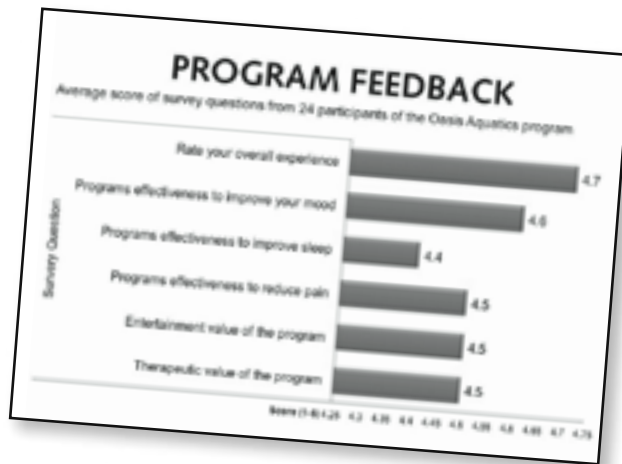


## Oasis Aquatics Program Takes Participants to Cloud 9!

"I feel alive, revitalized and refreshed! Oh, I am on Cloud 9!" exclaims Vivian, our 30th Street Lifeways Center participant after a 45 minute session in the pool. "I am always happy when I come here" notes Camile, a participant at the Mission Center. "I feel great!" says Peter, another participant from the Mission Center, while getting ready for his workout in the pool. "I am doing a marathon today! I feel stronger than ever" says Iliana, from the Rose Center, with confidence whilst water-walking in the pool. Our Oasis Aquatics Program is a true testament to its Greek name: a place of happiness and peace.

On Lok's co-founder and former Executive Director Marie-Louise Ansak was the initiator of a pool in the Gee Building. When the building opened in 1994, the pool was named after her. Today, the Oasis Aquatics Program offers 10 classes a week, serving 55-60 participants per session that lasts seven weeks. The Program serves On Lok and Institute on Aging centers in San Francisco and each participant attends weekly for their workout in the pool. The Program is specifically designed for participants with chronic pain.

The Program's main objective is to improve the quality of life of our participants, decrease their pain, improve mood, and develop their physical strength. The program is a collaborative effort with each inter-disciplinary team who provides referrals to the Aquatics Program. Our staff reports that occasionally they would get a call from somebody in the community asking whether they can sign up for On Lok's Oasis Aquatics Program, because they heard how great it is. There is more demand for the program than we can possibly accommodate. The aquatics program's healing benefits extend be-



yond pain management. The program is also intended to enhance, maintain and/or increase participants' mood, quality of sleep, self-confidence and participation in daily life activities. Because the classes are small and conducted in a more intimate environment, each participant gets very individualized attention and they can make friends with each other. The team focuses on ensuring every participant feels welcome and relaxed during the exercise. "We dance and sing in the water. We make friends. Who would not like that?" says Mohammad Asaad, Aquatics Coordinator.

The properties of warm water and water therapy are healing for body and mind. One of our participants had a phobia of water. In her life she was never introduced to water and swimming. With the help of the energetic and compassionate team, consisting of Naomi, Mohammad and Susan, this participant was able to overcome her fear and enjoy exercise in the pool. We also have participants who have been in a wheelchair for over ten years. They, too, experience the miracles of the Aquatics Program and can walk in the water, freely moving their bodies! After a seven-week course, participants report improved strength, reduced pain and better moods.

Nicholas Sager, Activity Specialist, shared a big goal the Oasis Aquatics Program is working towards: "We will continue to partner with On Lok's Quality Assurance Department to measure the health improvement param-



Above: Exercise in a pool with instructor Mohammad

Right: Team photo: Meet the Awesome Aquatics Program Team (left to right): Susan Fong, Mohammad Asaad, and Naomi Lozano



### IN THIS ISSUE

Oasis Aquatics Program	1
Message from the CEO	2
Meet On Lok's Leadership Team	2
Photo Report - Spring Banquet	2
Participant Profile	3
Volunteer Profile	3
Feature Story: PACEpartners	4
30th Street Senior Center	5
Donor List	6
Legacy Corner	7
UnitedHealthcare Visit	7
Updates from FOL	8

### SAVE THE DATE

2013 Sustainable Long-Term Care Conference

**September 17, 2013**

UCSF Mission Bay Conference Center

25th Annual Friends of On Lok Generations Fashion Show

**Saturday, September 28, 2013**

Westin St. Francis Hotel

30th Street Senior Center's Autumn Magic

**Saturday, October 19, 2013**

Patio Español Restaurant

Please contact May Liu by phone: 415-292-8768 or email: [events@onlok.org](mailto:events@onlok.org) for tickets or sponsorship opportunities. For more events, visit: <http://www.onlok.org/Events>

eters in seniors taking the aquatics classes. Imagine if we could track whether participation in the aquatics program helps reduce the risk of falls among seniors overtime! After taking the class, are seniors more motivated and remain positive? As a manager I would like to know whether we can help maintain or improve someone's ability to live at home longer as a result of this program. Even delaying an admission to a residential care facility for the elderly by a few months can make a huge difference in any senior's life." And another dream the Program's team has, which is probably shared by many On Lok staff and seniors, is to find a way to deliver the Program to our South Bay Centers in Fremont and San Jose. "It will probably require partnering with some local pool facility, but we are hopeful!" ○



## A MESSAGE FROM THE CEO

Dear Friends,

Greetings from On Lok! It was a busy Spring and we have exciting news to share with you. On April 8, a United Healthcare Team visited On Lok's Gee Center. Together with On Lok's staff, participants and students from the John Yehall Chin School, UnitedHealthcare volunteers arranged bouquets and planted flowers at our patio on the third floor. The event concluded with a check presentation of a \$897,240 grant from United Healthcare to On Lok to upgrade our PACElink system of electronic medical records. While the economic climate remains challenging, we are grateful for the donors and volunteers, who continue to support the programs delivering vital services to the participants in 10 centers throughout the Bay Area.



It is not easy to prioritize, but we wanted to highlight a few other happenings at On Lok:

- The PACEpartners Team launched its first PACE Center Manager training.
- The 30th Street Lifeways Center sent its first newsletter out to over 150 caregivers.
- The San Jose Center hosted an International Day with more than twenty countries represented by our staff and participants at the festive parade.
- The newly opened Peralta Center in Fremont continues to grow its census.
- Our Annual Board Luncheon was held in February, 2013. Friends of On Lok presented a \$35,000 check towards their pledge to the Campaign for the Future and the Friends of 30th Street Senior Center presented a \$14,000 check towards 30th Street Senior Center operations.

Our Spring Banquet was a success, and the planning for our 15th Annual Golf Classic is well underway while you are reading this issue of the On Lok News. We have planned three more events this year: the 2013 Sustainable Long-Term Care Conference, the 25th Annual Friends of On Lok Generations Fashion Show and the Autumn Magic Celebration hosted by 30th Street Senior Center. We hope to see you there!

On behalf of the 1,216 frail elderly On Lok participants, more than 5,000 30th Street Senior Center seniors, hundreds of volunteers, over 700 staff and 24 members of the Boards of Directors we thank you for being part of the On Lok family.

Sincerely,

Robert E. Edmondson  
Chief Executive Officer

## Meet On Lok's Leadership Team



Left to right: Rita Fabrizio, Executive Assistant to CEO; Deborah Stuart-Middleton, Director of Human Resources; Kelvin Quan, Chief Administrative Officer; Sue Wong, Chief Financial Officer; Grace Li, Chief Operating Officer; Robert Edmondson, Chief Executive Officer; Eileen Kunz, Director of Policy and Regulatory Affairs; Susan Poor, Director of Innovation & Business Development; Valorie Villea, Director of 30th Street Senior Center; Jay Luxenberg; Chief Medical Officer; and Ian McCuaig, Director of Development

## On Lok 2013 Spring Banquet



PHOTOGRAPHY BY FRANK JANG



Top - Left to right: Robert Edmondson, Diana Eng – 40 Years of Service Honoree, Linda Young – 40 Years of Service Honoree, Jay Yerman – Outstanding Volunteer, and Nadyne and Lonny Orona – Outstanding Philanthropists

Middle - Left to right: Robert Edmondson, Valorie Villela, Anne Hinton, Eileen Kunz, and Grace Li

Directly Above - Left to right: Dr. Wellman Tsang, Valorie Villela, Anne Hinton – recipient of the award on behalf of the San Francisco Department of Aging and Adult Services - 2013 Outstanding Organization, and Robert Edmondson

## Participant Profile: Susana Galindo

Susana Galindo has been a participating senior at 30th Street Senior Center for six years now. Susana came from Mexico City to California over fifty years ago. She is a mother to two wonderful children.

Susana learned about the Center over thirty years ago. Susana's friend owned a store on the corner near the Center, when it was just starting. When her husband passed



away, Susana searched for ways to distract herself. Her daughter suggested that she attend some classes at 30th Street Senior Center, but Susana was not too excited at first: "I was sad and I did not want to be with old people!" But then she heard such good things about the Center and its programs, so she decided to give it a try. Today, Susana not only is a participant of the Center, taking advantage of the multiple programs and nutritious lunches it has to offer, but is a volunteer. "I never thought that I would be enjoying the Center's programs so much. I have many new friends with diverse back-

*"I have many new friends with diverse backgrounds."*

grounds. The Center is the extension of my own home, and I deeply care about its success and long-term future." Susana is motivated to volunteer and support the Center, because for many low-income seniors it is a safe and pleasant place to enjoy; it is also a place for meeting new friends and escaping isolation many older adults face. She also thinks about her future: "Once I am frail and less active, I will sign up with the On Lok Lifeways PACE program on the second floor." ○

## Volunteer Profile: Victor Eng

Victor Eng started to volunteer with our Jade and Rose Centers in 2009. He came to On Lok at the recommendation of a school friend. "I always had some free time during my weekends and wanted to spend it in a way that was most meaningful: community service."



At On Lok, we are grateful for such young and active volunteers, like Victor. Victor has been involved in many projects and accomplished serious assignments: he has led seniors through their daily exercises, provided companionship for seniors during weekends, promoted On Lok's services at street fairs, filed documents for the Accounting Department, posted job listings for the Human Resources Department, called potential donors, among many more contributions. However, his favorite assignments were working with the seniors, where he got to play games with them, help them move about, or listen to their personal stories.

*"I really enjoyed seeing how I made a difference in the lives of the seniors."*

What attracted Victor to volunteer at On Lok was the opportunity of a face-to-face interaction with the people whom he could help: "I really enjoyed seeing how I made a difference in the lives of the seniors." Victor was born and raised in San Francisco. He went to Lowell High School, and is currently studying biology at Stanford University in preparation for a career in healthcare: "... a decision made in part by my positive experiences at On Lok", notes Victor. ○



### Check out On Lok's new Facebook Page!

It is full of news and information on volunteering, events and other ways to get involved in the On Lok community. Please send it on to all of your friends and family. While you are there let us know if you give a thumbs up to On Lok, by clicking on "like"!

[www.facebook.com/OnLokLifeways](http://www.facebook.com/OnLokLifeways)

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).



## On Lok PACEpartners Expands its Services and Reach Nationwide

As the field of healthcare changes, so does the menu of services PACEpartners offers its clients. In August 2012 On Lok PACEpartners overhauled its website: [www.pacepartners.net](http://www.pacepartners.net). The goal of the PACEpartners website re-design was to effectively convey the new direction of On Lok's consulting division: to expand its scope of services while maintaining high quality traditional technical assistance products. With new services, a redesigned website, and an expanded team, PACEpartners has big plans for its nationwide growth in the shifting healthcare and senior services landscape.

PACEpartners is On Lok's consulting division and is a National PACE Association-recognized Technical Assistance Center.

PACEpartners' mission is "to support organizations in evaluating capacity, launching new programs, maintaining cost-effectiveness and program compliance, and enhancing administrative operations". The PACEpartners team - Elizabeth Carty, MSW, Director; Teddy Kellam, MA, Program and Training Coordinator; Scotti Kluess, MS, Writer/Researcher; Anita McClendon, MSW, Business Analyst; Vickie Mitchell, MBA, Financial Analyst; and Renée Vis, MPH, Manager - have a breadth of exceptional expertise, including over three decades of combined knowledge and experience in PACE operations. Elizabeth Carty served as Chief Operating Officer of a four-center PACE organization prior to joining On Lok. In addition, Scotti Kluess has two decades and Anita McClendon has seven years of PACE operational management and program development experience. This depth of PACE operations knowledge has allowed Elizabeth to take PACEpartners in a new direction: adding comprehensive operations and training support to their PACEpartners' existing PACE feasibility and start-up services.

Currently, 91 organizations operate PACE nationwide and more are in development. PACE organizations face different levels of challenges, from training the Interdisciplinary Team (IDT) to preparing for audits, to strategically planning for the future. In addition, PACE organizations are vulnerable during their first years of operations: high start-up expenses with little

revenue, along with the need to quickly grow the census and build a team that effectively manages the risk involved with operating PACE. PACEpartners provides critical support to PACE organizations through these growing pains by coaching and training staff and by providing tools and techniques for developing and stabilizing operations infrastructure.

What sets PACEpartners apart from other consulting groups is that beyond PACEpartners' own solid eldercare expertise, the team collaborates with and taps into the wealth of experience at On Lok. On Lok's operations and clinical services teams offer forty plus years' experience to share with other PACE organizations and partnering with PACEpartners staff allows these



PACEpartners Team (right to left): Elizabeth Carty, Anita McClendon, Renée Vis, Teddy Kellam, and Kat Chang

teams a unique professional opportunity to contribute to training curriculum development or to actually participate in a training session as an instructor. "People love to teach what they know," says Elizabeth Carty and adds that, "An opportunity to lead a training exercise and share your knowledge with others offers an occasion to reflect on and enhance your own experience." What is more important, according to Elizabeth and her team, is "when it is time to help another PACE organization, we literally offer the expertise of our entire organization."

PACEpartners has had recent successes with its new product offerings. The Center Manager Training is one example. One of the most challenging roles in any PACE organization is the PACE Center Manager. Realizing the need for training of this

unique position, PACEpartners launched a new two-day intensive Center Manager training at On Lok this year. 14 PACE organizations from across the country have sent staff to attend this dynamic training. The 25 trainees learned from observing a seasoned Center Manager, Maria Echaniz, facilitate an IDT meeting and participated in lively hands-on activities such as identifying all the areas of responsibilities of the Center Manager and developing meeting ground rules. The Center Manager training was extremely well received. One trainee replied on a survey regarding the value of 2-day intensive that "the On Lok training should be a position requirement." Given the success of the first two training sessions of 2013, PACEpartners scheduled

two subsequent trainings in September 2013 and January 2014 and plans to schedule more to meet client demand.

PACEpartners also had another success with a mature PACE program that was struggling with growth and leadership turnover as well as preparing for their Federal audit. The PACEpartners team worked with the organization's management and center staff to resolve

the challenges it was facing. They helped prepare and organize materials for the audit, enhanced the functionality of the quality and compliance program, and provided tools and techniques for smoother PACE operations. A year later, the program reports an increased client census, a stable management team and highly a very successful Federal audit.

When asked about her team's "big plans" for the future, Elizabeth notes that "PACEpartners is increasingly serving the broader community outside PACE." For example, two members of the team, Elizabeth Carty and Anita McClendon, are trained in the TOPS (Technology of Participation) method of meeting facilitation. With this added skill set, PACEpartners further expands its reach among PACE and other non-profit organizations nationwide by offering meeting facilitation, action planning and strategic planning services. Elizabeth says, "With the landscape changing so quickly, it is imperative that organizations have timely, inclusive and effective planning discussions to mobilize their internal resources and meet the new challenges of our day." ○

***"when it is time to help another PACE organization, we literally offer the expertise of our entire organization"***



## 30TH STREET SENIOR CENTER

### Staying Healthy with 30th Street Senior Center

The mission of 30th Street Senior Center is to provide health and wellness programs, social interaction, nutritious meals, educational opportunities and case management services for over 5,000 of San Francisco's seniors. The Center's program design is based on a whole-person approach with a wide array of innovative activities and classes that emphasize healthy aging, creativity and community.

Ballroom Dance Class is offered every Tuesday from 10:00 to 11:30 am. Lupe Bravo, our volunteer extraordinaire and a participant at the Center, teaches the class and everyone is welcome to join!



San Francisco Mayor Ed Lee visited the Center to learn about its innovative programs. Left to right: Valorie Villela, Director of 30th Street Senior Center; Mayor Ed Lee; and Sharon Raver-Villanueva, Program Manager at 30th Street Lifeways Center.



An exercise class as part of the Always Active Program offered city-wide.



Although the aging process affects people differently, everyone benefits from a nutritious, healthy diet. The Center's dining room offers a warm lunch served in a beautiful dining setting and a friendly environment.



Seniors warm up before their Tai Chi Chuan class in the Center's garden on a Friday morning.

### 30th Street Senior Center Donors

We are deeply grateful to 30th Street Senior Center's generous supporters who donated between December 12, 2012 and April 12, 2013.

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## The UnitedHealthcare Team Visits On Lok!

We are deeply grateful to UnitedHealthcare for their generous support of our PACelink system of electronic records! The UnitedHealthcare volunteers visited On Lok to present the grant award. It was a morning full of fun and meaningful interactions.



## Legacy Corner

### *Avoid Estate Planning Pitfalls, Attend This On Lok Seminar*

Our planned-giving specialist tells us that the San Francisco Probate Court reported 2,277 litigant petitions involving living trusts in fiscal year 2011-2012, up from about 900 in 2009-2010. Inept and poorly informed trustees account for much of this spike in litigation, he said.

Some cases cost hundreds of thousand of dollars, dramatically reducing a family's inheritance and shrinking gifts to charities.

Families could avoid costly litigation if relatives' appointed trustees would meet early with an attorney and review their trustee responsibilities. Keeping proper records and informing beneficiaries regarding expenditures from the trust are keys to success.

For information on how to avoid trustee problems, visit our quick and clear video Picking the Right Trustee on your On Lok Website. Go to <http://www.onlok.org> and click on Donate, then go to "Click here to learn more about your estate planning options" under Other ways to contribute. Picking the Right Trustee" is fourth from the top of the video choices.

On Lok is sponsoring an estate-planning seminar focused on trustee responsibilities and choosing the right successor trustee. The seminar hopes to help participants avoid family dissension and litigation resulting from poor trust administration.

Entitled "Estate Planning Mistakes: 7 Common Pitfalls and How to Avoid Them", the seminar will be led by Amir Sarreshtehdary on Saturday, September 14th from 10am to 12pm at On Lok's Gee Center headquarters, 1333 Bush & Larkin in San Francisco. For more information contact Ian McCuaig, Development Director, at 415-292-8300 or [fundraising@onlok.org](mailto:fundraising@onlok.org).

We look forward to seeing you there!



## ON LOK NEWS

### Updates from Friends of On Lok

Friends of On Lok named the 25th Annual Generations Fashion Show Co-Chairs: Rosanna Kwok and Wanda Wong! The Co-Chairs will lead the event preparation for this significant celebration on September 28, 2013 at the St. Francis Hotel at Union Square in San Francisco. There is still time for high profile high return sponsorship opportunities! New members, volunteers and supporters are always welcome! Please contact May Liu at [mayl@onlok.org](mailto:mayl@onlok.org) or 415-292-8768 with your questions.

During the annual Board Luncheon at On Lok in February 2013, FOL presented a \$35,000 check towards their pledge to the *Campaign for the Future*. Thank you to all who are working so hard to help our seniors enjoy life in the community!



Left to right: Robert Edmondson, Wanda Wong, Lillian Poon, Sharon Yow, Beatrice Wong, and Dr. Wellman Tsang.



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