



*W* THE WATERMARK  
AT SAN RAMON

ASSISTED LIVING • MEMORY CARE

# REDEFINING SENIOR LIVING

More than 30 years of experience have taught us that today's seniors want more choices and are leading a more active lifestyle than generations before. That's why we created a community filled with options, from updated and modern studio apartments to spacious two-bedroom suites, great cuisine, fun events and Watermark University mind and body fitness classes. It's all part of our culture of choice.

**IT'S NOT WHAT YOU'D EXPECT, AND THAT'S THE WHOLE POINT.**



Tastefully appointed restaurant

Full-service beauty salon and barber shop

Laundry rooms

Well-stocked library

Resident emergency response system

Spacious, beautifully landscaped grounds

Pet-friendly environment





# AN OPTION FOR EVERY APPETITE

We believe dining should be a delicious experience every day. That's why The Watermark at San Ramon offers a variety of upscale selections and comfort food favorites that are prepared daily by our culinary team, using only the freshest ingredients. Plus, with our innovative dining options, individuals with cognitive, physical or neuromuscular challenges can enjoy their favorite foods without assistance, utensils or distractions.

Elegant dining room

Breakfast, lunch and dinner served restaurant style

Heart healthy selections

Catering options



# MIND AND BODY WELLNESS

Stimulating the mind and strengthening the body has enormous benefits at any age. That's why we created Watermark University. You'll love having unlimited access to all of our mind and body fitness classes just steps from your door. Our course catalog is chock full of fun classes from *Chair Yoga to Painting 101, Worldly Wines* and dozens more, so you can learn (or teach) something new every day. These classes aren't just for residents. Call for your copy of our current course catalog and enroll in a class or two today.



Ceramics

Brain Games

Sports Talk

Chef Demonstrations

Music and Movement

Wellness Round Table

# ASSISTED LIVING

When it comes to Assisted Living at The Inn, we're not what you'd expect. No cookie-cutter apartments, associates in scrubs, or boring, lackluster events. Here, you'll enjoy a dynamic calendar of programs and outings, plus top-notch care tailored to your needs, on your schedule – not ours – 24 hours per day. Why wait to get a taste of The Watermark at San Ramon lifestyle? Try us out for a short-term stay. Enjoy a fully furnished guest apartment, fantastic food made just how you like it, outstanding care and assistance if and when you need it, and (perhaps the best part of all) fun with friendly neighbors. While you're here, why not treat yourself to a salon service or a community outing to the bay or local wineries.

Whether residents need assistance with day-to-day activities, help getting to appointments or a little more joy in their day, the caregivers at The Watermark at San Ramon are committed to making it happen.



Delicious and healthy  
chef-prepared meals

Resident emergency  
response system

Watermark University classes

Weekly housekeeping and linen  
service

Scheduled local  
transportation services

Senior wellness programs

Guest accommodations

# A NEW KIND OF MEMORY CARE

At The Watermark at San Ramon, we're borrowing from the traditions of the multigenerational households and local bed and breakfasts to create a place that suits everyone. Suites are comfortable, filled with bright colors, soft natural light and high-end finishes. Common areas such as living rooms, patios, libraries and kitchens encourage friendly gatherings. Meals are cooked right in the kitchen, and anyone can roll up their sleeves to help prepare the meal. Just like home, this household revolves around the kitchen table, where food and conversation connect residents, associates, friends and family.

24-hour staffing with specially trained Memory Care experts with certification through the National Council of Certified Dementia Practitioners (NCCDP)

Three nutritious family-style meals where families and friends are welcome

Pantry Program for each resident's favorite foods

Structured and spontaneous programs and events specifically tailored to each individual

Extraordinary Outings that you would never expect in a Memory Care community

Residential environment with family photographs, keepsakes and personal histories

Beautiful outdoor spaces

Private suites

Housekeeping, linen and laundry services

Maintenance services



# MEET THE NAYAS



The word *Naya* comes from the ancient language of Classical Sanskrit and is based on being engaged in the present moment. A *Naya* is a guide, person of wisdom, conductor and leader. These terms truly define our caregivers. In perfect alignment with our universal care model, being mindfully engaged in each moment cultivates a sense of well-being, community, spontaneity and creativity.

In traditional senior living models, care is divided between several associates who interact with a resident only within their particular area of limited duties. This not only results in reduced continuity, it prevents associates from seeing the big picture of each resident's well-being. Because our *Nayas* spend the day with residents, they notice the early signs of concern that might otherwise go unseen. *Nayas* know if residents have a good appetite, how well they slept and when they last exercised or participated in a new program. They can observe how individuals react to a change in type or dosage of medicine or a new therapy. Understanding the big picture results in a healthier, happier, more connected lifestyle.



# WHAT MAKES A WATERMARK COMMUNITY DIFFERENT

## **WATERMARK UNIVERSITY**

Residents, associates, family members and local experts share their interests to ensure we always have opportunities to learn, grow and connect with each other in meaningful ways. We feature dozens of classes and examples include *The Writer's Circle*, *Conversational Spanish*, *Music and Movement*, and *Facebook 101*, to name a few.

## **EXTRAORDINARY OUTINGS**

At Watermark, we created Extraordinary Outings to challenge traditional assumptions of what is possible for our residents. They include visits to Radio City Music Hall, hot air balloon rides, train trips and even overnight camping trips. Extraordinary Outings stretch beyond day-to-day excursions to ensure that residents have special experiences to look forward to, regardless of whether they live in our Assisted Living or Memory Care neighborhoods.

## **MEMORY CARE WITH NAYA CAREGIVERS**

We believe the art of caregiving goes beyond the traditional title, so we call our caregivers Nayas, a word originating from the ancient language of Sanskrit. A Naya is a guide, person of wisdom and a leader who is engaged in the present moment. We know that behaviors are a response to an unmet need. From this thoughtful foundation, we cultivate a sense of well-being and connection. We partnered with National Council of Certified Dementia Practitioners to train our Nayas how to incorporate residents in the rhythms of daily living and communicate through validation rather than correction to show understanding and support. Together, residents and Nayas work side-by-side, cooking, cleaning, preparing and serving homestyle meals, and anything else that evokes a sense of fun and purpose.

## **INNOVATIVE DINING**

At Watermark communities coast to coast, our innovative dining techniques are restoring independence and the joy of dining for individuals with cognitive, physical and neuromuscular challenges. Using a pioneering, innovative process, we transform our own high-quality, freshly prepared, gourmet menu items into nutritionally balanced meals, intended to be enjoyed by hand, with no utensils required.

## **PANTRY PROGRAM**

Our Pantry Program provides residents personal space to store favorite items like mint Milano cookies or tomato bisque, so comfort foods are always close at hand. Families and friends also use the pantries for photographs, books, games and more, to use as fun conversation starters during visits with loved ones.

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# WHAT MAKES A WATERMARK COMMUNITY DIFFERENT

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## **THRIVING THROUGH MUSIC**

This innovative program teaches us ways in which creating specific individualized playlists of music for our residents who are living with dementia and other cognitive and physical challenges can reconnect with the world in a unique way. Thriving Through Music can change an interaction for someone truly struggling, from one of aggravation and stress to one of joy and calm. We have witnessed residents who begin with few words and progress with the ability to sing entire lyrics of their favorite songs, followed by engaging behavior for an extended amount of time after the musical experience. We are thrilled to have this program as part of our everyday care.

## **SAGE DIVERSITY CERTIFICATION**

Watermark respects, honors and celebrates diversity in all forms and has embarked upon a partnership with SAGE, a national leader working tirelessly on behalf of LGBT elders for four decades. Watermark is committed to maintaining the Platinum SAGE certification, meaning at least 80 percent of associates have completed SAGE training. Armed with greater knowledge, empathy and understanding, Watermark communities will be even more poised to serve our diverse communities, associates, families, friends and guests.

## **WATERMARK FOR KIDS**

This nonprofit organization creates young leaders and empowers them to thrive. Through Watermark for Kids, young people are encouraged to build character, strengthen their leadership skills and express their creativity, compassion and spirit. Watermark Kids in turn visit our communities to share their experiences, offer a musical performance, or present a Watermark University class on their passion. Watermark for Kids adds to a fun, vibrant atmosphere and contributes to a sense of purposeful living. To learn more, visit [watermarkforkids.org](http://watermarkforkids.org).



At Watermark Retirement Communities, we're committed to creating extraordinary and innovative communities where people thrive. Watermark communities are known for highly trained associates, a lifestyle built on choice and innovative signature programs, including our award-winning Watermark University featuring a wide variety of engaging classes and programs for residents and locals, alike. A privately held company with a reputation for service, innovation, integrity and financial stability, Watermark manages more than 50 retirement communities nationwide and was recognized by Fortune Magazine as a Great Place to Work. Learn more about the Watermark difference at [watermarkcommunities.com](http://watermarkcommunities.com).





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