



**THE WOODS MEMORY CARE
AT
OAK MEADOWS**

Oak Meadows Mission

Oak Meadows exists to provide a dignified living environment which embodies God's love for all and is dedicated to the well-being of our tenants, their families and our staff.

Presbyterian Homes & Services Mission

Our mission is to provide a broad continuum of care to older adults. The services provided will be of the highest quality and designed to promote independence, dignity and well-being. The emphasis will be on innovation and leadership in providing compassionate and highly competent care with the inspiration of God's love and word.

Purpose

The purpose of The Woods Memory Care is to provide services structured to meet the health, nutritional, social and spiritual needs of older adults living with memory loss in a congregate living arrangement. The services are designed to meet the needs of individuals who require physical assistance with daily living activities, supervision for safety and/or regular reminders to perform these tasks. These services will be customer driven, flexible, and individualized to maximize the tenant's independence, choice, privacy and dignity. We strive to honor the lives of our tenants as they live with memory loss and to optimize the strengths of each individual.

Assessment and Service Plan

An individualized tenant assessment will be completed by a registered nurse, in consultation with family whenever possible, prior to the development of an individualized home care service plan. A service plan will be developed by the interdisciplinary team, which may include nursing, social services, housing, dietary and activity staff, and others as needed. The service plan will be reviewed at least annually, or more often as needed. A family conference will be offered at least annually.

Staffing Credentials and Availability

A **Registered Nurse (Presbyterian Home Care)** is scheduled a minimum of 40 hours per week to serve all assisted living and memory care tenants at Oak Meadows, and is available on-call 24 hours per day for staff direction. Duties include:

- Ensuring the delivery of the plan of care
- Supervision and direction of Home Care staff
- Communication with other health care professionals

Resident Assistants (Presbyterian Home Care) must be Home Health Aides. There will be resident assistant staff on-site at The Woods Memory Care 24 hours per day to provide direct care.

An **Oak Meadows Activity Professional** is scheduled a minimum of 40 hours per week to serve all tenants of Oak Meadows. Duties include:

- Training and supervision of resident assistants in providing individualized and group resident activity programming
- Establishing a flexible activity schedule with a variety of opportunities to meet tenant's preferences and needs

An **Oak Meadows Director of Food Service** is scheduled a minimum of 40 hours per week to serve all tenants of Oak Meadows. Duties include:

- Compliance with applicable sanitation codes
- Menu planning and meal preparation
- Consultation regarding dietary needs and preferences

An **Oak Meadows Executive Director (Housing)** is available for consultation with family, tenants, staff and healthcare professionals.

Other Oak Meadows staff providing services to tenants of The Woods Memory Care include housekeeping, maintenance, reception, and food services staff as needed.

Dementia Specific Training

All direct services staff, and their supervisors, who will be regularly assigned to provide services to tenants of The Woods Memory Care, will receive dementia specific training. The training is completed within the first 180 days of employment, and includes education in the following areas:

Introduction to Dementia – The Disease

This module focuses on the definition, stages and causes of the disease, as well as common behavioral symptoms and interventions (3 hours)

Understanding Behaviors as Communication

This module identifies changes that occur in the communication process, teaches practical approaches for providing care and services and provides tools for working with challenging behaviors. (3 hours)

Recreation Program, Family and Staff Working Together, and Self-Care for Staff

This module teaches how the staff is involved in the three types of resident daily activity: life skills, self-care and life enrichment. It provides guidelines for staff to interact, understand and support families, and ways for staff to avoid burnout. (3 hours)

Direct staff also receives ongoing training addressing a variety of areas specific to the needs of persons with dementia.

Physical Environment

Entrance to The Woods Memory Care is obtained through a monitored entry. Exit is by coded keypad. Interiors are specifically designed to enhance the quality of life of tenants. The unit floor plan and individual unit floor plans are attached.

Family Involvement and Support

- We seek a partnership in care-giving with families or other support systems
- Families or designated representative(s) are highly encouraged to provide input in the multi-disciplinary plan of care
- A family conference will be offered for each tenant at least annually
- There will be an annual customer satisfaction survey to determine areas for improvement
- A family night for sharing of general information, education and support will be held at least twice per year
- Families are always welcome to visit and to address concerns to staff at any time
- We recommend family involvement in support groups such as those offered by the Alzheimer's Association

Activities

For tenants of The Woods Memory Care, programming includes activities such as chair exercise, discussion groups, and daily living skills. To support an individualized approach, a careful assessment of each tenant's physical and cognitive functioning will be completed. Staff provides a sensory program involving exercise, cognitive and gross motor skills, which will provide the serenity and stimulation that is appropriate for each tenant, along with encouragement to participate in appropriate activities.

Activities will be offered regularly on a daily basis. Activities may include:

- Life enrichment activities including music and spiritual care
- Entertainment
- Large and small motor skills including exercise, crafts and familiar homemaking tasks

Tenancy Criteria

In order to become and remain a tenant in The Woods Memory Care at Oak Meadows, there are certain criteria the tenant must meet. Tenants may receive assistance in meeting these requirements from Presbyterian Home Care or other resources available in the community, including family or other community resources. The tenant must:

- Have a dementia or related diagnosis.

- Have need for, benefit from, and otherwise be appropriate for the special memory care programs and structured environment of The Woods Memory Care,
- Require 24 intervention due to cognitive impairment; may have a potential for wandering
- Have family, responsible party or other involved persons who participate and cooperate with tenant's needs and plan of care
- Routinely demonstrate personal conduct, both prior to and during tenancy, consistent with the following standards:
 - Conduct that does not interfere with the right of quiet enjoyment of other tenants
 - Conduct that does not pose a threat to the personal health, safety or welfare of tenant, other tenants, visitors, staff, volunteers and vendors; for example, must not engage in aggressive or abusive verbal or physical behavior
 - Conduct that does not damage the property of others, including landlord property, normal wear and tear excluded
 - Socially appropriate behavior, for example with regard to undressing, bowel/bladder habits, invasion of other tenants' privacy, and respect for property
 - No illegal activity
- Have personal, health care or safety needs that are manageable with assistance available from Presbyterian Home Care or otherwise available from other community resources, including family members or other professional service providers.
- Have nutritional needs met with the normal food services program of Oak Meadows, or otherwise with assistance from Presbyterian Home Care or from family or other community resources.
- Promptly pay all amounts due under the Rental Agreement and to any service provider, including Presbyterian Home Care.
- Be in compliance with all provisions of the tenant's Rental Agreement

Fee Schedules for Additional Services

The tenant's Rental Agreement, with all of its attachments, provide the current fee schedules for all services available at The Woods Memory Care.

Notice of Changes in Fees

- The tenant or the tenant's legal or designated representative will receive at least 30 day written notice of general changes in rent, other housing related fees, and home care rates - the tenant's Rental Agreement and home care Service Plan Agreement provide more details.
- Individual tenant fees for home care services may change at any time when the tenant's service needs change, or at the request of tenant or tenant's legal or designated representative.

The information provided here is subject to change. Written updates will be provided if substantial changes are made to this information.