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TAB: The UMRC Story

THE UNITED METHODIST RETIREMENT COMMUNITIES STORY

The roots of United Methodist Retirement Communities (UMRC) date back over a century to when church leaders and laymen of the Detroit Annual Conference, of what was then the Methodist Episcopal Church, saw the need to provide an alternative to the county poor houses as a means of caring for “the lonely aged.” As one of those visionary founders wrote at the time, “the old, as the young, need more than bread. They need rest, peace, comfort, care, fellowship, and love.”

In 1906, on 33 acres of donated land in Chelsea Michigan, ground was broken for the “Chelsea Old People’s Home,” promising a new way of caring for “aged saints”. The philosophy was to allow seniors to age with dignity and grace for the duration of life, even if savings was exhausted. More than a century later, UMRC continues to honor that promise.

Today, UMRC offers a *continuum of care* on the 58-acre Chelsea Retirement Communities (CRC) campus, with independent and assisted living apartments, a short-stay rehabilitation facility, and a specialized assisted living environment for residents living with all stages of memory loss. Beyond the CRC campus, UMRC also includes **The Cedars of Dexter**, **The Pines Senior Apartments** in Chelsea, **Silver Maples of Chelsea** (*owned jointly with the Chelsea Area Wellness Foundation*), **The Thome Rivertown Neighborhood** in Detroit (*managed jointly with Presbyterian Villages of Michigan*), **Huron Valley PACE®** (*Program for All-Inclusive Care for the Elderly, managed jointly with the Area Agency on Aging I-B*) in Ypsilanti, **Senior CommUnity Care of Michigan** (*Program for All-Inclusive Care for the Elderly, a UMRC, Volunteers of America and Medical Care Facility & Rehabilitation Services of Ingham County partnership*), **Thome PACE®** (*Program of All Inclusive Care for the Elderly, a UMRC and Region 2 Area Agency on Aging partnership*), and **Caring Partners Home Health** (*a joint partnership with Glacier Hills Senior Living Community*).

UMRC has depended on generous gifts throughout its 100-year history from individuals, churches, organizations, corporations, and foundations to support the founders’ promise of benevolent care. In 1998 the UMRC Heritage Foundation was created to raise and manage funds to support UMRC’s faith-based, non-profit mission. This investment and fund-raising arm ensures continuity of care for residents, even if financial resources are outlived. Please see the UMRC Heritage Foundation section of this handbook to learn more and find out how to participate.

While much has changed over the last one hundred years, UMRC’s commitment to its founders’ charge remains steadfast. UMRC looks ahead to its second century with renewed purpose and dedication to its mission: to meet the changing needs of Michigan’s diverse aging population by providing housing and related services with a Christian focus.

TAB: CONTINUUM OF CARE

CHELSEA RETIREMENT COMMUNITY

The UMRC philosophy: A continuum of care. An ongoing partnership.

Congratulations on choosing Chelsea Retirement Community (CRC). It is an honor to the United Methodist Retirement Communities (UMRC) that the CRC is now the place to call “home!” The mission of UMRC is to promote the independence, wellness and dignity of every resident on campus by providing high quality and innovative residential and support services.

At the heart of the UMRC mission is the *continuum of care philosophy*. CRC is committed to improving and enriching the lives of seniors by following the faith-based mission and guiding beliefs of UMRC. To achieve this philosophy, the diverse needs of each resident served is the focus of care by providing a continuum of high quality programs and services specific to the individual, while embracing an approach that builds and nurtures relationships.

Partnering with Residents and their Advocates

Moving to a retirement community is a major life transition for residents and for loved ones. Additional transitions and adjustments can be expected in the days ahead as individuals experience changes in health and mobility. More than a hundred years’ worth of experience has taught that in such times of transition older individuals benefit from having an advocate to assist in making difficult decisions. Residents are encouraged to designate a trusted family member, friend, or professional to serve as an advocate.

To work through those transitions, a group of trained CRC staff members partner with each resident to form a *continuum care team* who meet as needed to review the resident’s current situation and discuss resources and options. It is important to build relationships that foster trust and confidence. Whenever possible, the original *continuum care team* is maintained throughout a resident’s time at CRC.

Because *continuum of care* encompasses every stage in the life of an older adult, residents will always have a place within the CRC to call ‘home.’

TAB: CRC LIVING OPTIONS

AN OVERVIEW OF UMRC/CRC LIVING OPTIONS

Independent Living

Garden Homes, Cottages, and Dancey House Apartments

Residents of the Garden Homes, Cottages, and Dancey House Apartments can personalize a package of services and amenities based on the level of care that may be needed to continue to live independently in the home, cottage, or apartment. This is a concept sometimes referred to as “aging in place”. **Campus Care** offers a wide selection of *a la carte* personal care services to assist if needed.

Assisted Living

Glazier Commons and Towsley Village

Assisted Living at Chelsea Retirement Community offers two options: Glazier Commons Assisted Living and Towsley Village Assisted Living Memory Care Center. Each is licensed by the State of Michigan as an HFA (Home for the Aged) and follows HFA regulations. Both have staff available 24 hours a day to assist residents.

Although Towsley Village is specifically designed for individuals with memory conditions such as dementia and Alzheimer’s disease, UMRC has flexible living options for the resident’s spouse. For example, if desired, it is possible for the husband or wife of a Towsley Village resident to live in the same building with the memory-impaired spouse. Conversely, CRC staff assists Glazier residents exhibiting one or more early signs of memory loss to allow the resident to remain at Glazier as long as possible.

Skilled Nursing / Rehabilitation

Kresge Rehabilitation & Skilled Care Center

The Kresge Rehabilitation & Skilled Care Center is a skilled nursing facility offering medical management and rehabilitative services including physical, occupational, and speech therapy needed to speed recovery from an acute medical condition such as an illness or injury. Most residents entering Kresge do so for short-term rehabilitation (rehab) following a hospitalization. Patients may come to Kresge from homes outside of the CRC campus or may be residents on campus.

Once a patient’s rehabilitation is completed or the acute medical situation has passed, residents may return home. In some cases, the resident may move to a different living option within the CRC *continuum of care* following a stay at Kresge. During rehab, the Kresge care team meets with residents and their advocates to discuss discharge plans and medical and financial requirements.

In addition, a limited number of long-term, skilled nursing care beds are available in Kresge for CRC residents and the general public.

CRC CONTINUUM OF CARE

	Independent Living	Assisted Living	Assisted Living with Memory Care	Skilled Nursing
CRC Option	Garden Homes, Cottages, Dancey House Apartments	Glazier Commons	Towsley Village	Kresge Rehabilitation and Skilled Nursing Center
Resident Profile	Able to maintain a healthy and safe lifestyle independently, exhibits safety awareness	Able to feed self with mealtime setup assistance if needed; May require assistance with bathing, dressing, toileting, managing incontinence, transferring to/from bed, toilet mobility devices, including 2-person transfers and/or mechanical lifts; compliant with safety awareness	Exhibiting signs/symptoms of memory loss or dementia*; May require up to total assistance with eating, bathing, dressing, transfers including 2-person transfers and/or mechanical lifts; May be incontinent	Requires short-term recovery and rehabilitation following an acute change in medical condition i.e., hospitalization for an illness or fall; A small number of beds are also available for those needing long-term skilled nursing
Available Assistive Services	-Campus Care -Caring Partners Home Health	-Resident or authorized advocate can contract with outside providers for additional medical management with consent of the resident’s physician and the facility administrator - Campus Care	-Campus Care	-In-house services include: skilled nursing care; physical, occupational, and speech therapy; life enrichment programs; assistance with activities of daily living
Life changes that may indicate a change in levels of assistance or care	-Decline in cognition (see examples below) -Unstable medical conditions -Changes in daily care needs -Falls -Acute medical emergencies requiring short-term hospitalization or skilled nursing care	-Decline in cognition (see examples p. 6) -Unstable medical conditions -Changes in daily care needs -Falls -Acute medical emergencies requiring short-term hospitalization or skilled nursing care	-Acute medical emergencies requiring hospitalization or skilled nursing care -Extreme or violent behaviors that endanger self or others	-Length of stay is determined based on scope of rehabilitation needed; Following rehabilitation residents return home, or to another appropriate location, or move from one CRC residence to another based on medical qualification

THE CRC CONTINUUM OF CARE
(continued)

Other requirements and considerations		Must consent to medical management by trained staff with oversight by the resident’s physician and intermittent monitoring by the Administration. Must not present risks of wandering, frequent falls, or agitation that pose risks to self or other residents	*exceptions made for spouse who wishes to reside in the same building	Must meet preadmission criteria
<p>Decline in Cognition examples: Inability to use pendant to alert staff for assistance, decreased safety awareness, excessive falls, use of tether alarms to alert staff of safety needs, refusing personal care, social withdrawal and/or isolation, wandering/disruptive behaviors, extensive cuing for ADLs, significant change in diet</p>				
<p>*Chelsea Retirement Community reserves the right to enforce transitions to increased care levels, to best serve the needs of the resident.</p>				

Assessments and Care Planning

With the exception of Independent Living residents, each new resident entering *Assisted Living, Memory Care, or Skilled Nursing/Rehabilitation Housing* is assessed by an interdisciplinary care team to determine individual needs and develop a personal care plan.

Family members and/or advocates and residents (as able) are asked to share in the initial care conference as part of the *continuum care team*. Once developed, the team then reviews the plan on a regular basis within two months of admission, annually, and whenever there is a significant change in the resident's condition. In addition, staff members communicate regularly with residents, family members, and advocates through scheduled conferences and ongoing conversations in person or via phone or email.

All involved have a shared responsibility to regularly review and monitor the resident's health, safety, and quality of life while determining the optimal living option within the *continuum of care* of one of the following: Independent Living with additional assistive services, Assisted Living, Assisted Living with Memory Care, or Rehabilitation/Skilled Nursing.

Note that in the event that a resident's personal desires interfere with the care, services, and/or enjoyment of other residents, it may be necessary for CRC staff to make a determination regarding appropriateness of a particular service or accommodation.

In Times of Transition

Many residents are able to reside in Assisted Living until the end of life. However, a resident's status may change for a number of reasons, including the following:

A medical emergency

When an Assisted Living resident experiences an acute medical emergency requiring hospitalization or skilled nursing care, placement outside of the current CRC residence may be necessary unless arrangements can be made to contract with outside providers to provide medical care services on site. Residents who need to leave for emergency care or rehabilitation may hold the Assisted Living room and return when the Assisted Living criteria is met.

A significant health decline

If an individual is moving beyond the scope of care that can be provided in Assisted Living, a care team/family conference is held to discuss the changes and the need for more care. If a resident in Glazier Assisted Living exhibits a significant cognitive decline or unsafe behaviors related to cognitive decline the resident may be asked to move to the Towsley Village Center.

Disruptive or dangerous behaviors

If a resident's behavior becomes so extreme or violent that there is danger to self or others, the resident will be discharged from the residence immediately. In such a case, CRC's Social Services staff will assist the resident and/or authorized representative in finding an alternative placement.

Hospice care

Qualified residents and/or their authorized representatives may contract with Hospice Services to serve residents on-site. CRC staff members, as well as the resident's physician, are available to consult with residents and/or authorized representatives to help with this transition.

TAB: Public Areas on the CRC Campus

AROUND THE CRC CAMPUS: PUBLIC AREAS TO USE AND ENJOY

Beauty/Barber Shops

Three hair care centers can be found on the CRC campus for the convenience of both residents and family members:

- Central Salon: located on the first floor of Dancey House (for hours, rates, and appointments dial ext. 7402)
- West End Salon: located on the 1st floor of Glazier Commons, near the Kresge Health Center entrance (for hours, rates, and appointments dial ext. 7359)
- Zipper’s Clippers: located near the Town Center area in Towsley Village (for hours, rates, and appointments dial ext. 7402)

Bridge

This space is used for activities and programs.

- Located between Dancey House and Benson Building at the south end of the third floor

Chapels

The *Main Chapel* is accessed on the second floor of Dancey House in the south hallway

- A meeting space used for religious services and activities
- Equipped with hearing enhancement devices, an organ, a piano, and an overhead sound system

The *Stephen Patton Moss Chapel* is located on the East side of the Towsley Village Town Center

- Open to all Assisted Living residents, families, and staff for prayer, reflection, or quiet time

Crippen Building

- Located between the Garden Homes and the Chapel
- A space used for group meetings, gatherings, and family events
- Serves as the activity space for residents of the Garden Homes and Cottages
- Equipped with a full kitchen, a piano, tables, chairs, casual furniture, exercise equipment, and restrooms

Exercise Room

- Located on the first floor of Dancey House
- Available for residents to exercise independently or participate in exercise classes
- Equipped with state-of-the-art cardiovascular and strength training equipment

Fireside Grille

- Located on the Mezzanine level of Dancey House
- Monday through Saturday: 7:00 a.m. to 3:00 p.m.; Closed Sunday
- Daily features include breakfast as well as deli sandwiches, tossed salads, gourmet soups, freshly-baked cookies, chips, a variety of juices and sodas, flavored coffee, yogurt, fresh fruit, pizza, and pasta

CHELSEA RETIREMENT COMMUNITY – A UMRC Senior Living Community

- No reservations needed
- All CRC residents, family members, and guests are welcome

Game Area

- Located on the first floor of Dancey House
- Equipped with shuffle board and Wii™ gaming console (for bowling, etc.)

Heritage Room

- Located on the first floor of Dancey House, accessed through the south hallway
- Houses a museum of the UMRC/CRC, including antiques, memorabilia, artifacts, and exhibits depicting life at CRC from 1907 to the present
- Contact the Volunteer Coordinator at (734)433-1000 ext. 7398 to arrange for a tour

Laundry Rooms

- For Garden Home residents, located in buildings A, F, and D
- For Dancey House residents, located on each floor, near the north elevator. The second floor has an additional laundry room located near the south elevator.
- Laundry Rooms are equipped with washers, dryers, sinks, ironing boards, and irons

Note: *Cottages* are equipped with washers and dryers. Laundry services are provided for *Glazier, Towsley, and Kresge* residents.

Libraries

The Main Library is located on the second floor of Dancey House

- Hours: Always open
- Features a large collection of books, periodicals, and DVD's for residents
- Computers equipped with Microsoft Office® software and internet access
- All magazines and newspapers must remain in the Library for all readers to enjoy

The Weiser Library is located in Towsley Village, on the East walkway past the main entrance

- Hours: Temporarily Closed
- Features a large collection of movies (mostly VCR format) and materials on various gerontological issues including Alzheimer's disease
- Serves as a quiet space for one-on-one visits with residents, care conferences, and small group programs; can also be reserved for small private events

Mezzanine Living Room

- Located on the second floor of Dancey House
- A gathering area for large or small groups
- Equipped with game tables, comfortable furniture and patio seating, a grand piano, and an overhead sound system
- Contact the Life Enrichment Coordinator for reservations

Mezzanine Mail Hallway

- Located on the second floor of Dancey House in the rear hallway

CHELSEA RETIREMENT COMMUNITY – A UMRC Senior Living Community

- Serves as the mail room for Dancey House and the in-house mail center for Garden Homes, Cottages, and Dancey House Apartments
- Also houses U.S. Postal Service outgoing mail drop boxes, a community bulletin board for resident postings, and a copy machine for resident use

Mackinaw Dining Room

- Located on the second floor of Dancey House
- The main dining room for residents of Dancey House, Garden Homes, and Cottages
- Service in a formal setting with host/hostess seating
- Open to Independent and Assisted Living residents, their families, and guests
- For hours and dining specifics, see **DINING** in the Independent or Assisted Living sections of this handbook

Mezzanine Gift Shoppe

- Located on the Mezzanine level of Dancey House
- Sells cards, household goods, gifts, beverages, food items, personal care products, and more
- Hours: Monday through Saturday 10:00 a.m. to 4:00 p.m.; Closed Sunday
- Operated by volunteers with proceeds supporting Resident Council activities

Multi-purpose Room

- Located on the first floor of Dancey House
- Available for cooking demonstrations, potlucks, small group gatherings, and programs
- Equipped with stove, sink, and microwave oven

Petoskey Room

- Located on the second floor of Kresge Building, opposite the outdoor porch
- Available for group programs and for use by residents and family members
- To reserve the Petoskey Room, contact the Life Enrichment Coordinator

Private Dining Room

- Located across from Mackinaw Dining Room on the second floor of Dancey House
- Also serves as a private conference room
- Available for private parties and small group meetings up to 14 people

Public Restrooms

- At the north and south ends of the first floor of Dancey House common areas
- Across from the north elevators on the second floor of Dancey House
- Just past the Mackinaw Dining Room on the second floor of the Benson Building
- Just outside the Dancey House Chapel
- In the Crippen Building

Putt Putt Golf Course

- Located outside the Triplett Building between the main campus and assisted living campus
- Open seasonally – May through September
- Golf clubs and balls are located at the Triplett Building

Second Hand Rose Resale Shop

- Located on the first floor of Dancey House
- Hours vary, depending on volunteer availability
- Sells gently used clothing, furnishings, and household goods
- Operated by volunteers with proceeds supporting Resident Council activities

Theaters

The Main Theater is located on the first floor of Dancey House

- Used for movie screenings, presentations, activities, and a variety of programs
- Equipped with hearing enhancement devices, television/Video/DVD projector, and a piano

The Alan Smithee Theater is located in the Towsley Village All Seasons Room

- Movies are offered at various times and anyone is welcome. Attractions and show times are posted in Towsley's monthly program calendar.

TAB: Transportation and Parking

TRANSPORTATION AND PARKING

Transportation

Western-Washtenaw Area Value Express (WAVE) bus provides **scheduled transportation** Monday through Friday to appointments and shopping trips in and around the Chelsea area for an affordable fee. To **reserve** a ride, call WAVE dispatch at (734) 475-9494 Monday through Friday between 9:00 a.m. and 3:00 p.m. Please give as much advance notice to the WAVE dispatch as possible as last minute requests cannot always be accommodated.

Chelsea Retirement Community in collaboration with the WAVE also provides a **free shuttle service**. The **shuttle** runs seven days a week stopping at Dancey House and Towsley Village before making six loops around the Chelsea community.

- **Monday through Friday** shuttle service begins at 9:00 a.m. with the day's final loop returning at 4:00 p.m. (no loop from 12:00 p.m. – 1:00 p.m.).
- **Saturday** loops at 10:00 a.m., 11:00 a.m., 12:00 p.m., 2:00 p.m., 3:00 p.m., and ends with 4:00 p.m. loop.
- **Sunday church service** pick-up at 9:40 a.m. (to Chelsea UMC), 11:15 a.m. (to St. Barnabas & St. Mary's), returning to CRC at noon.
- **Sunday afternoon shopping** shuttle loops at 2:00 p.m., 3:00 p.m., and ends with 4:00 p.m. loop.

All shuttle vehicles are wheelchair accessible.

Parking

CRC's Independent Living residents (*Dancey House, Garden Homes, and Cottages*) who wish to have a vehicle on campus are required to file a completed **Vehicle Registration Form** with the Environmental Services Department.

Residents of other CRC locations are not permitted to have vehicles.

Parking spaces along the Dancey House circle drive are reserved for visitors and guests only.

Carports can be rented for a small fee. Contact the Business Office to request a carport.

Some CRC parking areas are reserved for resident parking and are noted through signs. Unmarked open spaces are not reserved.

TAB: Billing and Business Services

BILLING AND BUSINESS SERVICES

The Business Office is located on the main campus of CRC on the first floor of the Glazier Building in the south wing. The cashier can generally be found in the office between 8:00 a.m. and 4:30 p.m., Monday through Friday. Individuals wishing to consult with the office manager are encouraged to call ahead and make an appointment at (734) 473-8633.

Valuables

Small valuables may be kept on a temporary basis in the Business Office safe. Items may only be retrievable during regular business hours. To take advantage of this service, please contact the Business Office.

CRC discourages Assisted Living, Memory Care, and Skilled Nursing residents from keeping valuables in personal rooms or in the Business Office safe.

Rent/ Room and Board Payments

Residents are pre-billed for the upcoming month. Payments are due the 15th of the month. Amounts that are unpaid after the 15th will be assessed a late fee. A charge of \$30.00 will be assessed for any returned checks.

Payments may be mailed to the CRC Business Office, dropped off at the Business Office during regular business hours, or dropped in the locked payment boxes located in the Mezzanine mail hallway of Dancey House or to the right of the reception area of Towsley Village. Paying via electronic fund transfer (EFT) can also be arranged. See the Business Office Manager for more information.

Resident Trust Fund

Resident trust fund accounts are a federally required option for skilled nursing facilities and also included as an option for Independent Living, Glazier Commons, and Towsley Village residents.

TAB: Visitors and Guests

VISITORS AND GUESTS

Visiting Dancey House, Garden Home, and Cottage Residents

Independent Living residents are welcome to have guests in their apartments at any time.

Visiting Glazier Commons Residents

Please feel free to drop in at any time to visit a family member. There are no restrictions on visiting hours. Feel free to visit the resident's room or any of the public areas.

The outside facility doors are locked between 6:00 p.m. and 7:00 a.m. If visiting during those hours, enter the main entrance as usual. Inside the first set of double doors is a telephone with instructions. Simply use the phone and someone will respond to open the door.

Visiting Towsley Village Residents

Please feel free to drop in any time to visit a family member. Feel free to visit in a resident's room or in any of the public areas. Please have a cup of coffee, soda, or ice cream and enjoy the visit. A staff member will be available to help if needed.

Children, grandchildren, and pets are welcome and encouraged to visit as well. (See the PETS section of this handbook.) Please keep pets away from the bird aviary as the birds frighten easily.

There are no restrictions on visiting hours. The outside facility doors are locked between 9:00 p.m. and 6:00 a.m. If visiting during those hours, enter the main entrance as usual. Inside the first set of double doors is a telephone with instructions. Simply use the phone and someone will respond to open the door.

Visiting loved ones is an important part of family life in the Towsley households. Here are some ideas to make visits easier:

- Come to Towsley family parties. They are fun! Food and activities are always planned.
- Bring a picture book or photo album to look at together to provide focus.
- Peel an orange *together*, share it.
- Buy a couple of milk shakes on the way to share with a loved one.
- Take a trip to the "Town Center" to watch a movie together or go to the café.
- Find other enjoyable reasons for coming in like volunteering for one of the CRC programs or going on an outing with a group of residents.
- Set limits and be realistic about attention spans. Remember – *it's not so much the quantity of time together, it's the quality.*
- If ending a visit is difficult, enlist ideas and help from staff members. Sometimes timing goodbyes with the beginning of a meal or a group activity helps ease the transition.

Visiting Kresge Rehabilitation and Skilled Care Center Residents

Visitors are always welcome at the Kresge Center.

If the doors are locked, please use the Kresge entrance and follow the directions by the phone.

Overnight Guests

CRC offers Bed and Breakfast lodgings for guests of residents.

The nightly fee includes:

- Double bed
- Sitting area
- Color television
- Linens, towels, and daily housekeeping
- Hall phones with access to all on-campus extensions

To reserve the guest room, contact the Dancey House entrance attendant at (734)433-1000 ext. 7301. Check in time is 3:00 p.m. at the entrance desk. Check out time is 11:00 a.m.

Payment is due at time of check in and may be made in cash, check, or as a charge to a resident's monthly statement. Credit cards are not accepted.

TAB: Off-Campus Time with Residents

OFF-CAMPUS TIME WITH RESIDENTS

Independent Living residents

If plans include being away overnight or for an extended period of time please sign out at the Dancy House Reception Desk. Reception staff can notify the Dining and Independent Living Manager so that the absence is not treated as an emergency.

Time Away with a Glazier Commons resident

Family members or friends escorting a Glazier Commons resident out of the area are asked to sign the resident out when departing and sign back in upon returning. There is a book located outside the office for this purpose. It is also helpful to notify a staff member when leaving, estimate time of return, and notify staff when the resident is back at Glazier.

For overnight or extended trips please inform the Glazier Commons Manager at least 24 hours in advance so that a medication package can be coordinated to take along.

Time Away with a Towsley Village Resident

Feel free to take a family member for off-campus trips; for an hour, a day, a weekend, or longer. In planning an outing, keep in mind that some residents enjoy time away, while others find it extremely stressful. Only trial and error will help determine how a loved one will respond. Feel free to ask the advice of the Nurse Manager or the Resident Life Coordinator. Please note, for those residents new to the facility, it may be wise to wait awhile before attempting an outing to allow time to “settle in” to the new home.

If planning to attend a special event with a family member and would like that person to be ready at a certain time, wear a particular outfit, etc., please notify the staff in advance. The staff will try to have the person ready at the requested time.

Always notify a staff member when taking a family member out, estimate time of return, and notify staff upon return. In addition, please sign the resident out when departing and back in upon returning in the book at the Reception Desk.

For overnight or extended trips, please inform the nurse at least 24 hours in advance so that a medication package can be coordinated to take with the resident.

TAB: Moving, Storage and the Security of Belongings

MOVING, STORAGE AND THE SECURITY OF RESIDENT BELONGINGS

Security and Storage of Valuables

The Chelsea Retirement Community staff is committed to work closely with residents and authorized representatives to protect resident belongings. However, the facility's insurance does not cover resident belongings and the facility does not assume responsibility for repair or replacement of lost or damaged belongings (such as hearing aids, glasses, and dentures).

Small valuables may be kept on a temporary basis in the Business Office safe. Items may only be retrievable during regular business hours. To take advantage of this service, please contact the Business Office.

CRC discourages Assisted Living, Memory Care, and Skilled Nursing residents from keeping valuables in the rooms or in the Business Office.

Insurance

Chelsea Retirement Community carries insurance on its own property and liability insurance for accidents which occur in common areas. However, Chelsea Retirement Community is not responsible for the loss of any personal property belongings due to theft, fire, or any other cause unless such property is specifically entrusted to Chelsea Retirement Community's care and control.

Residents are responsible for any costs incurred to replace or repair any lost or damaged real or personal property of Chelsea Retirement Community caused by the negligence or willful misconduct of the resident and guests, agents, employees, or pets.

Residents indemnify and hold harmless Chelsea Retirement Community for any injury to other residents, employees, or third parties which arises from the resident's negligent or intentional action.

Residents are **STRONGLY ENCOURAGED** to obtain property and liability insurance to protect against such losses. All such insurance is to be arranged with the resident's chosen provider at his or her own expense.

Moving

Assistance is available for moving in or out of residences. Requests must be made at least 48 hours in advance. Contact the area manager for additional information and applicable fees.

Storage

Independent Living residents requiring additional storage space may rent storage cages on the first floor of Dancey House. Contact the Independent Living Manager at (734)433-1000 ext. 7436 for additional information.

Residents requiring larger storage spaces may rent storage units off campus through vendors such as Chelsea Self Storage (734) 475-8888.

TAB: Spiritual Life

SPIRITUAL LIFE

CRC is a faith-based organization with roots in the United Methodist tradition. Today, people from many backgrounds, beliefs, and experiences call CRC home. CRC respects and celebrates the many faith traditions that make up this very special community.

Chaplain Services

CRC employs a full-time chaplain, the Rev. Cathy Rafferty, to help meet the spiritual needs of residents, family, and staff as requested. Cathy is an ordained elder in the United Methodist Church with a Master of Divinity degree from Garrett-Evangelical Theological Seminary. She has also pursued additional clinical pastoral training, and has many years of experience in ministering to older adults.

CRC also employs a part-time chaplain, Rev. Tina Zimmerman. Tina typically works 10 hours per week, primarily in Glazier Commons and Towsley Village.

Shirley Snyder, a lay person with clinical pastoral training, is CRC's volunteer chaplain. Shirley assists Cathy by providing regular pastoral visits with residents across the campus. Requests for a visit from either Cathy or Shirley can be made through the Chaplain's Office.

How to Contact the CRC Chaplain

Office Phone: 734-433-1000 ext. 7355

Email: crafferty@umrc.com

Office Location: Dancey 201 (around the corner from the Fireside Grille)

The Chaplain's regular schedule is 9:00 a.m. to 5:00 p.m., Sunday through Thursday (subject to change depending on pastoral needs).

Residents, family members, and staff are welcome to leave a message for Cathy at any time and she will respond as quickly as possible.

When leaving a message for the chaplain, please indicate:

- *Who needs chaplain services*
- *How to contact that person*
- *What prompted the request*
- *How urgent is the request*
- *Any additional information that will help the chaplain*
- *Caller's name and phone number if more information is needed*

What Does the Chaplain Do?

The primary role of the CRC chaplain is to provide pastoral support and care to residents, family, and staff by assisting in recognizing the need for and use of spiritual resources available for those facing the challenges of aging, declining health, and dying.

The chaplain's role is to supplement a resident's or family member's existing spiritual resources, help maintain and strengthen connections to those resources, and/or provide spiritual support when a person has been separated from normal means of pastoral care and support.

Sometimes the chaplain provides direct pastoral care. Other times the chaplain may help individuals remain connected or reestablish connections to previous pastoral care providers and resources, such as a minister or members from an area church.

The chaplain also encourages residents, families, and staff to embrace and celebrate life through personal faith traditions of worship, small group study, support, and outreach to others in need.

From the long-standing Methodist roots, CRC has developed a vibrant Christian faith community. Diverse faith practices and traditions are welcome and respected from residents, families, and staff. CRC chaplains' goals include accommodating the spiritual needs of each resident.

Residents are encouraged to maintain relationships with faith communities to the best extent possible. The chaplain is available to discuss ways residents might stay connected with the people and traditions that have provided spiritual comfort and support in the past.

When to call the chaplain:

- When a new resident moves in, to get acquainted, or address any specific concerns
- When a person needs help connecting with spiritual or religious resources or practices from a previous background or tradition
- When a person has a significant change or transition in life, such as a new medical diagnosis, a move to new accommodations, or hospitalization
- When a person or family member has a significant event in the life of a loved one such as death, birth, loss of job, relocation, or hospitalization
- When a person shows signs of anxiety, fear, depression, despair, loneliness, abandonment, confusion, or other distress that may have spiritual dimensions
- When a person is making a decision related to continuing care, a transition in the level of care, the start of hospice services, etc.
- When a person has questions about planning a funeral or memorial service, about cremation or burial, or is concerned about talking with family about these matters
- When a person is approaching death, the family is sitting vigil, or a death has occurred

Spiritual Life Opportunities at CRC

The chaplain works in cooperation with the Religious Life Committee, which is a standing committee of the Resident Council, to provide for the spiritual life of the resident community. Together, opportunities for traditional Christian programs such as study and devotional groups, hymn sings, prayer fellowship, mission outreach, and weekly worship in a Christian congregation are offered.

The Stephen Patton Moss Chapel

CRC's main chapel is located on the East side of the Town Center area of Towsley Village. Residents, families and staff are welcome to visit the chapel for quiet time to pray, reflect and/or listen to hymns.

Opportunities for Worship

Sunday

3:00 p.m. worship in the Dancey Chapel

- This service is also televised on local community access Channel 5
- Holy Communion offered on the first Sunday of each month

10:15 a.m. and 11:00 a.m. worship in the All Seasons Chapel on Assisted Living Campus

7:00 p.m. hymn sing in the Main Chapel

- The hymn sing is coordinated by resident volunteers and includes time for singing old favorites, learning new hymns, and hearing from guest choirs, vocalists, instrumentalists, and others.

Thursday

2 p.m. First Thursday of each month – Lutheran service in the Dancey Chapel

2 p.m. Second Thursday of each month – Catholic mass offered by St. Mary's Catholic Church

- Mass alternates each month between the Dancey Chapel and the All Seasons Chapel

2 p.m. Fourth Thursday of each – Lutheran services in Glazier Commons

Seasonal and Holiday Worship

Special services are offered at CRC in conjunction with several traditional Christian seasons and holidays, including Christmas Eve, Ash Wednesday, Lent, Holy Week, Easter, and All Saints Day.

Additional Worship Services

- Other groups may hold services or regular gatherings at CRC. Check with the chaplain or Life Enrichment staff for specific details.
- Other spiritual programming is offered regularly. Please check the monthly Life Enrichment calendars and weekly updates or contact the chaplain to suggest or request specific programming.
- Weekly transportation is provided to the Chelsea First United Methodist Church. Check the monthly Life Enrichment calendar for service and shuttle departure times.

Funeral, Memorial and Other Services

The chaplain works with residents and families to plan funeral or memorial services as requested and can conduct services or coordinate them with other spiritual leaders. The chaplain is also available to plan, coordinate, or conduct weddings, baptisms and other services for residents and families of CRC as requested.

Women's Circles

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There are three active United Methodist women's circles at CRC, which meet monthly from September through June. These groups are affiliated with the United Methodist Women (UMW) Unit at the Chelsea First United Methodist Church. Women's circles offer opportunities for study, spiritual nurture, supportive fellowship, and mission outreach. Books for the UMW reading program are available in the CRC library. All are welcome to participate in a circle without being affiliated with a United Methodist Church. Please check the monthly Life Enrichment calendars for dates and locations.

Volunteer Opportunities

The Religious Life Committee coordinates all spiritual volunteer opportunities. Individuals are encouraged to volunteer and explore participating as guest preachers, liturgists, ushers, communion servers, or other duties related to weekly worship.

Musicians are also encouraged to share gifts of talent in worship and other activities. Please contact the chaplain for more information.

The Chapel Singers, aka the CRC worship choir, rehearses on Saturday mornings and sings in worship on the second and fourth Sundays from September through May. New members are welcome. Please check the monthly Life Enrichment calendar for rehearsal times.

Caring Ministers are a group of trained resident volunteers who provide a caring, listening presence as needed. For information on becoming a volunteer trained for this ministry, or to request a visit from a Caring Minister, please contact the chaplain.

Volunteers lead noon prayers and announcements in the Mackinaw Dining Room daily. Volunteers may sign up on the monthly calendar posted on the bulletin board in the Mezzanine mail hallway.

Volunteers interested in leading small groups for spiritual study or support may contact the chaplain to coordinate a time and place for the activity.

All Are Welcome!

Please feel free to join any of these spiritual services, ministries, or events. If the resident has a favorite spiritual leader, encourage that person to volunteer to offer an occasional service at CRC.

TAB: Severe Weather Alerts

SEVERE WEATHER ALERTS

A Tornado Watch indicates that weather conditions are favorable for a tornado to develop.

- When local weather authorities issue a tornado watch, the following personnel are always alerted: Administrator, Director of Environmental Services, Environmental Services staff on duty, the Towsley Village, Glazier, and Kresge supervisors on duty.
- During business hours the Executive Director, Directors of Assisted and Independent Living, and Food Service Staff on duty are also alerted.
- The receptionist shall make the Tornado Watch announcement
- The **Kresge-2** Charge Nurse is responsible for calling the first resident on the **Garden Home and Cottages** call list. If the first person does not answer, the Charge Nurse will continue down the call list until someone answers. If a tornado watch is issued **after 10:00 p.m.**, residents on the emergency call list will **not** be contacted **UNLESS** the *watch* becomes a *warning*.
- Between the hours of 6:00 a.m. and 10:00 p.m. Dancey House residents will be notified of the **Tornado Watch** with an overhead announcement. After 10:00 p.m. an overhead announcement will not be made **UNLESS** the *watch* becomes a *warning*.
- Overhead announcement updates of weather conditions will be issued at least every 30 minutes between 8:00 a.m. and 9:00 p.m. during a **Tornado Watch**. The overhead announcement will instruct how to proceed.
- The **Garden Homes and Cottages** list is called with updates at least every 30 minutes between 8:00 a.m. and 9:00 p.m.

A Tornado Warning indicates that a tornado or funnel cloud has been sighted in the vicinity by the National Weather Service, by a CRC Facilities spotter, or by other sources. When a **Tornado Warning** is issued, it means that there is possible **immediate danger**. All residents and staff should take cover immediately.

- A **Tornado Warning** is issued outdoors with the sounding of Chelsea’s community emergency sirens. In Dancey House an overhead announcement is also made. The Garden Homes and Cottages Resident Emergency Call List is notified.
- When a **Tornado Warning** is issued, residents **should take cover immediately in an area away from windows and on the lowest floor accessible in the time allowed.** The common areas on the 1st floor of Dancey House are examples of acceptable areas.
- Residents in Garden Homes or Cottages should take cover in an area towards the interior of the building such as a bathroom or closet, and furthest away from windows.
- Residents are to remain in the designated shelter areas until the “All Clear” has been issued and are told to return to normal operations.
- When the “All Clear” notification is received from outside sources, an overhead announcement will be made three times. The Garden Home and Cottages’ Resident Emergency Call List will be notified.

TAB: Other Policies

OTHER POLICIES

Off-Duty Staff Services and Tipping

To compensate all CRC community's staff equitably, CRC has adopted a *No Tipping Policy*. Because there are many employees behind the scenes, tips can be inequitable and damaging to staff morale. Tipping of staff with money or gifts is strictly prohibited.

CRC employees are **not** allowed to provide off-duty "moonlighting" services to residents. Residents in need of additional services should contact the area Manager to address those needs.

Pets

Residents of the Garden Homes and Cottages are allowed to keep dogs up to 40 lbs. Dogs are not allowed to be left alone for extended periods of time and no excessive barking will be tolerated. A \$500 pet damage deposit will be required at time of admission.

Dancey House residents are **not** allowed to keep dogs. A \$500 pet damage deposit will be required at time of admission for cats residing in Dancey House Apartments.

Glazier Commons, Towsley Village, and Kresge residents are **not** allowed to keep dogs.

Pets are permitted to **visit** any CRC residents if the following conditions are met:

- No pets, live-in or visiting, are allowed in any of the dining areas.
- All pets, live-in or visiting, are to have verifiable up-to-date vaccinations.
- All dogs, live-in or visiting, must be on a short leash at all times when outdoors or in public areas
- Residents are responsible for cleaning up after their own pets and visiting pets.

Alcohol

Independent Living residents may consume alcohol in the common areas and/or private residences of Chelsea Retirement Community. Residents choosing to do so must furnish their own alcohol and glassware and follow CRC policies related to appropriate conduct. Assisted Living, Memory Care, and Skilled Nursing residents are advised not to consume alcohol.

Smoking

Chelsea Retirement Community is a smoke-free facility. Smoking is not allowed anywhere in the buildings or on the grounds.

Weapons

Chelsea Retirement Community prohibits any employee, resident, visitor, or other individual from possessing firearms or other weapons anywhere on campus premises.

TAB: Resident Council

RESIDENT COUNCIL

The Resident Council is a service of UMRC. The Council’s purpose is to encourage all residents to participate in the program and life of the community, to serve as a link between residents and staff, and to coordinate various programs and activities.

All Independent and Glazier Assisted Living residents are voting members.
The Resident Council meets on the third Friday of every month, except July and August.

Standing Committees meet monthly, except July and August. Meeting dates and times are posted in the monthly calendar.

Standing Committees include:

- Building and Grounds Committee
- Finance Committee
- Food Committee
- Library Committee
- Program Committee
- Religious Life Committee
- Social, Political, Environmental Issues Committee

All Standing Committees are assigned a staff liaison by CRC’s Executive Director.

The CRC Reporter

The CRC Reporter is a monthly resident in-house newsletter published by the Resident Council.

- The President of the Resident Council appoints an Editor to oversee the publication process.

THE CONSTITUTION AND BY-LAWS OF THE RESIDENT COUNCIL OF THE CHELSEA RETIREMENT COMMUNITY

Article I – The Name, Composition, and Purpose

The name of this organization is the “Resident Council of the Chelsea Retirement Community”, a service of the United Methodist Retirement Communities, Inc., hereafter referred to as “The Resident Council” or “The Council”.

All Independent and Assisted Living residents are voting members. The Director of Resident Services and the Executive Director may attend but without vote.

The purpose is to encourage participation of all residents in the program and life of the community; to serve as a link between residents and staff and to coordinate the various programs and activities available.

Meetings will be held monthly on the third Friday of each month, except July and August.

Article II – Elected Officers, Duties, and Terms

The President shall:

- Preside over all meetings of the Resident Council and the Executive Board
- Assume a supervisory role over the entire organization
- Appoint, in conference with the Nominating Committee, chairpersons of Standing Committees and fill any vacancies that may occur
- Appoint two members at large as members of the Executive Board
- Establish, in conference with the Executive Board, ad hoc committees for the purpose of special projects
- Arrange for an annual objective review of financial records, in collaboration with the corporate finance department of U.M.R.C.
-

The Vice-President shall:

- Assume the duties of the President in the absence of the President
- Provide, in cooperation with the President, orientation of new chairpersons and periodic oversight of the work of the assigned Standing committees

The Secretary shall:

- Record the minutes of all Resident Council and Executive Board meetings and report same when appropriate
- Be the official correspondent on behalf of the Council

The Treasurer shall:

- Keep the financial records of the Resident Council and fulfill all check writing and banking procedures
- Present a financial report periodically to the Executive Board and the Resident Council

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- Submit the financial records for objective review in cooperation with the corporate finance department of UMRC

Terms of office are two years. A vacancy filled for more than six months is considered a term. President and Secretary shall be elected in alternating years with the Vice President and Treasurer.

Article III – The Executive Board, Composition, and Duties

The Executive Board consists of all elected officers, committee chairpersons, the Independent Living Manager, the Executive Director, the past, the Editor of “The Reporter”, and two members-at-large appointed by the President. The Executive Board will meet each month on the Wednesday prior to the Resident Council meeting, except July and August and except when called to an earlier date at the discretion of the President.

The Executive Board shall:

- Receive from all Standing Committee Chairpersons and the Director of Residential Services, all proposals for activities, events, and suggested dates, and coordinate the activities, events, dates, and places of meetings to assure effective programming for the entire community
- Be responsible for evaluating the effectiveness of communications and recommending changes as necessary
- Review the Constitution and By-laws and recommend changes as needed

With the exception of the Independent Living Manager, the Executive Director, and the Editor of “The Reporter”, members of the Executive Board may serve a maximum of two years in the same position on the Executive Board, or until such time as a qualified replacement is identified.

It is understood that the Independent Living Manager shall, in cooperation with the President and Life Enrichment Coordinator, approve special programs and adjust the schedules accordingly.

Article IV – The Nominating Committee, Composition, and Election Process

- Shall consist of five members, who are representative of the membership, appointed by the President with the assistance of the Independent Living Manager
- On or about September 1st, the Committee shall conduct an annual survey to assist in identifying residents interested in filling Executive board positions or committee member assignments
- Shall present a single slate of proposed Elected Officers in November. The election will be held at the December meeting
- Nominations may be made from the floor with the advance approval of the nominee(s)
- Voting shall be by show of hands. If balloting is needed, procedures will follow Robert’s Rules of Order
- The majority vote of the members present shall determine elections results

Article V – The Standing Committees Shall:

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- Consist of a minimum of five members, as representatives as possible, appointed by the chairperson for up to a two year term
- Meet prior to the Executive Board meeting
- Establish goals and develop plans to achieve these goals
- Provide the Finance Committee with an annual budget request for inclusion in developing the Annual Council Budget. The chairperson of the appropriate committee shall sign vouchers for all expenses and keep a record of yearly expenditures for future planning. Vouchers should be provided to the Treasurer for payment.
- Appoint and direct individuals or task forces to carry out on-going jobs or special projects outside the work of the committee, such as overseeing garden plots, filing or repairing books, or providing daily prayers in the dining room
- Report to the Resident Council at least annually on the work of the committee

Special Responsibilities of the Committees:

Finance Committee:

- Works with the President, the Treasurer, and Buildings and Grounds Committee
- Works in cooperation with the Director of Project Development and the Independent Living Manager to ensure that all buildings are safe and in good repair; lawns and gardens are maintained; housekeeping functions meet accepted standards
- Handles all reports about significant concerns or recurring problems, assigns garden plots, and schedules the services needed to maintain them
- Serves as a resident-based resource for both short and long-term planning
- Ensures when needed that sound procedures are established and used in the development and operations of the Resident Council's annual budget
- Evaluates requests for any expenditure outside the annual budget and makes recommendations to the Executive Board for expenditures up to \$1,000. Any amounts over that shall be approved by the Resident Council.
- Provides oversight for any Fund Raising Events and operations on behalf of the Resident Council, i.e. Library, Mezzanine Gift Shoppe, and Second Hand Rose Shop
- Shall present a proposed annual budget at the December Resident council meeting

Food Committee:

- Works cooperatively with the Director of Dining Services and Chef to ensure that meals are nutritious, varied, and served in a timely manner
- Assures that carryout and tray services are available, and a pleasant ambience is maintained in the Dining Rooms
- Serves as a resource in planning special events and identifies major concerns.

Library Committee:

- Works with the assigned staff to provide books, non-books, and equipment for the main library; purchases new materials, subscribes or renews periodicals and newspapers, and disposes of old or unused materials
- Committee members will accept responsibilities which enable the library to function efficiently, thus providing the residents the available resources needed

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- The Committee will secure, process, and arrange the books according to the Dewey Decimal System
- Chelsea District Library provides several books for Chelsea Retirement community residents
- Provide books and periodicals to the Nursing residents on Kresge 1 and 2
- Plan promotional programs, such as displays or other events, to foster increased use of the libraries

Program Committee:

- Works with the Life Enrichment Coordinator to ensure that approved programs are implemented as planned
- Shall help identify needs and plan for effective programming of in-house and off-campus activities of a social, recreational, educational, and cultural nature
- Ensure that shopping trips are provided at convenient times and appropriate intervals for all residents who desire them

Spiritual Life Committee:

- Works in cooperation with the Chaplain to meet the spiritual needs of all residents
- Be cognizant of the variety of religious, faith, professional, and other backgrounds among residents. Programs will be planned with these considerations in mind. This includes the traditional programs such as Bible study, hymn sings, prayer fellowships, grief support, noon table grace in the dining rooms, etc.
- Provides special support for Sunday chapel services, such as providing greeters, audio support, hearing aids, and assistance for those with walkers as needed and/or requested by the Chaplain
- Determines disposition of the monthly Chapel offerings
- Serve all residents with dignity, to meet as many needs as may arise, and plan such events to encourage participation
- To provide appealing programs and events for the majority of the residents

Social, Political, Environmental Issues Committee (SPEIC):

The purpose of SPEIC is to:

- Seek out, recommend and implement programs of general interest to the residents of CRC
- Provide a formal approval process for programs, educational sessions, informal displays, political debates, etc. brought forth by residents and/or the community at large

In achieving its purpose, the committee shall observe the following guiding principles:

- Recognize that its role is to provide access to information in order to enable residents to become more educated, informed, and active in social, political, and environmental issues and to formulate own ideas and opinions on such issues. Therefore, the committee shall not take any formal position on behalf of the residents of CRC.
- Recognize that it is important to provide differing opinions and viewpoints in order for residents to become educated and informed. Therefore, when applicable, SPEIC will invite individuals with differing viewpoints and /or political affiliations to be present and to participate in any programs, educational session, informational display, political debate, or

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other issues approved by the committee. It is not necessary for all parties to accept the invitation; however, SPEIC will inform residents that such invitation was extended.

- Recognize that this is the resident's home and, as such, the residents of CRC have certain expectations regarding their privacy. Therefore, SPEIC will prohibit any door-to-door solicitation by residents or members of the community at large. Additionally, the committee will prohibit the community at large from utilizing the internal mail system for solicitation.
- Approve informational displays in designated common areas for the purpose of allowing residents to obtain information, ask questions, sign petitions, etc. Through staff, the committee will assist in publicizing informational displays. Any individual(s) approved to provide such information must refrain from directly approaching any resident, but may allow interested residents to approach them.
- In approving any program, education session, informational display, political debate, etc., those individuals seeking approval must present their proposal and answer questions from the committee.

Article VI – CRC Reporter

The Editor shall:

- Be appointed by the President of the Resident Council in consultation with the Executive Board
- Oversee the monthly in-house publication with assistance of the residents as deemed advisable

Article VII – Amendments

- When a majority of the Resident Council Executive Board believes it to be necessary, the President shall appoint an ad hoc committee to study and revise the Constitution and By-laws as needed
- The existence and posting of the revision shall be announced at a regular meeting of the Resident Council. At the next succeeding meeting of the Council, the revised version must be approved by a majority of the residents present and voting.

As adopted October, 2009

TAB: Volunteer Opportunities

VOLUNTEER OPPORTUNITIES

Engaging in meaningful and purposeful activities such as volunteering is beneficial to everyone. It helps maintain positive self-esteem, vigor, and independence all while enhancing the joy of daily living.

CRC values volunteerism. With guidance from the Volunteer Coordinator, resident and non-resident volunteers take on a wide range of “labors of love” to brighten the lives of the residents and CRC community.

Approximately 250 volunteers provide over 2,000 hours of service each year to residents at CRC. Volunteers contribute time and skills in a variety of areas, including:

- One-on-One visits to Assisted Living and Skilled Nursing residents
- Working in the Mezzanine Gift Shop, the Second Hand Rose Resale shop, and the main library on the CRC campus
- Guiding tours of the Heritage Room museum
- Reading to visually impaired residents
- Performing (playing instruments, singing, etc.) for residents
- Assisting with blood pressure and weight management checks
- Escorting residents on day trips
- Performing clerical tasks such as folding bulletins, posting flyers, and assisting with mailings
- Leading noon meal prayers and announcements
- Leading or assisting with regular activities or special events
- Welcoming new residents
- Shopping for residents
- Participating in intergenerational activities

The Volunteer Coordinator works to match opportunities with each individual’s interest, schedule, and ability level. Opportunities to volunteer are available on a regular or a “now and again” basis. If interested in becoming a CRC volunteer, please contact the Volunteer Coordinator at (734)433-1000 ext. 7398.

TAB: The UMRC Heritage Foundation

THE UMRC FOUNDATION

*“The old, as the young, need more than bread.
They need rest, peace, comfort, care, fellowship and love.”*
– Rev. James E. Jacklin, UMRC Co-Founder

United Methodist Retirement Communities (UMRC) got its start more than a century ago when a group of Methodist pastors and lay leaders envisioned a way to provide a lifetime of caring and dignity for “the lonely aged.” Much has changed at UMRC since its first ten residents arrived in 1907. Yet, our faith-based mission and belief in charitable care continue to be at the heart of all we do.

The UMRC Foundation was created in 1998 to help keep our faithful founders’ promise of Benevolent Care and lift the burden of worry for our seniors who have outlived their resources. A 501 (c)(3) nonprofit organization, the UMRC Foundation solicits and accepts charitable gifts in support of its mission: **to promote the wellness, dignity, and independence of seniors by supporting the residents, staff, and communities UMRC serves.**

Thanks to the generosity of many, the UMRC Foundation provides *Benevolent Care* – surpassing \$1 million annually – to help ensure our residents always have a home where they are loved and treasured. Other Foundation initiatives include *Scholarships* and *Emergency Aid Funds* for UMRC employees, and *granting opportunities* to improve the lives of seniors in the communities UMRC serves.

There are many ways to make a gift to the UMRC Foundation, including:

- *Pillars of Faith Society* (multi-year giving society)
- *Annual Gift*
- *Matching Gift*
- *In-kind Gift*
- *Stock*

In addition, the UMRC Foundation welcomes **Planned Giving**, which includes:

- Naming the UMRC Foundation in your *will or trust*,
- Making a *charitable gift annuity*, or
- Designating the UMRC Foundation as the beneficiary of your *retirement plan* or *life insurance policy*.

We honor these friends through membership in our **Wesley Legacy Society**. Membership benefits include:

- Recognition in our UMRC Annual Report
- An annual event held exclusively for Wesley Legacy Society members

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- Invitations and complimentary tickets to special UMRC events
- A distinguished Wesley Legacy Society lapel pin

To learn more about the UMRC Foundation, and how you can make a difference in the lives of seniors, please contact Wendy Brightman, UMRC Foundation President, at 734-433-1000 ext. 2 or visit the Foundation offices on the 2nd floor of the Benson Building (formerly Glazier).

TAB: Independent Living: Dancey House and the Garden Homes & Cottages

INDEPENDENT LIVING IN DANCEY HOUSE AND THE GARDEN HOMES & COTTAGES

The information in this section is presented to help independent living residents become familiar with the Chelsea Retirement Community (CRC) home and community. If there are questions that are not answered here, please contact the Independent Living Manager at (734)433-1000 ext. 7436.

Alterations to Apartments

All alterations to the apartment living space require the advance approval of the Director of Environmental Services.

Residents who wish to install items such as shelves, towel racks, glass shower doors, shades, etc. may either arrange for installation by an outside vendor or obtain an estimate from CRC staff to complete the work. Such items become part of the apartment and ***must remain when a resident vacates, regardless of whether it was purchased by the resident.*** (See *Window Treatments and Shower Curtains* for further alteration information.)

Appliances

Stoves and refrigerators are furnished by CRC in Dancey House's one and two-bedroom apartments, as well as in the Garden Cottages and Apartments. Microwaves and refrigerators may be furnished by residents of the Dancey House studio apartments.

Communications

To encourage communication with each other and with CRC management and staff, there are a number of communication options, including:

- **Bulletin Boards**: Located in the Mezzanine mail hallway and at the Crippen Building. Please date all posted items and remove them when expired.
- **The Reporter Newsletter**: Residents are encouraged to submit articles for publication. *The Reporter* mailbox is located in the Mezzanine mail hallway.
- **Internal mailboxes**: Used to provide internal communications from staff and residents.
- **Staff Availability**: Residents are encouraged to bring concerns, suggestions, and compliments to any staff member. All staff are available to discuss any issues.
- **Resident Council**: Meets on a monthly basis. All Independent and Assisted Living residents are eligible to participate. (Please refer to the *Resident Council* section of this handbook)
- **Resident Directory**: is published containing the name, address and telephone number of Chelsea Retirement Community residents.

Window Treatments and Shower Curtains

Window Treatments

Blinds may be installed at the resident's expense in any unit **except** those in the front of Dancey

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House. To maintain a uniform appearance from the exterior, these units are equipped with a pull-down shade. Any blinds installed are expected to remain with the unit when vacating.

Dancey House 1 and 2 bedroom units are equipped with a double traverse rod and a pair of sheer drapes (measuring 87" wide x 73" long). If desired, sheers may be moved to the inner rod (closest to the window) and resident's new draperies installed on the outer rod.

Dancey House Studios are equipped with a single traverse rod and a pair of drapes.

For uniformity purposes, all added drapes must measure a minimum of 73-1/2" in length.

Garden Apartments are not equipped with window rods, drapes, or blinds.

Shower Rods and Curtains

Shower rods are installed; resident's supply hooks and shower curtains.

In all units except ***Studios***, a glass shower door may be installed at the resident's expense.

Dress Code and Name Badges

Residents are expected to dress appropriately and in a tasteful manner when in the common areas of the community such as corridors, lounges, dining rooms, and activity areas.

Residents are expected to wear Chelsea Retirement Community name badges when on campus or on CRC excursions. Name badges are helpful to all residents and staff and are imperative in the event of an emergency.

Guests

Residents are welcome to have guests in their apartments at any time.

A limited number of cots are available at no charge for overnight guests and can be reserved by calling Environmental Services at 433-1000 ext. 7428. If a cot is required after 3:30 p.m. on weekdays or anytime on weekends, please call (734) 417-5992.

CRC also has a Guest Room available for rental. (See the ***Visitors and Guests*** section of this handbook.)

Guests may dine with residents. Please reserve seating in advance. Refer to the ***Dining*** section in this handbook, page IL-10, for more information.

Heating, Cooling, and Electrical

Heating, cooling, and electrical charges are included in the monthly rent.

Dancey House 1 and 2 bedroom apartments are equipped with individual furnace/air conditioner units with temperatures controlled by a thermostat in the living room. The thermostat may be set for heating, cooling, or automatic. The automatic setting directs the system to maintain the

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selected temperature. Only movable furniture may be placed in front of the furnace door. Please do not store anything in the furnace space.

Dancey House Studio Apartments temperatures are controlled by a wall thermostat. The fan/blower setting is controlled separately in the blower unit. To adjust the fan, open the pivot door on the top of the blower unit and select an option: *off, low, med., or high.*

Garden Apartments utilize baseboard heating with temperatures controlled by a wall thermostat. A switch-controlled heat lamp is located in the bathroom. Apartments are cooled by separate wall unit air conditioners with their own controls. Apartments are also equipped with screen and storm panels for the outer doors. Contact Environmental Services to request door panel changes.

If assistance or instructions are needed regarding the operation of heating, cooling, or electrical systems, call Environmental Services at 433-1000 ext. 7428.

Housekeeping

Weekly routine housekeeping is included in the monthly rental fee. Weekly duties include:

- Dusting horizontal surfaces and vents
- Vacuuming the carpet and rugs
- Spot cleaning the walls, windows and doors as needed
- Removing the trash
- Cleaning the bathroom, including: cleaning and disinfecting the toilet; polishing the mirror; cleaning the sink, shower and tub; sweeping and mopping the floor
- Cleaning the kitchen: wiping the exterior of refrigerator, cabinets and cupboards; cleaning the sink, countertops and top of stove; sweeping and mopping the floor

Routine housekeeping **does not include** washing dishes, making beds, washing the laundry, cleaning ovens, vacuuming furniture, cleaning or defrosting refrigerators, loading/emptying dishwashers, sweeping patios, watering plants, cleaning the interior of cabinets/cupboards.

Exterior windows are cleaned once a year.

Upon request, the inside windows and draperies are cleaned once a year.

Extra housekeeping duties are available through Environmental Services for an additional fee.

Keys

Residents will be issued three two door keys, one mailbox key, and 2 fobs. Residents will be charged for any lost or additional keys or fobs requested. Fobs will unlock outside entrance doors (with the exception of the studio apartment wings). To request keys or fobs, please contact Environmental Services at 433-1000 ext. 7428.

Please note: *Garden Homes & Cottages storm/screen doors* are ***not*** keyed. Please keep the **storm/screen doors unlocked** so that staff can gain access in the event of an emergency.

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All residents must notify Environmental Services if providing a key to someone else, supplying the person's name, address, phone number, and relationship.

If locked out of the unit, call Environmental Services for immediate assistance at (734) 433-1000 ext.7428 (Monday-Friday 7:30 a.m. to 4:00 p.m.). After 4:00 p.m. and on weekends or holidays, call the CRC operator at 433-1000 and request that the staff on duty is radioed for assistance.

Laundry and Dry Cleaning

Dancey House laundry rooms are located on the north wing of each floor. The second floor has two smaller laundry rooms, one in each wing. Laundry rooms are equipped with washers, dryers, irons, ironing boards, and carts. Laundry rooms are open 24 hours a day.

Garden Home laundry rooms are located in buildings A, F and D and are open 24 hours a day.

Personal items may not be stored in the laundry rooms (i.e. detergent, drying racks, laundry baskets, etc.).

To report any problem with laundry equipment, call Environmental Services at 433-1000 ext. 7428.

A personal laundry service is available through Campus Care. (See the *Campus Care* section of this handbook for more information.)

A **dry cleaning** drop-off and delivery service is available weekly. Items to be cleaned may be dropped off at the Dancey House entrance desk between 8:00 a.m. and 4:30 p.m. on Wednesday (please drop off items only when a receptionist is present). Items will be returned the following Thursday afternoon and may **be picked up at the Business Office** on the second floor of the Benson building. Residents may pay for cleaning at the time of pickup or have the charges added to their monthly statements.

Lighting and Electrical Outlets

Overhead lights are maintained and bulbs changed by the Environmental Services staff. Most units have a switch next to the entry door that controls one electrical outlet. Please experiment with a small lamp to determine which outlet is activated by the wall switch.

Mail, Packages and Newspapers

Dancey House Residents: Mail is delivered directly to each resident's mailbox located in the Mezzanine mail hallway. Oversized mail is left with the Dancey House entrance desk who will notify the resident that the item is available for pick up. Each resident is issued one mailbox key. Mailing address:

Resident's Name

Dancey House

801 W. Middle Street, # (apartment number)

Chelsea, MI 48118

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Garden Home and Cottage Residents: Mail will be delivered directly to each apartment's mailbox.

Mailing address:

Resident's Name

Garden Homes/Cottages

725 W. Middle Street, # (apartment number)

Chelsea, MI 48118

Outgoing mail is collected daily by the U.S. Post Office. Outgoing mail may be given to the Dancey House concierge or deposited in the box located in the Mezzanine mail hallway. Inter-campus mail is delivered directly to the resident's cubby, next to each personal mailbox.

The U.S. Post Office is located at 1101 S. Main St., Chelsea MI 48118. (Phone (734) 475-8483.) Hours: 9:00 a.m. to 5:30 p.m. Monday through Friday; 9:30 a.m. to 1:30 p.m. Saturday
If plans include be away for an extended period of time, be sure to place a hold on mail and any newspaper subscriptions.

Postage stamps can be purchased in the Mezzanine Gift Shoppe located on the second floor of Dancey House.

A variety of area newspapers are available for delivery to the Chelsea Retirement Community. Please contact them directly for service:

- Detroit Free Press/News (800)395-3300 (delivered to Dancey House concierge)
- Jackson Citizen Patriot (517)787-2300 (delivered to Dancey House concierge)
- Ann Arbor News (734)926-4555 (delivered to Dancey House concierge)

The Library, located on the second floor of Dancey House, subscribes to many daily newspapers. They are available for everyone's reading pleasure. Please do not remove newspapers from the Library.

Missing Valuables and Lost-and-Found Items

Chelsea Retirement Community cannot assume financial responsibility for replacement of lost items.

Residents are encouraged to keep valuable and irreplaceable items in the facility safe in the Business Office or with family members.

An item is considered missing when it cannot be located in its customary place for four consecutive days.

Missing items should be reported immediately to the Independent Living Manager (at ext. 7436) who will oversee the search process following CRC procedures.

If the item is located, please notify the Independent Living Manager.

If a theft is suspected the Independent Living Manager will contact the Director of Environmental Services for further investigation.

Lost and found items are kept in the Dancey House second floor coat closet. Misplaced items should be left and claimed with the Dancey House concierge.

Mobility Devices

Use of electric mobility *cars* is limited to residents living on campus on or before June 18, 2004.

Electric mobility *chairs* are permitted for all residents who are non-ambulatory and who have a need documented by their physician. ***Residents with electric mobility devices will be required to pass an annual safe driving test. Pedestrians have the right-of-way, without exception.***

Non-electric mobility devices shall be made as small as possible (by folding or collapsing) when not in use.

All mobility devices must be clearly marked with the resident's name and stored in the resident's apartment.

Noise Levels

Consideration for one's neighbors is an important aspect of communal living. Televisions, radios, and other audio devices should not be played above moderate levels. To reduce noise levels please keep apartment doors closed between the hours of 9:00 p.m. and 9:00 a.m.

Repairs

Environmental Services will repair or arrange for repair, without charge, any item that is a part of the apartment. If an item is not operating properly, please contact Environmental Services at (734) 433-1000 ext.7428. Repairs are scheduled based on urgency.

Heating, cooling, plumbing, and refrigeration are all examples of urgent repair requests and receive top priority. Other requests are addressed as quickly as possible.

Please direct all evening (after 4:00 p.m.) and weekend ***urgent repair requests*** to the Emergency Maintenance Number (734) 417-5992.

For repairs of personal property such as furniture, Environmental Services will charge for parts and labor, based on the rate printed on the Ancillary Services rate sheet.

CRC recommends that televisions, stereos, and other mechanical items be serviced by a trained technician at a location trained for repairs of that kind. To arrange for a repair or estimate, please call (734) 475-8633 during the week and ask for the Environmental Services Department.

Residents wishing to install wall-mounted flat screen televisions may contact Heydlauff's Appliance store at (734) 475-1221 for installation arrangements.

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There may be times that Environmental Services needs to access units when no one is home. This would be to complete repairs, pest control, or preventative maintenance. If staff has entered a unit without the resident present, Environmental Services will leave a notification card indicating the date, time, and purpose of the visit.

Signing Out

If plans include being away overnight or for an extended period, please sign out at the Dancey House concierge. Please notify the Independent Living Manager of changes in away schedules *in advance of departure* so Dining Services and Campus Care staff will not treat an absence as an emergency. If plans include being away for an extended period of time, be sure to place a hold on mail and any newspaper subscriptions.

Telephones

Telephone jacks are provided in all units. To have a phone installed contact AT&T at (800) 244-4444. To request installation *contact them as early/soon as possible* and provide the address and apartment number to ensure uninterrupted service.

Once phone service is installed, Environmental Services can move telephones within a resident's apartment.

Television

Television jacks are located in all units. Environmental Services can assist with connecting televisions to the satellite system.

Satellite services are provided to all residents at no additional cost.

Trash and Recycling:

All trash should be placed in a closed plastic or paper bag.

Newspapers, plastic bottles, tin cans, brown, green, and clear glass as well as corrugated cardboard are all recyclable. To prevent odors it is essential that glass containers be thoroughly rinsed and cans washed.

Large quantities of cardboard boxes can be picked up by Environmental Services (ext. 7428) for recycling.

- *Dancey House* trash collection and recycling containers are located in the laundry rooms on each floor.
- *Garden Apartment* trash should be placed in the cans near the laundry rooms. Recyclables should be placed in the containers provided at the north end of Building A.

Personal Services: *Campus Care and Campus Line*

Campus Care

CRC's Campus Care services program provides private-duty assistance in the privacy of a resident's apartment. Scheduled services are personalized to the needs of the individual and costs

are based on the services provided and the length of time services are required. Examples of services include:

- Medication management
- Personal care assistance (with bathing, dressing, etc.)
- Laundry services
- Escort services to appointments in and out of town, shopping, etc.
- Light cooking and housekeeping
- Assistance with correspondence
- Communication with physicians, pharmacists, and other medical professionals
- Other services as required

Campus Care works closely with the Independent Living & Transitions Coordinator to address residents' individual needs. For more information, contact the Independent Living Manager at ext. 7436.

Campus Line

Campus Line is a **Personal Emergency Transmitter System (PET)** which operates throughout the CRC campus 24 hours a day, seven days a week. This emergency response system is worn by all Independent Living and Glazier residents and is activated with the push of a button.

When activated, an immediate signal is sent to staff indicating the resident's name and location. This should only be used in emergencies only. Staff can respond immediately and evaluate what actions are needed.

For additional information regarding *Campus Line* and applicable fees, contact the Independent Living Manager at ext. 7436.

Rehabilitation and Therapy Services

To enhance the mobility, function, and quality of life of CRC residents, therapy services are available on-site. Goal-oriented programs including physical, occupational, and speech therapy are designed specifically for each resident. Insurance, including Medicare Part B, is utilized whenever possible. For more information on therapy, please contact the Therapy Department at ext. 7419.

Emergency, Safety and Security Policies

Concern for safety is a priority at Chelsea Retirement Community. To ensure the safety of all residents, cooperation in following emergency and safety procedures is required.

Medical Concerns

Residents experiencing non-emergency medical concerns during business hours should contact a personal Primary Care Physician's office. After business hours, either contact the Primary Care Physician's after-hours hotline or go to the nearest Emergency room.

Life-Threatening Emergencies

If experiencing a life-threatening emergency, **call 911** as they will provide the *most immediate and skilled response*.

A life threatening emergency includes:

- Severe dizziness
- Stroke symptoms (blurred vision, loss of feeling, slurred speech)
- Heart attack symptoms (pain or numbness in arm, clamminess, heaviness in chest)
- Severe shortness of breath
- Profuse bleeding (such as a nosebleed that won't stop)
- Symptoms which frighten you
- In addition to calling 911, activate your **PET** emergency button which each resident wears at all times (See the *Personal Services, Campus Line* section of this handbook, page IL-8 for more information) to alert a CRC staff member to respond while 911 is enroute.

Daily Safety Checks

All Dancey House apartments are equipped with green *Daily Safety Check* tabs on the entrance doors. These tabs are put in the “up” position during security rounds between 3:00 a.m. and 4:00 a.m. The tabs drop into the “down” position when the entrance door is opened by the resident.

Campus Care staff makes daily rounds in Dancey House by noon to assure that residents are up and about. If a green tab has not dropped down, staff will check on the resident.

Hospitalization Notification

In the event of hospitalization, please notify or have a family member notify the Independent Living Manager ext. 7436.

Fire Safety

Fire regulations prohibit the use of live Christmas trees in resident apartments.

All independent living units are equipped with **smoke detectors**. If a smoke detector beeps with no smoke present, call Environmental Services and ask to have it checked.

All independent living residents who prepare food or hot beverages in their units are encouraged to keep a small fire extinguisher in the kitchen area.

Smoke from cooking may trigger the smoke detector in the apartment and sound a facility-wide alarm. **If your unit triggers an alarm**, follow the fire alarm procedure below. A staff member will come directly to your unit to check for the cause of the smoke.

When a fire alarm sounds in YOUR apartment

- The most important thing to help other residents and staff is to **remain calm**.
- If you are in your unit, close your window(s) and doors (including your bathroom door) and **stay in your unit** to await instructions from staff.
- **Do not lock your doors**

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- If you are not in your unit, proceed to a room which can be closed off from the corridor and await instructions from staff.
- **Do not use an elevator** when a fire alarm is sounding.
- If an evacuation is necessary, the staff assigned to each hall will take charge and provide specific instructions.

In the event of an actual fire in your apartment, leave your apartment **immediately**, closing off the fire area if possible. Ask a neighbor or staff member to call both 911 and the Independent Living Manager at ext. 7436.

Security

Notify the Independent Living & Transitions Coordinator if **any** suspicious activities are observed. Staff will contact Environmental Services staff for assistance.

It is advisable to lock the door to your apartment.

When someone knocks on the door, inquire as to who it is and the purpose of the visit **before opening the door**.

- ***Dancey House one and two bedroom apartments*** are equipped with peepholes in the entry door. Use the peephole to check who is at the door before opening it.
- ***Dancey House one and two bedroom apartments*** are equipped with an intercom system that allows you to talk with visitors and unlock the front entrance door after hours, if necessary.

Entrance Doors

Dancey House entrance doors are locked between 6:00 p.m. and 7:00 a.m.

The apartment entrance keys for ***Dancey House one and two bedroom apartments*** can be used to open the entrance doors of Dancey House.

Dancey House Studio apartment residents may request a separate Dancey House entrance key from Environmental Services.

To open the interior entrance door of Dancey House, insert an entrance key into the lock on the south wall below the intercom system panel.

If a resident is locked out, go to the Kresge Rehabilitation and Skilled Care Center entrance and use the telephone as instructed.

The **Crippen Building** is locked between 9:00 p.m. and 6:00 a.m.

Dining

Dining Services provides quality dining experiences for residents. A variety of menu items are offered from familiar favorites to seasonal specialties. The CRC culinary team prepares delicious, attractively presented meals, emphasizing fresh and healthy alternatives. Please see page IL-13 for dietary needs information.

Dining Options

- ***The Mackinaw Dining Room*** is the main dining room for independent living residents, serving dinner Monday through Saturday and three meals on Sunday. The Mackinaw Dining Room is a formal setting with host/hostess seating. See “Mackinaw Dining Room” below for hours.
- ***The Private Dining Room*** offers the same selections as the adjacent Mackinaw Dining Room. This setting must be reserved in advance. It can accommodate up to 14 people.
- ***The Fireside Grille*** serves breakfast, lunch, and snacks in a casual drop-in setting, Monday through Saturday, 7 a.m. to 3 p.m. It is closed Sundays.
- ***“On the Go”*** is carry-out or delivery meals and snacks available throughout the day.

The Mackinaw Dining Room

Located on the second floor of Dancey House

Monday through Saturday: 5:00 p.m. to 6:30 p.m. serving dinner
Sunday: 7:00 a.m. to 6:30 p.m. serving breakfast, lunch, and dinner

Host/Hostess Seating

- Upon arriving to dine, residents report to the host or hostess who stands outside of the dining room.
- A host or hostess escorts all residents and guests to their seats. Please do not seat yourself.
- Residents and guests waiting to be seated should wait in the living room area, leaving doorways and hallways clear.
- Seating is not pre-assigned.
- Residents and guests are seated as promptly as possible in order of arrival. To ensure efficient service, the staff attempts to fill every table. Please, once seated, diners are asked not to move to another seat.
- Use and storage of walkers and other mobility devices is addressed on page IL–13.

Menu Offerings and Specials

- Once seated in the dining room, diners are provided a full tableside menu from which to order. Daily specials are posted outside of the dining room. Menu copies are available by request. The tableside menu is updated quarterly and shared with residents via their internal mailboxes.
- Theme meals and holiday celebrations are celebrated with Dining Services, featuring special menus and décor. Residents receive advance notice about special celebrations including alternate dining hours and guest pricing.

Guest Meal Reservations for the Mackinaw Dining Room

Residents hosting guests in the Mackinaw Dining Room are asked to make reservations at least 24 hours in advance by calling the “*At Your Service*” hotline at 433-1000, ext. 7438. See page IL-13 for more information regarding “*At Your Service*.”

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For eight or more guests, please contact the Director of Dining Services directly at ext. 7309. If possible, please provide at least seven days' notice. Parties of eight or more are accommodated in the Private Dining Room; an additional fee applies (see below).

The Private Dining Room

The Private Dining Room, located adjacent to the Mackinaw Dining Room, can be reserved for special occasions or gatherings. Please make reservations at least one week in advance by phoning Dining Services at 7309.

Any meal may be served in the Private Dining Room during designated serving times. Only one group may reserve the Private Dining Room during each mealtime. The room may be reserved for a \$25 fee on weekdays, \$35 on weekends. The fee is waived for parties requesting hors d'oeuvres, dessert, or snacks in addition to the meal.

Dining Services provides food and beverages. No outside food or beverages are permitted without advance authorization from the Director of Dining Services.

The Private Dining Room is not available on the following holidays: New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, the Fourth of July, Labor Day, Thanksgiving, and Christmas.

The Fireside Grille

Located on the Mezzanine of Dancey House

Monday through Saturday:	7:00 a.m. to 3:00 p.m., breakfast, lunch, take-away snacks
Sunday:	Closed

Daily features include deli sandwiches, tossed salads, gourmet soups, freshly-baked cookies, chips, a variety of juices and sodas, flavored coffee, yogurt, fresh fruit, pizza, and pasta.

Use and storage of walkers and other mobility devices is addressed on page IL-13.

"On the Go" Carry Out and Delivery

Our "On the Go" meal service from the CRC kitchen is a convenient carry-out alternative. Meals are conveniently packaged in disposable containers and carry-out bags for easy transportation.

Pick up time and location will be given upon ordering.

"On the Go" orders can also be delivered to independent living residents for a \$3.00 charge. In the event of illness, contact the main kitchen at ext. 7335 to request a meal delivery.

Note: ***Garden Apartment and Cottage*** residents, delivery is limited to the mid-day meal only. If requested in addition to the hot meal, a separate boxed meal (containing a meat sandwich, chips, fruit, juice, milk, and a cookie) can be sent for dining later.

Delivery times may vary.

To request an “*On the Go*” meal, contact the main kitchen at ext. 7335.

- Breakfast: request no later than 7:00 p.m. the prior evening
- Dinner (mid-day meal): request no later than 9:00 a.m. that day
- Supper (evening meal): request no later than 3:00 p.m. that day

Requests can be made up to a week in advance.

Other Dining Services and Information

“Take It with Me” Containers

Diners wishing to take leftovers home can request a “*Take It with Me*” container from the serving staff, who will assist in packaging the food. (The County Health Department prohibits the use of any other personal food containers.) The “*Take It with Me*” option is not available for special meals and buffets.

“At Your Service” Hotline:

The “*At Your Service*” hotline is a voicemail system designed to make communicating with our dining services team easier for residents.

To make reservations for guests to dine, to reserve the Private Dining Room, to arrange for an “*On the Go*” meal, or to cancel reservations simply call 433-1000, ext. 7438 at any time to leave a message.

Hotline messages are checked at 10:00 a.m. and 3:00 p.m. daily. For immediate service, please phone the kitchen directly at ext. 7335.

When leaving a message on the hotline

- Include name and the purpose of call (example: reservation, cancellation, meal-to-go)
- For “*On the Go*” meals, please indicate which meal is being requested (breakfast, for example).
- *If you wish a return confirmation call, please request it in your message and leave your phone number, however, no confirmation call will be made if not requested.*

Special Dietary Needs:

The Dining Services team works with residents to meet their changing dietary needs. In partnership with CRC’s dietician and with input from a resident’s physician, food can be prepared to meet special requirements.

Please call the Director of Dining Services at ext. 7309 to request an appointment to discuss your dietary needs.

Use of Walkers and Mobility Devices in the Dining Areas

For safety, walkers may not remain in the Mackinaw Dining Room, Private Dining Room, or Fireside Grille during meals. After residents and guests are seated, staff will place walkers in designated areas to assure clear walkways. Staff will retrieve each resident’s walker at the end of the meal.

To make identification easier, the staff uses a uniform system to label each resident's walker. Residents are asked not to remove labels from their walkers.

Staff will designate tables for those with electric carts or wheelchairs.

Catering Services

The Dining Services staff is always ready to help residents plan special events. To discuss an upcoming event, call the Director of Dining Services at 7309 to make an appointment.

To ensure a successful event, a one-week notice is requested (three weeks when requesting special menu items) and confirmation of the guest count five days prior to the event.

In the event that proper notice is not possible (such as a funeral), every effort will be made to accommodate the needs of residents and families.

Dining Plans, Guest Pricing, Additional Charges, Credits

Dining Plans

Each resident has a dining dollar allowance which can be used in the Mackinaw Dining Room and Fireside Grille for daily meals. Dining allowances are based on quarters:

Quarters:

1st Quarter: January 1st to March 31st

2nd Quarter: April 1st to June 30th

3rd Quarter: July 1st to September 30th

4th Quarter: October 1st to December 31st

Any amount of the dining allowance not used by the end of the quarter will **NOT** be carried forward to the next quarter.

If the dining allowance is exhausted for the quarter, *additional food charges will be billed to the resident's monthly invoice.*

Guest meals may be deducted from the dining allowance or may be paid for separately by cash or check.

A resident can check the remaining dining allowance balance by asking any Dining Services team member during normal business hours.

Guest Meal Pricing

See ancillary charges

Credits

Meal credits are available after a **30 or more consecutive day absence.**

To ensure that a meal credit is reflected on the monthly statement, please submit a **Meal Credit Slip** to the Business Office. Slips are available in the Mezzanine mail hallway or through the Business office.

Dining Comments and Concerns

Dining satisfaction is a top priority. The Dining Services team provides a number of options for sharing feedback:

CRC's Resident Council appoints a Food Committee to work with Dining Services to improve service, address concerns, and assist in planning events.

If there is dissatisfaction with a meal item or the dining experience ever falls short of expectations, promptly share any concerns with the server and/or contact any Dining Services staff member. The problem will be corrected as soon as possible.

Comment cards are available at the hostess stand and can be returned to any Dining Services team member. Do not hesitate to contact the Director of Dining Services (ext. 7309) with any concerns.

The Dining Services Team:

Main Line:	(734)433-1000
Kitchen:	ext. 7335
Director of Dining Services:	ext. 7309
Executive Chef:	ext. 7339
Dining Room Manager:	ext. 7399
Clinical Registered Dietitian:	ext. 7399
Assisted Living Chef Manager:	ext. 6592

TAB: Glazier Commons Assisted Living

GLAZIER COMMONS ASSISTED LIVING

The information in this section is presented to help assisted living residents become familiar with your new Chelsea Retirement Community (CRC) home and community. If there are questions that are not answered here, please contact the Assisted Living Administrator at (734)433-1000 ext. 6551.

The Resident's Room

Furnishings

A resident's room is a new home! Residents are encouraged to make it as home-like as possible. Each resident brings personal furnishings, pictures, and accessories, as well as pillows and a twin bedspread. Other than a bedspread, twin bed linens are furnished as are towels. A plastic mattress cover, if incontinence is a possibility, is suggested. If a hospital-type bed would be helpful due to health or physical issues, assistance with obtaining a physician's request and ordering one can be provided.

Alterations to the room such as adding wallpaper, paint or installing new carpet require approval by the Administrator. When the resident moves out, there will be a charge equal to the cost of restoring the room to its original appearance.

Per Home for the Aged (HFA) guidelines a bed, dresser and nightstand are available, if needed.

Appliances and Electrical Equipment

Safety is the first concern. Please follow these guidelines regarding electrical items in resident rooms:

- All electrical items must be plugged directly into a wall outlet.
- Extension cords and wall plug extensions may not be used.
- Power strips are not acceptable in Assisted Living.
- Electrical cords of any kind should never be covered by rugs or furniture that can damage the cords or allow them to overheat.
- All electrical cords (especially those on older lamps) should be inspected to ensure they are pliant without damage and that plugs are still properly covered.
- Heat producing appliances may not be used, including heating pads, electric blankets, space heaters, hot plates, or toasters. Coffee pots are allowed, if they have automatic shut-off. Hair dryers should be used only by staff or family. They must be plugged directly into an outlet and should be unplugged and stored away between uses.
- Microwaves are allowed in resident rooms.
- Mini-refrigerators are allowed in resident rooms. Staff are required to check the refrigerator temperature regularly.

Additional Safety Requirements

- Cork bulletin boards are not allowed in the building including in resident rooms. (Cork emits noxious gasses during a fire.) Fabric boards are a nice alternative.
- Throw rugs present a significant tripping hazard and should not be used.
- Residents should not have cleaning products in rooms or bathrooms.
- Due to fire regulations, no live Christmas trees are allowed in resident rooms.

Heating and Cooling

Each room has its own thermostat to control heating and cooling. In rooms equipped with air conditioning units, the resident can control the flow of cool air with the fan switch. Residents or family members may contact the Environmental Services department at 433-1000, ext. 7428 if assistance is needed to adjust the temperature.

Personal Care Items

Basic personal care items such as toothpaste, deodorant, shampoo, toilet tissue, and facial tissues are provided by the facility.

If the resident prefers to use a particular product (such as shampoo or lotion), families are encouraged to provide the item; staff is happy to assist with its use. Family members visiting residents should check the inside door of the medicine chest located in resident bathrooms for items that may need to be replenished.

Electric toothbrushes are recommended for providing oral care to residents. Electric toothbrush units and replacement heads can be purchased for under \$10 at a local pharmacy

For male residents, an electric razor is suggested. Please clearly mark the razor and any attachments such as the battery charger and/or batteries with the resident's name. If preferred, staff can use one-time-use safety razors if these work better for the resident.

Clothing and Laundry

Families are encouraged to provide clothing that is machine washable and dryable. Resident's personal laundry is picked up and laundered weekly. A laundry basket is provided with a weekly laundry list for the resident or staff to mark what is to be laundered. Commercial-strength detergents are used. These can be harsh on more delicate fabrics. Laundry services do not include ironing.

For residents who become incontinent, clothing may require many more washings. In that case, the resident will need more underwear and sleepwear than at home. Twelve sets of underwear (unless using incontinence pads or briefs) and six changes of sleepwear are suggested.

Please advise staff of clothing requiring dry-cleaning. While it is preferable that the family take care of dry-cleaning, a local dry cleaning service may be used and charges added to the monthly statement. Note that the facility does not accept responsibility for dry-clean-only goods.

Labeling Personal Items

CRC has a special labeling machine that presses the resident’s name onto clothing and cloth belongings. Staff can either label items or **assist a family member in using the equipment.**

It is the responsibility of the family to use a permanent laundry marker to label all non-clothing items such as shoes, slippers, gloves, etc. Any items brought in for the resident after the initial move-in should be left with staff to be labeled.

Telephones

Telephone jacks and service are provided in all resident rooms. There is no additional fee for telephone service. Residents need to provide a telephone. Residents may dial anyone on campus using only the last four digits.

Television

Televisions and jacks are located in each room. Environmental Services staff can assist with connecting a television to the in-house satellite system. There is no additional fee for television/satellite service.

Keys

Each resident is issued one key and one FOB and an extra set of each for the family. If a resident accidentally gets locked out a Resident Care Assistant can unlock the room or the resident can contact the receptionist to call for assistance from Environmental Services.

Mail Delivery and Post Office

Mail and packages are delivered directly to the resident’s room daily. The outgoing mailbox is located in the Glazier Commons’ connector. Outgoing mail is collected daily by the U.S. Post Office.

The resident’s address should read:

(Name)
805 W. Middle Street, # (resident’s room number)
Chelsea, MI 48118

If a resident moves from one area of the (CRC) to another, please submit a “change of address” form to the Chelsea Post Office.

Stamps are sold at the Assisted Living receptionist desk.

Newspapers

A variety of area newspapers are available for delivery to the CRC. Please contact them directly for service:

Ann Arbor News	(734) 994-6744
Chelsea Standard/Dexter Leader	(734) 475-1371
Detroit Free Press or News	(313) 222-6500

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Jackson Citizen Patriot

(517) 787-2300 or (800) 395-3300

All newspapers are delivered to the resident's room.

The CRC Library, located near Wellness Way, subscribes to many daily newspapers. They are available for residents' reading pleasure. Please do not remove newspapers from the library. The library also includes computer access.

Dining

Dining Services provides quality dining experiences for residents and guests. A variety of menu items are offered from familiar favorites to seasonal specialties. Our culinary team prepares delicious, attractively presented meals, emphasizing fresh and healthy alternatives.

Glazier Commons Dining Times

See posted times outside the Koi Café and Cattail Café.

A cold meal tray is available between hot meal dining room service hours. Residents who have missed a meal should ask for assistance in obtaining a meal tray.

Menus

Daily menus are posted outside the Koi Café and Cattail Café.

Weekly menus are available in the Koi Café and Cattail Café.

Consulting with the Dietician

If a physician has requested a special diet for a resident, the dietitian is available to explain the diet and answer any questions. A consultation with the dietitian may be scheduled to discuss any nutritional needs as they arise.

Snacks

Snacks are available for residents 24 hours a day through the caregiver. Residents wishing to receive a routine snack should advise the dietitian.

Nourishments

Nourishments are supplements specially-formulated to meet an individual's nutritional needs. They are provided at the recommendation of the dietitian with the order of a physician. Nourishments are supplied during meals or when snacks are provided as directed.

Bringing Food to Residents

Family members or other visitors wishing to bring food to residents should first notify the nursing staff. All refrigerated food must be labeled with the resident's name and room number along with the date it was prepared or purchased and an expiration date (three days after purchase/preparation). Outside food must be stored in the pantry refrigerator. All outdated food items and items not clearly or correctly labeled must be disposed of due to health and safety concerns.

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If bringing in a meal in place of a regular scheduled meal, please notify the dietitian or nursing staff so that the resident's nutritional status is kept up-to-date.

Outside food cannot be brought into the Dining Room during mealtime or shared with other residents. Please keep in mind that the Dining staff is unable to assist in the preparation of any food brought in from the outside.

Special Celebrations and Guest Information

Both for monthly themed meals and holiday celebrations Dining Services prepares special menus and décor. Residents receive advanced notice about any special arrangements including alternate dining hours and guest pricing.

Residents are welcome to host guests for meals. Please let the staff know of plans to join a resident during a meal. While it is best to give several hours' notice for ordering extra meals, spontaneity is encouraged and last-minute arrangements can usually be accommodated.

Reservations can be made by leaving a message with the Glazier Commons staff. There is a charge for each guest which may either be paid by cash or check at the reception desk at the time of the reservation or charged to the resident's account.

Use of Walkers and Mobility Devices in the Dining Room

For safety, walkers may not remain in the Dining Room during meals. After residents and guests are seated, staff will place walkers in designated areas to assure clear walkways. Staff will retrieve each resident's walker at the end of the meal.

To make identification easier, the staff uses a uniform system to label each resident's walker. Residents are asked not to remove labels from walkers.

Staff will designate tables for those with electric carts or wheelchairs.

The Huron's Nest Private Dining Room

The Huron's Nest Private Dining Room, located adjacent to the Koi Cafe, can be reserved for special occasions or gatherings.

Any meal may be served in the Private Dining Room during designated serving times. Only one group may reserve the Private Dining Room during each mealtime. Fees may apply.

Dining Services provides food and beverages. No outside food or beverages are permitted without advance authorization from the Director of Dining Services.

The Private Dining Room is not available on the following holidays: New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, the Fourth of July, Labor Day, Thanksgiving, and Christmas.

Please make reservations at least one week in advance by phoning Dining Services at 7309.

Catering Services

The Dining Services staff is always ready to help residents plan special events. To discuss an upcoming event, call the Director of Dining Services at 7309 to make an appointment. To ensure a successful event, please provide a one-week notice (three weeks when requesting special menu items) and confirmation of the guest count five days prior to the event.

In the event that proper notice is not possible (such as a funeral), every effort will be made to accommodate the needs of residents and families.

Dining Comments and Concerns

Resident dining satisfaction is our top priority. The Dining Services team provides a number of options for sharing feedback:

A Cares and Concerns meeting for Glazier Commons residents is held monthly with the administrator and members of the interdisciplinary team.

If there is dissatisfaction with a meal item or the dining experience ever falls short of expectations, promptly share any concerns with the server and/or contact any Dining Services staff member. The problem will be corrected as soon as possible.

Comment cards are available at each table and can be returned to any Dining Services team member. Residents may also participate on the Food Committee.

Do not hesitate to contact the Director of Dining Services (ext. 7309) with any concerns.

The Dining Services Team:

Main line:	(734) 433-1000
Director of Dining Services:	ext. 7309
Executive Chef	ext. 7339
Dining Room Manager	ext. 7399
Clinical Registered Dietitian	ext. 7399
TV Dining Manager	ext. 6592

Health Services

Physician Services

Two medical practices regularly visit Glazier Commons to care for patients residing here:

- The University of Michigan Family Practice: Dr. Karen Musolf, Dr. Cheryl LaMore, and nurse practitioner Annette Sandretto.
- The geriatric specialty practice of Dr. Ivothsna Yalavarthi, Dr. Jerome Wilborn, and physician's assistant Ken Hoffman

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If a resident wishes to be seen by a physician outside of the facility, a family member or advocate must arrange appointments and transportation. In addition, the physician must be willing to communicate with our staff nurses between appointments if needed.

Additional Care Services Available Through CRC

CRC can provide additional one-on-one care through our *Campus Care* service. These caregivers are available on a fee basis (charged in 15 minute increments) to take residents to outside appointments, assist residents with recommended exercises or provide individual supervision or companionship. More information is available through the Assisted Living social worker or a nurse manager.

Dental, Podiatry, Optometry, and Audiology Services

Dental services can be provided on site including most x-rays, examinations, cleanings, fillings, extractions, and dentures.

Podiatrist Dr. Leo Santoro visits Glazier Commons each week to care for patients as requested by family members or the resident's primary care physician.

Optometry services are available including eye exams for cataracts, glaucoma, macular degeneration, eye glass prescriptions, and other conditions. Adjustments and repairs for glasses are also available.

Upon request, a local audiologist is available for on-site hearing tests and assistance with hearing aids.

Consent forms for these services are in the admission packet or through the Social Worker.

Psychiatrist

University of Michigan psychiatrist, Dr. Mary Blazek, and geriatric nurse practitioner, Laura Struble visit Towsley Village monthly to provide consultations and follow up as ordered by the primary physician and agreed upon by the resident or responsible party. Residents may experience episodes of anxiety, agitation, or depression which may make medications helpful.

Pharmacy

As part of the CRC, Glazier Commons contracts for pharmacy services with Wellfount of Chelsea. The pharmacy delivers to CRC and reorders are processed automatically. Pharmacy staff will come to CRC to review resident medications, audit medication storage and administration practices as well as provide reports for quality assurance. Hometown Pharmacy works with most insurance providers and is often able to obtain waivers with companies who have arrangements with mail-order pharmacies such as Medco, to provide those medications for the identical co-pays as the resident paid in the past. Hometown Pharmacy bills directly to each resident's responsible party. Billing questions should be directed to the pharmacy. If there are questions or concerns about the medications provided, please speak with the Nurse Manager.

Moving or Changes of Condition

If a resident requires skilled nursing care or rehabilitation, usually after a hospitalization for illness or injury, the resident may be admitted to the Kresge Health Care Center. In most cases, families opt to retain the Glazier Commons room if it appears that the resident will be able to return there in the future.

If a physical or cognitive abilities change, it may be determined that the resident's needs might be better met in the Kresge Health Care Center or Towsley Village Assisted Living with Memory Care. See our *Continuum of Care Philosophy* at the beginning of this handbook.

Hospice services can be initiated in Glazier Commons if ordered by a physician and desired by the family. CRC maintains contracts with several area hospice providers and will work with those providers to care and support the resident and the family.

Family Partnerships

Resident History and Information

Family members are the gatekeepers of some very important information about a resident's past life and current needs. Please help complete a personal **Social History Form** provided by the Resident Life Coordinator on or before move-in. Along with this form, it is helpful to have written information from the primary caregiver about daily habits regarding bathing, sleeping, eating, TV watching, etc.

Together with the family and resident a **Service Plan** is developed at the time of admission which describes the care and services to be provided as well as what the resident can still do independently. With the input of family members these plans are revised as needs change.

Care Conferences

Care Conferences are an opportunity for family members to discuss important details regarding a resident's care with key staff members of the Continuum of Care Team. Family members are encouraged to come prepared to ask questions about any aspect of the care or services provided.

Care Conferences are generally scheduled within the first four weeks of admission to Glazier Commons to clarify a resident's needs and how everyone may best work together to meet those needs.

After the initial Care Conference, families are invited to sit down with the CRC interdisciplinary team at least once a year. More frequent conferences are scheduled if the resident is experiencing significant changes or at the family's request. Care Conferences are coordinated by the Assisted Living social worker.

Care Conferences are not meant to take the place of regular communication between the resident, family, and staff. Again, the relationship with family members is viewed as a partnership. The resident and family should feel comfortable and confident with CRC's care at all times. Keeping families informed and updated on changes in the resident's health and

behavior while respecting privacy and decisions of the resident is a key priority. It is CRC's practice to call or email within a short time if there is a problem such as a fall, an injury, or an infection. For significant changes the staff will always attempt to reach the family directly. Please do not hesitate to call at any time to inquire about a loved one.

Activity Program

Our Philosophy

Glazier Commons Assisted Living focuses on providing meaningful opportunities through the Best Friend's approach (see Towsley, page TV-1) to a resident's day by balancing the five dimensions of wellness: social, emotional, mental, spiritual, and physical.

Coordinating Activities

A **Life Enrichment Coordinator** serving Glazier Commons' residents designs programs for the month working with members of the CRC team responsible for activities in Dancey House, Kresge Health Care Center, and Towsley Village. Activities often tie into those offered in other areas.

A monthly activity calendar is delivered to each resident's room highlighting daily activities, monthly programs, special events, and travel opportunities. The monthly calendar is also posted on bulletin boards. Resident outings and other special occasions are outlined in the monthly newsletter. Additionally, both the monthly calendar and newsletter are emailed to families through constant contact.

Travels

Weather permitting, residents can travel on rides to see the countryside and may enjoy three or four bigger field trips every month. Travels may include taking a trip to an area restaurant, museum, or park. The Life Enrichment team and Resident Care Assistant (RCA) from each area of care will escort all trips.

When enjoying a meal, a movie, or other activity away from the facility a charge may be incurred which is the responsibility of the resident (group or senior discounts may be available). In order to allow for these kinds of opportunities and to simplify the planning process, the total cost of the outing will be split by the number of residents participating and billed to the trust funds. Each resident participating in these kinds of outings may require an "Outings Authorization" form signed by the responsible party. This form is included in the admission packet.

Family Participation

Family participation is a welcome part of all activities. Family members interested in attending field trips, supervising special activities, singing, playing musical instruments, or getting involved in any way should speak with the Life Enrichment Coordinator. Volunteers are a critical component to the success of the programs at CRC.

TAB: Towsley Village – Assisted Living with Memory Care

TOWSLEY VILLAGE ASSISTED LIVING WITH MEMORY CARE

The information in this section is presented to help Towsley Village residents and loved ones become familiar with a new Chelsea Retirement Community (CRC) home and community. If there are questions that are not answered here, please contact the Administrator at (734)433-1000 ext. 6551.

Towsley Village History and Philosophy

Opened in 2000, the Harry A. and Margaret D. Towsley Village was designed and built to accommodate the needs of individuals with memory loss. Continuing with the CRC long history of creating dynamic resident-centered environments, this 67,000 square-foot complex is designed to resemble a village with four “neighborhoods” and a town center complete with café, chapel, movie theatre, library, and beauty shop. Each of the four neighborhoods has two “houses” which open to an internal courtyard, allowing residents freedom to access the outdoors. A “house” accommodates predominantly private rooms (along with a few semi-private rooms) for 12-13 residents. Each has its own kitchen, dining room, living room, den, and shared activity space.

Towsley Village is licensed as a HFA (Home for the Aged). The philosophy is one of aging-in-place, with an expectation that most residents will be able to live there until the end of life.

A state-of-the-art building, Towsley Village was a natural next step to the long history of innovative care for those with progressive dementia. Towsley Village’s predecessor was Wesley Hall, an assisted living unit designed in 1982. The experience of Wesley Hall has taught the CRC much about what it takes to be a leader in this field. CRC is proud today to offer a home-like atmosphere where individuals can reside until the end of life.

In caring for individuals with Alzheimer’s disease, dementia, and other forms of memory loss the focus is on what remains instead of what has been lost. These individuals can be engaged and encouraged to continue to live each day to its fullest. This is made possible by creating an environment that builds self-esteem in allowing residents more autonomy than in traditional care settings. Towsley Village is a place for these special people to celebrate relationships, spirituality, life, and laughter. The focus is on creating moments of joy for residents, families, and staff.

Best Friends Approach:

Towsley Village is proud to be a certified *Best Friends* community. This unique approach to caring for people with dementia is simple, yet powerful. This approach incorporates all the essential elements of a best friend – respect, empathy, support, trust, and humor – to ensure the highest quality of life and care residents.

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There are five critical components to the CRC/Towsley caring philosophy:

Program

CRC believes that “living in the moment” is more powerful than “remembering the moment.” In order to meet residents in these “moments,” the focus is on past roles and life experiences in addition to each resident’s diverse cultural, historical, emotional, physical, and spiritual needs.

Residents

CRC believes that people with memory loss should not be treated as victims, rather they should be respected as individuals with differing realities and abilities. Memory loss conditions impact each individual differently. In order to create the best plan of care, each individual’s needs must be considered.

Environment

CRC believes home is not a place, it is a feeling. The Towsley Village community feels just as comforting and familiar as a traditional home. Of course, when providing care for those with memory loss safety is a primary concern. Towsley has been designed in a secure, easy-to-navigate environment that nurtures both independence and a sense of freedom for residents while encouraging risk taking, innovation, creativity, and exposure to the natural world both inside the neighborhoods and outside in the secure courtyards.

Staff

The single most important component of the memory care program is the CRC staff. Specially trained to work and care for people with memory loss, the staff are more than a part of the team; they are part of the family. Staff members are encouraged to enter the residents’ worlds and capture the spirit of all of their “moments,” with the *Best Friends* approach.

Families

Memory loss affects not only the individual, but the whole family. As such, resident’s families become partners in care. As the keepers of a resident’s stories, only family can help build bridges connecting the residents to the wonderful past. The role of CRC is to support the entire family through the duration of the disease process.

The Resident’s Room

Furnishings

The resident’s room is a new home! Please feel free to make it as home-like as possible. Each resident brings furnishings and pictures for the walls from home. Window blinds and valances, wall-to-wall carpeting and trash cans are provided. A plastic or rubber mattress cover for personal beds is recommended. Please provide pillows and a bedspread. Twin bed sheets, blankets, and towels are furnished. Hospital-type beds and pillows which can be sanitized are available if needed. Per HFA guidelines, a bed, dresser, and nightstand are available if preferred.

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A wardrobe is permanently situated in the room. When arranging the resident's new room, keep in mind a previous bedroom layout and favorite pieces of furniture. Choosing items that a loved one has always had or is familiar with may promote a sense of belonging or connection.

If purchasing or replacing an item such as a television or stereo, try to avoid over-complicated buttons on remotes or control panels.

Throw rugs are not allowed in rooms or bathrooms as they are a significant tripping hazard.

Name Plate

There is a nameplate for each room along with 5 interesting facts about the resident who lives there (supporting the *Best Friends* approach). There is also a picture of the resident above the nameplate all of which aids in helping the person find his or her own room.

Electrical Safety

Safety is the first concern. Please follow these guidelines regarding electrical items in resident rooms:

- All electrical items must be plugged directly into a wall outlet.
- Electrical cords of any kind should never be covered by rugs or furniture that can damage the cords or allow them to overheat.
- Extension cords and wall plug extensions may not be used.
- All electrical cords (especially those on older lamps) should be inspected to ensure they are pliant and without damage and that plugs are still properly covered.
- Heat producing appliances may not be used. This includes heating pads, electric blankets, space heaters, hot plates, coffee makers, or toasters. Hair dryers should be used only by staff or family. They must be plugged directly into an outlet and should be stored away between uses.
- Microwaves are not allowed in resident rooms.
- Mini-refrigerators are allowed but must be reviewed and approved by Towsley Village management. A refrigerator is located in the household kitchen/dining room. Any perishable food items should be labeled with the resident's name and the date and may be kept in the refrigerator no more than three days. Please see **section TV-9** for more information on food storage.

Additional Fire Safety Requirements

- Cork bulletin boards are not allowed in the building including in resident rooms. Fabric boards are a nice alternative. (Cork emits noxious gasses during a fire.)
- Items in rooms must be 20 inches below the ceiling so that they do not interfere with the action of the fire suppression sprinkler system activated in the event of a fire. This significantly limits any items placed on top of the wardrobe.
- Fire regulations prohibit the use of live Christmas trees in resident rooms.

Personal Care Items

Basic personal care items such as toothpaste, deodorant, shampoo, toilet tissue, and facial tissues are provided by the facility.

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If the resident prefers to use a particular product (such as shampoo or lotion), families are encouraged to provide the item; the staff will be happy to assist with its use. Family members visiting residents should check the inside door of the medicine chest located in resident bathrooms for items that may need to be replenished.

Electric toothbrushes are recommended for providing oral care to residents. Toothbrush units and replacement heads can be purchased for under \$10 at a local pharmacy.

For male residents, an electric razor is suggested. Please clearly mark the razor and any attachments such as the battery charger and/or batteries with the resident's name. If preferred, staff can use one-time-use safety razors if these work better for the resident.

Resident Belongings

Towsley Village is a complex environment with over 92 residents and close to 100 staff members. In addition, numerous visitors and outside service personnel come in and out of the environment daily. The Towsley staff works closely with each resident's authorized representative to protect resident belongings. The facility does not assume responsibility for replacement or repair of lost or damaged belongings. This includes hearing aids, glasses, and dentures.

As a resident's dementia progresses the ability to cope with personal disabilities, belongings, and assistive devices may decline. The resident may become overwhelmed by "things" in his or her environment. Treasured items such as rings may no longer be meaningful, may no longer fit, or may fall off easily. When a resident stops reading or watching television, it is common for that person to stop wearing hearing aids, glasses, or even dentures, increasing the likelihood that they will be lost or damaged.

These changes are often difficult for family members who recall a time when the individual would not have been comfortable without these items. It is important to realize that such things may no longer be sources of comfort. When faced with these difficult transitions family members should feel free to speak with the Director, a social worker, or nurse manager.

Clothing and Laundry

Families are **encouraged to provide clothing that is machine washable and dryable**. Clothing is washed by the direct-care staff in the households, usually twice a week. Staff sorts each resident's clothing into two loads; one light load and one dark load. Commercial-strength detergents are used and can be hard on more delicate fabrics.

As residents become incontinent, clothing must be washed far more frequently. At that time please provide more underwear and sleepwear than before the incontinence. A minimum of at twelve sets of underwear (unless using incontinence pads or briefs) and six changes of sleepwear is adequate.

Please advise staff of clothing requiring dry-cleaning. While it is preferable that the family take care of dry-cleaning, a local dry cleaning service may be used and charges added to the monthly statement. Note that the facility does not accept responsibility for dry-clean-only goods.

Labeling Personal Items

Towsley has a special labeling machine that presses the resident's name onto clothing and cloth belongings. Staff can either label items or **assist family in using the equipment**.

It is the responsibility of the family to use a permanent laundry marker to label all non-clothing items such as shoes, slippers, gloves, etc. Any items brought in for the resident after the initial move-in should be left with staff to be labeled.

Wardrobes

Family members are asked to maintain the resident's wardrobe by shifting seasonal clothing. Towsley Village staff do not sort clothing nor discard items that residents no longer use. Cleaning out the closet twice yearly is recommended. Staff members would be happy to help in deciding what no longer fits or is too difficult for the resident to wear. Based on experience smaller wardrobes were purposefully selected to limit the number of choices which then simplifies residents' dressing routines.

Telephones

Prior to move-in please determine whether or not to install a telephone in the resident's room. Many residents are unable to use a phone effectively or are so rarely in the room that it frequently goes unanswered.

Residents are able to make calls on a phone within each house without requiring a personal phone. To reach a resident without a personal phone, please dial **(734) 417-3244** and ask the staff to take a message to have the resident return the call.

If it is decided to install a phone, a telephone jack is provided in each resident's room. Call AT&T at **(800) 244-4444** to arrange for a telephone. Provide the resident's move in date and Towsley Village room number. Please **emphasize that this is located in Towsley Village, not the main building at Chelsea Retirement Community**. Should the resident change rooms or move to another part of Towsley Village, the CRC maintenance staff will move the telephone; AT&T will charge a fee for the transfer of services.

Television

There are TV jacks in each resident's room that are connected to the internal satellite system (at no additional charge). A cable hook-up is required for television reception. There are televisions in the dens of each house that residents are free to watch at any time. An option to installing cable in the room is to equip a television with a VCR or DVD player. Please put the resident's name on any remote controls. Staff can assist with setup and use. A large supply of movies (mostly VCR format) are available in the library.

Keys

Keys to the resident's room are issued at the resident's or family's request. The resident may keep the door locked or unlocked. Please note that the doors only lock to keep people out; it is impossible to lock oneself in a bedroom. All staff members carry master keys and are available to let residents in their rooms at any time should a resident wish to have a locked room, but not carry a key.

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An unlocked door allows for easier access to the bathroom, encourages continence, and makes it easier to find a place to rest. However, it also means that other residents may occasionally visit the unlocked family member's room. For this reason please label any knick-knacks or pictures with the resident's name.

Mail

Residents enjoy receiving mail! Mail coming into the facility is delivered by the staff on a daily basis. Mail is sorted and junk mail is discarded. Newspapers, magazines, letters, and packages are the only items delivered to the residents. Business mail will be forwarded to the resident's responsible authorized representative. Please make arrangements for bills (telephone, newspaper, pharmacy, etc.) and other business mail to be mailed directly to the responsible party. If requested, delivered mail can be read to the resident.

The resident's address should read:

(Name)

805 W. Middle St., # (resident's room number)

Chelsea, MI 48118

If the resident has moved from another area of Chelsea Retirement Community, please submit a "change of address" form to the *Chelsea Post Office*.

Newspapers

A newspaper delivery person is designated for this area to deliver newspapers to the mailbox outside of the house entrances. To start delivery for a resident or to report problems, here are the numbers to call:

Ann Arbor News	(734) 994-6744
Chelsea Standard/Dexter Leader	(734) 475-1371
Detroit Free Press or News	(313) 222-6500
Jackson Citizen Patriot	(517) 787-2300 or (800) 395-3300

Family Partnerships

Resident History and Information

Family members are the gatekeepers of some very important information about a resident's past life and current needs. There is a personal **Social History Form** to be completed and provided to the social worker on or before move-in. Along with this form, it is helpful to have written information from the primary caregiver about daily habits, bathing, sleeping, eating, TV watching, etc.

Together the Towsley staff with family member(s) and the resident develop a **Service Plan** at the time of admission which describes the care and services to be provided, as well as what the resident is able to do independently. With the input of family members these plans are revised as the resident's needs change.

Care Conferences

Care Conferences are an opportunity for family members to discuss important details regarding a resident's care with key staff members of the **Interdisciplinary Care Team** including the Administrator, Nurse Supervisor, Social Worker, Life Enrichment Coordinator, Resident Care Assistant, Dietician, and a representative from Physical/Occupational Therapy. Family members are encouraged to come prepared to ask questions about any aspect of the care or services provided.

Care Conferences are generally scheduled within 30-60 days of admission to Towsley Village to clarify a resident's needs and how the staff may best meet those needs.

After the initial Care Conference, families are invited to sit down with the interdisciplinary team at least once a year. More frequent conferences are scheduled if the resident is experiencing significant changes or at the family's request. Care Conferences are coordinated by the Resident Life Coordinator.

Care Conferences are not meant to take the place of regular communication between the family and staff. Again, the relationship with family members is viewed as a partnership. The resident and family should feel comfortable and confident with CRC's care at all times. Keeping families informed and updated on changes in the resident's health and behavior while respecting privacy and decisions of the resident is a key priority. It is CRC's practice to call or email within a short time if there is a problem such as a fall, an injury, or an infection. For significant changes the staff will always attempt to reach the family directly. Please do not hesitate to call at any time to inquire about a loved one.

Written Communications Between Towsley Village and Families

The newsletter from Towsley Village is emailed each month to the families and friends of Towsley Village through Constant Contact. If preferred, the newsletter can be sent by U.S. Mail. The newsletter contains the monthly program calendar, information on upcoming activities, postings of educational offerings, and articles of interest. Please inform staff of any email and/or address changes or feel free to ask for a name to be added to the email/ mailing list.

A family information bulletin board is located in the hallway across from the Beauty Shop. The monthly calendar, sign-up sheets for trips, and a "concerns and kudos box" to note general concerns, suggestions or compliments regarding staff are all located there. The CRC state-issued license is also located in this area.

Please note that if there is an urgent concern please locate the administrator, social worker, or contact any of the Towsley nurse managers.

Support Group

Chelsea Retirement Community hosts a monthly Alzheimer's disease and related dementias family support group. Sponsored by the Alzheimer's Association, Michigan Great Lakes Chapter, this group has been meeting since March, 1992. The group consists of family members of persons with progressive dementia living in the local area, as well as the family members of residents of Towsley Village.

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The group meets the third Thursday of each month from 2:00 P.M. to 3:30 P.M. in the Crippen Building within the CRC Garden Apartment Complex. For more information, contact the social worker.

Partners in Care Events

Towsley offers occasional opportunities for family members and/or responsible parties to meet with each other and staff members to share joys and concerns. As part of these meetings or in addition to them, educational workshops for family members and others from the surrounding communities are also offered. Please watch for information on dates, times, and topics in the Assisted Living Campus newsletter.

Dining

Meals are generally served at the following times:

Breakfast	7:00 AM – 9:30 AM
Lunch:	12:00 PM – 1:00 PM
Dinner:	5:00 PM – 6:00 PM

Breakfast has the flexibility to accommodate personal lifestyles, as staff in each house prepares breakfast for the residents in the household kitchens.

Lunch and dinner are cooked in the facility's main kitchen and delivered at the times designated and posted in each house.

If a resident does not feel like eating at the posted times, meals can be arranged for later. However, mealtime is a social time, and everyone is encouraged to attend all of the meals to promote the family atmosphere enjoyed in Towsley Village.

Menus are posted in each house and additional copies are available in the entry way near the reception desk.

Consulting with the Dietician

If a physician has requested a special diet for a resident, the dietitian is available to explain the diet and answer any questions. A consultation with the dietitian may be scheduled to discuss any nutritional needs as they arise.

Snacks

Snacks such as seasonal fruit, cookies and milk, grilled cheese, peanut butter sandwiches, and soup are available at all times on the unit. To share a snack with a family member, please notify a staff member who will be happy to assist.

Family members are welcome to bring snack foods for Towlsey residents. Fresh fruit and vegetables or sweets of any kind are always well received. Due to the decreased activity levels of some residents small portions or single servings are best.

Nourishments

Nourishments are supplements specially-formulated to meet an individual's nutritional needs. They are provided at the recommendation of the dietitian with the order of a physician. Nourishments are supplied during meals or when snacks are provided as directed.

Bringing Food to Residents

Family members or other visitors wishing to bring food to residents should first notify the nursing staff. All refrigerated food must be labeled with the resident's name and room number, along with the date it was prepared or purchased and an expiration date (three days after purchase/preparation), and stored in the pantry refrigerator. All outdated food items, and items not clearly or correctly labeled must be disposed of due to health and safety concerns.

If bringing in a meal in place of a regularly scheduled meal, please notify the dietitian or nursing staff so that the resident's nutritional status is kept up-to-date.

Outside food cannot be brought into the Dining Room during mealtime or shared with other residents. Please keep in mind that the Dining staff is unable to assist in the preparation of any food brought in from the outside.

Sharing a Meal with a Resident

Residents are welcome to host guests for meals. Please let the staff know of plans to join a resident during a meal. While it is best to give several hours' notice for ordering extra meals, spontaneity is encouraged and last-minute arrangements can usually be accommodated.

Reservations can be made by leaving a message with the staff in the resident's house. There is a charge for each guest that may either be paid by cash or check at the reception desk at the time of the reservation or charged to the resident's account.

Catering Services

The Dining Services staff is always ready to help residents' families plan special events. To discuss an upcoming event, call the Director of Dining Services at 7309 to make an appointment. To ensure a successful event, please provide a one-week notice (three weeks when requesting special menu items), and confirmation of the guest count five days prior to the event.

In the event that proper notice is not possible (such as a funeral), every effort will be made to accommodate the needs of residents and families.

Comments and Concerns

Resident satisfaction is the goal of every member of Dining Services staff. If a dining experience ever falls short of expectations, do not hesitate to contact the Director of Dining Services with any concerns.

Dining Services Team

Main Line: (734)433-1000 plus an extension:

- Director of Dining Services, ext. 7309
- Executive Chef, ext. 7339
- Dining Room Manager, ext. 7399
- TV Dining Manager, ext. 6592

Activity Program

Program Philosophy

Towsley Village focuses on providing meaningful opportunities throughout the day by balancing the five dimensions of wellness: social, emotional, mental, spiritual, and physical. Activities are offered to each resident in an individual and respectful manner, and equal consideration is given to the non-participant.

The Towsley environment is specifically designed to capture a spirit of curiosity, spontaneity, and colorful imagery. Residents are encouraged to enjoy outdoor spaces and to use shared spaces as they would in their own home.

Creating personalized interactions throughout the day is always the goal. Activities are central to residents' feelings of success and belonging, and all staff take an active role in activities.

Activity Coordination

A full-time Life Enrichment Coordinator and a full-time assistant work with staff to coordinate various activities both on and off campus. Many of the activities are provided by the direct caregivers and worked into the daily routines of the residents. Each day's activities are listed on boards in the hallway across from each dining room and in the Town Center area. Monthly calendars are provided to families in the Towsley Family Newsletter, and are also available in the front entrance area.

Travels

Weather permitting, Towsley residents travel weekly on "out-and-about" rides to see the countryside. Three or four more significant field trips every month are also usually scheduled. Some "travels," such as visits to the café, movie theatre or library do not require leaving Towsley Village. Others may involve a bus trip to an area restaurant, museum, or park. Residents are not required to be part of outings and not all residents participate in all outings. Destinations and activities are selected that fit with residents' interests and abilities, while being sensitive to the mood and health of each resident on the day of the trip. Whenever possible, family requests are accommodated.

When enjoying a meal, a movie, or other activity away from the facility, a charge may be incurred. To simplify the planning process the total cost of the outing is divided by the number of residents participating. Each participant's share is then billed to the resident's CRC account.

Family Participation

As mentioned on page TV-6, families are the gatekeepers of information from each individual's past. Family members are encouraged to share their loved one's personal and work history, hobbies, and interests by providing as much detail as possible on the **Social History form** located in the admission packet. This information assists in every aspect of care that's provided, plus the staff love hearing the stories and memories of each resident.

Towsley Village welcomes family participation in every aspect of residents' lives. **If a family member is interested in attending field trips, supervising a special activity, reading aloud, playing a musical instrument or getting involved in any way, please speak with the Life Enrichment Coordinator.**

Towsley hosts picnics, potlucks, and parties throughout the year, often in conjunction with holidays. These gatherings are opportunities for families to mingle with other families and residents while promoting a homelike atmosphere for residents.

Environment

House and Main Entryway Security

CRC's goal is to provide a safe and secure environment for residents while fostering the highest possible level of autonomy and spontaneity. In order to ensure security throughout the building the main entrance to Towsley Village is operated with a keypad lock system. This system allows easy entry and exit from the building using a keypad code.

The household doors are also secured with a keypad lock. The code to the door will be provided during the admission process. Each of the household entrances as well as the main entrance can be opened with the same code. If the code is forgotten, please stop by the reception office for assistance.

Please help us maintain a secure environment:

- **Check behind when leaving the neighborhood or the building to make sure residents are not following.**
- **Discreetly ask a staff member to help if trying to leave while a resident is standing by the door.**
- **Make sure residents cannot see the code numbers punched and do not say the numbers aloud. Some residents may not be able to remember the code, but others might.**
- **If in doubt as to whether someone inside or outside the Town Center is a resident or a visitor, please take the time to check with a staff member.**

The Town Center

Beauty/Barber Shop: *Zipper's Clippers*

Zipper's Clippers, a full-service beauty and barber shop, is located close to the Town Center area to the right of the main entrance. Regular operating hours are:

Tuesday through Friday: 9:00 a.m. – 3:00 p.m.
Saturday: 9:00 a.m. – 2:00 p.m.
Sunday and Monday: closed

Please let the shop's staff or other staff members know preferences regarding resident's hair care. Family members may also make appointments for themselves. Charges will appear on the monthly statement. Please note that tipping is not allowed.

Café: *Bill's Coffee Cup*

The 1940's-style café is fully stocked with refreshments including ice cream, coffee, tea and soft drinks, as well as cookies on weekends. It features a working juke box. Several scheduled activities take place in or around the café each week. Residents and families are invited to visit and enjoy the café at any time. Café items are self-serve. Snacks or meals may be brought in from home to share together with residents. The café may be used for a special event such as a birthday. Please reserve the space by contacting the Life Enrichment Coordinator. As the café is a public area please note others may come into the café even when it is reserved. Family members, please help to keep *Bill's Coffee Cup* neat and tidy for others.

Movie: *The Alan Smithee Theater*

The Movie Theatre is located in the Town Center area across from the Café. Movies are offered at various times and anyone is welcome to attend. A list of attractions and show times is posted in the Program Calendar. To view a movie at another time, stop by the reception desk to arrange a showing. A great supply of family-friendly videos is located in the library. Family members may also bring in home videos to share with residents in the theater.

Library: *The Wieser Library*

The Wieser Library is located down the East walkway just past the main entrance. This space is used for some small group resident programs, resident care conferences, and as a quiet space for visiting with residents. It can also be reserved for small private parties. The library contains a large collection of movies (mostly VCR format) as well as informational materials on various aging-related health issues.

Park Areas: *Katydid and Turtle Park*

Two outside parks are available for residents and guests to enjoy. Each has a walking path, flower garden, bird feeders, umbrella tables and benches. They are great places for family meals and gatherings. Barbecue grills are also available for use. Please contact the Life Enrichment Coordinator for more information.

Health Services

Physician Services

Two medical practices regularly visit Towsley Village to care for patients residing here:

- The University of Michigan Family Practice: Dr. Karen Musolf, Dr. Cheryl LaMore, and Dr. Ghazwan Toma as well as Annette Sandretto, Nurse Practitioner
- Inpatient Consultants of Michigan: Dr. Jyothsna Yalavarthi and Associates

If a resident wishes to be seen by a physician outside of the facility, a family member or advocate must arrange appointments and transportation. In addition, the physician must be willing to communicate with staff nurses between appointments if needed.

Additional Care Services available through CRC

Chelsea Retirement Community can provide additional one-on-one care through the *Campus Care* service. These caregivers are available on a fee basis (charged in 15 minute increments) to take residents to outside appointments, assist residents with recommended exercises or provide individual supervision or companionship. More information is available through the Resident Life Coordinator or a Nurse Manager.

Dental, Podiatry, Vision, and Audiology Services

Dental Services can be provided on site including most x-rays, examinations, cleaning, fillings, and dentures.

Podiatrist Dr. Leo Santoro visits Towsley each week to care for patients as requested by family members or the resident's primary care physician.

Optometry services are available including eye exams for cataracts, glaucoma, macular degeneration, and other conditions. Eye glass prescriptions, adjustments, and repairs are also available.

Upon request, a local audiologist is available for on-site hearing tests and assistance with hearing aids.

Consent forms for these services are in the admission packet or through the Resident Life Coordinator.

Psychiatrist

University of Michigan psychiatrist Dr. Mary Blazek and geriatric nurse practitioner Laura Struble visit Towsley Village one day each week to provide consultations and follow up as ordered by the primary physician and agreed upon by the resident's responsible party. Residents commonly experience episodes of anxiety, agitation, or depression which may require medications to manage.

Pharmacy

As part of the Chelsea Retirement Community, Towsley Village contracts with Wellfount Pharmacy for pharmacy services. The pharmacy delivers twice daily to CRC/Towsley. Reorders are processed automatically. Pharmacy staff will come to CRC/Towsley to review resident medications, audit medication storage and administration practices as well as provide reports for quality assurance. Wellfount Pharmacy works with most insurance providers and is often able to obtain waivers with companies who have arrangements with mail order pharmacies such as Medco, to provide medications with identical copays as the resident paid before coming to CRC. Wellfount Pharmacy bills directly to each resident's responsible party. Billing questions should be directed to the pharmacy. If there are questions or concerns about the medications provided please speak with the nurse manager.

Moving or changes of condition

Occasionally it is necessary to move a resident from one neighborhood to another. A discussion between staff and the resident's authorized representative precedes any such move. If a resident requires skilled nursing care following a hospitalization and/or rehabilitation after an injury, illness or fall, a move to the Kresge Rehabilitation Center in the main building may be necessary. In most cases families choose to retain the Towsley Village room until the resident can return there.

In the event that hospice services are needed, several local providers are available to work with and support the resident and the family at Towsley Village.

TAB: Kresge Rehabilitation & Skilled Care Center

KRESGE REHABILITATION & SKILLED CARE CENTER

The Kresge Health Care Center provides a comfortable atmosphere with the professional medical, clinical, and rehabilitation expertise to ensure both a successful recovery and a safe re-integration into the community. The information in this section is presented to help new patients become familiar with Kresge’s facilities, services, assessment periods, and routines.

What to Expect During the First Week

A patient’s first three days will be very busy transitioning to a new environment and rehabilitation routine.

New Patient Orientation

Orientation is normally conducted by the Admissions Department. Most patients are feeling well enough to complete paperwork upon admission. For patients not feeling well, paperwork and orientation can be completed any time within the first 24 hours of arrival. Patients unable to independently execute paperwork can delegate this responsibility to the Power Of Attorney (POA) designate or responsible family member.

For patients admitted on a weekend, the initial paperwork will be completed on the following Monday (or, if Monday is a holiday, on the next business day).

Nursing Assessment

Upon arrival on the unit, a Certified Nursing Assistant (CNA) or nurse will assist the patient to the assigned room and introduce staff on the current shift. The CNA will also obtain vital signs including height and weight, usually with a weight chair brought into the room. If arriving during a meal, staff will complete a diet slip and arrange for a meal.

The patient’s nurse will review all medications ordered (including pain medications) and assess any need for further pain management. Safety, history, and any other pertinent information will also be reviewed. The entire nurse visit may take between 30 and 90 minutes.

New patients and family members should not bring any medications, including over-the-counter medications, from home. Only medications with written orders from the facility physician will be administered during the patient’s stay at Kresge. Any medications taken prior to admission (including over-the-counter medications) that are not included on the current medication list should be reviewed with the Kresge physician.

No medications should be kept at the bedside, unless determined safe by the care team.

A Note Regarding Walkers and Wheelchairs

For the safety of patients whose strength and steadiness are in question, wheelchairs are provided upon arrival, even for those who normally use a walker. Following the rehabilitation assessment, staff will determine whether or not a walker can be used during the patient’s stay at Kresge.

Rehabilitation Assessment

Soon after arrival, the rehabilitation department will also visit the patient for an initial evaluation. Depending on the patient's needs physical, occupational, and speech therapists may conduct an evaluation lasting approximately sixty minutes each. The goal is to confirm the patient's prior level of function and the physical skills which will be needed upon discharge.

The evaluations will include activities to assess the patient's current function. The therapist will then review and explain the rehabilitation goals and the daily rehabilitation routine, including how much therapy or treatment will be scheduled each day.

Every seven days progress will be assessed by having the patient demonstrate physical abilities, review goals, and discuss current status and progress.

Social Work Introduction

On the day of admission, a member of the Social Services staff will meet with the patient and/or family to review the following information:

1. The code status form (requiring a signature)
2. The role of the social worker
3. Mental health, advocacy, and data collection procedures
4. Care conferences
5. Daily routines and procedures
6. Discharge planning

This visit will take up to 30 minutes.

A social worker will follow up in the next week to complete the assessment and schedule an initial care conference.

- If admitting over the weekend, this meeting will take place on Monday
- If admitting later in the evening, this meeting will take place the following day
- If admitting later in the evening on a Friday, time permitting, this meeting will take place that evening. Otherwise it will take place the following Monday

Food Service Review

During the first few days after admission, the dietician will visit the patient to review diet and food preferences. Based on likes and dislikes, our food service department will assist in tailoring meals to the individual's taste. Dining information is available on page K-4.

About the Patient's Room

Room Telephones

Internal (on-campus) Calls

Telephones installed in each patient's room can be used to dial all internal CRC extensions including other patient rooms. Simply dial the four-digit extension.

External (off campus) Calls

Patients can use in-room phones to dial local numbers (in the 734 area code) by dialing 9+1+734 + (desired number).

CHELSEA RETIREMENT COMMUNITY – A UMRC Senior Living Community

Outside callers can dial the patient's external telephone number to reach the patient's room. For long distance calling, patients must dial the external operator by dialing 9+0 and either dialing a toll-free number, making a collect call, or using a pre-paid phone card and following its dialing instructions.

Inventory List

Patients must complete an inventory list upon admission, listing all items brought to Kresge when admitted, including money and valuables.

Securing Valuables

Patients wishing to keep money or valuables at the facility are urged to keep them in the Business Office safe whenever not in use. There is no charge for having staff place items in the safe and items can be accessed any time during office hours.

Personal spending money can be kept in an individual patient trust account. A signed separate authorization to give the facility custody of such funds must be submitted. Records of deposits and withdrawals will be kept by the facility. Patients have the right to a complete accounting of these funds upon request. The amount deposited into the patient's trust fund by any one patient is limited to five thousand (\$5000.00) dollars. Individual accounts with a balance of less than fifty (\$50.00) dollars will be placed into a non-interest bearing account. Individual accounts with balances greater than fifty (\$50.00) dollars will have the portion of the account greater than fifty (\$50.00) dollars placed in an interest bearing account. A small amount of trust fund money for off-hour needs is kept on the 2nd floor of Kresge for withdrawal.

For convenience, the top drawer of each patient's nightstand has a lock for keeping personal items secure. If the key is not in the drawer lock on arrival, the nurse will provide one.

Call Lights

Call lights are placed at all bedsides, in all bathrooms, and tub rooms for convenience and emergency use. Each patient also receives a personal call button to wear around the neck or on the wrist. The staff attempts to respond to all lights within six minutes. Patients concerned with call light response time should discuss this concern with a nurse.

Housekeeping

Housekeeping Services cleans and restocks supplies in each patient's bathroom as well as common areas, shower rooms, and dining rooms daily. Patient rooms are fully cleaned once per week, including dusting and wiping all surfaces, vacuuming floors, wiping down beds, mopping hard floors, and cleaning windows on the inside.

Personal Laundry

Patients wishing to have personal laundry done by the staff should inform the nursing staff upon admission. The nursing staff will then work with Environmental Services to have identification labels made for all clothing.

If the family will be doing laundry, please provide a laundry bag permanently marked with the patient's name (no baskets please) and obtain a "Family Launderers" sign from the unit clerk.

Television

Satellite TV is provided in each room free of charge. A TV and DVD player are available in the first and second floor dayrooms. There are also large screen TV's in both dining rooms. The Life Enrichment Department offers DVD players and a selection of DVD's for in-room lending free of charge. Please contact the Life Enrichment Department at ext. 7431.

Patient Mail

Patient's mail should be addressed to:

Patient Name
805 W. Middle St.
Chelsea, MI 48118

Dining

Dining Services provides quality dining experiences for our patients. Our culinary team prepares delicious, attractively presented meals, emphasizing fresh and healthy alternatives. If additional seasoning is desired, servers can provide zesty seasonings as requested.

Dining times are posted on each floor.

Guest Meals

We welcome family members to join loved-ones for a meal. Please order a guest meal from the server in the dining room at the start of the meal service.

Guest meals may be paid for by cash or check, or can be added to the patient's bill.

Activities and Amenities

Life Enrichment

The Life Enrichment department offers a wide variety of activities focusing on the physical, social, emotional, spiritual and intellectual dimensions of wellness. The goal is to promote each of these aspects during the patient's recovery by providing a variety of leisure opportunities. The Life Enrichment monthly activities calendar highlights large and small group activities, independent in-room leisure opportunities, entertainment, educational presentations, special events, and trips for patients to enjoy.

Trips

All trips and outings require advanced registration. Trip costs vary. All trips are handicapped accessible and suitable for all levels of mobility. The Life Enrichment staff escort all trips to ensure safety and enjoyment.

Newspaper Delivery

The Jackson Citizen Patriot newspaper is delivered to the first and second floor dayrooms on Sunday, Tuesday, and Thursday.

Wireless Internet

A wireless internet connection is available on the first and second floors for personal electronic devices. The dayrooms on each floor are equipped with a computer connected to the internet. Please contact the Life Enrichment Staff for assistance at ext. 7431.

Beauty or Barber Appointments

Beauty and barber services are available by appointment. Call ext. 7359 or ask a unit clerk or nurse assistant for more information.

Escorts to CRC Campus Destinations

Patients wishing to visit the CRC library, the Mezzanine Gift Shoppe, or the Second Hand Rose resale store (all located in Dancey House) may schedule an escort by contacting the Life Enrichment Department at ext. 7431.

Outside Appointments and Transportation

When possible, outside appointments and transportation should be scheduled by the Unit Clerk. In the event that a patient or family member has scheduled an appointment, please share the appointment details with the Unit Clerk to ensure that the patient is ready to leave when needed and that any therapy or other appointments may be rescheduled if needed. Please notify the Unit Clerk of cancelled appointments as well. The Unit Clerk can provide a Consultation Packet for physician appointments which must be returned to the Unit Clerk along with a Record of Visit form signed by the doctor.