

CONNECTIONS

PARTICIPANT NEWS ~ SPRING 2015

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Tiếng Việt,
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EAST SAN JOSE DAY HEALTH CENTER

Grand Opening Celebration!

EXPANDING OUR COMMITMENT TO SERVING SENIORS

Robert Edmondson,
 CEO, On Lok, and
 Cindy Chavez, Super-
 visor, Santa Clara
 County Board of
 Supervisors

ON LOK CELEBRATED the grand opening of the East San Jose Day Health Center with a series of events last summer. The new center expands On Lok's commitment to serving seniors in Santa Clara County together with

our On Lok Lifeways San Jose PACE (Program of All-inclusive Care for the Elderly) Center. Inspired by On Lok's model of all-inclusive care for seniors, Esther Medina, Executive Director of the Mexican American Community Services Agency,

established a senior adult day health care center at this facility in 1990. On Lok is proud to carry on this tradition of serving seniors in East San Jose and surrounding communities in this beautiful center.

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2 HELP US MAKE SURE
 YOU'RE SATISFIED

3 SAVE THE DATES!

Grand Opening Celebration!

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TOP PHOTO: From left: Stephen Schmall, CEO, Sourcewise; Councilmember Xavier Campos, City of San Jose; Robert Edmondson, CEO, On Lok; Aurora Cepeda, Enrollment and Outreach Specialist, On Lok Lifeways; and Councilmember Ash Kalra, City of San Jose

BOTTOM PHOTO: Front row, from left: Jenny Rojas-Singh, Center Manager, On Lok East San Jose Center; Shao-Yuan Hu, Project Manager, Swinerton Builders; Janice Fujii, South Bay Regional Director, On Lok Lifeways; and Grace Li, Chief Operating Officer, On Lok Lifeways

Back row, from left: Claudia Raygoza, MBH Architects; Tammy Ng, MBH Architects; Robert Labuda, Facilities Project Coordinator, On Lok Lifeways; Jeff Tepper, Consultant; and Ken Lidicker, MBH Architects



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 for filing grievances.

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.



SAVE THE DATES!

2015 ON LOK SPRING BANQUET
FRIDAY, MAY 15, 2015
INTERCONTINENTAL HOTEL, SAN FRANCISCO

17TH ANNUAL GOLF CLASSIC
MONDAY, JUNE 29, 2015
TPC HARDING PARK, SAN FRANCISCO

EIGHTH ANNUAL SUSTAINABLE LONG-TERM CARE CONFERENCE
THURSDAY, OCTOBER 8, 2015
UCSF MISSION BAY CONFERENCE CENTER, SAN FRANCISCO

27TH ANNUAL FRIENDS OF ON LOK GENERATIONS FASHION SHOW
SATURDAY, OCTOBER 31, 2015
FAR EAST CAFE, SAN FRANCISCO

30th Street Senior Center
AUTUMN MAGIC CELEBRATION
NEW FORMAT! NEW VENUE! SAME GREAT PEOPLE AND NEW ONES, TOO!
OCTOBER 2015 – CHECK WEBSITE FOR UPDATES!

FOR MORE INFO, PLEASE VISIT www.onlok.org/OnLokInc/Events.aspx
OR CONTACT US: (415) 292-8768 :: events@onlok.org

Anticipating positive events may give your health a boost

LOOKING FORWARD TO A POSITIVE event may be good for your health.

Researchers have found that thinking something good is going to happen can reduce the level of hormones in your body that cause stress. Too much stress can weaken your immune system as well as cause other problems.

An earlier study found that looking forward to laughing

may increase the production of hormones that can boost your health.

Researchers say that seeking experiences that make you laugh can be especially good for you.

These findings also join the growing body of information that shows the mind's influence on health.

SOURCE: AMERICAN PHYSIOLOGICAL SOCIETY

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

ON LOK LIFEWAYS PACE CENTERS

San Francisco locations:

- 225 30th St.
- 1333 Bush St.
- 3575 Geary Blvd.
- 1441 Powell St.

East Bay locations:

- 159 Washington Blvd., Fremont
- 3683 Peralta Blvd., Fremont

South Bay location:

- 299 Stockton Ave., San Jose

ALTERNATIVE CARE SETTINGS

South Bay locations:

- **On Lok East San Jose Center**
130 N. Jackson Ave., San Jose
- **Avenidas Rose Kleiner Center**
270 Escuela Ave., San Jose
- **Respite & Research for Alzheimer's Disease**
2380 Enborg Lane, San Jose

Enrollment

1-888-886-6565

For people with hearing impairments

TTY: **415-292-8898**

Email: info@onlok.org

Website: www.onlok.org