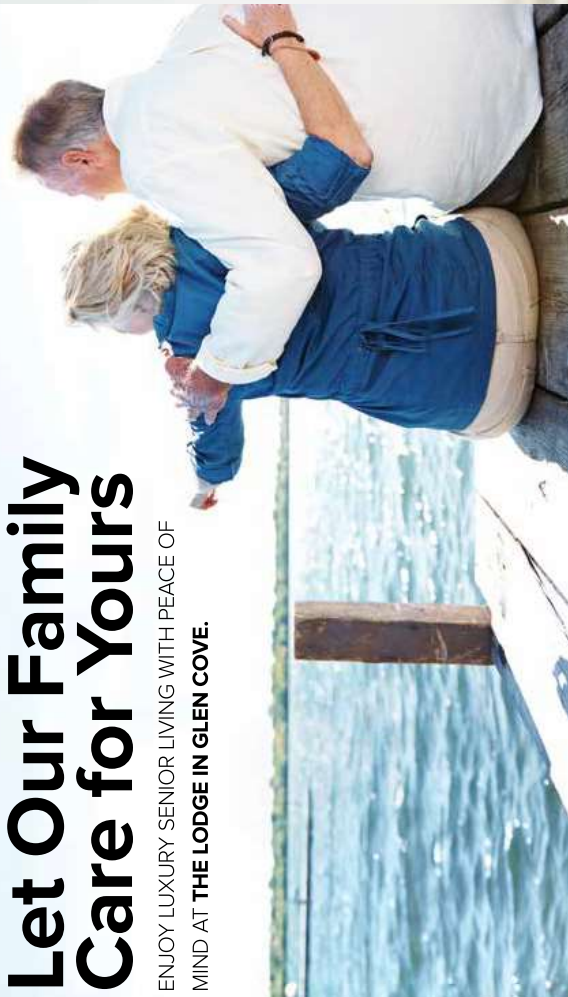


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ENJOY LUXURY SENIOR LIVING WITH PEACE OF MIND AT THE LODGE IN GLEN COVE.



MEET THE CARQUINEZ HEALTHCARE HEROES

Michael Cloudeiman, a Pharmacy Student at Houro University, helps oversee COVID-19 screenings at Mare Island Dry Dock LLC.



Incredible views of the Carquinez Strait. A safe, cutting-edge facility run by compassionate staff. An engaged community with a fun, social atmosphere. These are just a few of the perks you'll find at The Lodge at Glen Cove. Overlooking the Glen Cove Marina and Carquinez Strait in Vallejo, the family-owned and -operated senior living facility provides the best in assisted living and memory care.

"This isn't a nursing home. It's a community," says Jason Reyes, Managing Partner of Calson. "We're able to bring people together, allowing your loved ones to thrive here." The Lodge community includes 101 assisted living units and 40 units enhanced for residents needing memory care. All units offer unique benefits, starting with a dedicated management team boasting more than 50 years of experience. Your loved ones will enjoy expansive living spaces, choosing from studio, one-bedroom, and two-bedroom floor plans; gorgeous courtyards and walking paths; and other amenities including a cafe, theater room, and full-service salon, plus off-site trips to restaurants, casinos, and more.

Here at The Lodge, your loved ones' health is our priority. Our facility features the latest technology to keep residents and staff healthy, including a brand-new filtration system and "foggers" that regularly disinfect common areas. We perform regular testing of staff and follow social-distancing guidelines. Best of all, you'll be able to visit with your loved ones face-to-face thanks to our specially designed Plexiglass cubicles.

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SCHEDULE A TOUR TODAY by contacting cathy@glencove seniorliving.com or (707) 287-2615. The first 50 residents will become members of the Harbor Club, receiving exclusive perks such as reduced rates, free weekly movies, and more.

THE AVIATOR CARE PROGRAM

The Lodge at Glen Cove offers state-of-the-art care for residents with cognitive impairment with the Aviator Care Program. Specially designed to give residents superb quality of life while keeping them safe and healthy, this program provides peace of mind that your loved one will receive the support they need.

In February, the first cases of COVID-19 in the U.S. started to appear. By April, the entire nation was plunged into crisis. Our region was no exception, as schools and businesses shuttered while medical facilities scrambled to respond to the ongoing pandemic.

Yet amid all the chaos, healthcare workers remained steadfast in their duty. Despite equipment shortages, erratic public policies, and the unpredictable nature of the virus, they continued to do what they have always done best—care for and protect the community.

From emergency rooms to the docks of Mare Island, these are a few of their stories.

BY CASEY CANTRELL

PHOTOS BY LIA CECACI



PREVENTING OUTBREAKS AMONG THE MOST VULNERABLE

The homeless community in Contra Costa County lives in the kind of conditions that make it vulnerable to infectious diseases. Without reliable shelter, it can be incredibly difficult to practice social distancing. Many individuals are hampered with chronic illness and preexisting conditions that leave them susceptible to the worst outcomes of the virus. Handwashing for 20 seconds? Nearly impossible to do without access to running water.

But while the pandemic has penetrated schools, businesses, and homes, the region's homeless community has so far evaded the deadly viral spread that's overwhelmed the nation, thanks in large part to the medical providers of Contra Costa County's Health Care for the Homeless (HCH) program.

It hasn't been easy. Before the pandemic, HCH would conduct 20-plus mobile clinics every week, providing on-site care at homeless encampments. By early April, the number of clinics had shrunk to twice per week, as staff couldn't ensure proper social distancing. And while they continued to provide care, many of the program's healthcare providers have struggled to cope with the emotional burnout of working through a pandemic.

"At first, [my colleagues] weren't sure if they were bringing the virus home to their families," says Beth Gaines, a registered nurse and the program manager of HCH. "I saw a coworker sobbing, because she hadn't seen her mother for two months."

Nevertheless, Gaines and her colleagues adapted quickly. They converted their mobile clinic for COVID-19 testing and began transitioning hundreds of at-risk patients from shelters and encampments into hotels, where they set up on-site care.

"It's been a huge change. It was figuring out different ways to provide our services that didn't feel intuitive," says Gaines, who is also a deacon at St. Paul's Episcopal Church in Benicia. Still, she believes their efforts have paid off. "Many of the homeless are in their 50s and 60s and have serious comorbidities. It's hard to prove a negative, but it feels like ... we've managed to prevent any outbreaks in the homeless population."

Stopping viral spread before it starts is just one part of HCH's work. Patients who test positive or show symptoms but are not sick enough to be admitted to a hospital must quarantine in a hotel room for at least two weeks, disrupting their routines and cutting them off from family and friends. For many of them, the HCH staff is their only outside connection.

"You pull people out of their lives and stick them in a hotel room—it's boring. It's isolating," says Gaines. "We bring little snacks, we bring games and books. Even though we're at the door in full personal protective equipment (PPE) and standing six feet away, we try to support them and say they're doing really great."

Gaines doesn't mince words when it comes to praising her staff. "I'm amazed by their dedication," she says. "Our nurses are outstanding. They go above and beyond."

Nevertheless she emphasizes the need for the community to help keep an already terrible health crisis from becoming worse. "We're trying to keep people out of the hospitals, and we're exhausted," says Gaines. "Follow the rules and do what it takes to stay well. Protect others and protect yourself."

FIGHTING FOR SAFER HEALTHCARE

As the charge nurse of the night shift in the emergency room (ER) of Vallejo's Sutter Solano Medical Center, Jolayne Haines knows a thing or two about handling a tough work environment. For the past 18 years, she has tended to broken bones, heart attacks, and other gruesome maladies. She is trained to prepare for the worst. She wasn't prepared for this.

"We're geared to deal with the unexpected, but when you're bombarded constantly, when you have so many patients that you can't leave for a break, it's draining," says the Fairfield resident.

Working in the ER, where even a slow day is chaotic, she and her colleagues are often the first line of defense in responding to patients potentially sick with COVID-19—and that's on top of the regular clientele they encounter.

"The emergency room still sees the critical patients we normally see," she says. "We still see strokes, we still see heart attacks, we still see people who've been shot."

As a result, staffing has been stretched thin, even as the ER's patient intake has decreased by about 20 percent. ("People try to stay away from the ER now," explains Haines.) An ER nurse is typically given a maximum caseload of four patients, but now—days, people are coming in sicker.

"We get people with a lot of respiratory problems," says Haines. "Those are critical patients. You can't do four patients per nurse. We don't forget them, but they don't get the care they need."

That isn't the only obstacle Haines and her colleagues face. In an effort to prevent shortages, the hospital has stockpiled and restricted access to vital supplies of PPE. That means ER staff must often treat patients without adequate protection.

"When Ebola hit [in 2014], we were wearing hazmat suits, putting up tents," says Haines. But now, "nurses are having to use the same mask for the whole [12-hour] shift. The hospital has the equipment; it's just not giving it out. It's not safe."

For Haines, the lack of available PPE is especially dangerous—she has lupus, an autoimmune disorder that makes her more vulnerable to the virus. But Haines is far less concerned about her own personal safety than the well-being of her patients.

"If I get sick, who's going to take care of the people who are sick?" she says.

To bring awareness to the issue, Haines and other nurses have participated in rallies demanding safer work environments for healthcare workers, including increased staffing, more access to

Beth Gaines, RN, stands in front of St. Paul's Episcopal Church in Benicia, where she serves as a deacon.





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—Jolayne Haines, RN, Sutter Solano Medical Center

PPE, and allowing the use of outside equipment such as donated masks and 3D-printed face shields.

Sutter Health, the medical center's parent network, contends the hospital is equipped to deal with the current crisis. "We've deployed safety protocols ... and provide appropriate PPE for staff to use in the course of patient care in accordance with established state and federal guidelines," a Sutter Health spokesperson says. "While our PPE supply remains adequate, we continue to closely manage the network's PPE, so we can meet critical community need while maintaining patient and frontline staff safety."

But Haines insists that without further action, the situation is only to get worse. She notes that other local hospitals are directing more and more traffic to Sutter Solano because they're at full capacity. Furthermore, she's seeing a greater frequency of younger patients—and not just adults.

"I can tell you that there are kids who have been positive. That was something that surprised a lot of us," she says. "You hear that kids can't get it, but that's not true. We're worried about what's going to happen if we don't get it under control."

For patients who are admitted, many of them now find themselves suddenly alone. "The only way you're allowed [to go with a patient] into the hospital is if your loved one is dying, if your partner is having a baby, or if you're a minor," says Haines. "You don't have a support system. That's another job that we have to do—give emotional support that we didn't have to before."

Despite her concerns, Haines remains hopeful. She is inspired by the dedication and compassion of her team—"they do a lot to protect me"—and the general public.

"We've eaten more pizza than we probably should," she says, laughing. "I'm amazed at how the community's banded together. As a nurse who cares for others as a living, I'm grateful for the love and support. It makes me proud, honored, and rejuvenated to

serve [them], especially during these difficult times."

Nevertheless, more can be done—and it'll take the public's support to make it happen, says Haines.

"What we really need are safe working conditions," she says. "We need to push the [hospital] administration to do what is safe for the staff. When pressure is applied publicly and internally, that's when change is made. The administration isn't heartless. They'll listen if there's a concerted effort."

PROTECTING ESSENTIAL WORKERS

While medical professionals grapple with the pandemic, essential workers from every industry continue to show up to work, often without the same rigorous safeguards that have become commonplace in healthcare settings.

That is the case at Mare Island Dry Dock LLC (MIDD), where dozens of workers mill about the 18-acre site, the noise of buzzing tools, sparking metal, and massive machinery drowning out the sounds of the Mare Island Strait. On any given day, ships from around the world—cruise ships, U.S. military ships, commercial freighters—will arrive at the facility for repairs, forcing dock employees to work in confined spaces and increasing their risk of exposure to a virus that has touched every part of the globe.

But as other docks struggle to contain outbreaks, MIDD has reported zero cases of virus transmission as of press time.

This unexpected success is a credit to a rotating group of about eight medical and pharmacy students from Touro University California. Every day since mid-July, student volunteers have gathered at the dock in full PPE at 6 a.m., checking the temperatures of each and every person who shows up in order to prevent potentially symptomatic individuals from becoming unwitting vectors of the disease.

For volunteers Michael Gloudeaman and Isabella Hamilton, the reason to help is simple.

"It's keeping people employed. That's important to me," says Gloudeaman, a PharmD candidate. "You can't sit behind a laptop and weld."

"We aren't required to do community service, but it's something we all do," adds Hamilton, who's studying osteopathy. "I want to serve other people. It's the reason why I want to do medicine."

Entering their second year at Touro, Gloudeaman and Hamilton were among the first students to sign up for the Touro Student Services Core, a COVID-19 emergency response initiative designed to connect students with community service opportunities. After being assigned to MIDD, the pair quickly established procedures to screen workers, including a self-report questionnaire and an on-site temperature check, as well as educating them on the importance of screening.

"A lot of what we were doing was building the process and getting people comfortable with it," says Hamilton.

"We're trying to explain that it helps keep them safe, and it helps keep other people safe. It's just normalizing the behavior."

The students' biggest test came on Aug. 16, when the USS Emory S. Land—a U.S. Navy submarine tender carrying 300 sailors and 150 civilian workers—landed at the dry dock for repairs after a deployment to Guam.

Despite having to process about four times as many people and dealing with a technical glitch that prevented workers from taking the questionnaire at first, the students managed to ramp up screening with very few hiccups—catching the attention of local officials.

"The Vallejo City Council is very interested in it. They've come out and gone through the screening," says Gloudeaman. "The Navy could be interested in it. It could be a model for other industries." Whatever the case, the screenings will continue for the duration of the ship's stay through January—and Gloudeaman and Hamilton are ready to help as long as they're needed.

"Every year of medical school, you're facing a different challenge," says Hamilton. "I didn't expect to be doing this, but it's been ... very fulfilling for me."

Gloudeaman adds with a laugh: "Turns out you don't need as much sleep as you think."

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