



November 22, 2022

Mr. John Simon
[REDACTED]
[REDACTED]

Dear Mr. Simon,

Thank you for letting us know your concerns related to your mother's transition to a different apartment during Aldersly's construction project, as noted in your November 18 letter to the San Rafael City Council. I'd like to take the opportunity to address your concerns.

As you mention in your letter, we pride ourselves on creating a cozy, comfortable home for residents, who are at the center of everything we do at Aldersly. The plan before the City Council was envisioned and designed so that we can better serve our residents now and in the future, including your mother Mary Jo, who we cherish and consider part of our Aldersly family.

I understand the project may appear to be moving fast for your family, but in fact this plan has been very carefully thought out over the course of five years. We have held several meetings with both residents and community members over the years, refining the plan in response to input as we went. Unfortunately, no matter when we move forward, there will be a handful of residents who need to relocate during construction and delaying the project will only cause further disruption.

We understand that a move for your mother is challenging and upsetting. I want to assure you that we have held several meetings with your mother, during which we have discussed her options, including moving to a smaller Aldersly apartment or temporarily moving to our Assisted Living areas. There is also an option of staying at a nearby senior living facility until a more suitable option becomes available at Aldersly. No matter where she relocates temporarily, please rest assured that her belongings and comforts of home will come with her. We would never ask your mother to call a bare hospital room home.

Aldersly is working with a well-respected organization that specializes in helping older adults move, handling everything from organizing and packing to moving and setting things up just the way they were before, with specialized, exceptional care. Of course, Aldersly is covering all costs associated with your mother's move, and she has direct access to me to answer any questions or concerns she may have.

I do want to help to clarify that Aldersly is a recognized California nonprofit 501(c)(3) organization and is independently owned. Life Care Services (LCS) works under a contract with Aldersly to oversee the general operations of the community and helps to support our staff through programs and senior living expertise. This plan is not about LCS or about helping the city add more housing units – although we are certainly very pleased that the project helps to support the need for additional senior housing in San Rafael. It is about the residents. It adds amenity spaces, like the café/bistro, art room, and modernizes and improves common areas, parking, safety, accessibility, and services to improve the lives of all who call Aldersly home.

John, your mother is important to us. I invite you to contact me directly if I can further address your concerns.

Sincerely,

Shannon Brown, Executive Director



Dear Leslie,

Thank you for allowing us the opportunity to clarify our process for the Aldersly residents who will need to relocate for Aldersly's proposed campus improvements.

There are nine residents who will need to find new homes during construction, including Mr. Simon's mother, Mary Jo. They all currently reside in our Independent Living apartments. We have been meeting individually with each resident for many months in addition to holding group meetings with their families, to review open apartments within the Aldersly community and to discuss other options best suited for each individual resident. For residents who are unable to find another home that suits their needs within the Aldersly community, they have the option to temporarily relocate to a nearby senior living facility of high repute, and we will pay for the move and costs of storing items they have if needed.

To date, two residents have chosen new independent living units. Two will be transitioning to our Assisted Living area due to higher care needs. We are continuing to work with the five remaining residents (including Mr. Simon's mother) to find their new temporary homes. Please note, these new homes *could* become a permanent move if residents love their new apartment, or, they will get first access when a new independent living apartment becomes available. There are currently four open apartments in our Independent Living area of different sizes and locations within the community.

All homes within the Aldersly community have access to the same amenities. Mr. Simon is under the impression that his mother is being forced to move to a sterile hospital room without any of the comforts from her current apartment. We assured Mr. Simon this is not the case. In an effort to create homes for all nine residents within the Aldersly community we have begun to refurbish some rooms in our Extended Care area, which is usually reserved for residents with a higher level of need and typically feels more like a hospital room. If any of the remaining five residents needing to find homes (including Mr. Simon's mother) wish to move temporarily to this location, we will make sure that the rooms are decorated and set up as closely as possible to their former apartments with their own furnishings.

Some residents are already in the process of moving, and others will move when convenient for them. Our goal is to have all moves completed by April 1, 2023. Of course, Aldersly will be paying for all costs associated with these moves. Above and beyond the cost, we understand that moving can be challenging and stressful. We are working with a well-respected organization that specializes in helping older adults move, handling everything from organizing and packing to moving and setting things up just the way they were before, with specialized, exceptional care. All residents have direct access to me to answer any questions or concerns they may have.

Leslie, thank you again for allowing us to address your questions. We are available to answer any additional questions you may have.

Sincerely,
Shannon Brown
415-453-7425 or shannonbrown@aldersly.com