



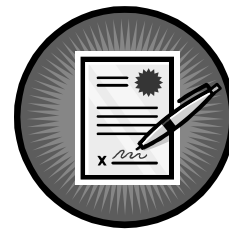
Family Guide To Residential Living

Virginia Mennonite Retirement Community

Family members are often uncertain about what kind of agreement their loved ones have entered into when they choose VMRC as their home. This information is designed to identify for you important information about Residential Living. We strongly advise that at least one significant person such as a son, daughter, or power of attorney become familiar with its contents in addition to those referred to below. For questions or clarifications, contact the respective Resident Services Manager (RSM).

AGREEMENTS & UNDERSTANDINGS

Each new resident signs a *Residency Agreement* with Park Village, Inc. (the corporate name for VMRC). The document states the terms and conditions necessary for residency, including but not limited to, services and responsibilities of VMRC; residents' responsibilities; financial terms of residency; termination clauses for either party; processes for settling disputes; and the criteria for residential living. While we make every effort to respond to concerns of family members, it is important to note that *the Agreement is between the Resident and VMRC.*



Residency Agreement Fulfillment

The Resident Services Manager is present at move-in to assist in any way possible. The RSM provides orientation to new residents and follows up on any move-in questions or concerns. Shortly after move-in residents receive a thorough orientation on all aspects of VMRC campus including safety and emergency training. Newcomer sessions are provided throughout the year on various topics. Residents who have questions about their Residency Agreement or its fulfillment can talk to the RSM.

Please note: Resident agreements vary due to changes over time. Contact your RSM about the specifics of the Agreement.

Criteria for Residential Living – Park Gables, Park Place, & Park Village

The criteria listed on the next page delineate the minimum requirements necessary to live in residential living apartments. These include a person's ability to manage common daily activities such as medication management, evacuating during emergencies, maintaining the apartment in a safe and clean condition, and safely navigating both on and off the premises. *An important responsibility of the RSM is to provide information to families when needed for making good planning decisions.* If any one or a combination of the criteria below significantly impairs a resident's ability to function independently in Residential Living, the RSM will be contacting a decision maker in the family to address issues of concern or suggested transition to Supportive Living.

Criteria for Residential Living

1. Resident must be 60 years of age or the spouse of an age-eligible resident.
2. Resident can handle or make provisions for the proper handling of business affairs.
3. Resident can make provisions for transportation and be able, physically and mentally, to keep appointments inside and outside of the facility.
4. Resident can negotiate building and grounds, including getting to and from the dining room for meals.
5. Resident is able to use all necessary mobility devices, such as canes, walkers, wheelchairs, electric mobility units, safely.
6. Resident can attend to or make provisions for housekeeping, laundry, keeping refrigerator contents current, emptying the trash, and using major appliances safely.
7. Resident can demonstrate appropriate mental and emotional behavior for community living.
8. Resident is mentally and physically capable of complying with rules and regulations regarding safety, security and those rules set forth in the Residency Agreement.
9. Resident can maintain personal hygiene, including management of incontinence, at a socially acceptable and healthy level.
10. Resident can arrange for health care, and communicate health care needs to a physician or appropriate medical staff.
11. Resident can manage and administer medications safely as prescribed.
12. Resident can appropriately manage pet care, if applicable, in accordance with the pet policy.



Red flag concerns which may prompt the RSM to contact the resident and/or family members about additional support include, but are not limited to:

- Frequently getting locked out of the apartment
- Using front office staff for routine matters such as check writing, canceling newspaper, making appointments
- Confused wandering or getting lost
- Unable to make phone calls for routine matters
- Not using emergency or medical devices appropriately
- Unable to properly operate common devices such as appliances and thermostats
- Failure to evacuate during emergency alarms, including drills
- Frequent falls or need for rescue squad assistance
- Housekeeping issues that impede emergency access or risk to health and safety
- Irregular behavior or dementia-like symptoms which may impact resident safety or is disruptive of community life

Resident Handbook

Each resident is issued a handbook prior to the agreement signing to use as a reference for campus life and policies. Residents are expected to review and understand the content. Family members may find it a useful tool if questions arise.

Content includes:

1. Organizational Information
 - History, vision, mission, and values of VMRC
 - Organizational chart and guide for understanding the management structure.
 - Campus Maps

2. Campus Living
 - Criteria for Residential Living
 - General Policies
 - Dining Services
 - Guest Information
 - Housekeeping
 - Maintenance
 - Public Areas
 - Resident Services
 - Safety (Fire, Medical, and Security)
 - Resident/Staff Relations

Providing Relevant Information

The Residency Agreement specifies that pertinent forms and information be provided to the RSM before or at the time of move in. The documents noted below with an asterisk (*) is information that is kept on a clip or sleeve on a red Emergency Clip on a kitchen cabinet door, or in Park Village, on the closet door nearest to the front door, where rescue personnel can quickly access them. These are kept updated, along with the additional documents noted below, which are kept in the resident's file in the facility main office.

Required

- Emergency Information *
- Medication List *

Strongly Recommended

- Advance Medical Directive and/or Living Will *
- Medical Power of Attorney
- General Power of Attorney
- Documentation of Executorship

Optional

- Do Not Resuscitate Order (DNR) *

Gifts and Tipping



Grateful residents and family members sometimes wish to extend their appreciation to staff by giving gifts. As part of VMRC's Compliance & Ethics Program, please note the following:

1. Employees are prohibited from accepting gifts, favors, or payments for services for any amount that exceeds a \$5.00 value. Cash gifts and tips are not acceptable.
2. Small or nominal non-cash gifts valued at \$5.00 or less, such as food or a small handmade ornament, are acceptable.
3. Donations may be made to *The Employee Appreciation Fund* in honor of a staff person or group of staff. The *VMRC RARE Committee* hosts special events for all VMRC staff with these funds.
4. Donations may be made to the *Good Samaritan Annual Fund* in honor of a staff person or group of staff. These funds support Oak Lea residents who may have exhausted their financial resources.

SERVICES

VMRC Emergency Response

Each apartment is equipped with an emergency call system. When activated, a radio signal alerts staff or after-hours security personnel, who then respond to the resident in person. (Exception is *Park Village* cottages where the signal goes directly to 911). The resident may call 911, or if uncertain, wait for staff to arrive to assess the situation. Staff will let emergency personnel into the building if after-hours and provide them with the resident's emergency, medication forms, and living will if condition is serious. **If the resident is taken to the hospital, staff will notify at least one emergency contact.**



Off-campus callers may
contact VMRC Emergency Response
Services for assistance at 540-564-3430.

PLEASE NOTE

- ✓ Residential Living Staff DO NOT provide medical or emergency care.
- ✓ There is no physician or nurse on the premises for emergency consultation or medical response.
- ✓ Staff do not provide transportation or accompany residents to or from medical appointments or the hospital.
- ✓ Residents must have a back up plan for transportation should they be unable to drive.

Resident Response Services

24 hours a day, seven days a week.

- Park Gables540-564-3430
- Park Place & Park Village540-564-3600
- Heritage Haven540-564-3450

RSMs are on the premises during regular business hours.

Services available include response to apartment lockouts, urgent maintenance, health emergencies, and routine requests.

Main Campus Receptionist services are available daily 8:00 AM – 10:00 PM.

In addition to after-hours coverage by *Resident Services Assistants*, an RSM is on-call Monday-Friday after 5:00 pm and 24 hours a day on weekends, and campus-wide security and emergency services are available daily from 10:00 PM – 8 :00 AM

Residents are responsible to communicate emergency procedures to their caregivers and/or visiting family members and guests.

Apartment Security

VMRC provides uniformed after hours security personnel from 10:00 pm to 8:00 am seven days a week. Their role is to ensure the security and safety of the residents and facilities, as well as to respond to medical emergencies as noted above. Upon taking possession of VMRC housing, residents are asked to fill out a form indicating who, if anyone, should be given a key to access their apartment. **Only persons listed on the form will be granted apartment access.**

How A Death Is Handled

Upon the death of a resident who is alone, the police will be notified. Where there is another member of the household present, they will initiate next steps. If it is a single household, the resident’s emergency contact or executor (if known) will be called so they can provide oversight of the next steps to be taken. If the resident has a pre-paid plan with a funeral home, the emergency contact will notify the funeral home for removal of the body; otherwise the rescue squad will be called to take the body to the hospital morgue. The Executor will take responsibility as to who is allowed into the apartment, release of the apartment, paying outstanding bills, or other matters related to the estate.

Resident Services Managers (RSMs)

Contact the RSM during business hours at the location where your loved one resides:

Heritage Haven: 540-564-3453
 540-564-3470

Park Gables 540-564-3604
Park Place 540-564-3602
Park Village 540-438-4210

WEEKDAYS AFTER 5:00 PM & WEEKENDS CALL: 540-564-3430

General Role of the RSM

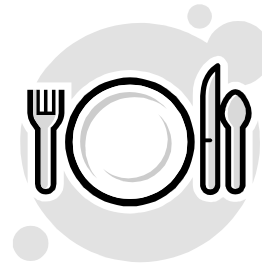
- serves as primary contact for residents from admission through transfer/discharge
- builds relationships with and is available for families and caregivers, to enhance residents' living situation
- acts as the primary liaison between residents and VMRC administration and other support departments such as environmental services and housekeeping
- provides support and information to the facility PG Resident Council and its committees
- responds to resident and facility emergencies
- links with other VMRC departments such as Life Enrichment to assist in psychosocial needs of residents
- advises administration on policy and procedure additions or modifications

Additional RSM Services:

- Assists residents and family members to evaluate how well a person is meeting the residential criteria.
- Provides information about VMRC and community services to help residents meet criteria.
- Facilitates the planning of a transfer to another facility during crisis situations.
- Provides on-going support for personal and health issues.
- Ensures resident confidentiality: Health Insurance Portability & Accountability Act of 1996 (HIPAA). Staff share information as it pertains to job responsibilities, but are not allowed to share private information with other residents, organizations, or persons unless consent is given by the resident or an authorized family member.
- Provides hospitalization support both during and after a resident's hospital stay.
- Reports resident hospitalizations to Pastoral Care for follow up visits.

Guest Dining

Guest are welcome to eat on campus. Café items are purchased a la carte. The two dining rooms (Hartman and Park Place) have set charges and meal vouchers should be purchased at the front desk of the building where the dining room is located.



Park Place Dining Room (Reservations required)

Call 564-3546 (from off-campus phone) at least 4 hours in advance for reservations. (24-hour notice is preferred). Calling from on campus dial ext. 3311. This dining room serves a noon meal. Call 564-3430 for current dining hours.

Hartman Dining Room (Reservations required)

Call 564-3590 (from off-campus phone) at least 4 hours in advance for reservations. (24-hour notice is preferred). Calling from on campus dial ext 3022. This dining room serves an evening meal. Call 564-3430 for current dining hours.

VMRC Main Street Café

Open from breakfast through lunch. Call 564-3430 for current dining hours.

Guest Rooms

Nonsmoking guest rooms are conveniently located on campus and can be reserved by calling (540) 564-3430. Nightly rates apply and some holidays require a 2-night stay.

SUPPORTIVE LIVING

Crestwood

Crestwood is VMRC's assisted living facility, where staff provides support while encouraging residents to live as independently as possible. A nurse is on site at all times. Crestwood is divided into neighborhoods of cozy private studios and suites. Daily meals, housekeeping, and assistance are available. Care is tailored to each individual's needs, whether it be bathing, dressing, taking medication, or other daily needs. Crestwood also offers specialty memory support programs and services. Residents must meet and maintain certain independence criteria to qualify for residence. Residents continue favorite activities, pursue hobbies and keep up with family and friends. The Virginia Department of Social Services has awarded its top licensure to Crestwood for demonstration of excellence in all regulatory standards.

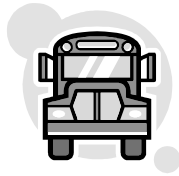
Oak Lea

Oak Lea is a licensed, skilled nursing care facility that exceeds Virginia Department of Health required standards. Oak Lea offers short-term transitional care (skilled nursing and/or skilled rehabilitation) as well as traditional long-term care. Highly qualified RNs, LPNs and certified nursing assistants are available 24 hours a day and stay aware of residents' changing health needs to promote maximum well-being. With the resident's primary physician, the care team is dedicated to supporting and caring for each Oak Lea resident. An assigned physician has regular weekly hours and is dedicated to caring for Oak Lea residents. Residents and their families benefit from the highest ethical and professional standards that have earned an excellent reputation in health care at Oak Lea.

Skilled Care

Skilled care is a short term (less than 90 days) rehabilitation/observation option that is available if a resident has been in the hospital for at least three nights, and has a referral from the attending physician. Skilled care beds are located in Oak Lea Nursing Home on the VMRC campus. There may be occasions when the resident or family members feel this option is appropriate, and may speak to the hospital social worker, or VMRC Resident Service Manager prior to discharge.

ANCILLARY SERVICES



Residents may need ancillary services which are not included in residents' monthly fees. The list below includes VMRC related and other recommended resources.



HOME SERVICES at VMRC

Phone: (540) 564-3518

Email: lfasching@vmrc.org

VMRC Home Services is a housekeeping service which offers routine and deep cleaning, errands, deck cleaning, window washing, and companion services, for either a one-time need, or for a regular, ongoing service.

FIRST CHOICE

Phone: (540) 434-3916

(800) 541-3398

Email: homecarechoice@comcast.net

First Choice is a home health agency, owned and operated jointly by VMRC and Bridgewater Retirement Community. It offers in-home medical care as well as personal and home services. A First Choice nurse is also available Monday – Friday for one hour each day in the Main Street Clinic office. Services provided for a nominal fee include medical consultations, general health assessment, ear examinations and irrigations, physician ordered dressing changes, blood draws, Vitamin B12 injections, staple /suture removal, and flu shots when available.

PARA TRANSIT

(540) 432-0492

Para Transit is a public transportation service that transports people to destinations throughout the city for \$2.00 each way. Application is necessary for this service to verify that the passenger qualifies for medical reasons. Forms are available at the facility front desks. Caregivers are able to accompany the resident at no additional fee. 24-hour advance notice is needed to make arrangements.

AMBR CARE

Phone: (540) 437-9577

Email: jsuter@ambrcare.com

AMBRcare is a geriatric care management service which offers a wide range of assistance to residents including needs assessments, coordination of services, accompanying residents to medical appointments, management of paperwork and finances, and monitoring other components of care. It is ideal for family members who are busy with family and careers and/or attempting to offer support and assistance from a distance.

TIMELY TRANSITIONS

www.timelytransitions.org

Phone: (540) 468-3607

(610) 608-3300

Email: sharon@timelytransitions.org

Timely Transitions assists with the complete moving process. Moving is never easy, but this service is the next best thing in helping residents make decisions about downsizing, packing belongings, arranging for moving services, unpacking and arranging belongings in the new location, and arranging estate sales.

NOTES

APPENDIX

Survival Strategies for Long-Distance Caregivers

Reprinted from *Seniorlink*

The days of staying on the family farm—or even in the same city or state—are long gone for most. Families are scattered across the country. Everything carries on well for years until you get a call from a doctor, neighbor or relative with the news that your older parent is not taking care of the house or himself or, worse yet, that an accident or health crisis has occurred. Suddenly, you're a long-distance caregiver.

Long-distance care giving comes with added anxiety and guilt because you can't be with your parent as frequently as you might like. The logistics are more complicated, too. Knowing when you can deal with problems over the phone or when you need to be there in person is difficult. Not only are you miles away from your parent, you're miles away from the local resources for help. Moreover, trips to visit can be time-consuming and expensive.

As a geriatric care manager and long-distance caregiver for my mother-in-law, I offer you some practical strategies for coping with this extra-stressful responsibility.

- **Plan ahead.** Talk with your parents and formulate a plan for how to deal with emergencies and care giving needs before they arise. Involve them in the decision-making process before a crisis occurs and they are unable to participate.
- **Gather personal data.** Make a list of medical, financial and legal information. This includes key contacts, account numbers, prescription medications, allergies, medical history, insurance information and assets.
- **Identify an informal support network** Enlist the support of family, friends, neighbors, clergy and others who might be of assistance should the need arise. Keep their contact information handy. Also keep a copy of your parent's local phone book.
- **Assess your parent's needs.** On the phone and in person, look and listen for cues of potential problems in mental, physical and emotional condition. If you can't visit in person, use a trusted neighbor or friend of your relative to keep you abreast of changes. A geriatric care manager can act as your eyes and ears when you're not there.
- **Respect your parent's dignity.** Allow your parent to be a part of the decision-making process for as long as they can. Encourage him or her to seek and accept assistance by explaining how services work, pointing out how assistance can help maintain their independence.
- **Cooperate with family members.** Work together with siblings, spouses and others involved in your parent's life. Communicate on the phone if you can't in person, assign duties and share tasks. Don't shoulder the responsibility alone.
- **Consider professional assistance.** Navigating the maze of long-term care services when you do not reside in the same community as your parent is added frustration in an already stressful situation. A professional geriatric care manager can evaluate your parent's changing needs and arrange for the best local services to meet those needs, including home and personal care, meal services, home health care, personal emergency response services and more. My own family (in

southwest Oklahoma) uses a geriatric care manager and local service providers to help care for my mother-in-law (in Virginia). We consider them our professional relatives.

- **Take advantage of community services.** Many communities have a variety of services for seniors, such as senior centers, transportation services and adult day care. These can be invaluable in maintaining your parent's daily routines and meeting his or her care needs.
- **Investigate employer support.** Many employers are sympathetic to caregivers. Learn your company's policy. Do you have an Employee's Assistance Program? Ask about the Family Medical Leave Act of 1993 and how it can benefit you. Consider flex-time or job sharing. You may be surprised to learn that your employer offers benefits or services for caregivers.
- **Make the most of your visits.** Use your visits to check in with doctors, a financial advisor or anyone else who is involved in your parent's care. Talk to neighbors and others in the community who see your parent regularly. Don't forget to take the time to reconnect with your parent, just spending time together.
- **Take care of yourself.** You can't be everything to everyone. Ask for help when you need it and let guilt go. You must understand that there is more than one way of coping with the situation. Not everyone is a hands-on caregiver; allow family members their differences in a non-judgmental way. Support each other and try not to let pettiness destroy your relationships. Go with the philosophy 'we're each doing the best we can.'

Helpful Websites

Family Conversations with Older Driverswww.thehartford.com/talkwitholderdrivers

Bringing over 21,000 health and aging resources in Virginia to seniors, caregivers, adults with disabilities and their families.www.SeniorNavigator.com

Supporting family members with advice and direction, and those who want to care for parents or grandparents at home www.seniorlink.com

Virginia Easy Access connects people to a variety of helpful resources
www.easyaccess.virginia.gov