for the mothers in our program.



Our staff are following safety protocols and ensuring our buildings are clean so our residents remain healthy.



Our St. Paul's Plaza residents in our Memory Care Program have been enjoying the sunshine outdoors in the courtyard, while doing arts and crafts activities.



Family members have surprised their loved ones with signs and visited through windows and from below resident balconies at St. Paul's Villa.



Root Beer Floats are a favorite at St. Paul's Plaza, so the activity team surprised the residents with a visit from the "Root Beer Float Cart."



Our residents enjoy Skyping and Facetiming their families as a way to stay connected.



St. Paul's Plaza residents enjoy the outdoors, while practicing social distancing.



Supporting Our Staff During COVID-19

During this pandemic, being called “an essential employee” is considered a badge of honor, but the reality of being essential at this time certainly comes with its challenges. Our employees work hard to keep St. Paul’s senior population safe, but they must also care for their own families AND themselves. At St. Paul’s, we are doing our part to ensure employees feel appreciated and supported. Throughout this pandemic, we have provided free child care for staff, provided free meals to all employees, increased the hourly pay rate of those who work weekends, provided shower facilities so staff can shower before going home, and we’ve even provided hotel accommodations for those who needed it.

Here are some of the other fun activities we’ve implemented to show our appreciation for St. Paul’s essential staff:



We have provided shower areas for our staff to stay clean and feel refreshed before or after work!

**DO YOU WANT TO THANK OUR ST. PAUL'S
SENIOR SERVICES STAFF MEMBERS?**

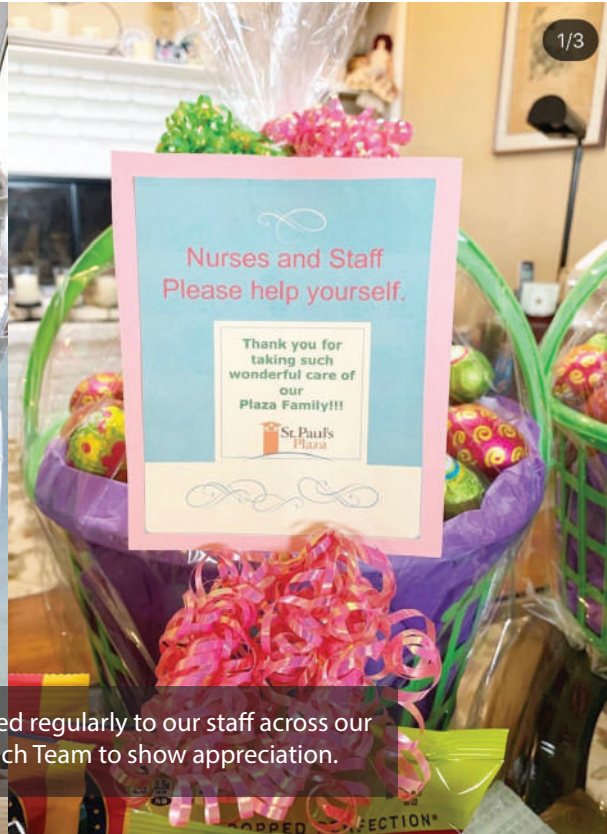
Donate to our annual employee appreciation fund at:

<https://www.stpaulseniors.org/donate/>

Each hourly employee benefits from your donation during the holidays!



Goodies have been provided regularly to our staff across our buildings by our Outreach Team to show appreciation.

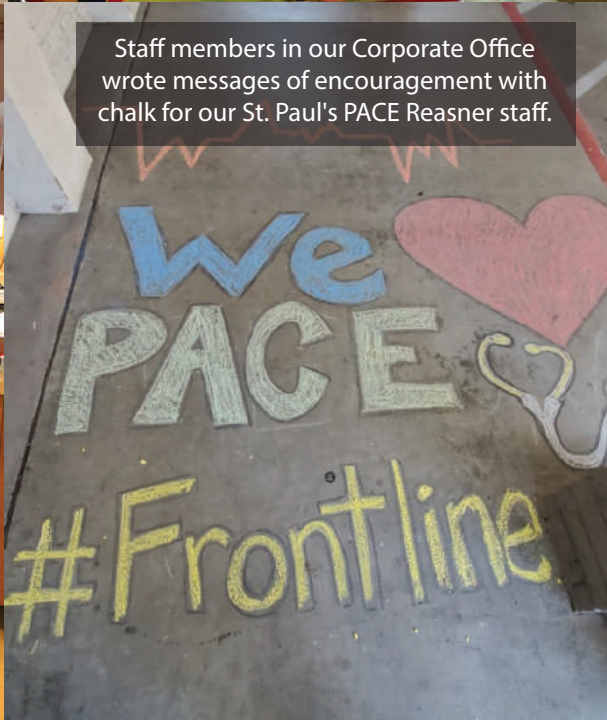


GOODIES for EMPLOYEES

Lunches have been provided daily to our employees as a way to appreciate them for their hard work.



Staff members in our Corporate Office wrote messages of encouragement with chalk for our St. Paul's PACE Reasner staff.



Staff and residents showed appreciation during our Nurses Day parade.



Supporting Caregivers *and* the Community with StPaulsSeniors.org

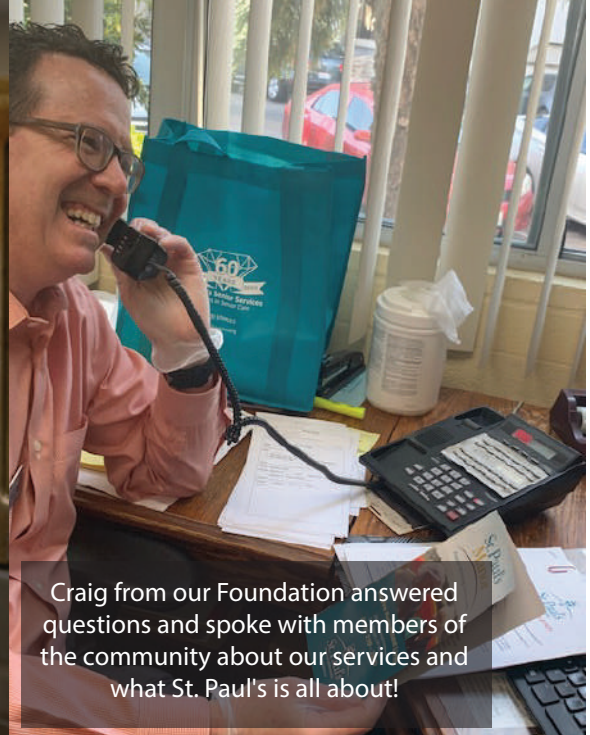
During this time, our Community Outreach Team and other St. Paul's employees have worked hard to create various resources for seniors, family members, and caregivers in the community. Some of these resources, which can be found on our website, include:

- Blog posts about caring for seniors during this time.
- An extensive resource document for seniors, families, and caregivers in need, including information for those with food insecurities, online church services, virtual entertainment, transportation, and more.
- Virtual events to educate seniors and caregivers on topics such as the essential documents you should have prepared during a pandemic.
- Educational tools on safety measures, such as what the latest SCAMS are in the San Diego Community.
- Links to at-home entertainment, such as museum tours and live zoo videos.
- Weekly Sunday services for all to enjoy.
- Weekly updates on all SPSS decisions and occurrences as a result of the pandemic.
- Special appreciation deliveries to staff and residents throughout St. Paul's.

Visit StPaulsSeniors.org to download this information.



Chef Androssy at St. Paul's Plaza provided a delicious chocolate chip cookie recipe for families and seniors to make while social distancing at home.



Craig from our Foundation answered questions and spoke with members of the community about our services and what St. Paul's is all about!



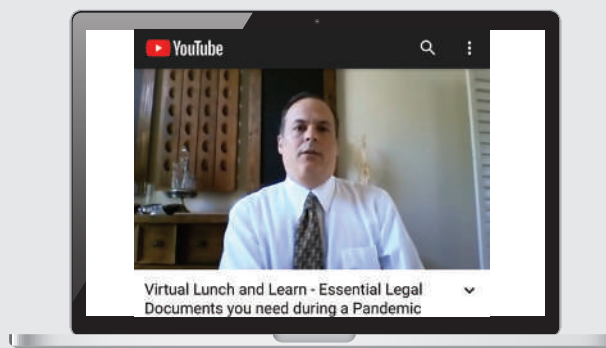
Virtual Exercise Class



Janet, our Fitness and Wellness Coordinator at St. Paul's Plaza, provided a virtual chair exercise class for seniors, caregivers, and anyone wanting to stay active at home.

Virtual Education

We hosted a virtual education event with CA Estate and Elder Law about the essential documents you need during a pandemic for seniors and caregivers in the community.



SAFARI PARK
ELEPHANT CAM
presented by Planet Zoo®
[WATCH LIVE CAM](#)



SAFARI PARK
GIRAFFE CAM
presented by Fiesta
[WATCH LIVE CAM](#)

Fun Virtual Tours

We have provided several links to online virtual tours of museums and live cams of animals such as those at the San Diego Zoo as a fun activity for all ages to enjoy at home.

We Love Our Community

Thank You San Diego!

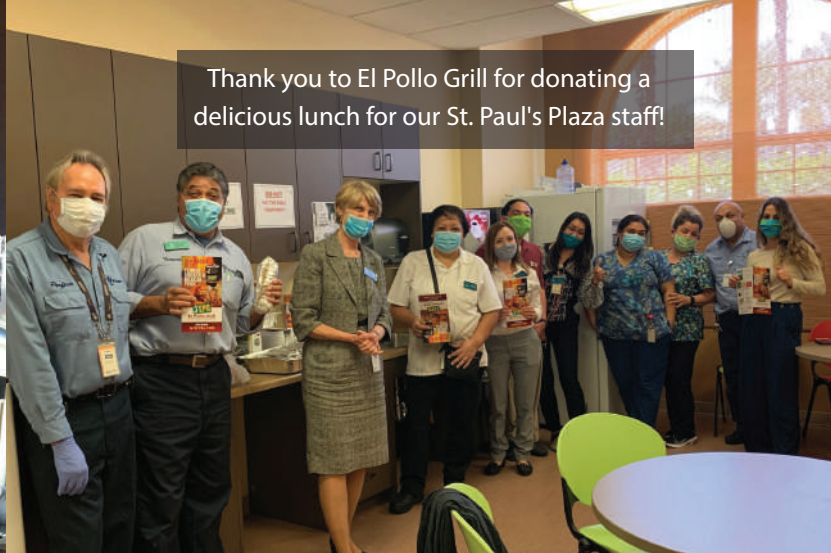
Yes, this time has been challenging, but San Diego is such a supportive community and is always willing to support friends and neighbors. Many St. Paul's friends have supported us in unique ways over these past few months, and everyone at St. Paul's is truly thankful. We have been overwhelmed with the love San Diego has shared for St. Paul's staff and seniors. **Thank you, San Diego!**



Thank you to everyone in the community who donated their time and talents to sew and deliver beautiful masks and other PPE for our staff and seniors.



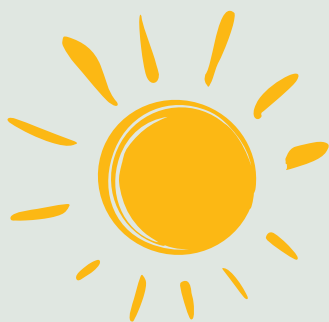
Thank you to Chick-Fil-A in Eastlake and the high schoolers who are part of their Leadership Academy for donating goodie bags to our St. Paul's Plaza residents.



Thank you to El Pollo Grill for donating a delicious lunch for our St. Paul's Plaza staff!



Thank you to McDonalds in Hillcrest for donating breakfast to our Bankers Hill staff!



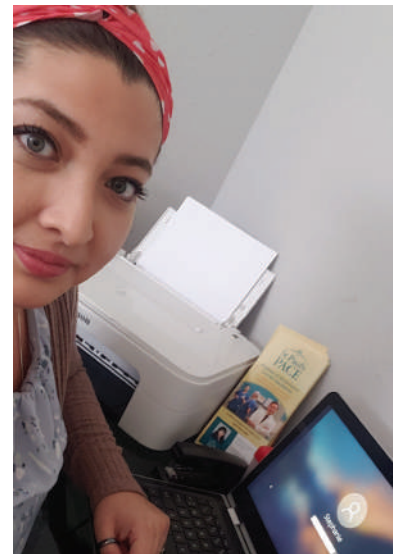
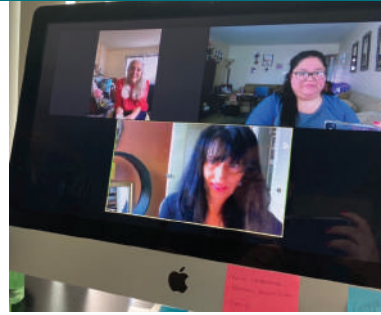
Sunshine for Seniors

Thank you to all who have sent cards, puzzle books, pictures, and more to our seniors through our Sunshine for Seniors program! These items have really made our seniors smile and feel loved.



St. Paul's PACE

Enrolling Seniors from a distance during COVID-19 "A Success Story"



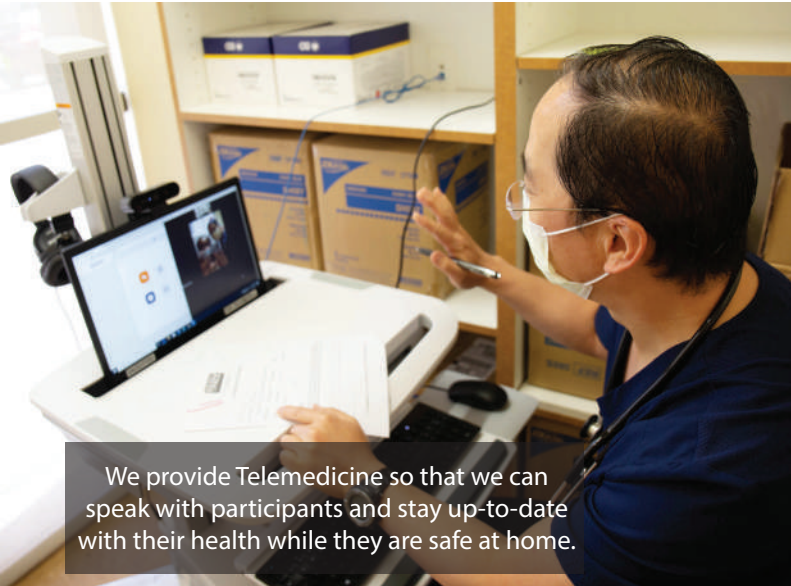
Our St. Paul's PACE enrollment team loves a challenge. So when the COVID-19 restrictions meant seniors in need could not come to the center for assessments, we quickly developed a process for conducting enrollments by phone or video, utilizing interpreters as needed. Dr. Lee and our Level of Care (LOC) Nurses reformatted the assessment tool to enroll new seniors successfully.

Monique Fountain, an Enrollment Specialist, assisted San Diego resident, Brett. "When I first connected with him, he assumed we weren't open. He needed help with coordinating his medical appointments and retrieving his medications as he has some memory loss. He was so happy to find out that we were still enrolling people through this pandemic; we completed a home assessment via FaceTime that took 2 1/2 hours as he was just happy to have someone to talk to. He enjoyed having the 'real me' to see rather than just a voice. After our first call, I Facetimed with him once a week to check in on him and have a friendly chat. He is so excited!"

Our Enrollment Coordinators are standing by, ready to help San Diego seniors in need. We recently developed a resource list of shopping and food distribution resources in San Diego, which we share with every senior or family member who reaches out to us. It's our tag line, "if we can't help you, we'll find someone who can."

Do you know someone who would benefit from St. Paul's PACE care?

Call 1(833) PACE NOW



We provide Telemedicine so that we can speak with participants and stay up-to-date with their health while they are safe at home.



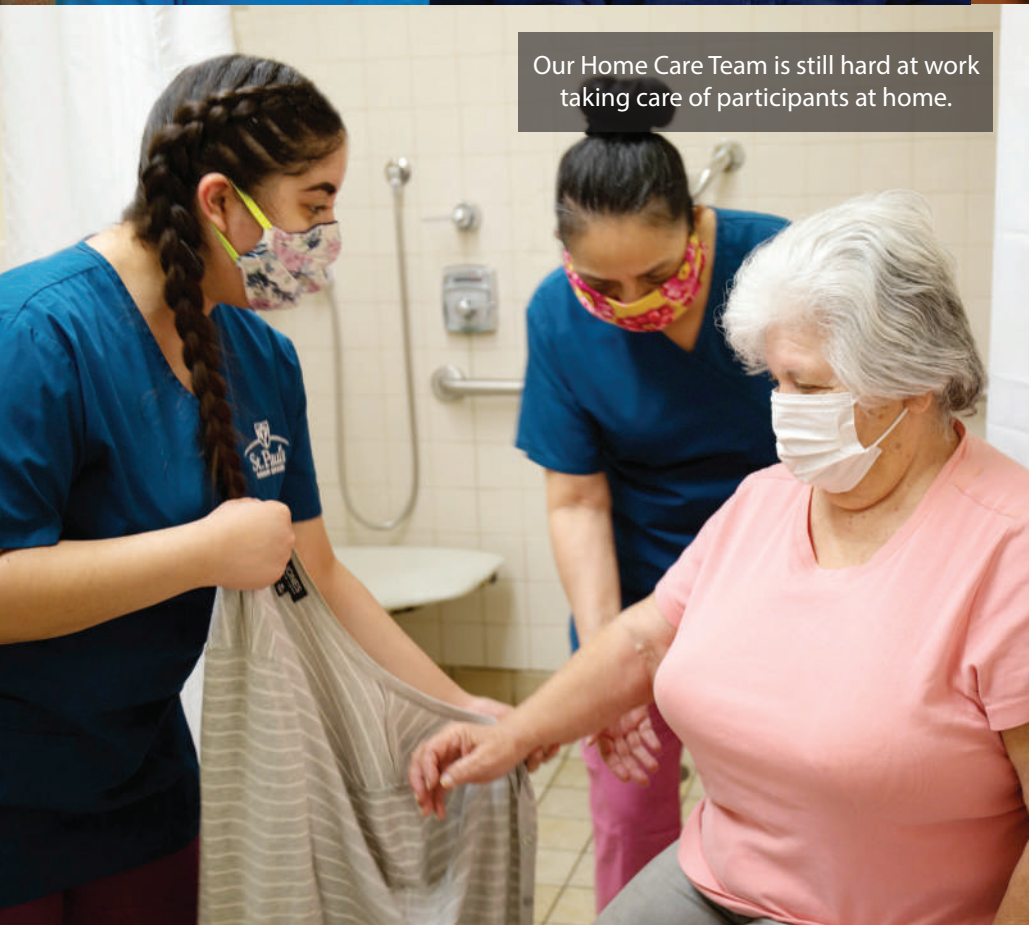
Transportation is still being provided to and from the day centers for those who need medical care that cannot be taken care of at home or via our Roving Clinic.



We're making sure our participants feel loved and cared for during this difficult time.



Our participants' health is our number 1 priority!



Our Home Care Team is still hard at work taking care of participants at home.



St. Paul's
PACE
adjusts to
continue
senior care.

We have been delivering meals to our PACE participants, who normally would receive lunch in our day centers. Our PACE Participants continue to thrive during COVID-19.

St. Paul's Foundation *Wish List*

St. Paul's Wish List features items needed in one or several of our locations. Please contact Stewart Gaddy at (619) 239-6900 if you wish to make a charitable contribution towards the cost of an item, or to donate your time and expertise. Your support is greatly appreciated.

Piano Tuner

We have a number of pianos that can use a tune-up. Can you donate your expertise and provide this service?

Sunshine for Seniors - \$250

During the shelter-in-place order, seniors throughout St. Paul's are in need of large print puzzle books, large piece jigsaw puzzles, and art supplies (such as coloring pencils, markers, paint brushes, and paints).

Music System for Chapel Services - \$2,000

Our Chaplains would like a portable electronic music system that plays pre-recorded hymns for worship services when a pianist is unavailable.

Plate Warmers - \$2,700

Due to COVID-19, the McColl Health Center needs another plate warmer for serving meals to residents. Due to the number of residents now receiving meals in their beds, there is a 15-20 minute delay and meals are at risk of falling below a desirable temperature. The plate warmer will ensure the quality and taste of the food remains high.

Lean Rails - \$25,000

Unlike standard handrails, lean rails make it easier for residents to maintain balance while walking down halls. St. Paul's Villa would like to install lean rails throughout the memory care floor.

Award Display Case - \$600

Each St. Paul's PACE Center would like a case to display awards that participants have received. Each case is \$200.

Shade Covers - \$4,000

The Plaza needs shade covers for outdoor patios especially on the 2nd and 4th floors. Residents have been subject to a 'stay at home' order and would like to get out for some sun - however, it is very warm on our decks and some shade is needed.

Plaza Sound System - \$1,000

The Plaza's Mathes Conference Room is regularly used for resident-focused events as well as support to corporate functions, such as board meetings and staff retreats. These functions would benefit from an upgrade to the sound system.

Viper Elevated Body Temperature Detection System - \$25-30K each for 11 locations.

This detection system would allow us to electronically measure temperatures for all staff entering our buildings to ensure the safety of our staff and residents.

St. Paul's thanks The Shiley Foundation and Community Congregational Development Corporation for keeping seniors and staff safe.

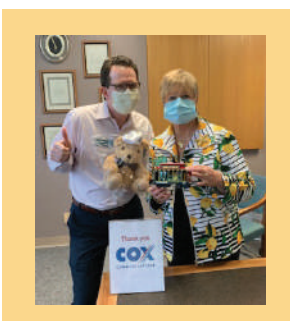


St. Paul's thanks the Shiley Foundation for their generous gift to underwrite 3,000 face masks for residents and staff. The Shiley Foundation is helping local organizations like St. Paul's weather this healthcare crisis by providing financial assistance with needed healthcare supplies.



The Community Congregational Development Corporation made two generous gifts to St. Paul's. Their first gift expands the size of PACE Akaloa's food pantry from a modest room to a shipping container. This expansion will now serve all food-insecure seniors enrolled in St. Paul's PACE. A second gift underwrites expenses related to St. Paul's response to COVID-19, such as personal protective equipment, hand sanitizers, and virus test kits.

St. Paul's is thankful for the generosity of other companies!



Cheryl Wilson and Craig Smith prefer "bear" hugs to air hugs, especially when they are filled with Ghirardelli chocolate and donated to St. Paul's from their friends at Cox Communications.



Cheryl Wilson and Craig Smith can't "mask" their appreciation from receiving the gift of facial masks from St. Paul's friends at DDH.



Cheryl Wilson and Craig Smith would like to put their "hands" together for their friends at Sodexo for their generous donation of mini sanitizers to St. Paul's.



St. Paul's thanks the St. Paul's Plaza "Angels"

Several of our St. Paul's Plaza residents, now known as the "Plaza Angels," dedicated their time and talents to sew masks for our staff. Thank you so much for your hard work and dedication to help us provide masks for our staff!

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Randy Tyler
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Tyrah Victorin
Sara Wacker
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Neville Willsmore
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TRIBUTE GIFTS IN HONOR OF

Mary Frazier
Robert Schmeding
Cheryl Wilson
Cheryl Wilson
Cheryl Wilson
Cheryl Wilson
Cheryl Wilson

DONOR NAME

Tim Frazier
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Thank you COX Communications
for sending letters of encouragement
to our front line staff.

St. Paul's Senior Services
328 Maple Street
San Diego, CA 92103



St. Paul's Community Connection Reflecting on January - April 2020

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St. Paul's Villa resident, Evan, holds a sign of appreciation for all essential workers who are working to protect and serve seniors during this time of need.