



Jackie has been a PACE participant for 9 years. She visits several times each week for therapy and social support.



St. Paul's Senior Services
Leaders in Senior Care

ST. PAUL'S COMMUNITY CONNECTION Reflecting on May - August 2020

THANK YOU, San Diego community, for your support and kindness to our staff and seniors during this challenging time!

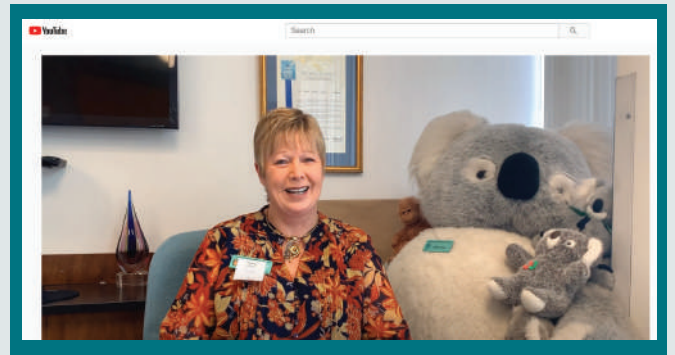


CEO Perspective

Dear Friends, Families, Supporters, and Community,

Recently, we hit the seven-month mark of the COVID-19 pandemic. While this time has been challenging and sometimes frustrating, I reflect over this time, and I feel a great sense of pride and gratitude for our St. Paul's Team.

Our incredible employees have taken steps, often over and above those dictated by the State and Federal governments, to keep our residents and participants safe and healthy. I am privileged to work with these incredible professionals every single day. We recently documented some of the efforts during the pandemic, and I'd like to share them with you:



"One of many communications the marketing department prepared. I've learned to be the instant media person."

- St. Paul's housekeeping teams have maintained strict cleaning guidelines and have increased intensive cleaning to all high touch areas multiple times daily.
- We continue to monitor the CDC, local, and State public health agency updates daily and adjust our infection control protocols accordingly. Our leadership meets daily to discuss these updates and make changes as necessary.
- Until recently, we provided weekly updates through letters, emails, and videos, so our seniors, families, and staff are entirely aware of all COVID-19 occurrences and practices. We now send regular communications as needed.
- We provide seniors and staff with face masks and ask residents to wear them outside their apartments and the communities. We also ask staff and residents to remain six-feet apart well before government mandates.
- We placed Plexiglas dividers and safety devices throughout the buildings for staff separation and family visits.
- We rigorously screen all employees and residents when they enter our buildings. Our screening protocol includes six safety questions and exceeds State requirements. We update our screening questions regularly based on new information.
- We limit access to our buildings to seniors and necessary staff only. Vendors, family members, and other guests have been asked not to enter our facilities.
- We have set up safe-stations outside our buildings for families and business representatives to visit with our residents.
- We use technology to ensure our residents enjoy regular "face-time" with family and friends and communicate with their doctors.
- We have handwashing stations and hand sanitizer placed throughout our buildings.
- We provide education on symptom control, family safety, handwashing, and proper PPE (Personal Protective Equipment) usage.

- At the height of the pandemic and continuing, we've provided a meal delivery service for our residents to keep our common areas from over-crowding and to eliminate the potential spread of illness through our dining rooms.
- We bring joy to our residents with ice-cream carts, happy hour deliveries, musicians heard from the balcony, and drive-thru events for families to say hello from a distance, and more.
- We conduct exercise classes in the hallways in small safe groups to encourage residents to keep moving and stay active.
- We encourage the local community to send us activity books, puzzles, and cards to cheer our seniors up through our 'Sunshine for Seniors' program.
- Our Chaplaincy program provides a weekly Sunday Service in small groups to offer spiritual support to our seniors. Chaplains also offer individual and group counseling through phone calls and zoom meetings to both seniors and staff.
- We opened a child watch program and a learning lab, so our employees with children can continue to come to work.
- We also provide daily staff meals, so employees don't have to leave the buildings to purchase food.
- We offer a guest room or hotel accommodation for staff who work in a transitional unit.
- Our St. Paul's PACE program has introduced new ways to care for our home-bound seniors, including:
 - A roving Medical Clinic bringing provider care to their home
 - Weekend dental clinics and telehealth medical appointments
 - Increased home care services
 - Telephone wellness checks
 - Food deliveries to home
 - Increasing our food pantry to ensure participants receive needed nutrition

Giving Thanks To Our Board Of Directors

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Karen Lappas, PACE Nurse Practitioner, introduces our North County PACE site.



We have also established excellent protocols in the event we have a positive case of COVID-19, including:

- Utilizing fully staffed Transitional Units at several of our buildings so seniors have a safe and familiar home to recuperate after a hospitalization, eliminating the potential spread of COVID-19.
- We have speedy communication tools in place to inform staff, residents, and family of new developments.
- We have experienced contact tracing staff to ensure all those who may have been exposed are tested.
- We have two COVID-19 testing stations for staff and residents.
- We have hired a third-party sanitation company to complete a thorough deep clean to augment our daily disinfecting and sanitation processes.
- We monitor residents and employees for signs and symptoms and take temperatures regularly throughout the day.

Please join me in thanking all St. Paul's staff for their commitment and hard work. It is a priority for us to keep you, our St. Paul's seniors, families, friends, and staff informed about what is happening across our organization. Should you have any questions or concerns, please email us at behealthy@stpaulseniors.org. We also have a 24-hour hotline with current information at **(619) 591-0680**.

Should you wish to send a staff member a thank you card, please mail it to:

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

With Gratitude,

Cheryl Wilson



Supporting Our PACE Seniors During COVID-19

At St. Paul's, we care for an extremely vulnerable population; seniors. This COVID-19 pandemic has added additional struggles and trials for seniors, especially those without family or who live on their own with chronic medical conditions. At St. Paul's PACE, we've worked hard throughout this pandemic, adjusting our services to meet our seniors' current needs while also coming up with new ways to serve them.

Here are some of the ways we've provided extra care for our St. Paul's PACE participants.



Wellness Phone Calls



Roving Medical Clinic



Weekend Dental Clinic



Home Care Services



Increased Food Pantry Distribution



ST. PAUL'S PACE NORTH COUNTY IS NOW OPEN AND SERVING NORTH COUNTY SENIORS

Over the past year, St. Paul's has been working to open our fourth St. Paul's PACE location in Encinitas to serve those in North County San Diego. This new clinic will provide care for low-income seniors from central San Diego to Oceanside.

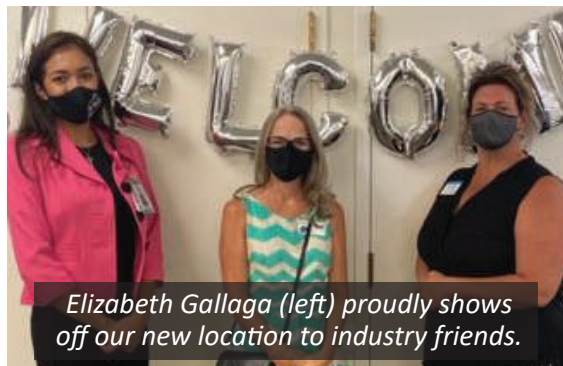
"St. Paul's PACE helps seniors with chronic medical conditions live successfully in their own homes with PACE services; it's an amazing program! We have been serving seniors in the North County area for a while now. This allows us to provide services much closer to their homes," said Carol Hubbard, St. Paul's Chief Community Services Officer.

Located on the campus of Seacrest Village properties in Encinitas, St. Paul's PACE North will provide primary care (including physician and nursing services), social services, restorative therapies (such as physical, occupational, and speech), and home care services.

"The impact of this program in North County will be nothing short of transformational," says Carol Castillon, who is the Center Director of this new location and currently serves as Center Director for the downtown site. "It is so rewarding to see how PACE changes these seniors' lives. Seniors in North County will love having a medical program that also provides home care, transportation, and social services. We make their lives so much easier. We even deliver medications and provide dentistry."

In July, we welcomed our first two participants who received a special tour and met with providers and therapists. While we couldn't host the large grand opening event we hoped for, we did host socially-distanced, small group tours with industry professionals and friends to showcase our new location.

The new center is located at 304 Seacrest Way, Encinitas, CA 92024-2786, close to the I-5 freeway in North Coastal San Diego. If you would like to schedule a tour or get more information, contact Elizabeth Gallaga at egallaga@stpaulspace.org.



Elizabeth Gallaga (left) proudly shows off our new location to industry friends.



New PACE participants enjoy a special gift basket on their first visit.



ST. PAUL'S

events

While many organizations canceled social events, St. Paul's marketing department rose to the challenge and created many virtual occasions throughout the Pandemic to keep friends of St. Paul's educated and included in our friend circle. Here are several successful events we hosted over these past months.

May 19, 2020

St. Paul's PACE Virtual Presentation: PACE During the Pandemic

Speakers: Alisa Izumi and Donna Lupinacci

May 25, 2020

Virtual Lunch and Learn: The Essential Legal Documents You Need During a Pandemic

Speaker: Scott Stewart, CA Estate and Elder Law

June 4, 2020

St. Paul's Virtual In-service: Serving Seniors During a Pandemic

Speakers: Jean Nagle, Terri Hancock, Patrick Miller, Lizett Schulz, Alisa Izumi

June 30, 2020

St. Paul's Virtual Educational Series - Plan for Tomorrow, Today: Senior Living and Care Options

Speakers: Kie Copenhaver, Owner of CarePatrol and Patrick Miller, Admissions Specialist at St. Paul's Senior Services McColl Skilled Nursing and Rehab

July 27, 2020

St. Paul's Virtual Educational Series: Plan for Tomorrow, Today – Downsizing, Moving, and Aid and Attendance for Veterans

Speakers: Brian Devore, Devore Realty and Angela McGlassan, Littorno Law Group

August 13, 2020

Summer Fan Donation Drive By at St. Paul's PACE Nemeth

50 fans were donated for PACE participants from community partners and supporters

August 24 - 28, 2020

Socially-distanced Grand Opening Event for St. Paul's PACE North County – Private Tours!

August 26, 2020

Education Series: Virtual Workshop – Mental Health and Social Isolation in Seniors

Speakers: Brian Mullin, St. Paul's PACE and Rebecca Turman, Alzheimer's Association

August 1 – September 30

Virtual Villa Open House Event!

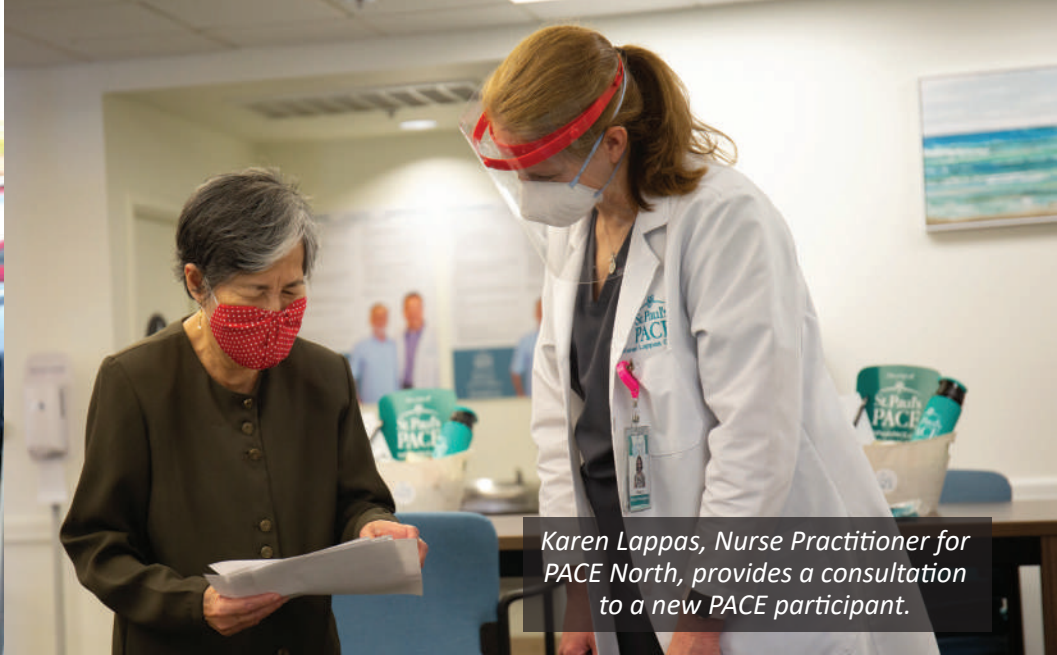
Showcasing our newly remodeled community to friends, supporters, and partners via a special web page event



VIRTUAL EVENTS



Our CEO, Cheryl Wilson, helped deliver meals to our low-income seniors provided by the San Diego Rotary Club and Mark Allen, a St. Paul's Board Member.



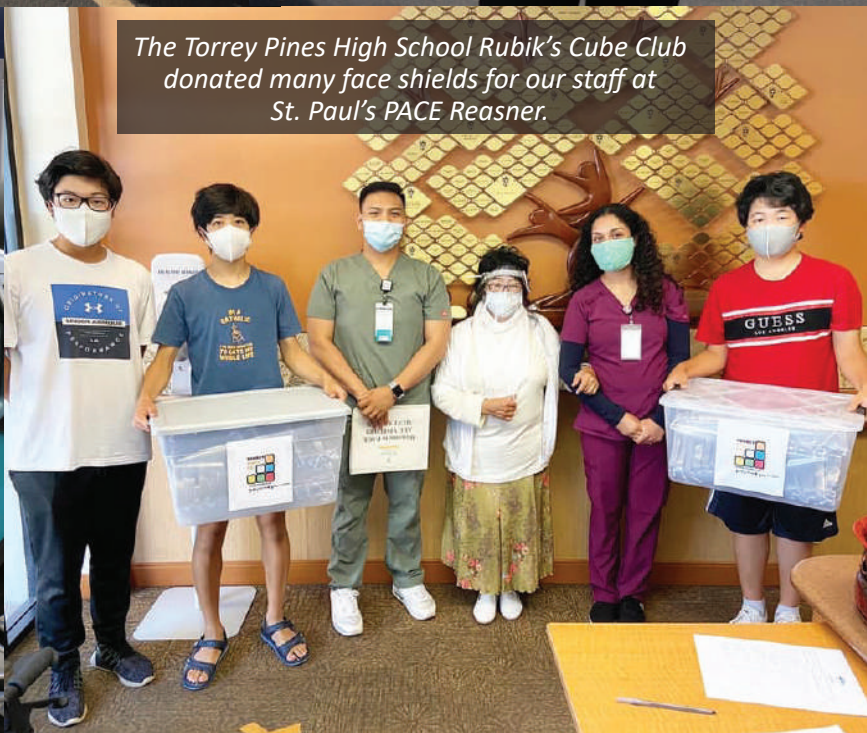
Karen Lappas, Nurse Practitioner for PACE North, provides a consultation to a new PACE participant.



St. Paul's PACE Nemeth hosted a Drive-Thru Fan Donation event. Over 50 fans were collected for our low-income St. Paul's PACE Participants.



Our Medical Team brings medical care right to the doors of our St. Paul's PACE participants. They can receive care safely at home!



The Torrey Pines High School Rubik's Cube Club donated many face shields for our staff at St. Paul's PACE Reasner.



Supporting Our Staff During COVID-19



St. Paul's continues to find ways to support staff during this challenging time. With many schools doing virtual learning, it is challenging for those who work to ensure their children are completing their online work. To help with this, we have introduced a new Learning Lab program for our employees' children.

"Businesses large and small are navigating a 'new normal' and searching for ways to support their employees during the pandemic," said Cheryl Wilson, our CEO. "COVID-19 has brought challenges and, ultimately, stress to families and employees, so we have launched many programs to support our employees."

Serving elementary school-age children, the Learning Lab began in August and helps children with their distance learning, guided by a teacher. Children bring their own learning devices and are supervised in small groups, while wearing masks and social distancing. Children also have outside recreation, activities, and games once school work is completed for the day.

Other ways we support employees:

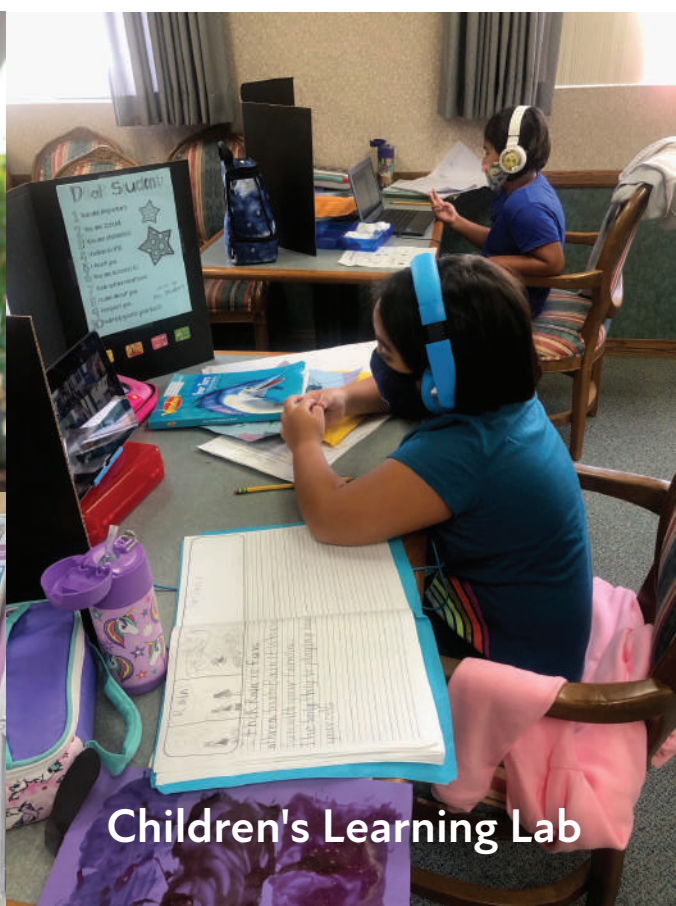
- Zoom support group sessions where employees can speak to our Chaplains to feel supported during this time.
- Daily meals.
- Guest room or hotel accommodation for staff who work in a transitional unit.
- Daily wellness emails with meditations, exercise tips, recipes, encouragement, and more.
- Regular written, email, and video communications with updates from our CEO and Executive Team.



St. Paul's Chaplains



PACE Akaloa Ice Cream Social



Children's Learning Lab

Residential Communities New Normal

As this pandemic continues, St. Paul's continues to adapt. It is crucial for us to provide fun, mentally stimulating, creative, and life-enriching events and activities for our residents. Socially-distanced of course! Here are some of the creative and innovative ways we have provided fun, laughter, and support to our residents.



Since we can't invite visitors in to do pet therapy, one of our staff members has been providing pet therapy with their dog Mila at St. Paul's Plaza.



Our residents are able to enjoy the fresh air and sunshine during our outdoor, socially-distanced activities.



St. Paul's Villa is hosting different classes like cake decorating for small groups of residents.



St. Paul's communities are hosting various activities that allow residents to be creative and show off their skills with activities like flower arranging.



St. Paul's Manor residents have enjoyed listening to music from their balconies and patios.

Resident Profiles

Let's hear what our residents say about St. Paul's



David and Marjorie
St. Paul's Manor Residents

"We feel so lucky to be here. We feel very safe and the staff have been extremely diligent. If someone gave us the choice to live in any community, we would choose to live here. We feel we are in the safest place we can be right now."

**St. Paul's
Manor**

Leah
St. Paul's Villa Resident

"The care I've received during COVID-19 has been outstanding. The staff have been visibly diligent in carrying out the mandates to provide protection from infection. We've had an ongoing schedule of creative activities to keep us busy like balcony serenades, mind prodding puzzles, ice cream truck visits, and more."



Ruby
St. Paul's Plaza Resident

"St. Paul's is WONDERFUL! The staff always ensures we have fun by planning several daily activities for us while still practicing social distancing. I am so happy; I am having a ball living here!"



REFLECTIONS

ST. PAUL'S MEMORY CARE PROGRAM

Memory care practices often evolve as the industry becomes more knowledgeable about Alzheimer's and other forms of dementia. St. Paul's recently added several new memory care experts to the team, so we took this opportunity to rebuild our memory care program to include the newest concepts. We are proud to present Reflections, our Memory Care program at St. Paul's Villa and St. Paul's Plaza.

What is Reflections Memory Care?

Reflections is our Memory Care model. St. Paul's Senior Services designed this innovative new program with the help of a multidisciplinary team of medical practitioners, life enrichment specialists, and memory care experts. With decades of experience caring for seniors with Alzheimer's and other forms of dementia, St. Paul's developed the Four Pillars as the program's foundation, along with a R.E.F.L.E.C.T. model for staff standards.

Our Pillars of Care



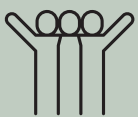
1. **Compassionate Transitioning** - Moving into a memory care community is a delicate process. Our staff takes the time to get to know a new resident's interests, past occupation, likes and dislikes, hobbies, and habits. Our comfortable living spaces, combined with compassionate transitioning, makes St. Paul's feel like home from the start.



2. **High-Quality Caregiver Standards** - We exclusively hire Certified Nursing Assistants (C.N.A.s) to ensure the best care for our residents. We have certified nurses on site 24 hours a day, seven days a week. We also provide caregivers with special dementia care training. Hence, they understand the best ways to interact with and care for residents.



3. **Specialized Social Enrichment** - St. Paul's Reflections Memory Care communities have designated social enrichment staff who are highly trained to lead unique activities that engage seniors, while giving them a sense of purpose and belonging. Our person-centered approach provides individualized activities and outings that suit each resident, whether they enjoy gardening, music, cooking, dancing, or exercise.



4. **Family Engagement** - We see family as an important part of resident success. We keep communication channels open and encourage families to visit often, participate in activities, and utilize our many community spaces. We also offer an Alzheimer's support group hosted by Alzheimer's San Diego.



R.E.F.L.E.C.T. Model of Care

It takes special people to care for seniors with memory loss, and you'll find them right here at St. Paul's. They use the R.E.F.L.E.C.T. model of care when interacting with residents, so each senior feels valued and respected.

Respect – and honor everyone.

Empathize – and understand with grace.

Fulfill – our promise of exceptional care.

Listen – and acknowledge with compassion.

Engage – with enthusiasm and impactful activities.

Comfort – and console with love.

Trust – and support one another.



Our Reflections Communities in San Diego

St. Paul's Senior Services has two memory care communities in San Diego, offering a home-like environment for seniors experiencing memory loss. Call our admissions department to learn more: 1(833) 787-2857



St. Paul's Plaza – Otay Ranch

The Reflections Memory Care community at St. Paul's Plaza features four comfortable cottages with open kitchens and living quarters, a secure outdoor patio, and a large life enrichment center. Each resident has a private apartment with a private bathroom.



St. Paul's Villa – Bankers Hill, San Diego

Just two blocks west of Balboa Park, St. Paul's Villa's Reflections Memory Care floor features private rooms with full bathrooms, community space, two dining rooms, and a secure outdoor courtyard. Our annual competitor analysis shows St. Paul's Villa offers the lowest priced private assisted living/memory care apartments in San Diego.

Know someone who
may benefit from
Reflections? Call
1(833) STPAULS or visit
StPaulsSeniors.org



UPCOMING EVENT

St. Paul's Annual ~~Jingle Mingle~~ *Motor Mingle*



Join us for St. Paul's Plaza

First Ever Motor Mingle! A FUN DRIVE-THRU EXPERIENCE

Thursday, December 3, 2020
5:00 to 7:00 pm

1420 East Palomar Street
Chula Vista, CA 91913

Enjoy holiday cheer, hot cocoa and yummy treats to go! Please share the warmth of the season by **bringing a new blanket** for our PACE participants!

Bring your business card to enter our Opportunity Drawing!

RSVP to Mary Johnson at
mjohnson@stpaulseniors.org
or StPaulsSeniors.org



Lic# 374603643

SPREADING SUNSHINE TO OUR SENIORS

St. Paul's cares for nearly 1,400 seniors across several buildings and programs. Since the pandemic started, we have not been able to welcome our dedicated volunteers into our buildings so we created a new program, Sunshine for Seniors. This program is a way our volunteers and the community can continue to make a difference in the lives of our seniors in a socially distanced way.

There are two unique ways to bring “sunshine” into seniors’ lives.

YOU SHINE! PROGRAM

- Send a card (store-bought or handmade) with a message of encouragement. We welcome younger volunteers to send decorated cards and drawings.
- Share an inspirational message or story in a letter.
- Donate Jigsaw Puzzles and large print puzzle books (Crossword, Sudoku, Brain Teasers, etc.)

YOU ROCK! PROGRAM

- You can brighten a senior's day with a pretty painted rock. Bring out your inner artist by painting on the blank canvas of a stone. Paint a colorful design or include an inspirational message.
- We are accepting stones that a senior can easily hold in their hand. Some will be given directly to seniors while others will be placed in our gardens for all to enjoy.

How to get your “Sunshine” to our seniors:

Send via mail:

**St. Paul's Senior Services
Community Care Center
328 Maple Street
San Diego, CA 92103
Attn: Sunshine for Seniors**

Deliver to:

St. Paul's Senior Services
Community Care Center
328 Maple Street
San Diego, CA 92103
Leave in our front lobby

Deliveries: Please do not drop off items directly to our senior communities or PACE centers. We are taking all precautions to limit entrance to essential staff only. Call our Foundation to schedule a delivery, Monday-Friday, 9 am - 4 pm by calling **(619) 239-6900**.

Questions? Please call the Foundation at **(619) 239-6900** or email **sunshine@stpaulseniors.org**



ST. PAUL'S FOUNDATION *Wish List*

St. Paul's Wish List features items needed in one or several of our locations. Please contact the Foundation 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 need tuning. Can you donate your expertise and provide this service?

Sunshine for Seniors - \$100 x5

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

The Simple Music Player - \$170

St Paul's Plaza memory care team plan to develop a Music & Memories program for seniors experiencing memory loss. These music players will be loaded with appropriate musical favorites customized to the residents living in the community.

Plaza Sound System - \$1,000

The Plaza's Mathes Center 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.

Plate Warmer - \$2,700

Due to COVID-19, the McColl Health Center needs an additional plate warmer for serving meals to residents. Due to the number of residents now receiving meals in their bedrooms, meals could be at risk of falling below a desirable temperature. The plate warmer will ensure the quality of the meals remain high.

Shade Covers - \$300 each (need 8)

The Plaza needs shade covers for outdoor patios especially on the second and fourth floors. Residents have been subject to a 'stay at home' order and would like to go outdoors for some sunshine. However, it is very warm on our patios and some shade is needed. Several matching aluminum solar LED offset outdoor umbrellas on rolling base, will be used by our residents where we do not have shade on our second and fourth floor terraces and in the front piazza of the building.

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.

New or Gently Used Baby Grand Piano

Do you have a Baby Grand Piano to donate? We would love to hear from you!



ST. PAUL'S PACE ROVING CLINIC 2.0

BREAKING NEW GROUND



Dr. Victor Lee

As many of you know, St. Paul's Program of All-inclusive Care for the Elderly (PACE) provides transportation to frail seniors, picking them up from their homes and bringing them to one of our four PACE centers. But what happens during a pandemic

when it is not safe to bring seniors to a clinic? How do we provide medical services without using a clinic?

Enter St. Paul's PACE Roving Clinic.

"We took a passenger van, installed a privacy curtain, packed up necessary supplies and equipment, and set out on the road to visit our seniors," said Dr. Victor Lee, Medical Director of St. Paul's PACE. "It is not elaborate or elegant – but it works. When you're in a pandemic, you have to be creative and responsive. I'm so proud of what this team was able to do in such a short time."

The roving clinic operates out of St. Paul's PACE Reasner in downtown San Diego. The team can visit up to ten participants a day, five days a week. The

care team greets participants curbside to provide many of the medical services usually provided in the clinic.

"This is the future," says Dr. Lee. "We want to continue innovating this delivery model. Our next step is to get a more professional vehicle designed and equipped to do more than we are doing now. We want the seniors and the staff to be comfortable during their visits. We call it PACE Roving Clinic 2.0."

St. Paul's Foundation is fundraising for two new 2.0 Roving Clinics; one vehicle alone will cost at least \$300,000. "Our community of supporters have been very generous. It first started with a gift from Dottie Laub, a generous philanthropist residing in San Diego; she wanted to underwrite the first vehicle right out of the gate. Her gift is helping establish a new standard in healthcare delivery for seniors. It's amazing. We've also raised over \$150,000 towards our second Roving Clinic," says Todd Kaprielian, Chief Development Officer for St. Paul's Senior Services.

You can make your own gift for this innovative project. In fact, your donation can double, up to \$25,000 from a matching gift. Go to www.stpaulseniors.org/donate/ and double your gift to the PACE Roving Clinic 2.0.

Questions? Call St. Paul's at (619) 239-6900.

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**THANK YOU
TO OUR BOARD
FROM DONNA**

I am the Level Of Care nurse from Nemeth. I have been working at home since March and yesterday I received my wonderful thank you gift card and mask in the mail.

I came to work at St Paul's after being very bored in retirement. I am 73, so have many years of experience under my belt. I would like to THANK YOU and all the members of administration for your efforts during this pandemic. You have managed this difficult situation with grace and transparency. As an employee, I feel everything is being done to protect me and the clients I serve.

This was a massive financial effort on the part of an agency this size. I know for many of my colleagues it means a Christmas or birthday gift for a child who might not have received one, or maybe just a chance to call "Grub Hub" and have a special treat. Please know, for me, the greatest gift is in the acknowledgement. It is much appreciated.

P.S. I LOVE the mask. It is getting washed and put in my car today for my exciting outings to the grocery store!

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St. Paul's Community Connection Reflecting on May - August 2020

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Richard, a new St. Paul's Manor resident, is very happy he chose St. Paul's as his new place to call home!