LICENSED SKILLED NURSING FACILITIES

and

INTERMEDIATE CARE FACILITIES

in Alameda County

Alameda County Long-Term Care Ombudsman Program
6955 Foothill Boulevard, Suite 300
Oakland, CA 94605
510.638.6878
FAX: 510.577.1965
CONSUMER INFORMATION GUIDE TO SKILLED NURSING FACILITIES

The Alameda County Long Term Care Ombudsman Program is provided by Older American Act funds through the Alameda County Area Agency on Aging. This list is made available to you as part of the Ombudsman community education program. For further information, to discuss a problem or complaint, or for information on citations received from the Department of Health Services Licensing and Certification, please call 510.638.6878. Our services are free and will be handled confidentially. The Ombudsman Program is a community resource which advocates for elders in long term care facilities.

This list contains information concerning the licensed skilled nursing and intermediate care facilities in Alameda County. Skilled nursing facilities (SNF) and intermediate Care facilities (ICF) are sometimes called nursing homes, rest homes, convalescent hospitals/homes, health care centers or sanitariums.

In order to begin selecting a facility, you first need to consider what level of care the resident requires and how you are going to pay for this care. To help you determine what level of care is required you can contact your physician or a social worker/discharge planner if the prospective resident is now hospitalized. All persons interesting in entering a facility must have a physician’s written statement stating they require this level of care.

DEFINITIONS OF LEVEL OF CARE AND THEIR ABBREVIATIONS

SKILLED NURSING FACILITIES (SNF) are licensed to provide twenty-four hour nursing care. Skilled nursing facilities are required to provide medical, rehabilitative and personal care.

SKILLED NURSING FACILITIES-DISTINCT PART (SNF-DP) are skilled nursing facilities, which are a distinct part of an acute care hospital. In general, persons are admitted to these units from the acute care units of hospitals.

SKILLED NURSING FACILITIES-SPECIAL TREATMENT PROGRAM (SNF-STP) are skilled nursing facilities with a special treatment program such as providing treatment to the mentally ill.

INTERMEDIATE CARE FACILITIES (ICF) are very similar to skilled nursing facilities but their license only requires them to provide eight hours of licensed nursing care each day. They must offer medical, intermittent nursing, dietary, pharmacy and activity services.

Note that a facility needs to be certified for either/both Medicare/MediCal if the prospective resident plans to use these programs to pay for care immediately or in the future.

This list includes:
- Name, address and phone number of facility.
- Number of licensed beds.
- Medicare/MediCal certification.
- For profit/non-profit status.
- Name of Licensee.

We make every effort to keep our information current. However, changes are made without our knowledge, so please be sure to call the facility for the most up-to-date information.

The following are some very simple guidelines, which may be followed as you go about choosing a facility. In addition, a checklist is included to assist you in your selection.
• Know the level of care you need. Skilled nursing homes provide 24 hours of skilled care while residential care facilities for the elderly provide supervision and assistance with personal care, such as bathing and dressing. The level of care is determined by the physician.
• Will the nursing home or the residential care home be a permanent placement or used for a short time stay only?
• Understand your financial situation and your ability (or the resident’s ability) to pay for care. Will you be paying for care through private pay, Medicare, private insurance policy or MediCal?
• List the medical needs of the resident.
• List the personal needs of the resident: large facility or small home-like facility, religious and social activities needed.
• List the positive attributes of the resident so that you may provide the administrator with a complete profile of the resident.
• Visit several facilities at different times of the day and let your instincts guide you. Could you live there? Use our checklist.

**ADMISSION AGREEMENTS**

Both skilled nursing and intermediate care facilities are required to make a copy of their admission agreement readily available to any potential resident and/or their family member.

Upon admission, each facility should make a reasonable effort to communicate the entire content of the contract (the admission agreement) to the resident and/or their family member and obtain the signature of the person being admitted. In case the resident is unable to sign the contract, the reason should be documented in the medical record by the admitting physician.

The practice of requiring a responsible party is no longer allowed under federal law, whether you are a private-pay resident or already on MediCal when you enter. It is illegal for any facility that participates in MediCal or Medicare to require a resident to have a personally liable responsible party. Federal law (OBRA) prohibits nursing homes from requiring a third party to guarantee payment as a condition of admission or continued stay.

An agent is the person who manages, uses or controls the resident’s funds or assets. The facility may require a resident’s authorized representative or agent to agree to apply the resident’s money to the nursing home charges.

The facility may ask for a security deposit only from private pay residents. The security deposit shall be returned to the resident if and when he/she converts to MediCal.

**NO FACILITY MAY REQUIRE A PROSPECTIVE RESIDENT OR HIS/HER FAMILY TO PAY PRIVATELY FOR ANY SPECIFIC PERIOD OF TIME BEFORE CONVERTING TO MEDI-CAL.**

The contract must inform residents at admission and throughout their stay of the services and supplies included in the basic rate. The contract must also inform residents of optional services and the charges for those services.

A facility cannot claim that they are not responsible when the resident has suffered a loss or an injury due to the facility’s negligence (failure to use adequate care). NOTE: Facilities are not responsible for clothing and valuable items that are not listed on the inventory list. The inventory list must be constantly updated as items are brought into or removed from the facility.
Each resident has rights stated under the Federal and California Nursing Home Regulations. A list of these rights must accompany the admission agreement. Familiarize yourself with Resident Rights. They are the lifeline of the resident.

**READ AND RE-READ THE ADMISSION AGREEMENT TO AVOID FUTURE PROBLEMS. BE SURE ALL YOUR QUESTIONS ARE ANSWERED.**

**ROLE OF THE OMBUDSMAN IN LONG TERM CARE FACILITIES**

The Ombudsman’s chief role is to ensure that residents of long term care facilities are receiving the services to which they are entitled, including quality care. All services are free and confidential.

**DIRECT SERVICES FOR RESIDENTS**
- Receive and resolve complaints, misunderstandings and grievances.
- Monitor conditions of care.
- Solve problems with meals, finances, abuse, medications, lack of activities, community resources, placements, theft of personal belongings, lack of quality care, residents’ rights, consideration and treatment with dignity.
- Witness Advance Health Care Directives.

**DIRECT SERVICES FOR FAMILIES AND FRIENDS**
- Receive and resolve complaints.
- Monitor conditions to insure quality care.
- Assist in selecting long term care and level of care.
- Provide information on facilities including regulatory deficiencies and complaints to Ombudsmen.

**CHECKLIST FOR EVALUATING SKILLED NURSING FACILITIES**

**PHYSICAL PLANT AND GENERAL ATMOSPHERE**
- Is the facility clean and relatively free of odors?
- Is there an effort to make the facility and residents’ rooms comfortable and homelike?
- Is there a noticeable attitude of caring expressed toward the residents by the staff?

**QUALITY OF CARE**
- Does the physical condition of the residents reflect good hygiene and adequate basic care? (Note hair, teeth, fingernails, face, and skin.)
- Are call bells responded to promptly?
- Are the residents made comfortable in wheelchairs: (Note whether patients’ back and/or buttocks are exposed and are in contact with the plastic on the back of the wheelchair; note whether cushioning is needed?)
- Do the residents who do not receive physical therapy have the opportunity for daily exercise and for walking WITH assistance?

**PATIENTS’ RIGHTS**
- Is privacy assured when patients receive care?
- Are patients treated with dignity and respect?
- Are call bells placed within patients’ reach?

**DIETARY**
- Are the meals appetizing?
- Is the quantity sufficient?
- Are fresh fruits and vegetables used in season?
- Are the patients brought together to dine (as opposed to eating alone in rooms or in halls)?
ACTIVITY PROGRAM

- Are there a variety of activities and do they seem to meet patients’ needs?
- Is there an effort to include as many patients as possible in activities, which are meaningful to them?

OTHER

- Is the mandatory Ombudsman poster displayed where residents and visitors can easily read it?
- Is linen (sheets, blankets, patient gowns, etc.) in good condition?
- How is the Personal Needs Allowance made available to patients?
- Are administrative personnel available to discuss and resolve concern/problems/complaints?

THEFT AND LOSS

The loss of personal property is a prevalent problem for the residents and relatives of persons in long term care facilities. Taking precautions to prevent loss or theft of personal property is a shared obligation of the resident, the resident’s family, the administration of the facility, the facility staff and the Ombudsman program. Following are some suggestions for the security and the retention of personal property while in long term care.

- In selecting a facility, you may review the facility’s records for a history of theft and loss. Each facility is required to have a theft and loss policy readily available.
- It is best to mark or tag your items before admission. Marking clothing with sewn in tags is preferred or use indelible ink to withstand frequent washings. Be careful when marking clothing to be sure that the resident’s name does not show through when the item is being worn. This will help protect the dignity of the individual.
- Retaining and the having the use of personal possessions is most helpful in making the transition to long term care placement. However, it is best to limit the number of personal belongings that are kept at the facility.
- At the time of admission to a facility, an inventory will be prepared and copy given to the resident or responsible party. This inventory should be updated at least twice a year. Any time new items are brought into or taken out of the facility, they should be added to or deleted from the inventory list. Personal items that are frequently taken in and out of the facility (for example, laundry and clothing) do not need to be removed from the inventory list each time. The facility can assist you with hard to mark items such as eyeglasses, dentures and prosthetic devices. For items with great value, a detailed description should be included and it is advised that these items be formally appraised. NOTE: The facility is only responsible for those items on the inventory list and when reasonable efforts have not been made to safeguard resident property.
- The facility must maintain a protected area for safekeeping of residents’ personal belongings. The facility must provide a lock for a resident’s bedside drawer or cabinet, if requested. This is at the expense of the resident.
- Report any missing items to the facility staff immediately. If you are not satisfied with the response or results of the facility’s investigation, please contact the Ombudsman office to assist you.

Facility staff, residents and their families should all take responsibility for protection of personal property of long term care residents. Be observant and report any unusual activity to the facility administrator. Feel free to call the Ombudsman office if you have any questions or problems regarding theft and loss.
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<tr>
<th>ALAMEDA</th>
<th>WATER’S EDGE</th>
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<tr>
<td>ALAMEDA HEALTHCARE AND WELLNESS CENTER</td>
<td>2401 Blanding Avenue</td>
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<td>430 Willow Street</td>
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<td>Alameda, CA, 94501</td>
<td>510.522.1084</td>
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<td>510.523.8857</td>
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<tr>
<td>510.521.5765</td>
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<tr>
<td>151 beds</td>
<td>510.841.9494</td>
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<tr>
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<tr>
<td>510.521.5600</td>
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<tr>
<td>170 beds</td>
<td>510.649.6670</td>
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<td>LLC</td>
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<tr>
<td>3201 Fernside Blvd.</td>
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<td>Berkeley, CA, 94702</td>
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<tr>
<td>510.523.2363</td>
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<td>510.665.2800</td>
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<td>For-profit</td>
<td>Berkeley LTC Co.</td>
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<td>VALLEY POINTE NURSING &amp; REHABILITATION CENTER</td>
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WINDSOR COUNTRY DRIVE CARE CENTER
2500 Country Drive
Fremont, CA  94536
510.792.4242
126 beds
MediCal
For profit
Helios Healthcare, L.L.C.

WINDSOR PARK CARE CENTER OF FREMONT
2400 Parkside Drive
Fremont, CA  94536
510.793.7222
85 beds
MediCal - For profit
Windsor Convalescent & Rehab Center of Fremont

HAYWARD

BAY POINT HEALTHCARE CENTER
442 Sunset Boulevard
Hayward, CA  94541
510.582.8311
99 beds
MediCal - For Profit
Kayal, Inc.

BETHESDA HOME
22427 Montgomery Street
Hayward, CA  94541
510.538.8300
40 beds
MediCal - Non-profit
Christian Retirement Centers of No. CA, Inc.

DRIFTWOOD HEALTHCARE CENTER
19700 Hesperian Boulevard
Hayward, CA  94541
510.785.2880
88 beds
MediCal - For Profit
Grancare, L.L.C.

GATEWAY CARE & REHABILITATION
26660 Patrick Avenue
Hayward, CA  94544
510.782.1845
99 beds
MediCal
For profit
Nadhi, Inc.

HAYWARD CONVALESCENT HOSPITAL
1832 B Street
Hayward, CA  94541
510.538.3866
99 beds
MediCal
For profit
Hayward Convalescent, L.L.C.

HAYWARD HEALTHCARE & WELLNESS CENTER
1805 West Street
Hayward, CA  94545
510.783.4811
99 beds
MediCal
For profit- CORE

HAYWARD HILLS HEALTH CARE CENTER
1768 B Street
Hayward, CA  94541
510.538.4424
74 beds
MediCal
For Profit
Grancare, L.L.C.

HILLTOP HEALTH CARE
3269 D Street
Hayward, CA  94541
510.537.6700
71 beds
MediCal
For Profit
Bay View Care, Inc.
PARKVIEW HEALTHCARE CENTER
27350 Tampa Avenue
Hayward, CA  94544
510.783.8150
121 beds
MediCal
For profit
Grancare, L.L.C.

ST. ANTHONY CARE CENTER
553 Smalley Avenue
Hayward, CA  94541
510.733.3877
30 beds
MediCal
For profit
St. Anthony Care Center, Inc.

ST. CHRISTOPHER CONVALESCENT HOSPITAL
22822 Myrtle Street
Hayward, CA  94541
510.537.4844
36 beds
MediCal
For profit
Rapp Hospitals, Inc.

ST. FRANCIS EXTENDED CARE
718 Bartlett Avenue
Hayward, CA  94541
510.785.3630
62 beds
MediCal
For profit
St. Francis Extended Care, Inc.

WINDSOR GARDENS HEALTHCARE CENTER OF HAYWARD
1628 B St.
Hayward, CA  94541
510.582.4636
75 beds
MediCal
For profit
Windsor Gardens Healthcare of Hayward.

WINDSOR POST ACUTE CARE CENTER
25919 Gading Road
Hayward, CA  94544
510.782.8424
99 beds
MediCal
For profit
St. Michael Conv. Hospital, Inc.

LIVERMORE

KINDRED NURSING AND HEALTHCARE - LIVERMORE
76 Fenton Street
Livermore, CA  94550
925.443.1800
83 beds
MediCal - For Profit
Kindred Nursing Centers West, LLC

SILVER OAK MANOR
788 Holmes Street
Livermore, CA  94550
925.447.2280
37 beds
MediCal - For profit
Silver Oak Health Services, Inc.

OAKLAND

BAY AREA HEALTHCARE CENTER
1833 10th Avenue
Oakland, CA  94606
510.536.6512
99 beds
MediCal - For profit
LTP Legacy Corp., LLC

BELLAKEN SKILLED NURSING CENTER
2780 26th Avenue
Oakland, CA  94601
510.536.1838
61 Beds
MediCal - For Profit
Bellaken Health Group LLC
EXCELL HEALTH CARE CENTER
3025 High Street
Oakland, CA  94619
510. 261.5200
99 beds
MediCal
For profit
Grancare, L.L.C.

FRUITVALE HEALTHCARE CENTER
3020 East 15th Street
Oakland, CA  94601
510.261.5613
140 beds
MediCal
For profit
Grancare, L.L.C.

KINDRED NURSING AND REHABILITATION - MEDICAL HILL
475 29th Street
Oakland, CA  94609
510.832.3222
124 beds
MediCal – For Profit
Ocadian Care Centers, Inc.

LAKE PARK RETIREMENT RESIDENCE
1850 Alice Street
Oakland, CA  94612
510.835.5511
26 beds
Non-profit
CA/NEV Methodist Homes, Inc.

McCLURE CONVALESCENT HOSP. & REHAB CENTER, INC.
2910 McClure Street
Oakland, CA  94609
510.836.3677
60 beds
MediCal
For profit
McClure Convalescent Hospital & Rehab Center, Inc.

MERCY RETIREMENT & CARE CENTER*
3431 Foothill Boulevard
Oakland, CA  94601
510.534.8540
59 beds
MediCal
Non-Profit
Mercy Ret. & Care Center

OAKGROVE SPRINGS CARE CENTER
309 MacArthur Boulevard
Oakland, CA  94610
510.836.3777
53 beds
MediCal
For profit
LTP Heritage LLC

OAKHILL SPRINGS CARE CENTER
3145 High Street
Oakland, CA  94619
510.533.9970
44 beds
MediCal
For profit
LTP Heritage LLC.

OAKLAND HEALTHCARE & WELLNESS CENTER
3030 Webster Street
Oakland, CA  94609
510.250.8000
98 beds
MediCal
For profit
OAK Facility, Inc.

PARK MERRITT INTERM. CARE
525 East 18th Street
Oakland, CA  94606
510.268.8491
24 beds
MediCal
For profit
Helen L. Arbogast
PIEDMONT GARDENS HEALTH FACILITY
110 41st Street
Oakland, CA 94611
510.654.7172
94 beds
MediCal
Non-profit
Am. Baptist Homes of the West, Inc.

REHABILITATION CENTER OF OAKLAND
210 40th Street Way
Oakland, CA 94611
510.658.2041
70 beds
For profit
RCC Facility, Inc.

SALEM CARE CENTER*
2361 East 29th Street
Oakland, CA 94606
510.534.3637
48 beds
MediCal
Non-profit
Salem Lutheran Home

ST. PAUL’S TOWERS
100 Bay Place
Oakland, CA 94610
510.835.4700
43 beds
Non-profit
Episcopal Homes Foundation

WILLOW TREE NURSING CENTER
2124 57th Avenue
Oakland, CA 94621
510.261.2628
82 beds
MediCal
For profit
Covenant Care CA, Inc.

WINDSOR HEALTHCARE CENTER
2919 Fruitvale Avenue
Oakland, CA 94602
510.261.8564
99 beds
MediCal
For profit
AT Associates, Inc.

PLEASANTON

PLEASANTON NURSING & REHABILITATION CENTER
300 Neal Street
Pleasanton, CA 94566
925.462.2400
139 beds
MediCal - For profit
GHC of Pleasanton, L.L.C.

SAN LEANDRO

ALL SAINTS SUBACUTE REHABILITATION CENTER
1652 Mono Avenue
San Leandro, CA 94578
510.481.3200
72 beds
Medical - For profit
TY Five Star Corporation

BANCROFT CONVALESCENT HOSPITAL
1475 Bancroft Avenue
San Leandro, CA 94577
510.483.1680
39 beds
MediCal - For profit
Boyd H. MacDonald

JONES CONVALESCENT
524 Callan Avenue
San Leandro, CA 94577
510.483.6200
25 Beds
Medical - For profit
Sanhyd, Inc.
KAISER PERMANENTE POST ACUTE CARE
1440 168th Avenue
San Leandro, CA 94578
510.481.8575
176 beds
Non-profit
Kaiser Foundation Hospitals

SAN LEANDRO HEALTH CARE CENTER
368 Juana Avenue
San Leandro, CA 94577
510.357.4015
62 beds
MediCal
For profit
San Leandro Healthcare Center, Inc.

WASHINGTON CARE & REHABILITATION CENTER*
14766 Washington Avenue
San Leandro, CA 94578
510.352.2211
99 beds
MediCal
For profit
Sunbridge Healthcare Corp.

UNION CITY

MASONIC HOME
34400 Mission Boulevard
Union City, CA 94587
510.471.3434
125 beds
Medical
Non-profit
Masonic Homes of CA

* Facility has secured unit for Alzheimer’s Patients and related disorders

ACUTE CARE HOSPITALS - DISTINCT PARTS

ALAMEDA COUNTY MEDICAL CENTER-SNF/DP
15400 Foothill Boulevard
San Leandro, CA 94578
510.667.7800
109 beds
MediCal
Government
Alameda County Medical Center

ALAMEDA HOSPITAL SNF/DP
2070 Clinton Avenue
Alameda, CA 94501
510.522.3700
35 beds
Medicare
Government
City of Alameda Health Care District

ALTA BATES SUMMIT MEDICAL CENTER- SUMMIT CAMPUS-SNF/DP
3100 Summit Street
Oakland, CA 94609
510.835.4500
71 beds
Medicare - Non-profit
Summit Medical Center

ST. ROSE HOSPITAL – SNF/DP
27200 Calaroga Avenue
Hayward, CA 94545
510.782.6200
46 beds
MediCal - Non-profit
Hayward Sisters Hospital

VALLEY MEMORIAL HOSPITAL – SNF/DP
1111 East Stanley Boulevard
Livermore, CA 94550
925.447.7000
20 beds
MediCal Non-profit
Hosp. Comm. Livermore/Pleasanton
GEROPSYCHIATRIC FACILITIES

CRESTWOOD MANOR-FREMONT
4303 Stevenson Boulevard
Fremont, CA  94538
510.651.1244
126 Beds
MediCal     For profit
Crestwood Behavioral Health, Inc.

CRESTWOOD TREATMENT
CENTER – SNF/STP
2171 Mowry Avenue
Fremont, CA  94536
510.793.8383
88 beds
MediCal
For profit
Crestwood Behavioral Health, Inc.

MORTON BAKAR CENTER –
SNF/STP
494 Blossom Way
Hayward, CA  94541
510.582.7676
97 beds
MediCal
For profit
Garfield Nursing Home, Inc.

PSYCHIATRIC FACILITIES

GARFIELD NEUROBEHAVIORAL
CENTER – SNF/STP
1451 28th Avenue
Oakland, CA  94601
510.261.9191
96 beds
MediCal
For profit
Garfield Nursing Home, Inc.