

CONNECTIONS

PARTICIPANT NEWS ~ SUMMER 2016

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A Golden Past, a Brighter Future

CELEBRATING
 45 YEARS OF SERVICE

On Lok celebrated 45 years of service to the community at its annual banquet on Friday, May 20. The 45th Anniversary Gala, co-sponsored by media partners NBC Bay Area (KNTV) and the *Nob Hill Gazette*, was held at the InterContinental San Francisco Hotel.

Emceed by actress and writer Amy Hill, the event honored the contributions of many in the community who have played a role in serving seniors across the Bay Area. Among those being recognized for their ongoing support of the non-profit organization:

- Archstone Foundation, Outstanding Philanthropist
- Jimmy Ho, Outstanding Volunteer
- MBH Architects and Swinerton Builders, Outstanding Organizations

This year's event also represented On Lok's transition in leadership



from Robert Edmondson to Grace Li, who assumed the Chief Executive Officer role in April.

“This year's gala represents a milestone moment for On Lok as we celebrate our ongoing mission of expanding and improving the lives of seniors,” Li said. “We understand the importance of staying independent and active for as long as possible. On Lok is recognized as a leader in senior care and has inspired innovative care models both nationally and internationally. Looking forward to the next 45 years, On Lok will continue to innovate new ways to care for

seniors and allow them to age with dignity in the communities they love.”

“This year's gala holds a particularly special place in my heart as my duties transition over to Grace as the organization's new CEO,” said Edmondson, who recently announced his retirement after leading On Lok for more than a decade. “The work On Lok does for the community is so vital and important—and it impacts the quality of life for so many people. I have full confidence that Grace will take On Lok to the next level in order to improve the lives of even more

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 CONTROL YOUR CHOLESTEROL

3 YOU MATTER TO US! TELL
 US HOW WE'RE DOING

Celebrating 45 Years of Service

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seniors across the Bay Area.”

On Lok selected Amy Hill as the emcee for this event because of her connection to San Francisco. She started her career by working at the Asian American Theatre Company. She is

also known in the theater world as a respected performance artist, having written and performed a number of one-woman shows, including the trilogy of *Tokyo Bound*, *Reunion* and *Beside Myself*.

“I lived in San Francisco for many years and have fond memories of On Lok picking up seniors all over the City,” said Hill. “I’m proud to participate in this special evening by recognizing so many in the community who

make a tangible difference in people’s lives every day.”

Guests were dressed to the nines and enjoyed the cocktail reception with music provided by popular San Francisco pianist, Dick Clark. The dinner program was complemented by Jeff Wessman, who performed Frank Sinatra songs with his five-piece band, and Desiree Choy, who sang traditional Chinese songs to end the entertaining evening on a high note.

For Your Heart’s Sake, Stay on Top of Cholesterol

How’s your cholesterol? If your heart could ask, wouldn’t it love to know. After all, your cholesterol levels can have a big impact on the health of your heart and your blood vessels too.

Everyone’s blood contains some cholesterol, a fatty substance our bodies need. But if there’s too much of it, the excess can collect inside arteries and restrict blood flow to the heart. High cholesterol levels can lead to angina (chest pain) and, ultimately, even a heart attack.

LEARN WHERE YOU STAND.

You can’t feel high cholesterol. But there’s a way to find out if it’s putting you at risk for heart disease: Ask your doctor about a cholesterol test. Most adults should do that at least every five years, according to health experts. Ideally, you should have a blood test that measures your total HDL and LDL cholesterol levels, along with triglycerides. LDL cholesterol is the kind that damages arteries, so a lower number is better. With HDL cholesterol, a higher number can actually help protect the heart. Triglycerides are another blood fat that’s linked to heart health.



TAKE CONTROL. In general, low HDL and high LDL levels increase your

risk of heart disease. Ask your doctor what your test results mean. If your cholesterol numbers aren’t where they should be, you can take steps to improve them, such as:

Adopting a better diet. Your doctor might give you tips to reduce artery-clogging saturated fat.

Watching your weight. It may be a good idea to shed any excess pounds.

Being active. Even fairly modest activities—like taking brisk walks in your neighborhood—count as healthful physical activity.

Taking medicines. Statins are among the most popular cholesterol-lowering medicines, and for good reason. They’re good at getting LDL cholesterol levels down. Several other medicines are also available, including bile acid sequestrants, nicotinic acid and fibric acids.

What about alternative therapies for lowering cholesterol, such as flax-seed and garlic supplements? Research on their effectiveness and safety have had mixed results. So it’s best to ask your doctor before you take any medicines or supplements.

SOURCES: AMERICAN HEART ASSOCIATION; NATIONAL INSTITUTES OF HEALTH

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. 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.

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, 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

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., Mountain View
- 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