

CONNECTIONS

PARTICIPANT NEWS ~ SPRING 2014

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INTERGENERATIONAL PROGRAM

Connecting Youth With Our Participants



Our participants enjoy the company of their young friends at the garden outside the On Lok Lifeways Herbst Intergenerational Center.

BY KELLEY SHELDON, INTERGENERATIONAL SPECIALIST, ON LOK LIFEWAYS

FOR MORE THAN 30 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 throughout the age spectrum. Children gain knowledge of the life cycle, learn about aging and the aged, and get special attention. Seniors gain an opportunity to be needed and depended upon in new ways. They enjoy the vibrancy of youth as well as opportunities to reminisce, reflect upon their own personal histories and share wisdom with their young friends.

In 1987, inspired by a nursing home in Colorado with an adjacent child care center, On Lok began to pursue 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. Buying the building at 1000 Montgomery St. would give On Lok 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 daily Intergenerational Programming.

Wu Yee Children's Services suggested the two organizations operate the child care center as a joint venture. In 1990, the Intergenerational Program came to life. The elderly persons living in the building or attending the adult

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2 JOIN US FOR THESE
FUN, HEALTHY EVENTS

3 HELP US MAKE SURE
YOU'RE SATISFIED

Connecting

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day health center at the 1000 Montgomery St. facility welcomed their new neighbors, 24 preschoolers. Today the facility is known as the On Lok Lifeways Herbst Intergenerational Center.

WAY TO GO. From that early start, the Intergenerational Program at On Lok has grown to include partnerships with neighboring public and private elementary, junior high and high schools. Participants range 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. 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. They have opportunities others do not have. They learn to assist and appreciate elderly people and are cared for by many adults of all ages. They build friendships. They get connected to the life cycle. In other words, the Intergenerational Program gives children a rich, real life experience.

The seniors, 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. Seniors participating in the Intergenerational Program report feelings of being loved and needed. Staff members note 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.

MUTUAL AFFECTION. Many years ago, some 3-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 their 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 each child's hand 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 a glazed doughnut. It looked only as appetizing as a mostly eaten doughnut that's been crammed into a 3-year-old's pocket could look, but this didn't seem to matter much to the old man. The little guy held it out and said, "Here, this is for you." The kind man opened his hand and accepted the sticky gift with a gracious smile and said, "Thank you, dear."

SAVE-THE-DATES

2014 ON LOK SPRING BANQUET
THURSDAY, MAY 22, 2014
INTERCONTINENTAL HOTEL, SAN FRANCISCO

16TH ANNUAL GOLF CLASSIC
MONDAY, JUNE 30, 2014
TPC HARDING PARK, SAN FRANCISCO

SEVENTH ANNUAL
SUSTAINABLE LONG-TERM CARE CONFERENCE
TUESDAY, SEPTEMBER 16, 2014
UCSF MISSION BAY CONFERENCE CENTER, SAN FRANCISCO

30th Street Senior Center
AUTUMN MAGIC CELEBRATION
SATURDAY, SEPTEMBER 27, 2014
PATIO ESPAÑOL RESTAURANT, SAN FRANCISCO

For more info about these events, visit www.onlok.org/events

Your Satisfaction Is Important

YOUR SATISFACTION with the services we provide is very important to us. If you have any concerns, we want to know so that we can improve the situation and make sure you are as happy as possible.

The information outlined below explains two formal processes that you have a right to use in case you have a problem with your experience with On Lok Lifeways. If you need assistance, your social worker can help you.

GRIEVANCES. If you are dissatisfied with any aspect of our services, you have

the right to file a grievance. A grievance is a formal complaint and is confidential. Filing one will under no circumstances have a negative effect on the quality of care you receive from On Lok Lifeways staff. You or your representative can file a grievance by:

1 Mailing or delivering your grievance in person to:

Health Plan Department
On Lok Lifeways
1333 Bush St.
San Francisco, CA 94109

2 Submitting your grievance online at www.onlok.org.

3 Calling **415-292-8895** or toll-free **1-888-996-6565**.

APPEALS. If you want a specific service and we deny or will not pay for the service, you can ask your social worker for a denial of service form—you have the right to appeal On Lok's decision. If you choose to appeal, you or your representative may file an appeal verbally or in writing, using the address and phone numbers above.

OUR COMMITMENT TO YOU.

Health plan staff members at On Lok Lifeways investigate any grievance or appeal that is made. They work with the program staff to resolve the situation in a way that is satisfactory to you. If you are not content with the resolution, you have the right to ask an outside agency to review the issue further.

In your participant enrollment agreement terms and conditions, you will find more details about grievances and appeals, including the steps to start either process. Your satisfaction is of utmost importance to us, and we will continue to ensure that your concerns are addressed.



For more information about how **ON LOK LIFEWAYS** can help you or a loved one, call **1-888-886-6565** or visit our website, www.onlok.org.



This information comes from a wide range of experts. For questions about your own health, contact your doctor. Models may be used in photos and illustrations. ♦ To stop receiving this newsletter, please call **415-292-8752**.

HOW TO REACH US

Administrative Office
1333 Bush St., San Francisco

San Francisco Centers
225 30th St.
1333 Bush St.
3575 Geary Blvd.
1441 Powell St.

East Bay Centers
159 Washington Blvd., Fremont
3683 Peralta Blvd., Fremont

South Bay Centers
130 N. Jackson Ave., San Jose
299 Stockton Ave., San Jose

Enrollment
1-888-886-6565

For people with hearing impairments
TTY: **415-292-8898**

Email: info@onlok.org
Website: www.onlok.org