

# **Welcome To**

  

# **Firbank**

Firbank is the skilled nursing facility (SNF) for Crosslands. Residents in Firbank require 24-hour skilled nursing services either on a temporary or permanent basis.

This handbook describes the services available. Please keep it handy and refer to it often. Additional copies are available to residents and their family members from the Social Services Department.

Our health services team strives to provide quality care to all who reside in Firbank. Residents and their families are encouraged to address questions to any member of the health services team.

A special thanks to the resident volunteers who serve on the Health and Wellness Education Committee for their time and effort in reviewing and making suggestions to this handbook.

November 2019

## Table of Contents

	<b><u>Page</u></b>
I. Introduction	
• Health and Wellness Philosophy Statement	5
• Key staff contact list	6-8
• Letter from Firbank Family & Friends Support Group	9-10
II. The Move to Firbank	11-12
III. Health Services	
• Households	13
• Staffing	13
• Care Partners	13-14
• Medications	14
• Sleep Inducing Medications	14
• Medical Marijuana	14
• Bathing	14
• Personal Products	15
• Primary Physician Visits	15-16
• Nurse Practitioner	16
• Care Conferences	16-17
• Electronic Medical Records	17
• Respect for Privacy	17-18
• Advance Directives/Resuscitation Status/POLST	18
• Resident's Rights	19
• Other Medical Services	19
• Alternative Therapies	19
• Appointments	19-20
• Hospice Services	20
• Hearing Aids	20-21
• Antibiotic Stewardship	21-23
• Care of Residents with Cognitive Impairment	23
• Service Limitations	23

IV. Policies and Procedures	
• Signing Out	24
• Medicare Requirements	24
• Inspection	24
• Wine and Spirits	24
• Request for Medical Records	24-25
• Resident Smoking	25
• Emergency Preparedness	26-28
V. General Information	
• Door Symbols -- <i>Cactus &amp; Leaves</i>	29
• Residents Rights/Compliment-Complaint Process/Problem Solving	29
• Mailboxes	29
• Security (and <i>Room Lock-Out</i> )	30
• Wander Guard Monitoring System	30
• Bed and Chair Alarms	30
• Room Lockout	30
• Newspapers	31
• Laundry and Linens	31
• Power Vehicles	31
• Recycling	32
• Lounges/Parlors/Living Rooms/Meeting Rooms	32
• Guests	32
• Housekeeping	32
• Programs/Committees	32-33
• Resident Forum Meetings	33
• Companions	33
• TV Repair and Installation	33
• Religious Services	34-38
VI. Dining Services	39-42
• Special Needs	40
• Tray Service	40
• Special Meals	40
• Meal Charges	40
• Guest Meals	41
• Snacks	41

• Catering	41-42
• Dining Room Hours	42
VII. Supporting Roles of the Health Services Team	
• Health Service Administrator	43
• Director of Nursing	43
• Life Enrichment	43
• Occupational Therapy	44
• Physical Therapy	44
• Speech Therapy	44
• Social Services	45
• Fitness and Aquatics Center	45

## **Kendal~Crosslands Communities Health and Wellness Philosophy Statement**

The health and wellness philosophy of Kendal~Crosslands Communities flows from our Vision and Mission Statements, and from our Values and Practices. Based on principles of the Religious Society of Friends, we recognize that there is that of God in every person. Each individual is therefore sacred and deserving of love and respect at all stages of life. Regardless of age or health status, our diverse residents contribute rich life experiences. Their individual contributions, like patches of a Quaker quilt, intertwine to create a vibrant participatory community life.

Resident participation and collaboration are at the heart of our person-centered approach to health and wellness. We believe that health and wellness programs are more successful when residents and staff collaboratively develop and implement the programs. Using this approach, we aim to provide meaningful health and wellness services that match the varied needs and interests of our residents. Our goal is to nurture the whole person by addressing physical, social, emotional, spiritual, avocational and intellectual dimensions.

We acknowledge that individuals respond to aging and associated changes in various ways. To promote quality of life for our residents at all levels of care, we strive to sustain the highest level of individual vitality and potential in a homelike environment. We believe this can be accomplished by creating a pleasing community in which to live and work. Our aim is to apply our expertise in health and wellness services to enhance the lives of residents and staff of Kendal~Crosslands Communities. It is our mission to continue as a leader in the field of care for the aging. We intend to be innovative and creative in how we design and deliver health and wellness services. Accessing the latest health information, we strive to emphasize a well-informed preventive approach to health promotion. Our goal is to empower residents to take responsibility for their own health and wellness including decisions about present and prospective medical interventions. We will provide the necessary information, resources and programs, while respecting residents' rights to self-determination regarding their own health.

We welcome the opportunity to share these innovative approaches to health and wellness with the surrounding community in accordance with our commitment as a not-for-profit charitable organization.

## **KEY STAFF MEMBERS**

**Administrative Offices are located behind the receptionist desk at the Main Entrance.**

### **Chief Executive Officer, Kendal~Crosslands Communities:**

**Kevin Jones – Interim CEO      610-388-5512  
Ellen Evans - Administrative Assistant / Office Manager**

### **Business Office**

**Therese Grahn, Accounts Receivable/Billing Office  
Telephone: 610-388-5615  
Nicole Schlosser, Controller  
Telephone: 610-388-5682  
Office located in Finance Office on Lower Level**

### **Receptionist**

**Patty Chapin    610-388-5600**

### **Chief Health Services Officer, Kendal~Crosslands Communities:**

**Donna Taylor    610-388-5517  
HC 33**

### **Chief Operating Officer, Kendal~Crosslands Communities**

#### **Administrator of Health Services:    610-388-5628**

**Cathy Emig  
Room HC26**

#### **Director of Nursing: 610-388-5626**

**Diane Loughery  
Room HC25**

#### **Health Services Administrative Assistant: 610-388-5625**

**Wanda Spotts**

**Room HC24**

**Social Services:**

**Rosemarie Carpenter, Director – Telephone: 610-388-5635**  
**Megha Pathak, Associate 610-388-5636**  
**HC34 & HC35**

**Nursing Manager: Chun Du 610-388-5650**

**Firbank Households:**

**Firbank Central: 610-388-5622**

**7a.m. – 3 p.m. Lead Care Coordinator: Melissa Pisani, RN**  
**Household Clerk: Kasey Herron**

**Firbank West: 610-388-5571**

**7 a.m. 3 p.m. Lead Care Coordinator: Sharon Liskey, RN**  
**Household Clerk: Renee Riddell**

**Firbank East: 610-388-5662**

**7a.m. – 3 p.m. Lead Care Coordinator: Lori Malchione, LPN**  
**Household Clerk: Mary Moreno**

**3 p.m. – 11:30 p.m. Nurse Supervisors:**

**Linda Gineitis, RN**

**Kathleen Truett, RN**

**11 p.m. – 7:30 a.m. Nurse Supervisors:**

**Rick Tait, RN**

**Jessica DeBello, RN**

**Household Life Coordinator:**

**Jim Dowden 610-388-5696**

**Gary Johnson, Relief Household Life Coordinator**

**Life Enrichment Staff: 610-388-5640**

**Jeri Iacono, Manager**

**Michelle Denson, Life Enrichment Partner**

**Ann Shum, Life Enrichment Partner**

**Office located in the Life Enrichment Room, adjacent to the Audland Dining Room.**

**Rehabilitation Suite is located on the lower level of the Wellness Center.**

**Antonio Sofia, DPT, Rehabilitation Services Director, KCC  
610-388-5587  
fax 484-259-0527**

**Sandra Delligatti, PT, Rehabilitation Services Coordinator  
610-388-5604 or 610-388-5501 (Main Rehab Number)**

**Occupational Therapy:  
Susan Brogan, OTR**

**Physical Therapy:  
Marge Scharr, PT**

**Speech Therapy:  
Lauren Orlando, SLP  
Karen Vaile, SLP**

**Jetta Pierce, Aide**

**Nutrition Services:  
Elizabeth Kautz, Dietitian  
610-388-5570  
Cheryl Thomas, Audland Dining Room Manager  
Telephone: 610-388-5698**

**Environmental Services:  
Christine Lilley  
Environmental Services Manager  
610-388-5530**



To Families and Friends of New Firbank Residents  
At Crosslands

Dear Families and Friends,

With this letter we would like to welcome you to the Firbank community and share with you some of our learnings. It comes to you from people in situations much like yours. All of us who worked on the letter have loved ones residing in Firbank. We are all walking this walk together – residents, staff, families, friends.

First, we would like to invite you to the monthly support group meeting for Firbank Families and Friends. Organized by social workers Rosemarie Carpenter and Megha Pathak, it meets the third Thursday of the month 11:00 a.m. – 12:00 noon in Training Room (HC31). We know this is an inconvenient time for employed folks and not feasible for those who live far away. We would like to encourage you to telephone in by conference call. We have found these meetings very helpful both for the opportunity to get to know other family members and the information we learn. The format is that from 11:00 – 11:30 participants raise their own questions and concerns, and from 11:30 – 12:00 a staff member or special guest speaks to us about his or her area of expertise. Anyone can come; you don't have to be the designated family member for your resident.

**Call-in number: 888-296-6828**

**PIN: 371237**

We know you will have many questions as your resident settles in. To get you started, we have two tips:

1. There is a blue binder in every room called the “Welcome to Firbank Handbook” with a lot of information specific to Firbank. Family members can request that a copy of this information be sent to them electronically. We have found that a very helpful reference.
2. ASK! Your household clerk is your first resort for questions. Either she will know, or she will know how to find out. Ask the social workers. Ask the nursing staff. Be proactive in

communication. We have found Firbank staff to be wonderful about answering our questions.

Household clerks schedule appointments for their residents. In addition to managing her own household, each household clerk is a certified nursing assistant and has a responsibility for all of Firbank. Mary Moreno in East orders medical support supplies. Kasey Herron in Central schedules quarterly care conferences for everyone. Renee Riddell in West maintains both the care partners' staff schedule and medical equipment such as hospital beds, lifts and oxygen concentrators.

We understand that our role as an advocate for our resident is an important part of his or her care. We need to speak for relatives who cannot speak or are uncomfortable speaking for themselves. Sometimes advocating for our resident requires talking to multiple layers of service providers. We have found that living in Firbank is a partnership among the residents, the families, the staff, the physician, and other medical specialists.

There is a white board in every room. Some of us regularly write on it suggestions of things that staff can talk to the resident about or ask them. We add reminders of upcoming visitors or events, or details of care we would like staff to know.

It took some of us a while to realize that we could eat meals anywhere with our resident, even if they have dietary restrictions: in their households, in the dining room or the café, or at the tables outside. We can also bring *à la carte* food back from the café to the household dining areas. Independent living residents are welcome to share meals in the Firbank households. We recommend using the garden areas as much as possible; that's why they are there.

All of us have learned to value the spirit of caring, which is an essential foundation of Crosslands. We value the fact that staff turnover at Firbank is lower than just about any other facility we have ever heard of. This means staff get to know the residents well, build relationships with them, and individualize care as much as possible to the resident's preferences. We value the quality and creativity of the Life Enrichment activities offered to residents. We value the many contributions independent living residents make to the quality of life of Firbank residents. They lead Clay Class and the horticulture group ("The Green Ladies"). They read, sing and play the piano in the households or take residents who are able out for walks or to events in the William Penn Room. We value that Firbank's dementia care is fully integrated into the households' general population, rather than being in a separate area. One family member whose mother has died wrote to us: "Staff were flexible, kind, caring, funny, genuine, tolerant, forgiving . . . I could go on and on."

We families are an important part of this larger community, and we are grateful for that.

Sincerely,

## **THE MOVE TO FIRBANK**

### **Moving to Firbank**

Residents move to Firbank when they require 24-hour skilled nursing care. Circumstances requiring 24-hour skilled nursing care can include assistance with activities of daily living, custodial care due to dementia, medical and nursing attention for treatment and monitoring of a medical problem, medical and nursing attention necessary following a hospital stay, and comfort care near end of life.

Your care is provided by a team of caregivers who follow the direction of the primary care physician selected by the resident from the KCC primary physician panel. Your team includes the following staff: nursing staff, life enrichment, social services, therapy professionals, and other support staff including nutritional, dining, environmental, and maintenance services. The goal is to promote your highest level of function and health in a community setting.

### **Rooms in Firbank**

All resident rooms are private. Your room includes a hospital bed, a bedside nightstand with a lockable drawer, two metal “fire

rated” wastebaskets, over-the-bed table, and other basic furnishings. If a key to the bedside nightstand is needed, your primary nurse can provide one. If you reside in Firbank on a permanent basis, you are encouraged to supplement these basic furnishings with your own furniture and belongings.

Your room also has an adjoining private bathroom. Three nurse call bells are in the room and two are in the bathroom. When you activate your call bell, the light outside your room lights and a pager notifies nursing staff that you need help.

### **Medication Cabinets**

Your room also comes with a medication cabinet. Your medications are locked in the cabinet and are administered by the licensed nurse in your room. Your room has either a floor model medication cabinet or a wall model medication cabinet. If your room has a floor model cabinet, it must remain close to the entry way of your room.

### **Other Room Features**

- A thermostat is in the room that you can adjust. Operating instructions are located in the back of this handbook.
- A personal telephone line provided by Crosslands, with your phone number posted in the room.
- Temporary Firbank residents will be provided with a TV; permanent residents need to supply their own TV. Connection to the Crosslands TV network, which provides nine local TV stations and the Crosslands announcement channel #9 is provided to all residents. FIOS basic cable television is provided free of charge. Your Household Clerk can provide you with a list of available channels. Upgraded cable services are available at an additional cost. Contact the Household Clerk if you are interested in upgraded services.
- Wireless Internet access is available. Guests can access the internet by selecting the Kendal-Guest network

(unsecure), which takes them to the Kendal-Crosslands Communities home page, where they are prompted to enter their email address. Crosslands residents can access the Kendal-Resident network (secure). You will be prompted to enter the internet by selecting the security key: “Kendalres” then select public network access.

- A dry erase bulletin board is used for daily updates of staff assigned to your care.
- If you have a power vehicle, you must park it in your room due to fire and life safety regulations.

## **HEALTH SERVICES**

### **Households**

Firbank is divided into three households: Firbank West, Firbank Central, and Firbank East. Each household consists of 20 private rooms. Care delivery in the household model promotes a home environment. Person centered care is delivered based upon resident preferences and resident routines. For example, medications are given upon arising – that may be 6am for one resident and 9am for someone else.

### **Staffing**

There are three shifts of nursing personnel (7am – 3:30pm, 3pm-11:30pm and 11pm – 7:30am). Each shift has an RN Supervisor responsible for the overall functioning of the three households. In addition, a Lead Care Coordinator is identified for each household, as well as Care Coordinators (RNs – Registered Nurses and LPNs – Licensed Practical Nurses) who provide skilled care. The Care Coordinators are the primary liaison between a resident, the physician and the resident’s family. Their responsibilities include administering medication, performing necessary treatments and other skilled nursing care. Questions about care should be directed to the Care Coordinator or Supervisor on duty.

**Care Partners** (Certified Nursing Assistants, or CNAs) are assigned to consistently care for the same residents, with the goal of having the knowledge of and ability to anticipate resident needs. He or she helps with dressing, bathing and performing any other activities of daily living for which supervision or assistance is needed. Care Partners also assist with laundry and some light housekeeping duties. Strong caregiver/resident relationships promote quality of care for each resident.

To help residents recognize and depend on their primary care staff, all staff are expected to display their name badge at all times.

In addition, as you enter each household, there are pictures of the staff currently on duty. The pictures are updated each shift, and identify the staff by their name and title.

## **Medications**

Medications are managed and administered by the nursing staff. Medications are ordered by the primary care physician and filled by the on-site pharmacy. Residents who want to self-administer their medications must get prior approval from their primary care physician and successfully complete the Medication Self Administration Evaluation performed by the Nurse.

## **Sleep-Inducing Medications**

To promote health and wellness, the Crosslands Health Services Department is committed to helping all residents achieve and maintain their natural sleep cycle. Interventions such as warm milk and music are routinely offered to residents who have difficulty sleeping. Sleep inducing medications (hypnotics), both prescription and over-the-counter, are given only after all other interventions have been found to be ineffective, and only with a physician's approval.

## **Medical Marijuana**

Residents that are certified under the Pennsylvania Medical Marijuana Program, who hold a certification/registration card, and who possess medical marijuana products obtained in accordance with the Registry will be permitted to use medical marijuana in accordance with the Kendal-Crosslands Communities Medical Marijuana Use Policy.

### **Bathing**

Care Partners assist residents with bathing twice weekly. Residents are encouraged to express their preference for a tub or shower and a preferred time of bathing. More frequent bathing can be provided on request.

### **Personal Products**

Each resident receives a supply of basic toiletries, such as toothpaste and tissues. Residents and their families may purchase other items at the Sunflower Shop or a local store.

### **Primary Care Physician (PCP) Visits**

Each resident has the right to choose a Primary Care Physician from the Crosslands PCP panel list. This physician directs all aspects of a resident's medical care that includes: medication orders, treatments, diagnostic testing, therapy services, and dietary orders. All PCP visits are scheduled by the Primary Nurse.

There are three types of primary-care physician visits to Firbank residents. All visits are scheduled and coordinated by the nursing staff.

- An initial visit occurs within 72 hours of admission. At this visit, the physician conducts a history and physical examination and develops an initial plan of care for the resident.

- Routine follow-up visits (or interval visits) occur at a minimum monthly for the first 90 days after admission and then 60 days thereafter for residents who are clinically stable. (Most Firbank residents receive monthly routine visits.) At these visits, the physician reviews and revises the overall plan of care, a resident's progress, the medication and treatment regimen, recent laboratory tests, and other diagnostic procedures.
- An urgent visit is scheduled as needed to evaluate and manage any complication, new or acute problem, or an unexpected change in condition. There is no restriction on how often a physician can see a resident; however, there are strict Medicare rules governing payment for physician visits. Although Medicare will only pay for physician visits that are medically necessary according to strict Medicare guidelines, these guidelines are not considered a limiting factor to care in Firbank.

Firbank nurses communicate residents' and family's questions and concerns to physicians. They also report results of any tests, studies or assessments to the physicians and communicate them to the resident and family

Physicians are in daily contact with the Firbank nursing staff and are available on a 24-hour basis for urgent and emergency care. When specific problems arise between scheduled PCP visits, the Nurse on duty can arrange for an additional physician visit. Although physicians are in the facility four days a week, physician schedules may limit their availability to see residents beyond the planned visits except for emergencies.

### **Nurse Practitioner**

A nurse practitioner (CRNP) is available to Firbank residents 5 days per week (Monday through Friday). The CRNP shares a collaborative agreement with the primary care physicians and works within collaborative practice protocols established with the primary care



physician and in accordance with the regulations of the State Board of Nursing.

### **Care Conferences**

Team care conferences are held approximately 14 days following a resident's admission to Firbank and on a quarterly basis thereafter. Care Conferences will also be held following a hospital admission or if there has been a significant change (either improvement or decline) in a resident's condition. Notification of the scheduled day and time of the conference is given in advance to the resident and family members/POA. Residents and family members are encouraged to attend in person or via phone conference call.

The purpose of a care conference is to review a resident's current condition and care plan and future plan. The following staff attends every care conference: Health Services Administrator, Director of Nursing, and a representative from the following departments: Nursing (Licensed nurse as well as Care Partner), Life Enrichment, Dining Services, Social Services and Rehabilitation Services. If a resident is on hospice, a hospice representative will also attend.

Residents are strongly encouraged to attend. Family members and persons designated with Health Care Power of Attorney (if different from family member) are encouraged to attend either in person or by telephone. Residents may also invite friends to attend. Conference calling is available for the convenience of families who are unable to attend on site in person.

Care conferences can and often do result in an adjustment to a resident's care plan. All proposed revisions in the plan of care must be approved by the PCP before implementation.

### **Electronic Medical Records**

Every resident in Firbank has an electronic medical record. The record includes results of diagnostic testing, physical examinations,

nurse's notes, doctor's orders, progress notes, and medications ordered and dispensed. Non-medical staff also note findings from their assessments and consultations. These include Social Services, Dietary Services, Occupational, Speech or Physical Therapy. The electronic file also includes copies of a resident's legal papers assigning Powers of Attorney and Advance Directives.

### **Respect for Privacy**

As set forth under the Health Information Privacy and Protection Act (HIPPA) regulations, Firbank staff are only permitted to discuss a resident's medical condition with a resident's POA or with other medical staff who have a "need to know." Residents who want individuals other than their POA(s) to be informed about their medical condition must indicate so in writing.

Requests to review a resident's medical record must be in writing to the Administrator.

Out of respect for resident's privacy, staff are instructed to knock on the door before entering a resident's room, introduce themselves, greet the resident by name, and treat residents with dignity and respect at all times.

### **Advance Directives/ Resuscitation Status/POLST**

Residents who are admitted to the Health Center are provided with written information about the Self-Determination Act of 1990 (Advance Directives) and the Pennsylvania Orders for Life Sustaining Treatment (POLST).

This information is provided so that residents can make informed decisions about end of life care and treatment including resuscitation status. Residents are asked to sign an acknowledgement of receipt that this information has been provided. This information is provided to residents even if an advance directive already exists. These

documents are maintained as part of the resident's medical record. Social Services regularly review the advance directives on file for each resident. Social Services can assist residents who want to execute new advance directives or update old directives.

The POLST form is considered as a "Portable Physician's Order," in that it describes an individual's preference regarding the administration of "life sustaining treatment." The form is intended to go with the individual from one care setting to another. Because it is signed by a physician, it translates an advance directive into a physician's order, but it does not take the place of an advance directive.

### **Resident's Rights**

Information about Resident's Rights is included in the front pocket on the cover of this notebook. Residents will be asked to sign an acknowledgement of receipt that this information has been provided.

### **Other Medical Services**

The following medical specialists are available on the Crosslands campus: Cardiologist, Audiologist, Dentist, Ophthalmologist, Neuropsychologist, Podiatrist, Psychiatrist, Dermatologist, Psychologist, Plastic Surgeon, and Prosthetics/Orthotist. Depending on the specialist, residents will be seen in the privacy of their room or in the Resident Care Suite.

Additional medical services are available off-site. Residents who wish to see or are required to see a specialist should discuss their request with the Nurse. Appointments and referrals to off-site physicians are scheduled by the Household Clerk. To ensure the safety of the resident and to provide the off-site physician with necessary paperwork, a health services staff member (generally a care partner) is assigned to accompany residents attending off- site visits. If space

is available, family members may also travel with the resident. Family members must request this in advance to the Household Clerk.

### **Alternative Therapies**

Massage Therapy and Acupuncture Services are available onsite by appointment and with a primary care physician order.

### **Appointments**

Firbank staff may coordinate medically necessary appointments and arrange transportation with applicable charges. Transportation is covered for local physician appointments but not for appointments “out of network,” i.e., to HUP or Christiana. Contact the Household Clerk for any personal transportation needs, such as a taxi to the airport. Any charges for transportation are discussed with residents at the time the transportation is requested. Care Partners may be assigned to accompany residents who need special assistance to appointments.

### **Hospice Services**

Hospice services are available to Firbank residents whose life expectancy is estimated to be less than six months. Hospice care is provided by a team of healthcare professionals that includes: nurses, social workers, certified nursing assistants, chaplains and volunteers. Symptom management and emotional support are offered by this team at the end of life. The hospice team works closely with Firbank staff to ensure that both the needs of residents and their families are identified and addressed.

Medical and support hospice services are covered by Medicare and/or private insurance. If a resident is facing a terminal diagnosis, a member of his or her family may request the service through the resident’s physician. Nursing staff/Social Services staff may also make a recommendation to the resident and/or family member that

hospice services may be appropriate. For more information on hospice, contact Social Services staff. (Medicare does not cover room and board for residents on hospice.) Hospice Services must be approved by residents' PCP. Hospice Service providers approved by Crosslands include:

- Willow Tree Hospice
- Penn Medicine Hospice

## **Hearing Aids**

Hearing aids are an essential device for many residents.

Digital hearing aids cost between \$1,000 and \$3,500 per instrument and are usually warranted by the manufacturer for repairs, loss or damage for one to two years. After the manufacturer's initial warranty period, aids can be insured (by the manufacturer) for loss.

Crosslands strongly recommends that residents purchase hearing aid insurance.

Dr. Joseph Chiarello, Audiology Consultant at Crosslands, can assist with the process of insuring residents' aids. Other options can be explored with the resident's audiologist or company who originally supplied the hearing aids.

## **Antibiotic Stewardship at KCC**

A worldwide public health problem has arisen: antibiotic resistance and the scarce antibiotic choices for multi-drug resistant organisms is a critical concern. Alexander Fleming predicted that this would occur when he developed penicillin in 1928, stating "the thoughtless person playing with penicillin is morally responsible for the death of the man who finally succumbs to death from an infection with a penicillin resistance organism. I hope this evil can be averted."

KCC is once again a pioneer in implementing state of the art, evidence- based practices to reduce the risk of multi-drug resistant

organisms and inappropriate antibiotic use. In the spring of 2017, we initiated an Antibiotic Stewardship Program to manage use of antibiotics, and to reduce the risk of developing antibiotic resistance by ensuring that residents get the right antibiotic at the right time for the right duration.

At KCC we have quarterly meeting of the Antibiotic Stewardship committee with members from both communities, including the Infection Control Coordinator, the Directors of Nursing, the Medical Director and a resident representative. In addition, we meet on a monthly basis within each community to review specific resident infections with the Administrator and Medical Director. Our Quality Assurance program includes review of infection control percentages in comparison to state and national averages. Policies related to Infection Control are reviewed annually and as needed. Staff from both communities have recently attended education sponsored by APIC (a national organization, Association for Professionals in Infection Control and Epidemiology) to earn their certificate in Infection Control for long term care.

Developing an antibiotic stewardship program is a top priority in all healthcare organizations today. KCC initiated our Antibiotic Stewardship program in Spring of 2017. As of November 2018, all long-term care facilities are required by new federal regulations to have an antibiotic stewardship program, protocols and monitoring in place. Early identification of symptoms of infection, close collaboration of nurses with physicians, and education of residents, families, and staff are significant outcomes which have made KCC's program successful.

What does this mean for you as a resident at KCC? Be confident that our physicians have been educated and are practicing antibiotic use according to current best practice standards. This includes careful

monitoring of resident symptoms which could indicate infection and judicious use of antibiotics. For example, urine cultures are not routinely obtained unless specific criteria are met for Urinary Tract Infections. Residents without specific symptoms are not treated for urinary tract infections, even if the culture is positive. This is called asymptomatic bacteriuria, which by established best practice should not be treated. Viral infections aren't treated with antibiotics. Management of nonspecific symptoms of infection are studied and carefully evaluated, and antibiotics are only prescribed if other methods are not successful and a true infection is identified.

Remember, antibiotics are life-saving drugs and they need to be used properly. If you have any questions about use of antibiotics, please talk to your health care team.

### **Care of residents with Cognitive Impairment**

Crosslands provides care for residents with cognitive impairment in an integrated environment within our skilled nursing households. All direct care staff are certified in care of residents with dementia through the Alzheimer's Association EssentiALZ program. The program promotes the philosophy of providing person centered care by utilizing the CARES approach: C= Connecting with the person, A= Assess Behavior (as a form of communication), R= Respond appropriately, E= Evaluate what works, and S=Share with others. Crosslands is accredited by CARF by meeting standards in Dementia Specialty Care which includes a variety of programs as well as person centered approaches to help each resident reach their highest level of wellbeing. Residents and families are provided support and education in the care of residents with dementia through a variety of support groups and programs offered throughout the year.

### **Service Limitations**

Firbank is unable to meet the needs of residents requiring the following care:

- Ventilator dependent
- TPN
- Bariatric care
- Acute psychiatric care
- NG Tubes
- New tracheostomy



## **POLICIES AND PROCEDURES**

### **Signing Out**

If the resident intends to leave the main building in which Firbank is located on Crosslands campus, he or she/or family member is asked to sign out (and in, when returning) with the Household Clerk. This enables staff to know a resident's whereabouts in the event of a fire drill or emergency and to make certain that medications or treatments are given on a timely basis.

### **Medicare Requirements**

If any part of a resident's stay in Firbank qualifies as a Medicare-eligible expense and therefore billable to Medicare, Medicare guidelines dictate protocol regarding absences. A brief leave of absence (for example to attend a holiday meal or special religious service) may be allowed. However, frequent or prolonged periods away from Firbank are not permitted. For example, regular/daily visits to a resident's apartment for several hours are not permitted while his or her stay in Firbank is covered by Medicare.

### **Inspections**

Federal and state regulations require nursing facilities to be inspected annually for licensure. Copies of the previous three years of survey results are posted outside the Health Services Administrator's office.

### **Wine and Spirits**

Wine and spirits are allowed with an order from the primary physician. However, they must be kept in a secure location in Firbank. They may not be stored in a resident's room.

### **Request for Medical Records**

Crosslands will supply restricted healthcare information (PHI) to residents upon written request within the guidelines established by the KCC Corporate Compliance Program. The Nurse Manager, Director

of Nursing or Administrator will be glad to assist residents with this request.

### **Resident Smoking**

For the health and safety for all residents, effective January 1, 2012, tobacco use in any form is not permitted anywhere on KCC property. This includes use of e-cigarettes and vaping devices.

KENDAL-CROSSLANDS COMMUNITIES  
EMERGENCY PREPAREDNESS RESIDENT EDUCATIONAL  
INFORMATION SHEET

FOR FIRBANK RESIDENTS

Kendal-Crosslands Communities (KCC) is prepared to respond in the event of an emergency, disaster or fire. Our primary concern is to assure the safety of all residents and as a result, regular education is provided to KCC staff and residents on various aspects of emergency preparedness.

RESIDENTS WILL BE ALERTED TO AN EMERGENCY BY HEARING AN ALARM OR SEEING A FLASHING STROBE LIGHT, REMEMBER TO:

- STAY CALM
- REMAIN IN PLACE
- FOLLOW THE INSTRUCTIONS FROM STAFF

HOW STAFF WILL ASSIST RESIDENTS:

- Staff are trained to follow the acronym R.A.C.E.
- R for Rescue: “R” reminds staff that before anything else, take care of any resident who is unable to leave the area of danger on their own.
- A for Alarm: “A” reminds staff that the next action is to get help by pulling the nearest manual fire alarm pull station and phoning 911 for help.
- C for Contain: “C” tells staff to keep the fire and smoke from spreading by closing doors and windows.
- E for Extinguish/Evacuate: Depending on the size of the fire, staff must decide whether you can fight it with a fire extinguisher

or if it is necessary to leave the danger area. Staff are educated in the proper use of a fire extinguisher using the “PASS” method.

During an emergency, staff will proceed as follows by checking each resident room:

- If the resident room is not occupied, the resident’s nameplate will be removed and given to the nursing supervisor to account for residents not in their rooms.
- Any resident(s) in their room, lounge/common areas will be instructed and/or mobilized (by placing in a wheelchair) and brought to the nearest exit with his/her name plate.
- The nursing supervisor will delegate staff member(s) to remove at least one laptop (to access medical records); remove the staffing schedules, the emergency medication box including narcotics, extra linens and medications from resident rooms.
- Residents who have been evacuated will not be permitted to re-enter the building until instructed it is safe to do so.

## EVACUATION

KCC staff are prepared to provide care and services, with or without assistance from other sources. Due to KCC’s emergency resources, it is assumed that staff and residents will remain on campus in the event of most disasters or other emergencies. However, total or partial evacuation of a portion of the facility or community may be required.

The KCC Disaster Response Team Co Chairs and Disaster Response Team members will initiate evacuation to designated locations. Response team members are responsible for accounting for all staff members and residents.

## COMMUNICATION DURING AN EMERGENCY

Communication is a critical function during emergency conditions. KCC has a communication plan in place that supports rapid and accurate communication both internally and externally. Key elements of the communication plan include:

- Utilization of the Pennsylvania Department of Health's Knowledge Center Healthcare Incident Management Systems (HIMS).
- KCC maintains a Mutual Aid Agreement with the Pennsylvania Regional Health Care Coalition and all of the Kendal affiliates.

## FIRE ALARM, FIRE DRILLS, FIRE EXTINGUISHERS, SPRINKLERS

Testing of the fire alarm system, fire extinguisher and sprinklers are scheduled at periodic intervals to ensure proper functioning. Fire Drills are conducted monthly, one on each shift, three per quarter. Some drills will take place during sleeping hours (10:00pm -7:00am). A blue flashing light is placed in one of the hallways by Maintenance to represent the fire. Staff will assist residents to the nearest exit/ and or smoke compartment. Firbank consists of (3) three smoke compartments and (8) eight exits. During fire drills, Pennsylvania Department of Health allows us to practice "Defend In Place", meaning residents are not required to evacuate.

When a fire alarm is activated for any reason, a monitoring service (SIMPLEX) will automatically receive the alarm. The monitoring service will call the local 911 center (Chester County, PA) to report the alarm activation and the location. In the event of an alarm activation, additional information will be provided to the monitoring service by the nursing supervisor on duty/designee and maintenance staff member.

## GENERAL INFORMATION

### Door Symbols

*Cactus:* A cactus placed on a resident's door indicates that the occupant is not to receive a water pitcher, water or ice either for medical reasons or by the resident's request.

*Colored Leaves:* Colored leaves are placed on a resident's door as a visual reminder that the resident is at risk for falls. Visitors, family and staff unfamiliar with the resident are asked not to assist the resident with transfers, ambulation, or repositioning without the supervision and assistance of trained staff.

### Resident Rights/Concern/Grievance Process

Upon moving in, residents are given a copy of Resident's Rights and information on Advance Directives. Additional copies are available through Social Services. These documents are reviewed annually. Residents are encouraged to bring concerns or problems to the attention of the appropriate staff person immediately so that they can be addressed and resolved in a timely, confidential and respectful manner. In addition, a written Concern/Grievance Process is available for residents and/or family members. Forms are available at each entrance to the Household. Staff members are available to assist in completing the form when requested.

### Mailboxes

A US Postal Service drop box is located opposite the Audland Dining Room. Mail is delivered to Firbank residents by the Household Clerk. If desired by the resident or family, a request can be made for mail to be held in a designated location.

## **Safety and Security**

Crosslands Maintenance personnel are on duty 24 hours a day, 7 days a week. The Main Center doors are locked after 11 pm and Health Center doors are locked at 10 pm. An intercom is present outside Health Center doors and at the Main Center to notify staff of late evening visitors or late returning residents.

Residents are asked not to bring valuable items into the Health Center but instead secure them with family or in safety deposit boxes. Firbank does not have a safe and residents are discouraged from keeping large sums of money, credit cards or financial information in individual rooms even though each bedside table has a lockable drawer. Keys to the bedside table may be obtained from the Household clerk.

## **Wander Guard Monitoring System**

A wander guard monitoring system (Roam Alert) is available for Firbank residents who are not able to safely exit the Health Center and return on their own. Decisions on when to implement the monitoring system are made by the interdisciplinary team in consultation with the resident and his or her family/POA.

## **Bed and Chair Alarms**

Consistent with industry Best Practices, bed and chair alarms are not used.

## **Room Lockout**

When a Firbank resident dies, is admitted to a hospital, or goes on a leave of absence, all possessions including power vehicles are placed in the resident's room and the door to the room is placed on lockout until the resident returns. If the door is on lockout because of a

resident's death, only the designated executor(s), or persons designated by the executor in writing, are permitted to enter the room.

## **Newspapers**

Newspaper Contact Info: Pennypacker & Fry (local delivery)  
610-873-7063

Philadelphia Inquirer  
800-222-2765

Subscriptions to a newspaper are made individually but residents must contact the carrier for delivery. Because each carrier has its own delivery system, a resident must determine whether his or her newspaper will be delivered to the Main Center reception desk or his or her room.

## **Laundry and Linen**

Each household has on-site laundry. Residents or their family can use these facilities at no charge. Crosslands provide laundry services at a charge of \$50 per month. The Household Clerk will need to know which option a resident/family member chooses.

Items to be dry cleaned should be identified and given to the Care Partner who will arrange for a weekly pickup. Dry cleaning pick-up and delivery is usually scheduled for Tuesdays.

## **Power Vehicles**

All residents requesting a power vehicle (electric scooter or power wheelchair) must follow the policies and procedures for requesting and using these vehicles prior to their use in the Health Center. Repairs on vehicles can be arranged through the Rehabilitation Department, which is located on the lower level near the across from the Wellness Center, or through a resident's personal supplier. Power



vehicles are sometimes available through the Rehabilitation Services Department on a loan basis at no cost.

### **Recycling**

Recycling containers are available for newspaper, cans and plastics. Items to be recycled can be given to a Care Partner to be placed in the appropriate containers.

### **Lounges/Parlors/Living Rooms/Meeting Rooms**

Residents are welcome to use lounges throughout the building. The common spaces can be used for playing cards, showing slides, visiting with friends or family, having special meals/functions and meetings of support groups. Most of these areas can be reserved in advance. If you wish to reserve a room/space, speak with the Household Life Coordinator and they will be able to assist with making arrangements.

### **Guests**

Guests are welcome to visit at any time. Residents are asked to notify staff when guests are expected. Overnight accommodations are available at Ellerslie (Crosslands Farmhouse) or the Kendal Farmhouse. Reservations are made with the receptionist at Crosslands (for Ellerslie) or Kendal (for the Kendal Farmhouse), who can also provide details about check-in and payment. Lodging can also be found with many well-known hotels that have local facilities; a list is easily accessed with an internet search of hotels in Kennett Square.

### **Housekeeping**

A resident's room and bathroom are cleaned daily and as needed, by environmental partners.

### **Programs/Committees**

All residents are welcome to attend programs in the William Penn

Room or throughout the Crosslands campus. Life Enrichment programs and activities in Firbank are listed on a monthly calendar. Programs in the independent community are posted on the bulletin boards and on Channel 9. Firbank residents are welcome to attend any and all activities. If assistance is needed, the Life Enrichment staff or Care Partners should be alerted ahead of time.

### **Monthly Resident Forum Meetings**

At these meetings, staff members meet with Health Center residents to update them on current community happenings, and to provide residents an opportunity to ask questions and voice concerns. The Resident Forum meeting is held on the third Monday of each month in the Activities room. All residents of Audland and Firbank (temporary and permanent) are encouraged to attend.

### **Companions**

If a resident or his or her family wishes to hire a companion, he or she should contact the Nurse Manager or Social Services. Crosslands contracts with an outside agency to provide companion services to Firbank residents. Residents may only hire companions from the below listed agencies. No alternative arrangements are permitted. Companion Services provided by:

Home Instead  
Kendal Home Care  
Angel Companions

### **TV Repair and Installation**

For television repairs: Tom's TV, West Grove, PA 610-869-8375



# Meditation Room

## Scheduled Uses 2020

### **Mondays:**

All Buddhist Insight Meditation 4 – 5:30 pm

### **Tuesdays:**

2<sup>nd</sup> Tues/mo Caregivers Support Group 10 – 11:30 am

### **Wednesdays:**

1<sup>st</sup> & 3<sup>rd</sup> Wed/mo Mindfulness Group 1:30 – 2:30 pm

2<sup>nd</sup> Wed/mo Grief Support Group 4 – 5 pm

4<sup>th</sup> & 5<sup>th</sup> Wed/mo Parkinson's Support Group 10:30 – 11:30 am

### **Thursdays:**

1<sup>st</sup> Thurs/mo Buddhism Study Group 4 – 5:30 pm

2<sup>nd</sup> Thurs/mo Catholic Mass 2 – 3 pm

3<sup>rd</sup> Thurs/mo Mindful Meditation 10 – 11 am

3<sup>rd</sup> Thurs/mo Episcopal Service 11:15 am–12:15

3<sup>rd</sup> Thurs/mo Buddhism Study Group 4 – 5:30 pm

4<sup>th</sup> Thurs/mo Cancer Support Group 1:30 – 3 pm

### **Fridays:**

1<sup>st</sup> Fridays Presbyterian Communion 10:45 am - noon  
March, June, September, December

### **Saturdays:**

1<sup>st</sup> & 3<sup>rd</sup> Sat/mo Spirituality Book Group 9 – 10 am

2<sup>nd</sup> & 4<sup>th</sup> Sat/mo Daily Life: Readings, Dialogue,  
And Meditation 10:15 – 11:40 am

**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)

## **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. Sickie 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.**



## **DINING SERVICES**

Shortly after admission, a member of the dining services staff meets with the resident to initiate a nutritional assessment. This involves identifying food likes and dislikes, allergies and intolerances, and dietary restrictions, if any. The Registered Dietician completes all assessments. The Nutrition Services staff monitors each resident's daily nutritional intakes and charts them monthly.

Firbank residents receive three meals a day. Residents may eat in the dining room of choice: The Audland Dining Room, Main Dining Room, Café or any of the Household Dining Rooms. Guests may accompany a resident to any dining room.

Firbank residents may choose meals from the daily menu or from menus posted outside the Audland and Main Dining Room. Dining Services and household staff help to mark the menus for those residents with special needs. Alternative menu items are always available upon request.

In the Audland and Household Dining Rooms, residents are served at their table. Individualized assistance is available for residents with special needs, and special dietary menus are offered. Residents may eat breakfast in the Audland and Household Dining Rooms dressed in a bathrobe; however, full dress is required in the Café and Main Dining Room at all times.

In the Audland Dining Room, residents who are able to walk independently enter first, followed by those in wheelchairs. Whenever possible, a resident is transferred into a dining room chair from a wheelchair. Electric carts must be parked in designated areas outside each dining area. Electric wheelchairs must be disabled by staff before entering the Audland Dining Room. Residents who regularly

eat in the Audland Dining Room are asked to notify nursing and dining room staff if they expect to miss a meal.

Residents are welcome to eat in the Café or the Audland or Main Dining Room; however, Firbank staff are unable to provide routine assistance to get residents to and from these dining rooms. Family and friends are welcome to accompany residents to these dining areas. Dining services staff can offer only limited assistance to residents who need help in these dining areas.

### **Special Needs**

Firbank Household staff gives special attention to residents who need assistance at meal time. Special diets (including, but are not limited to, pureed) as ordered by the physician, are available on the Household.

### **Tray Service**

Residents are encouraged to take their meals in one of the dining areas if possible. However, room service is available.

### **Special Meals**

For the enjoyment of residents, special themed meals are planned and coordinated by household staff.

### **Meal Charges**

If a resident carries the life care contract and is in Firbank longer than 30 days, the monthly bill will reflect charges for two additional meals a day (in addition to the one meal a day covered by the monthly contract). Questions about a meal bill should be directed to Therese Grahn in Billing (610-388-5615.)

### **Guest Meals**

Residents are encouraged to invite guests to dine in any of the dining rooms, including the dining rooms in the Households. Because space is more limited in the Household Dining Rooms, be sure to make a reservation with the Household Life Coordinator if you require a party of more than two guests. Charges will be reflected on the resident's monthly bill unless another arrangement is made.

## **Snacks**

Snacks are available from the kitchens in each Household. Customized snacks can be arranged. On a daily basis, dining services supplies the pantries in each household with basic items. Dining Services also supplies dietary supplements to residents on request or by a physician's order.

Residents may also keep snacks in their room; however, they must be either stored in airtight containers or appropriately refrigerated. Small refrigerators are permitted in rooms, but residents or their families are required to label and date each food item and clean the refrigerator on a weekly basis. Sign-off on a monitoring form is required by State/ Federal requirement for sanitation and food safety.

## **Catering**

Catering services are available. Arrangements must be made through the Main Dining Room.

### **Audland Dining Room Hours**

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

### **Household Dining Room Hours**

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

\*After above regular hours, hot and cold meals are available upon resident request from the household kitchen.

**Café Hours**

Breakfast	8:00 – 10:30
Lunch	11:00 – 1:30
Dinner	5:00 – 7:00

## **THE HEALTH SERVICES TEAM**

### **The Health Services Administrator**

The Administrator coordinates and supervises all the services provided by Health Center staff, as well as the physicians and outside agencies.

### **Director of Nursing (DON)**

A Director of Nursing has responsibility for providing oversight to all nursing staff.

### **Life Enrichment**

The goal of the Life Enrichment Department is to provide opportunities for residents to remain physically, socially, and mentally active. Residents are encouraged to continue to pursue life-long interests, and to try new opportunities for self-expression and enjoyment.

Shortly after admission to Firbank, a Life Enrichment staff member visits a resident to determine how the department can best meet his or her recreational needs and interests.

Each month a Life Enrichment Calendar is delivered to each resident. The calendar lists regularly scheduled activities, outings, music programs, religious services, special events, entertainment programs and more. A list of programs offered in the Independent Community is posted daily on the letter board outside the Audland Dining Room and on the bulletin board in the Main Center. Programs are also listed at Channel 9, the Crosslands in-house TV system.

The Life Enrichment Room is centrally located between Audland and Firbank. Although most activities are held in the Life Enrichment Room, groups also meet in various locations

throughout Audland and in each Firbank household.

## **Rehabilitation Department**

Therapy services are provided to Firbank residents either in the resident room, in the Main Street Rehab Suite, or in the Rehab Suite located on the lower level of the Wellness Center. Rehab services are available daily based on medical need. Rehabilitation appointments/schedules are posted in the resident's room at the end for each week for the following week.

Occupational Therapy (OT) The goal of the Occupational Therapist is to help residents achieve and maintain as high a level of independence in activities of daily living as possible. An example might be teaching residents to use some form of adaptive equipment to help with dressing, bathing, or eating. OT also conducts power vehicle assessment and training. Occupational Therapists can also assist those with visual and/or memory problems. Requests for an OT consult should be made through the physician or nurse manager.

Physical Therapy (PT) The Physical Therapy Department offers a wide range of services to help residents maintain and improve their balance, strength and mobility skills including use of wheelchairs and walking. The physical therapist prescribes appropriate mobility instructions for their use. Referrals to physical therapy are generally made by a resident's primary care physician. Nursing staff can arrange an appointment.

Speech Therapy (ST) The primary goal of the Speech Therapist is to improve articulation, communication, cognitive and/or swallowing abilities for residents who experience a decline in these functions. Referrals are made by the resident's physician and forwarded to the Rehabilitation Department, which makes an

appointment.

### **Social Services**

The goal of the Social Services staff is to attend to the emotional well-being of residents in a manner consistent with the philosophy of promoting independence and personal responsibility.

Social Services staff are familiar with resources within Crosslands and can advise residents where to turn for help. They are also able to assist with referrals to community agencies when needed.

Social Services can provide information on Living Wills, Advanced Directives, Hospice and Palliative Care services, Anatomical Donor Cards, Talking Books, and relaxation CD's. Information is available on a variety of topics in many different formats.

Social Services staff assist residents who are considering a permanent move within the Crosslands life care community. Social Services can help residents with their decision-making process and coordinate any planned moves with the Crosslands community and a resident's family.

Social Services staff help with such problems as depression, anxiety, physical and emotional disabilities, alcoholism, problem drinking, bereavement, and adjustments to aging and living in a planned community. Residents may request counseling directly or may be referred by a physician or health care professional. Staff run support groups on topics such as impaired vision, bereavement, care giving.

### **Fitness Room and Aquatics Center**

Residents and family members are welcome to use these facilities. Please see posted information for hours and other guidelines for use in these areas.

