

WELCOME TO AUDLAND

Original Date: 9/00

Rev. Dates 1/12, 10/12, 1/14, 2/14,
9/14, 2/15, 5/16, 7/19, 9/19

Welcome to Audland!

Audland is the Personal Care Home at Crosslands. It has 51 apartment style rooms and is available for residents who need assistance with activities of daily living or who can no longer manage in their apartments. Residents residing in Audland are encouraged to remain as independent as possible; however, Health Service staff are available to help residents meet their changing needs. We hope that you will enjoy being a resident here with us. If at any time you have any questions or concerns, please notify any Audland staff member. This handbook is intended to help you learn about Audland and to familiarize yourself with the services available.

Sincerely,

Kim Talamonti, LPN

Personal Care Manager

Moving into Audland: When you feel the time is appropriate and you anticipate a move to Audland, please contact the Resident Care Director or Social Service. The amount of time before the actual move takes place can vary according to the resident's needs and preferences at that time. Once you decide to make a move, a floor plan will be given to you by Social Service so that you may start planning. A staff member will show you a room that is currently available. You have the right to decline the offer and remain on the waiting list. Downsizing may be necessary. Residents are encouraged to decorate and furnish their room with their own belongings. Social Service can give you information on moving companies if needed.

The Rooms in Audland: Each room has an adjoining bathroom with a shower and a kitchenette with a refrigerator and a microwave. If you wish to bring any small appliances with you (i.e.: Toaster or a coffee pot) they must be checked by maintenance prior to using. There is a thermostat in the room that you may regulate. Each room has its own telephone line; this service is provided through Crosslands, and you will be given a new number before moving in. You cannot transfer your number from your apartment. There is no fee for telephone service. Residents are responsible for providing their own telephone.

Each room is provided with basic cable service provided through Verizon. The fee for this basic cable service is included in your monthly fee. Upgrades are available at an additional monthly cost. If you wish to upgrade your service, please see the nursing staff. You cannot transfer cable service from your apartment to your Audland room. All cable boxes/equipment that you were using in your apartment must be returned to Verizon. A cable box will be provided in the room that you have selected. This cable box is the property of Crosslands and **MUST** remain in your room. Residents are responsible for providing their own TV.

HEALTH SERVICES

Administrator of Health Services: The Administrator of Health Services coordinates the services of all Health Service staff, physicians and other medical professionals that provide services to residents. The telephone number of the Administrator is 610-388-5628.

Personal Care Nurse Manager: The Personal Care Nurse Manager is a Licensed Practical Nurse (LPN) and is responsible for the oversight of Audland. Questions about personal care should be addressed to the Nurse Manager.

Audland Staff: Audland nursing staff consists of Licensed Practical Nurses (LPN) and Nursing Assistants (NA).

Medications: Your medications are administered by the Audland Nursing staff. They are stored in a locked cabinet in your room. Staff will come to your room to administer your medications. All medications are obtained from our on-site pharmacy at Crosslands. If an outside doctor or pharmacy is used, a Crosslands physician must approve of all prescriptions. All medications administered by staff must be packaged in a blister type delivery system.

Self-Administering Medications: If you wish to administer your own medications, a doctor's order is needed. An assessment will be conducted by nursing staff to be sure you meet criteria for self-administering medications. All medications kept in resident's rooms must be stored in a locked area as required by DHS (Department of Human Services) Regulations. Over the counter medications should not be taken without a physician's prescription.

Nursing Assistants: The Nursing Assistants are here to help you maintain your independence, and will assist you when needed. Nursing Assistants will help with getting dressed or performing any activity that you cannot manage alone. They will also make beds in the morning and turn them down at night, if you desire.

Baths/Showers: Nursing Assistants are available to assist with bathing/showering. Staff provides two baths or showers a week to each resident who requests this service at a time that is preferred by you. If you wish, you may continue to bathe yourself. Each room is equipped with a shower.

Personal Products: Basic toiletries, such as toothpaste, tissues, deodorant, are available at the Sunflower Shop or at the Nurse's desk. These items will be added to your bill if you get them from the Nursing Staff.

Physician Visits: Physician visits are done upon admission and yearly. In case of illness or a specific problem between yearly reviews, the physician will see you in your room.

Medical Charts: Every resident of Audland has an electronic medical record. All of your medical information is stored electronically, such as: lab work, physicals, nurse's notes, doctor's orders, progress notes, medications, assessments and notes made by other departments such as Social Service, Nutrition Services, Occupational, Speech or Physical Therapy.

Support Plans: A resident assessment and support plan (RASP) will be completed and reviewed with you within your first month residing in personal care. This plan identifies your individual care and service needs based upon your preferences and staff assessments. Resident Assessment and Support plans are reviewed annually. If there is a significant change in your health status it will be addressed immediately.

Care Conferences: The care conference is a time when members of the Interdisciplinary Team gather to review your current plan of care and set new goals. You and your family members are invited to attend. Members of the Interdisciplinary Team include Dietary, Social Service, Activities, Nursing staff, Director of Nursing and Administrator. Care conferences are held every six months for each resident. The conferences are held on the second and fourth Thursday of every month at 11am in the Health Services Meeting Room. Audland staff will notify you in advance of the scheduled date.

POLICIES / PROCEDURES

Signing Out: If you are going off the Crosslands campus, you are asked to call or stop by the nurse's desk to sign out. If you are leaving the building, but intend to remain on campus, you do not need to sign out.

Visitors: Residents may have visitors in their rooms at any time. Visitors and or family members who wish to stay overnight should make arrangements through the receptionist for a room at Ellerslie. Overnight guests in resident's rooms are not permitted except for your spouse/significant other or in the case of a terminal illness.

Fire Drills: An unannounced fire drill will be held monthly. A red flashing light is placed in one of the hallways by Maintenance to represent the fire. This will take place during sleeping hours (9:00 pm - 7:00 am) twice yearly. During a drill you must take your name tag from the door, close the door behind you, and proceed to the nearest, safe exit as directed by staff. Fire drills are mandatory, and all residents must participate.

Inspections: Federal and state regulations require nursing facilities to be inspected annually for licensure. Audland is inspected and licensed by the Pennsylvania Department of Human Services. A copy of the most recent survey is posted on a bulletin board in the hallway.

Smoking: Crosslands is a non-smoking community. Smoking is prohibited on the premises.

Appointments: Staff is available to assist you with making any appointments and will also provide you with reminders. If you choose to make your own appointments please make the nursing staff aware of the appointment. If an appointment is scheduled, and is not medically necessary, you may be responsible for providing your own transportation. If the appointment is medically necessary, it should be coordinated through the Nurse Manager, who will also arrange transportation.

Transportation: The Nursing staff can assist you with scheduling transportation. A resident liaison, a Crosslands resident who is a member of the Liaison Committee, may be available to accompany you to your medical appointment if you are unable to go on your own.

GENERAL INFORMATION

Call Bells: Each room has four call bells, two in the room and two in the bathroom. When a call bell is activated, a staff member is alerted through a pager system. The call bell will not deactivate until the call is answered in the room and is reset by a staff member.

Resident Rights: Upon moving in, residents will be given a copy of Resident Rights and information on Advance Directives. Additional copies are available through Social Service and should be reviewed annually.

Compliment / Grievances Procedure: Residents are encouraged to speak freely, in writing or verbally, about their concerns at every level of the organization. Compliment/Complaint forms are located on the unit, near the entrance by room #529 and near the medication room.

Keys: When you initially move in, Nursing will give you a set of keys to your room and mailbox. If you lose your keys, contact Nursing and they will order you a new set through maintenance.

Mailboxes: Open and closed boxes are located across from the Audland dining room. There is also an outgoing mail box in this location.

Newspapers: You are welcome to subscribe to a newspaper. Newspapers are delivered to your room upon request through the carrier.

Storage: Each resident is given a storage area located on the lower level. You are required to provide a lock for your storage bin and maintain the key to the lock. Your room key will unlock the storage room door.

Gifts/Tips: Staff members may not accept any tip or gratuity from residents nor may they receive gifts from residents per Crosslands' policy on "Conflict of Interest."

Video Recording: The entrances and exits of the Audland building (doors at #529, 552 and door by Penny's Garden lounge) are under 24 hour video surveillance.

Laundry: There are on-site laundry services provided once a week for every resident. This is an optional service and charges will appear on your monthly bill. Washers and dryers are available in Audland for anyone who prefers to do their own laundry. The dry cleaning service picks up once a week for Audland residents. Items to be dry cleaned should be brought to the nurse's desk before 10:00 am on Tuesday. You will be provided with clean bed linens weekly unless otherwise needed.

Carts/Wheelchairs: Due to Life Safety regulations, electric carts and power chairs must be parked inside your room at all times when not in use. They are not permitted to be parked in the doorway of your room, in any of the halls or lounge areas.

Shopping: The Crosslands bus is available for weekly shopping trips. You may sign up at the Crosslands receptionist desk. If you are going to leave Crosslands, please notify the Nursing Staff.

Cars: Convenient parking is available for residents. See the Nurse Manager for a parking nameplate.

Lounges: There are two lounges available in Audland. One is located across from the Audland Dining Room and the other is located across from room #529. All residents are welcome to use either of these rooms any time they are not in use. They are often used for playing cards, showing slides, visiting with friends or family, and support groups. The lounge across from room #529 may be reserved for your use. This lounge is outfitted with a full kitchen where residents and family may cook and entertain guests. A sign up calendar is posted outside this lounge.

Wellness Center: The Wellness Center is located on the lower level. A fitness room, an aerobics room, swimming pool and hot tub are located in this area. If you are interested in utilizing the Wellness Center you may arrange a meeting with the Wellness Director located in the fitness room for more information as a doctor's clearance may be necessary.

Kitchen/ Refrigerator: A community kitchen is located in the lounge across from room #529 available for use. Refrigerated foods must be labeled with the resident's name and date of purchase. The refrigerator is cleaned weekly and any outdated or unlabeled items will be discarded. Residents are also welcome to cook meals in this kitchen.

Housekeeping: Resident rooms in Audland are cleaned weekly. This includes changing bed linens, vacuuming and bathroom cleaning. Every other month "heavy duty" housecleaning is done to each room. This consists of cleaning windows, moving furniture to vacuum, and thorough cleaning of bathroom floor.

Wastebaskets: Each resident room is supplied with two wastebaskets. Fire regulations require that these are the only wastebaskets to be used by all Health Center Residents. These wastebaskets are emptied daily. Please contact Nursing staff if you wish to have an additional basket.

Curtains: Each resident room is supplied with a set of flame retardant window curtains. If you wish to supply your own curtains, you will need to have them professionally treated prior to hanging them. Nursing will need a copy of this paperwork to keep on file.

Programs/Committees: All residents are welcome to attend programs in the William Penn Room and in various other lounges. They are also encouraged to participate in resident committees within the Crosslands community.

Resident Forum Meetings: Resident Forum is held on the third Monday of each month in the Life Enrichment room. All residents of Audland and Firbank (temporary and permanent) are encouraged to attend. This is a time when staff members meet with the Health Center residents to update them on current community happenings. Residents also have an opportunity to ask questions and voice their concerns.

Companions: Crosslands has an arrangement with outside agencies as well as our own homecare service to provide companion services to the residents if requested by the resident or family. Arrangements can be made through Social Services. All expenses incurred for companion services are at the resident's expense.

Pets: Pets are allowed as defined in the Pet Policy. Immunizations must be kept up to date, and records given to the Nursing Staff. If you would like a copy of the policy, please ask Social Service or the Nurse Manager.

Dining Services:

The Audland dining room serves three meals a day, every day. You may continue to choose to eat in the dining room of your choice. However the Audland Dining Room offers more personalized meal selections and individual assistance. The Audland Dining Room has the same menu for lunch and dinner as the Main Dining Room and the same dinner as the Cafe. The dining service staff monitors each resident's daily nutritional intake and charts them monthly.

As an Audland resident, you may choose your meals from the daily menu. Generally, you may choose the following: appetizers, salads with choice of dressing, hot and cold entrees, starches, vegetables, desserts and a beverage. The dining service staff will mark the menus for those residents with special needs. At every meal a plain piece of fish, turkey or chicken, a baked potato, and fresh fruit are available. Chicken or beef broth, ice cream, frozen yogurt, sherbet, diet pudding, diet Jell-O, diet fruited Jell-O, and assorted fruit juices are also available at any meal. The Audland dining staff will cut, add salt, pepper, or butter to any food item upon request.

Staff will verify that all Audland residents have eaten in one of the dining rooms at least one meal a day. You do not need to inform the dining room when you will be missing a meal. Guests are welcome to eat in the Audland Dining Room, but no reservations are accepted. The staff will try to accommodate guests the best they can. Guest meals will be added to the resident's bill.

At breakfast, residents may wear their pajamas and bathrobe, however, if you choose to eat in the Cafe for breakfast you should be dressed.

Special Needs: A puree menu is available to each resident. This usually consists of a juice or soup, main entree, and a sweet dessert.

Special Meals: At least one time each month, there is a special meal, which is coordinated with the Life Enrichment Department. Usually this meal has a special theme and decorations.

Snacks: On a daily basis Food Service supplies the Upper Audland pantry with basic items. If you prefer something on a regular basis, this can also be arranged.

Snacks that are going to be kept in rooms must be stored in airtight containers.

Catering: Catering services are available; arrangements should be made through the Main Dining Room.

Dining Room Hours:

Breakfast	8:00 - 9:30
Lunch	12:00 - 1:30
Dinner	5:00 - 6:30

DEPARTMENTS OF CROSSLANDS HEALTH SERVICES

Life Enrichment Department: The purpose of the Life Enrichment Department is to promote and provide opportunities for residents to remain physically and mentally active. Residents are encouraged to continue to pursue life-long interests, as well as try new leisure opportunities.

At the beginning of each month, you will receive a Life Enrichment Calendar, listing regularly scheduled activities, outings, music programs, special events, entertainment programs, etc. A more extensive list of programs, including William Penn Room programs, is posted on the bulletin board near the nurse's office daily.

The Life Enrichment Room is centrally located between Audland and Firbank. Most activities are held in this room; however, some groups are held in various locations throughout Audland and Firbank.

Social Service: The primary role of Social Service is to attend directly and indirectly to the emotional well-being of residents in a manner which is consistent with the philosophy of promoting independence and the assumption of personal responsibility.

Social Service staff are familiar with the resources within Crosslands and can advise residents where to turn for help. They can also make referrals to community agencies when needed. Also available are Living Wills, Anatomical Donor Cards, talking Books, relaxation cassettes, and books and pamphlets on a variety of topics.

Social Service staff participates with the other members of the health care team in developing treatment plans, which meet the needs of the whole person. Should it seem advisable for a resident to make a permanent move within Crosslands, Social Service is available to assist in the decision making process.

Sometimes problems enter a person's life abruptly. More often, problems develop gradually over a period of time and build up to a level of stress that affects functioning and relationships with others. Social Service can help with such problems as depression, anxiety, physical and emotional disabilities, alcoholism, problem drinking, the experience of loss, and adjustments to aging or living in a planned community. Residents may request counseling or are referred by a physician or health care professional to the appropriate resource. Such services are confidential.

Rehabilitation Department

Occupational Therapy: The role of the Occupational Therapist is to assist you in achieving and maintaining as high a level of independence in activities of daily living as possible. An example might be teaching you to use some form of adaptive equipment to enable you to dress yourself if you have difficulty bending, or adapting your environment to improve your safety and independence. It could involve helping you to develop systems to increase independence if you are losing your sight or are having problems with memory. Referrals are made through your physician or Nurse Manager.

Physical Therapy: The Physical Therapist can offer a wide range of services to residents. These include: active physical therapy (for residents with acute problems/issues) maintenance physical therapy, general fitness programs, employee educational programs, and community educational programs. Referrals to Physical Therapy should be made through a physician.

Speech Therapy: Residents who experience a decline in articulation, communication or swallowing will be provided services by a licensed Speech Language Pathologist (SLP). Referral is made by your physician and forwarded to the Physical Therapy staff, who will arrange your appointment.

KEY STAFF MEMBERS

Chief Executive Officer: 610-388-5614

Chief Health Services Officer: Donna Taylor 610-388-5517

Administrator of Health Services: Cathy Emig 610-388-5628

Director of Nursing: Diane Loughery, RN, MS 610-388-5626

Audland Nursing: Kim Talamonti, LPN, and Personal Care Manager 610-388-5723

Life Enrichment: Jeri Iacono, Director Extension # 640

Rehabilitation Services Director: Antonio Sofia, 610-388-5587

Occupational Therapy: Sue Brogan, OT Extension # 630

Physical Therapy: Sandra Delligatti, PT Extension # 245

Social Services: Rosemarie Carpenter, LSW 610-388-5635
Megha Pathak, LSW 610-388-5636

GRIEVANCES/COMPLAINTS

Residents are encouraged to speak freely, in writing or verbally, about their concerns at every level of the organization.

Compliment/Complaint forms are located on the unit, near the Nurse's station.

In keeping with the Pennsylvania law on elder abuse prevention, you and your family have the right to report complaints, allegations, and incidents of suspected abuse, without fear of reprisal.

To report suspected abuse dial **1-800-490-8505** or call the **PA Elder Abuse Hotline at 1-800-564-7000**

Personal Care Home Complaint Hotline

(Available 24 hours a day, 7 days a week)

1-877-401-8835

Long Term Care Ombudsman

Chester County Department of Aging Services

601 Westtown Road, Suite 130

P.O. Box 2747

West Chester, PA 19380

610-344-5004, press 1

Area Agency on Aging

610-344-6350

Disability Rights Network of Pennsylvania

Harrisburg Office – 1-800-692-7443

Meditation Room

Mondays:		
All	Buddhist Meditation	4 - 5:15 pm
Tuesdays:		
3 rd Tuesday/mo	Presbyterian Service	11 am - Noon
4 th Tuesday/mo	Caregivers Support Group	10 - 11 am
Wednesdays:		
1 st & 3 rd Wed/mo	Mindfulness Group	1:30 - 2:30 pm
2 nd Wed/mo	Grief Support Group	4 - 5 pm
3 rd Wed/mo	Mindful Meditation	10 - 11 am
4 th & 5 th Wed/mo	Parkinson's Support Group	10:30 - 11:30 am
Thursdays:		
1 st Thurs/mo	Catholic Mass	10:30 - 11:30 am
1 st Thurs/mo	Buddhism Study Group	4 - 5:30 pm
2 nd Thurs/mo	Caregivers Support Group	10 - 11 am
3 rd Thurs/mo	Mindfulness Meditation	10 - 11 am
3 rd Thurs/mo	Buddhism Study Group	4 - 5:30 pm
4 th Thurs/mo	Episcopal Service	11 am - noon
4 th Thurs/mo	Cancer Support Group	1:30 - 3 pm

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- At all other times this is a **QUIET ROOM** available for quiet reflection by any resident, as needed.
 - (Contact Georgette Siegel for information/scheduling: 610-388-1934)
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- ***Quaker meeting every Sunday in William Penn Room at 10:00 am.**

Places of Worship in the Local Surrounding Area

- **Beth Emeth Reform Synagogue**
300 West Lea Boulevard, Wilmington

302-764-2393

- **Bethany Presbyterian Church**
316 Kennett Pike, Chadds Ford

610-388-6164

- **Brandywine Baptist Church**
1463 Baltimore Pike, Chadds Ford

610-459-1302

- **Church of the Open Door (Methodist)**
210 S. Broad Street, Kennett Square

610-444-2400

- **Episcopal Church of the Advent**
Church 401 N. Union St. Kennett Square

610-444-4624

- **New Garden Memorial UAMC**
309 E. Linden Street, Kennett Square

610-444-3357

- **St. Michael's Lutheran Church**
109 E. Doe Run Road, Unionville

610-347-1696

- **St. Patrick's Roman Catholic Church**
212 Meredith St., Kennett Square

610-444-4364

- **Hindu Temple Association**
760 Yorklyn Road, Hockessin

302-235-7020

- **Holy Ghost Ukrainian Orthodox Church**
392 Charles St., Coatesville

610-384-2460

- **Bible Evangelical Church of Kennett Square**
500 E. Cypress Street, Kennett Square

610-467-1081

- **Kesher Israel Congregation (Conservative)**
1000 Pottstown Pike, West Chester

610-696-7210

- **Shambhala Meditation Group of West Chester**
120 N. Church St., Suite 102, West Chester

westchester.shambhala@gmail.com

- **Unitarian Universalist Church of Delaware County**
145 W. Rose Tree Rd., Media

610-566-4855

- **Kendal at Longwood Meeting**
225 Kendal Dr., Kennett Square, PA 19348

610-388-1441

- **Kennett Friends Meeting**
125 W. Sickle St., Kennett Square PA 19348

610-444-1012

- **West Chester Friends Meeting**
425 North High St., West Chester, PA, 19380

610-696-0491

***A complete listing of times and services for all places of worship is available on file in the library.**

The members of the Health Services Staff would like to thank the Residents who volunteer on the Health and Wellness Education Committee for their time and efforts in reviewing and making suggestions to this handbook.

Their expertise is greatly appreciated!