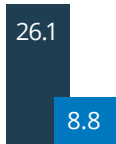


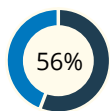


Mercy Retirement & Care Center

Founded in 1872 by the Sisters of Mercy and located on this lush campus since 1907, residents can enjoy this community's panoramic views of the San Francisco Bay and Oakland's rolling hills. Mercy offers a diverse range of activities and provides best-in-class quality care with a holistic approach to wellness. With a full-time Spiritual Care staff, our residents enjoy the benefit of spiritual care no matter their beliefs.



Our hospital readmission rate is 8.8 compared to 26.1 statewide.



56% of all hospital admissions from Mercy returned home with an additional 19% graduating to acute rehab.



Mercy Care Center maintains a Five Star Quality Rating by the Centers for Medicare & Medicaid Services.



Resident satisfaction has been above our gold standard for the last three years.



Employee engagement ratings consistently achieve company targets.

About Mercy Retirement & Care Center

Location: 3431 Foothill Blvd, Oakland, California

Number of Residents: 165

Number of Staff: 170

Year Opened: 1907

Non-Profit

Pets Allowed

Continuing Care Retirement Community: Offers priority access to the Care Center and allows residents to remain in the same community as their care needs progress.

Assisted Living: Our assisted living services are for older adults who want to maintain independence but may need assistance with everyday activities. With our custom care approach, services are tailored specifically to meet each resident's needs.

Memory Care: Our memory care program is founded on an engagement-focused philosophy for people living with dementia, established on the belief that people have an innate capability to learn and succeed no matter the depth of their cognitive challenges.

Rehabilitation Care: We offer skilled nursing services, from short-term rehabilitation stays to long-term stays for higher levels of care. Speech, physical and occupational therapy are provided in a quiet, person-centered environment.

Life in an Elder Care Alliance Community

Our communities embrace all components of holistic wellness: physical, emotional, spiritual, intellectual, vocational, environmental and social. We strive to create a community evidenced by enriching human relationships, connecting people and community, providing environments that foster independence, allowing people to flourish, and where there is joy.

Why Elder Care Alliance?

Expressing our faith heritage, Elder Care Alliance is an integrated system committed to serving and enriching the holistic wellness of older adults and those who care for them through education, innovation and a network of professionals, care communities and partners.



Elder Care Alliance is a learning organization that encourages and supports innovation

- We are open to questioning how we might do things better, trying new things, and using data to inform decisions and strategies. This is a key characteristic of who we are.
- We strive to build on our culture of learning and establish an environment that produces transformational programs and services.
- Memory care programming: In collaboration with the Hearthstone Institute, we've implemented *I'm Still Here™* in our communities to encourage engagement and learning among people living with dementia.
- Employee wellness program: In order to care for residents, we must first care for ourselves. That's why we implemented a comprehensive wellness program for our employees, including

on-site distribution of fresh fruit and vegetables, engaging physical activities, health education classes/campaigns, and improvement of wellness policies and practices.



Elder Care Alliance is passionate about and committed to professional and leadership development

- Our philosophy is to hire great people, invest in them and expect great results. We offer professional development and leadership opportunities at every level of our organization.
- Our objective is to develop critical thinking skills among our leaders, enabling them to turn data into information that positively impacts the quality of care and services we deliver.
- We call on our leaders to deliver person-centered, high-quality care.



Mercy Retirement & Care Center

3431 Foothill Blvd
Oakland, California
510.534.8540

info@mercyretirementcenter.org
www.mercyretirementcenter.org
facebook.com/mercyretirementcenter



Engaging Hearts, Transforming Lives, Erasing Boundaries

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CCRC Lic # 245