

self-determination dignity quality of life

optimal

Wellness Services



HEALTH

Improving the health
and lives of adults
with developmental
disabilities

*For more information, please contact:
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**The
Arc**
OF SAN FRANCISCO

**The Resource for People with
Developmental Disabilities**

www.thearcsof.org



Living Healthier Lives

Wellness Services: Better health for life

The Arc of San Francisco serves almost 500 adults with developmental disabilities daily, providing housing, education, employment and lifestyle services that enable our clients to live full lives as self-sufficiently as possible.

In 2003, we launched a new wellness program designed to yield better health outcomes for our clients. Due to intellectual or cognitive impairments, this population often cannot comprehend the need for health improvement or access proper treatment on their own, and the resulting illnesses can accelerate the loss of whatever independence they have achieved.

However, with the right supports, this can change.

Through one-to-one advocacy, better communication with health-care providers and ongoing case management, our Wellness Services participants are demonstrating improved outcomes that have a lasting effect on their quality of life.

"It's clear from our results that ongoing advocacy and wellness services can improve the health outcomes of our clients with developmental disabilities.

(This program) makes a huge difference in the quality of health—and life—of the people we serve."

—Sandra Grijalva, Director
Wellness Services

Did you know? Adults with Developmental Disabilities:

Have problems due to lifelong medications, such as osteoporosis from seizure medications and other difficulties due to long-term psychiatric medications

Develop unanticipated musculoskeletal and organ system disorders with increasing survivorship into older age (UIC, 2001)

With Down syndrome have a very high incidence of early on-set Alzheimer's disease compared to non-disabled peers (Jacobson Sutton, Janicki, 1985)

Have low fitness levels, a high incidence of obesity and tend to live sedentary lives (Heller, 2004)

Have uncorrected vision, hearing and dental problems in part because of communications issues and lack of care

wellness



How does it work?

When Wellness Services were first offered to clients of The Arc of San Francisco as part of a grant-funded pilot program, only clients who were 45 years of age or older participated. After 4 years and significant improvements in health-related outcomes, the program has expanded to include other at-risk adults under 45.

Intake and Assessment

Adults with developmental disabilities who are already clients of The Arc are eligible for Wellness Services, as well as persons referred by outside agencies. The Wellness team conducts a service intake and assessment with the goal of providing as complete a picture of the individual's health needs as possible, including chronic conditions, current medications and fitness levels (balance, gait, mobility).

Implementing a Plan

From the initial assessment, a specific plan is recommended outlining the need for various screenings, annual dental, vision, hearing and podiatry exams, immunizations and other healthcare needs, including fitness classes. Clients are assigned a one-to-one Health Advocate who monitors clients' conditions and ensures medical protocols are being followed, reports changes to physicians, and teaches individuals how to take better care of themselves through good nutrition and exercise. Services are funded by The Golden Gate Regional Center, the state organization that coordinates services and supports for Californians with developmental disabilities.

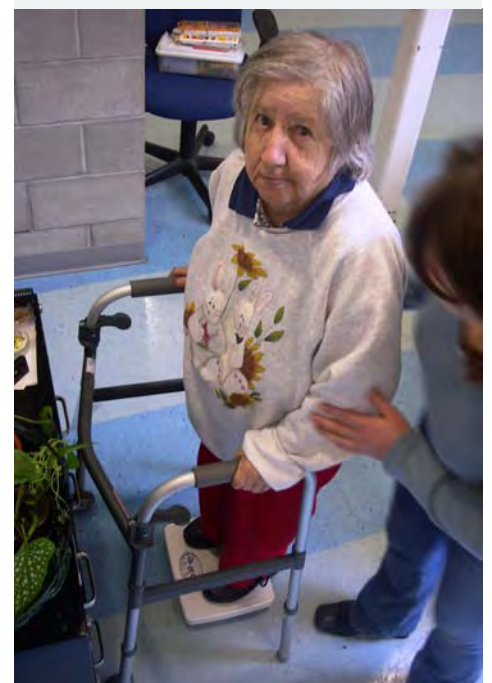
Services provided

The supports we offer vary with each client's needs but always with a goal of achieving optimal wellness. In the current model, our Wellness Services focus on five areas:

- Health Screening and Advocacy
- Exercise and Fitness
- Nutrition Education
- Healthcare Education Outreach
- Life Transition Assistance

Through better communication and reporting, age-appropriate screenings, ongoing monitoring, tracking, fitness and education, The Arc's Wellness Services participants:

- Benefit from improved healthcare and increased self-advocacy
- Show improved compliance with recommended and/or annual age-appropriate health screening exams and immunizations
- Demonstrate improved compliance with the recommended treatment plans for their chronic diseases
- Show increased knowledge and improved behaviors regarding fitness and healthy nutrition
- Benefit from community integration as a result of participation in exercise programs both at The Arc and in the greater community



optimal



Health Screening and Advocacy

The Wellness program uses specific assessment and planning tools to evaluate the level of wellness and health risk for each program participant, and to document his/her goals.

After the health assessment, a Health Action Plan consolidates the recommended services, including the assignment of a Health Advocate that assists in scheduling medical appointments, additional screenings and necessary surgeries, purchasing specialized equipment and/or medications, and ensuring proper follow-up. The Health Advocate accompanies the client to medical appointments, and works 1:1 with the client to provide education and training regarding their chronic health needs and compliance with necessary medications and/or fitness and nutrition regimens. By ensuring that clients receive age-appropriate and medically necessary health screenings and ongoing monitoring, clients are more compliant with the recommendations in their individual health plans, and increase their chances for “aging-in-place” and avoiding hospitalizations.

Exam	Date Done	Needs	N/A
P&A (Visit @ 50; thereafter consult MD)			
Mammography (Every 1-2 years after 50)			
Pap Smear (Yearly)			
Calcium (In conjunction with osteoporosis)			
Osteoporosis (BMD every after 65)			
Cholesterol (Fasting after 40-50 if family Hx)			
Colonoscopy (Every after 50)			
Annuals			
Dental Exam (Check)			
Vision Exam (Every two years; if diabetic, more frequent)			
Hearing Exam (As needed)			
Podiatry Exam			
Immunizations			
Flu Shot (Yearly)			
Pneumonia (Every two years)			
Tetanus (Every ten years)			
Lab Work			
Diet/Nutrition			
<input type="checkbox"/> Current Restrictions			
<input type="checkbox"/> Comments			
<input type="checkbox"/> Nutrition Education needed			
Weight			
Current Diet			

The Arc
Wellness Services Assessment

Assessment Date: 2/20/19
Assessment Time: 2:00 PM

A. Client Identity Information

Name: Sheila Dye
Address: 2277 South 10th St
Phone: (214) 938-9327
DOB: 1/4/62
SSN: 000-99-0000
Case Manager: Paul Smith
Transcription Mode: UIC#: 716117
Conservator Information: YES NO

CONTACT PERSON

Name: Sheila Dye (214) 938-9327
Address: 2277 South 10th St
Phone: (214) 938-9327

B. HOUSING

Primary Carrier: Public
Address: 6400 N. 10th St, SA 75089
Phone: (214) 938-9327
Secondary Carrier: Public
Address: 6400 N. 10th St, SA 75089



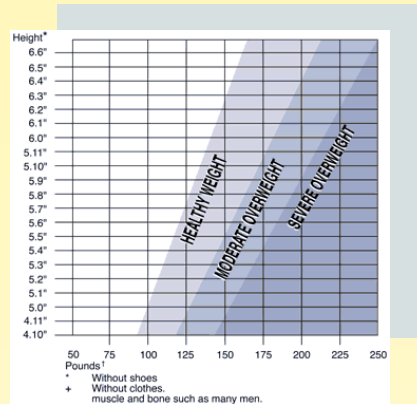
Exercise and Fitness

Many clients with developmental disabilities have limited experience with regular exercise and the benefits of an overall fitness program. A sedentary lifestyle contributes to a lack of flexibility and may later be a factor in their loss of mobility. Unsteady gait and frequent falls become commonplace and can lead to injuries that compromise health and independence.

health

To combat these trends and support our clients in meeting their fitness goals, The Arc's Wellness Services offer a range of exercise options that include classes both in the community and on-site. Clients are encouraged to participate in weekly yoga and dance classes or in establishing walking clubs, if they are physically able. For those with more limited abilities, The Arc offers the services of a trained fitness professional who has experience working with this population. These classes included stretching, moderate aerobics and strength-building exercises.

Clients with more mobility participate in exercise classes out in the community (e.g. the YMCA), while those with physical limitations attend classes at The Arc.



Nutrition

Many people with developmental disabilities either cannot or do not control their daily menu (e.g. those in group homes or in a very dependent family situation), or if living independently, often lack the information and skills to make healthy food choices. The consequences of a poor, unmanaged diet are serious if the client suffers from diabetes or hypertension.

The Wellness program actively educates clients, client family members, board and care home operators and other service agency staff regarding participants' dietary needs and recommendations for improved diet and nutrition. With ongoing dietary oversight provided by a Health Advocate, outcomes including weight loss, lower blood pressure and stabilized blood sugar are achievable for most individuals.

Clients in The Arc's Wellness Services are further encouraged to examine their attitudes toward food and their health, gain skills and knowledge about healthy eating, and identify their preferences in healthier food choices. Weekly cooking classes available to all clients of The Arc teach meal planning using easy-to-



outreach

make recipes, and class visits to the supermarket sharpen smart and healthy grocery shopping skills.

Healthcare Education Outreach

The Arc of San Francisco is the recognized Bay Area resource for providing wellness services to adults with developmental disabilities. Our Wellness team offers information, presentations and referrals to interested healthcare service providers including doctors, nurses and others so that these professionals have more information on the healthcare needs of adults with developmental disabilities, and the resources and tools available to better serve them.

We are fortunate to have many community partners who create services that have optimum benefit to our Wellness clients, including a volunteer nutritionist who provides educational tools and menus for staff to use in educating clients on healthier eating and cooking.

The Arc Wellness team partners with UCSF nursing staff, and physicians and dentists throughout San Francisco and San Mateo counties to provide quality health services to our clients.



A service that
changes lives



Clinton's Wellness Advocate helps him understand his responsibilities for staying healthy—and he's happy with the results.

For many adults with developmental disabilities, the only time a doctor is seen is in an Emergency Room setting. Conditions that might have been prevented or minimized worsen, and the individual is compromised physically. Through The Arc's Wellness Services, chronic conditions and risk factors are identified, and a support program is put into place which addresses healthcare and education needs. Clinton and Virginia are recent examples of positive outcomes.

CLINTON

Clinton is a 62-year old man who, when he was initially assessed, was overweight at 269 lbs., had high blood pressure and diabetes. His diet was poor and nutrition awareness low. His Wellness team set Clinton up with regularly scheduled podiatrist and ophthalmologist appointments and began daily blood sugar and blood pressure monitoring. Clinton's Health Advocate worked with his group-home staff to improve his diet, and provided recommendations and restrictions for Clinton to follow. With these supports in place, Clinton began to better manage his diet and lose weight. As a result of his improved diet and better monitoring of his conditions, he is now down to 194 pounds, his blood pressure is 119/61 and he is no longer on insulin.

Life Transition Assistance

The Arc’s Later Life Transition Planning Service counsels clients and families to plan for the services and supports necessary for the long-term care, health and well-being of older adults with developmental disabilities. We refer caregivers to third-party legal and financial resources who can help create a concrete plan outlining the specific needs and desires of a loved one with disabilities: how and where they wish to live, how costs will be covered and how they will receive the support they need.

With a professional’s help, a “Letter of Intent” can be developed, stipulating future living arrangements, financial supports and legal caretaking—all safeguards that will help protect a client’s quality of life should parents or other primary caregivers be unable to oversee their loved one’s well-being in the years to come.



Enrollment

The Arc of San Francisco’s Wellness Services are designed to meet the needs of adults who can logistically and geographically access our facilities, who are living with chronic disease, experiencing an acute medical condition or suffer from other health-related issues.

Services are funded by the Golden Gate Regional Center (GGRC) in San Francisco which oversees reimbursement for all services provided to adults with developmental disabilities in San Francisco, Marin and San Mateo counties.

Health care providers, families or clients interested in a referral to The Arc’s Wellness Services should contact our offices, or GGRC (*see back cover information*).

VIRGINIA

Virginia is a 58-year old obese woman with hypertension and a history of missing doctor appointments and not taking her medications. Since participating in Wellness Services, she has regularly-scheduled visits to her doctor, she’s received screening exams including a mammogram, tests for hearing and colorectal cancer, and is being fitted for hearing aides.

One of the medications prescribed for Virginia was a patch to control her blood pressure. When the patch fell off—a frequent occurrence—her blood pressure increased dramatically.

Consultation with her medical doctor, her sister and Wellness staff led to a trial with oral medication in place of the patch. Since this change, her blood pressure is stable.



The Arc of San Francisco

About Us

The Arc of San Francisco was founded in 1951 by parents concerned about the lack of services for their sons and daughters with developmental disabilities. Since then, we have become the primary resource for people with developmental disabilities in San Francisco.

With a staff of 180, we serve approximately 500 clients on a daily basis in both San Francisco and San Mateo counties, advocating and providing services that enable our clients to participate more fully as active and contributing members of the community.

Our Mission

The mission of The Arc of San Francisco is to serve people with developmental disabilities by providing access to a full range of services that advance self-determination, dignity and quality of life.

We focus on the following services:

- Advocacy
- Employment
- Housing
- Education and Skills Training
- Arts and Recreation
- Aging and Wellness Services

For More Information

Healthcare providers, agencies, families, clients and others interested in more information about Wellness Services should contact:

Sandra Grijalva, Director

Aging and Wellness Services

The Arc of San Francisco

415.255.7200 x159 or sgrijalva@tharcsf.org

Case Manager*

Golden Gate Regional Center

415.546.9203

**If Case Manager is not known, contact Intake Services at GGRC.*



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