The Intergenerational Program at On Lok: Connecting Youth with Participants as Part of the Continuum of Care

By Kelley Sheldon, Intergenerational Specialist, On Lok Lifeways

For more than thirty years On Lok has involved children in the lives of participants in a variety of structured and unstructured activities. Providing Intergenerational Programming for our seniors and the children in the community offers both generations opportunities to develop friendships across the age spectrum. Children gain knowledge of the life cycle, learn about aging and the aged and get that special kind of attention that only an experienced elderly person can offer. Seniors gain an opportunity to be needed and depended upon in new ways, and enjoy the vibrancy of youth as well as opportunities to reminisce, reflect upon their own personal histories and to share wisdom with their young friends.

In 1987, after learning about a nursing home in Colorado with an adjacent child care center, On Lok began to explore the possibility of an intergenerational child care program, on site at an On Lok Center. In 1988, a handsome Victorian building on the edge of North Beach provided the opportunity On Lok sought. With the acquisition of the building at 1000 Montgomery Street On Lok would have the space to include a child development center and outdoor play area in their renovation plans. The child development center would be physically separate from the seniors’ space, allowing both groups privacy, but close enough for regular, daily intergenerational programming.

Wu Yee Children’s Services suggested the two organizations operate the childcare center as a joint venture. In 1990, the Intergenerational Program came to life. The frail elderly persons living in the building or attending the adult day health center at the 1000 Montgomery facility welcomed their new neighbors, 24 preschoolers. Today it is known as the On Lok Lifeways Herbst Intergenerational Center.

From that early start the Intergenerational Program at On Lok grew to include partnerships with neighboring public and private elementary, junior high and high schools, and participants ranging in age from 2 to 102. An entire classroom or a small group of students might visit one of the On Lok Centers, or meet elderly participants in one of On Lok’s gardens or perhaps a small group of seniors might visit a neighborhood classroom. Professional supervision creates a safe environment for exploration, growth and learning. Meticulous planning and careful attention to detail promote opportunities for the interactions to be spontaneous. Staff watch for clues telling them when to facilitate and when to step back, letting nature take its course. Regular and routine contact between generations gives the young and old time to build genuine and meaningful friendships, and create strong bonds.

The children participating in On Lok’s Intergenerational Programs truly gain a generation. They have opportunities others do not: they learn to assist and appreciate frail elderly people and are cared for by many adults of all ages. They build friendships with frail elderly people and On Lok staff. They get connected to the life cycle. In other words, the Intergenerational Programming gives children a rich, real life experience.

The frail elderly, in exchange, enjoy the bright and spontaneous energy of exuberant youngsters in their daily lives. They develop new roles and occupations for themselves through participation in the lives of young people. Elderly persons participating in intergenerational programming report feelings of being loved and needed. Staff members note seeing cranky or depressed seniors showing signs of improved mood and increased life satisfaction.

In the midst of the planning, advocating, and development of programs the benefits are obvious. Friendships develop, relationships grow, activities are fun, and the stories are touching. Some stories of friendship and generosity stand out.

Many years ago some three-year-olds were taken to visit a participant in his room. They hadn’t seen him in a while but remembered him well. He was the one who always had rolls of plum wafers for the children. They knocked and waited, listening to shuffling feet on the other side of the door. Finally the door opened and the children yelled hellos to the very obviously surprised elderly man. He invited everyone in and led them to the sitting area. He sat in the chair while his young visitors sat on the floor at his feet. They chatted for a while and then, to the absolute delight of the children he reached into his pocket and pulled out that treasure of treasures, rolls of plum wafers, one for each child! He placed one in the chubby hand of each child and smiled when they politely thanked him. One of the children seemed particularly thankful and was perhaps inspired by the generosity of his elderly friend. The little guy reached into his pocket and pulled out what seemed to be the remains of glazed donut. It looked only asAPPENDIX: Donor List and Estate Planning Seminar

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SAVE THE DATE
Highly respected financial planning expert, Robert Lew, will lead an Estate Planning Seminar on the morning of **Saturday, January 25th, 2014**, at 1333 Bush Street in San Francisco. Please contact Ian McCuaig at 415-292-8300 or imccuaig@onlok.org for questions and RSVP.
As 2013 comes to an end, we have much to reflect on. On Lok remains a leader in the field of senior care with a unique menu of services offered to seniors in the Bay Area. However in these times of change in medical care and population shifts with baby boomers entering retirement, we must continue to grow and ensure that seniors enjoy quality life in their communities for as long as possible.

As Chief Executive Officer of On Lok, it is my pleasure to share with you the updates from our organization. Just in the last few months, we hosted four of our annual events.

In June, the 15th Annual Golf Classic gathered over 60 players on a sunny Crystal Springs Golf Course in Burlingame, CA. Thanks to the generous support of the sponsors and players we raised over $14,000 in funding to support the renovation of the Gee Center’s Rooftop Healing Garden.

The 6th Annual Sustainable Long-Term Care Conference held at the UCSF Mission Bay on September 17 was completely sold out, with over 300 attendees and 20 exhibitors. This year the Conference addressed such topics as the brain health, elderly depression, living mindfully, and advanced technologies. The Keynote Speaker was Dr. Daniel Amen.

We had a successful 25th Annual Generations Fashion Show, where this year’s Co-Chairs Rosanna Kwok and Wanda Wong put together an unforgettable event on September 28. Our Master of Ceremonies was renowned TV personality David Louie. Brook Lee, Miss Universe 1997, and Eric Wright, legendary NFL SF 49ers Cornerback were celebrity models. We are deeply grateful to the Friends of On Lok for their continued commitment and support for over 25 years now!

Our event season 2013 was concluded by the colorful 30th Street Senior Center’s Autumn Magic Celebration held at Patio Español on October 19. This year the event highlighted the theme of nurturing body and soul, and brought together 200 guests. We honored four collaborative partners, an outstanding philanthropist, and three volunteers for their invaluable contribution in the Center’s daily operation. Watch out for the Signature Events Brochure 2014 arriving in your mailboxes soon!

In the past few years, we have been observing an increased demand for our services in the South Bay, and to respond to this need we acquired a building in San Jose for the new On Lok Lifeways Day Health Center which will be fully launched in 2014. Also, to accommodate staff collaboration and efficiency among the expanding Lifeways Centers, our Information Technology Department, under the leadership of our new CIO, Keith Minard, implemented a new teleconferencing system and improved remote access connectivity, which will help us save time and resources in the long-run.

On behalf of On Lok participants, staff and Board Directors, I want to thank our donors, volunteers, and collaborators for their generosity. No matter how large or small your contribution – you are providing life-changing support to our frail seniors every day of the year. We could not do our work without you!

Wishing you a joyous Holiday Season,

Robert E. Edmondson
Chief Executive Officer
Participant Profile: Feng Lan Qu

Feng Lan Qu has been with On Lok Lifeways since June 2012. She and her husband first joined the Fremont Center and later transferred to the Peralta Center that is co-located with the Cottonwood Place Apartments.

Born and raised in China, Feng Lan had a career as a reporter and a freelance writer. Feng Lan met her husband at a ball, and in five years after marriage they had two sons and one daughter with their first grandchild arriving in 1999. Feng and her husband followed their son who attended college in the US and later established themselves in the San Francisco Bay Area.

Feng enjoys being a participant at On Lok Lifeways, especially because of the comprehensive care it provides. “My husband and I are inseparable. It is good for us to be in this program together,” says Feng. She is grateful to the staff at the Center, who are friendly and helpful. For example, Jen Mank, Activity Therapist at the Peralta Center, helped Feng get an appropriate bed and install it in their unit at Cottonwood Place: “Jen went all the way inside with the delivery workers and talked about our needs. She wanted to make sure everything was all right and my husband and I were comfortable.”

Seniors who occupy apartments at the Cottonwood Place also have access to planters and enjoy harvesting tomatoes, cucumbers, bell peppers and other vegetables that grow so well in sunny and warm Fremont. Feng, too, appreciates her garden plot when she is not busy with her hobbies like calligraphy and writing. Exercise and activity programs at the Center keep Feng and her husband engaged and healthy. “Thanks to On Lok Lifeways, our children do not need to worry about us. On Lok Lifeways takes care of us,” said Feng.

“Thanks to On Lok Lifeways, our children do not need to worry about us. On Lok Lifeways takes care of us.”

Volunteer Profile: Lucy Beeman and Darcy

Lucy Beeman has been volunteering with On Lok Lifeways’ Peralta and Fremont Centers for over five years now. She was named On Lok’s Outstanding Volunteer of 2013!

Born in Pittsburg, CA and raised in Redwood City, Lucy has lived in Fremont for 28 years. Lucy had a career in childcare and recently retired. She has three children, 5 grandchildren and at the time of the interview one grandchild was on the way. Her great passion is tennis. “I play tennis whenever I can!” says Lucy.

Lucy’s dog Darcy and her other dog Skyler were trained to be Canine Companion for Independence dogs, but few complete the program successfully. Lucy decided to join the Ohlone Humane Society Therapy Program, and Darcy and Skyler changed their careers to become therapy dogs.

Lucy’s mother in law was a participant at On Lok. So it was a natural place to visit for Darcy’s evaluation to be certified as a therapy dog. Darcy started a new career as a therapy dog for seniors, and Skyler does very well as a therapy dog for children.

About her volunteer experience, Lucy said that she enjoys visiting the two On Lok Lifeways Centers with Darcy and seeing the miracles of the dog therapy: “A senior might be sad, in pain or simply gloomy, and when I come up to them with Darcy their faces light up and they smile. Seeing that change is rewarding.” Lucy visits the Peralta Center every third Monday and the Fremont Center every second Monday. “When I pull out the vest and get ready for the visit to one of the Centers, Darcy is happy and gets excited to come out on a visit with seniors. And my other dog, Skyler, gets to visit a children’s library where kids read stories to her.”

At On Lok, we are so grateful to volunteers like Lucy Beeman and Darcy, for their dedication to the community, generosity of their time and for keeping our seniors engaged!

Recently a group of 10 employees from East West Bank volunteered at our Gee Center during their Week of Caring. It was a special day for our seniors and staff as they interacted with the East West Bank employees creating tote bags, gardening and painting. Thank you, East West Bank staff, for your generous time and continued support of our program!
Centers, there is something going on: singing, smiling with medical clowns, doing chair Yoga, painting, sewing or playing Wii bowling, and many other fun activities. Why go to an art exhibit or a poetry reading? Each center enjoys art exhibitions of participants’ art that could easily fill an art gallery, and our participants freely express their artistic talents reading their own poems or singing. Without activities scheduled by the On Lok Activity staff, our Centers would be diminished.

Activity therapy is an umbrella term that describes professions such as therapeutic recreation, horticulture therapy, the creative arts or therapy disciplines such as art, dance/movement or music therapy. As a form of therapy, it involves planning, organizing and carrying out a program of habilitation, rehabilitation, or socialization activities with individuals. The purpose of activity therapy is to use different modalities for the therapeutic practice to accomplish set goals for patients. On Lok staff has various specialties, language and culture skills to meet the needs of the diverse participants at every Center. While some activities and programs are the same, each Center creates their own Activity therapy programming based on the needs and interests of the participants. To do this, the Activity staff carefully complete an initial assessment to better understand their past, current, and future leisure interests. Activity staff also observes participants at each Center and create meaningful connections with each of them. In addition, each participant is assessed on a quarterly and six-month assessment to evaluate their overall well-being.

Activity therapy is founded on several key values. It needs to be therapeutic and include a health component that aims to improve mind, body and spirit for each participant. Meaningful connection is another essential value. Every activity needs to be meaningful for a participant. “Just because you see us having a good time with our participants, you may not notice the important underlying goals of each activity,” says Kim Pham, Activity Therapist at the San Jose Center with a specialty in Recreation Therapy. Creating a sense of community and opportunities for each older adult to engage regardless of their physical and cognitive levels of impairment is at the core of the activity therapy programming. And the key difference between activity and activity therapy is the therapeutic values and goals.

The majority of the activities are organized as a group therapy and participants are seated in circles or semi-circles, helping create an interactive environment. Even those participants, who may not be interested in participating in a certain activity benefit from just being present when the activity is taking place. There are also certain activities for participants that they can do on their own such as art projects, word search, Sudoku, other choices of solitary activities. Our outstanding volunteers are also involved in this type of therapy by interacting with the participants on an individual basis, reading together, sharing stories and simply enjoying each other’s company. For example, the San Jose Center greatly benefits from Project SHINE, an intergenerational and intercultural community learning program at San Jose State University. Project SHINE students come to volunteer with our participants at the San Jose Center, and the connections created are meaningful for all! We have volunteer projects for our participants, too. For example, participants at the Fremont and Peralta Centers on a monthly basis visit the Hip and Joint Replacement Center at Washington Hospital to make art and decorations. The art created by the older adults stays at the hospital for patients to enjoy and is also used for cards to be sent to patients. The participants at the San Jose Center are now making felt stuffed animals on Fridays and the plan is to donate these to the O’Connor Hospital’s Pediatric Ward. “Medicine is limited. Emotional and cognitive engagement is especially important for older adults. In creating activities we look at each participant as a whole person, we evaluate their well-being and the impact of the activity therapy,” noted Sherry Lifton, Activity Therapist, at the 30th Street Center. “What inspires me in my daily work routine? Our participants! Their excitement when they accomplish a project is inspiring,” added Sherry.

The Activity Department at On Lok has been collaborating closely with the CEYA Program at the Institute on Aging. Among the most recent accomplishments is a beautiful mural made of fabric cubes painted by our participants at the Powell Center and inspiring poems in English and Spanish at the 30th Street Center.

The Grandriders, a group of Taiwanese octogenarians, visited the On Lok Lifeways Center and 30th Street Senior Center as part of their 4-day-3-night “Miracle Tour” on motorcycle from San Francisco to Los Angeles. Seniors from the 30th Street Lifeways Center and the 30th Street Senior Center benefited from a group Qi Gong exercise in the garden.

Research into the healing role of creative arts and activity therapy suggests a number of benefits for older adults: improvement of health, increased positive mood, positive role-identity, increased satisfaction with life, increased quality of life, lower medical costs (e.g. decreased reliance on pain medications), greater sense of social connection, and successful positive aging! On Lok’s Activity Department and its staff work daily to help the participants enjoy life in the community for as long as possible.

Sao Mei Chiang, San Jose Center Participant, with a felt animal she made.
On Lok At a Glance

On Lok Lifeways currently operates 10 Centers in Alameda, San Francisco, and Santa Clara Counties. We plan to open our 11th Center in San Jose in 2014.

In fiscal year 2012-2013 we served a diverse group of 1,266 participants, each of whom has an amazing life story!

### Number of On Lok participants served in fiscal year 2012-2013 by Center:

<table>
<thead>
<tr>
<th>Center</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>30th Street Center</td>
<td>154</td>
</tr>
<tr>
<td>Fremont Center</td>
<td>107</td>
</tr>
<tr>
<td>IOA-Coronet Center</td>
<td>147</td>
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<tr>
<td>IOA-Geary Center</td>
<td>117</td>
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<tr>
<td>Jade Center</td>
<td>157</td>
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<tr>
<td>Mission Center</td>
<td>56</td>
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<tr>
<td>Peralta Center</td>
<td>58</td>
</tr>
<tr>
<td>Powell Center</td>
<td>156</td>
</tr>
<tr>
<td>Rose Center</td>
<td>152</td>
</tr>
<tr>
<td>San Jose Center</td>
<td>117</td>
</tr>
</tbody>
</table>

### On Lok participants are as diverse as the world! Ethnic background of our participants in 2012-2013:

- African-American: 5 percent
- Asian: 62 percent
- Caucasian: 19 percent
- Hispanic: 12 percent
- Other: 2 percent

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### 30th Street Senior Center

30th Street Senior Center is an important member in our On Lok family of corporations, serving over 5,000 diverse seniors and helping them live longer independently in the community.

30th Street Senior Center is a lively place where over 300 seniors come each day to enjoy stimulating activities, fitness programs, vegetable and flower cultivation in the ½ acre garden, receive case management and essential support, have a nutritious meal, and be in the company of friends.

### Number of seniors served by each program in 2013-2014:

<table>
<thead>
<tr>
<th>Program</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Congregate Meals Program</td>
<td>2,519</td>
</tr>
<tr>
<td>Community Service</td>
<td>1,456</td>
</tr>
<tr>
<td>Health Promotion</td>
<td>773</td>
</tr>
<tr>
<td>Home Delivered Meals Program</td>
<td>424</td>
</tr>
<tr>
<td>Bilingual Case Management</td>
<td>138</td>
</tr>
</tbody>
</table>

### In 2012-2013 we served over 5,300 diverse seniors:

- African-American: 4 percent
- Asian: 31 percent
- Caucasian: 20 percent
- Hispanic: 41 percent
- Native American: 1 percent
- Other: 3 percent

In 2012-2013 we received 2,336 gifts from 1,432 donors!

Thank you for your vital support of our programs!

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### Above and Beyond

At On Lok we are proud of our staff and their dedication to serving the participants. Two special employees received this year’s Above and Beyond Award 2013. Andy Chun Lap Tai is a Cook and Nutrition Assistant at the Gee Center, is the 2013 non-direct care Above and Beyond Award winner. Letty Lung, Social Worker, at Peralta and San Jose Centers, is the 2013 direct care Above and Beyond Award. Thank you for your service!
We want to express our deep appreciation to all supporters, sponsors and guests of the annual events hosted by On Lok...

**6th Annual On Lok Conference**

**Title Sponsors:**
Archstone Foundation / Sutter Health

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MBH Architects

**Bronze Sponsors:**
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We want to acknowledge our outstanding speakers for making this year’s conference engaging and extremely educational:

- **Philippe Goldin, PhD**, Department of Psychology, Stanford University; UC Davis School of Nursing; Founder of Search Inside Yourself Leadership Institute. **Guest Speaker**
- **Jay Luxenberg, MD**, Chief Medical Officer, On Lok Lifeways. **Guest Speaker**
- **Roberto Mezzina, MD**, Consultant Psychiatrist, Director CMHC and WHO Collaborating Centre for Research and Training in Mental Health, Trieste, Italy. **Guest Speaker**

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**30th Street Senior Center**

**Autumn Magic Celebration**

*Feeding the Body and Soul*

**Saturday, October 19, 2013**

**Patio Español Restaurant**

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Sharon Yow and Wilson Tang
30th Street Senior Center: Feeding the Body and Soul

Eating is considered one of the most important parts of our daily lives. Unfortunately, the Nutrition Needs Assessment Findings (San Francisco Human Services Agency, October 2012) indicated that 90 percent of low-income seniors, who cannot afford proper nutrition, have no access to federal meal programs and the number of seniors facing the threat of hunger has substantially increased since 2007. Proper nutrition among older adults is essential for their well-being and quality of life.

In 1965, Congress passed the Older Americans Act in response to many concerns by policymakers about the rampant poverty malnutrition among the elderly. This clearly formed the base and entry point of the community based continuum of care we know today. At 30th Street Senior Center, the Nutrition Program is the largest and the oldest program and consists of two major components: the Congregate Meals Program and Home Delivered Meals Program.

The Congregate Meals Program serves at six sites, which include a welcoming 30th Street Senior Center Dining Room, and the doors are open during the major Holidays and on Saturdays. The Home Delivered Meals Program is experiencing significant growth and offers warm meals to homebound seniors six days a week with an option of a frozen meal on Sunday.

The Congregate Meals Program:
• Delivers 81,000 hot, nutritious meals to six dining rooms in San Francisco annually.
• The lunch is served restaurant style in a lively atmosphere, preventing isolation and depression.
• The 30th Street Senior Center dining room extends its meals service to include Saturdays and major holidays, with menus reflecting cultural celebrations.

The Home Delivered Meals Program:
• Delivers 67,000 meals Monday through Saturday with an option to receive a frozen meal for Sunday to San Francisco seniors annually.
• Seniors receiving home delivered meals can choose therapeutic meals (low-sodium, diabetic or other doctor prescribed diet) and have one-on-one counseling in their homes (in English or Spanish).
• Drivers check on seniors to ensure they are safe and sound.

We are grateful to our tireless volunteers in the Dining Room!

Testimonials
Edward is 65 years old and lives alone in a single room in the Mission. He shared that he is grateful for the meals and for the first time in his life he is eating healthy: “I am happy with the service and I am looking forward to get the meal every day. I feel better, because I know that someone cares for me.”

Margarita is in her early 60s and has been coming to the Center for four years now. She shared her experience with the Congregate Meals Program and the 30th Street Dining Room: “I am naturally shy and it is hard for me to make new friends. During the luncheon it is so easy connect with people; we sit in a beautiful dining room, all decorated and everyone is friendly. I feel happy and healthy.”

“During the luncheon it is so easy connect with people: we sit in a beautiful dining room, all decorated and everyone is friendly. I feel better, because I know that someone cares for me.”

30th St. Senior Center Donors

We are deeply grateful to 30th Street Senior Center’s generous supporters who donated between April 13, 2013 and October 14, 2013

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$60,000+
Legacy Corner

Mee Y. Chow Endowment Fund Becomes An Eternal Flame for On Lok Families

A growing number of On Lok donors share a common bond: they all have named endowment funds at On Lok. On Lok allows donors to attach names to an endowment in return for a current gift or future bequest. The current minimum for a named fund is $50,000, though donors may establish their fund with a $20,000 gift as long as the $50,000 minimum is met within five years. Bequest-funded endowments are named when the bequests are received.

A named endowment is the eternal-flame of planned gifts. Most donor-created endowments allow use of income only. Principal is preserved. A well-managed endowment lasts indefinitely, as does the name associated with it.

Recently the principal in Mrs. Mee Y. Chow’s Endowment Fund was used to leverage the transfer of more than $300,000 in additional funds from the San Francisco Foundation.

To establish a named fund, On Lok first sends those interested a draft letter of understanding that includes the name of the endowment, any use restrictions, a statement of investment goals, and a description of the recognition the donor will receive. The donor is asked to review the draft and, in case of bequests, provide On Lok with the cover page of the will or living trust and the bequest wording it contains. Both On Lok and the donor sign the final draft of the letter.

“We encourage donors to talk to us first,” says Ian McCuaig, On Lok’s Development Director. “This is especially important if the fund is restricted. ‘In perpetuity’ is a long time.”

Robert Lew leads January Estate Planning Seminar

Highly respected financial planning expert, Robert Lew, president and founder of Planning & Financial Advisors, will lead an exciting and informative Estate Planning Seminar on the morning of Saturday, January 25th, 2014. Mr. Lew has spent the last thirty-four years as a financial consultant, specializing in the fields of business, estate, charitable, insurance and pension planning. He is currently serving on the Boards of the San Francisco Estate Planning Council and the Northern California Planned Giving Council.

On Lok’s customized and coveted Estate Planning Organizers will be available to Seminar attendees.

For further information about estate planning or the Estate Planning Seminar, please contact Ian McCuia at (415) 292-8300 or imccuaig@onlok.org.

WAYS TO GET INVOLVED WITH ON LOK:

1. Follow us on Facebook by clicking on “like” and share our updates with your networks www.facebook.com/OnLokLifeways

2. Volunteer at one of our centers! Contact us today via email: volunteer@onlok.org or phone: 415-292-8768

3. Join Friends of On Lok. For details, please contact fundraising@onlok.org

4. Take a tour at one of our centers! Contact us today via email: fundraising@onlok.org or phone: 415-292-8733

5. Attend our events! For inquiries contact May Liu via email: events@onlok.org or phone: 415-292-8768. Visit: www.onlok.org/events

6. Support us! Be as generous as you can! Every gift makes an impact! www.onlok.org/donate

ON LOK MISSION STATEMENT: To maintain and develop health care models for the well-being and dignity of the elderly and chronically ill through education, advocacy, innovation in services and financing, while advocating for quality and affordable care.

To learn more please call us at 1-888-88-ON-LOK (1-888-886-6565).
A poem written collectively by our 30th Street Lifeways Center participants also known as 30th Street Poets:

Where Does the Sea Begin and Where Does the Sky?
The sea blooms in the Earth,
The sky grows in the infinite.

From a boat, the sky and sea meet
And the jumping dolphins help you see the difference
In the movement of the waves.
When there is a storm, there is no difference both they are angry.
They seem to unite in the attitude that the sky
And the sea will never reach it.