



THE HEALTH & WELLNESS NAVIGATION PROGRAM INFORMATIVE GUIDE

Spring 2023

Resident Service Director/Navigator: *Jacqueline Pitcher*

Office Location: 2nd Floor Atrium

Office Phone Number: 484-288-2673

Office Hours: Mon – Fri (except Holidays) 8am – 4pm

Health & Wellness Nurse/Nurse Navigator: *Katie Perine*

Office Location: 3rd Floor “B” Wing in Wellness Center

Office Phone Number: 484-288-2589

Office Hours: Mon – Fri (except holidays) 7am – 3pm by appointment

Walk-in Hours: Mon – Fri (except holidays) 8:30-10AM

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HEALTH & WELLNESS NAVIGATION PROGRAM

Our goal is to help you to become as healthy and independent as you can be, whatever your individual circumstances are and whatever your personal wellness goals are.

If you have questions or concerns about your health and well-being, reach out for guidance and support.

The Navigator's role is to provide you and your family with logistical help, emotional support, and the best patient advocacy possible through:

- Case management and care coordination
- Transitional and aging in place support
- Discharge planning coordination for hospitalizations
- Referrals for healthcare providers
- Health and wellness education
- Emergency planning
- Emotional support
- AND MORE!

MISSION STATEMENT:

We believe in dignity, self-worth, choice, and independence.

We strive to provide a range of exceptional programs and services that equally support the eight dimensions of wellness across the continuum of care.

We work diligently to promote a healthy community culture for all persons served.

WELLNESS PROGRAMMING

We strive to create a holistic wellness culture through wellness programming that includes health-related events, presentations and lectures, health education materials, support groups, and wellness fairs.

Our program is centered around the LCS 8 Dimensions of Wellness that include physical, emotional, environmental, spiritual, social, intellectual, vocational, and health services. We encourage you to participate in a wide range of community activities and programs to reap the benefits of living the highest quality of life.

HEALTHCARE RESOURCES

LAB SERVICES

Phlebotomy and diagnostic services are available in the Wellness Center located on the 3rd floor of Independent Living. Please see the Wellness Nurse for the most updated schedule or view on the resident website, fvbresidents.org.

MEDICATION DISPOSAL

Discontinued and expired medications can be disposed of in the green disposal box located on the 1st floor outside the Learning Center and Fitness Center in Independent Living.

PHARMACIES

Medicine Shoppe, 610-269-7368 Free Delivery Monday - Friday

Quik Stop Pharmacy, 610-384-6100 Free Delivery Monday - Friday

CVS Reeceville, 610-466-7166 Free Delivery with registration Monday - Friday

If you are concerned about taking medications correctly, let us know. We can give multiple suggestions for ways to help, including medication reminder programs.

CONVENIENT CARE

Please contact the Wellness Nurse for an updated list of visiting providers, physician schedules, and contact information. You may also view this information on the resident website, fvbresidents.org.

OUTPATIENT PHYSICAL THERAPY

The Bayada Outpatient Therapy Gym is located on the 3rd floor "B" wing of Independent Living. Please contact Bayada to confirm your health insurance is accepted, 484-875-0200.

ADMISSION TO THE HOSPITAL

If you are admitted to the hospital, we will work to formulate discharge plans in collaboration with your physician and care team.

If you are hospitalized, please ask a family member or friend to notify the front desk. Our staff will not tell others that you are at the hospital unless you have signed the form giving us permission. See the front desk for information.

RETURNING HOME FROM THE HOSPITAL

After you return home, we will contact you for a wellness check. We can clarify discharge instructions, link you to home care services, and address any questions. We can also arrange for complimentary meal delivery for a specific period.

You might feel more secure if you have someone to be with you while you are recuperating. Call the IHS office to discuss the “Welcome Home!” program.

A temporary (respite) stay at personal care or the health center could be an option depending on availability and your contract. See us for more information.

Readmission to the hospital is a growing problem, but you can help prevent readmissions with the help of the Navigator.

FALL PROTOCOL

In the case of any fall or situation where a person is on the ground and cannot get up without minimal assistance, our employees are not allowed to lift and are required to call 911. Please review the Community Fall Policy for detailed information.

This is to protect you since an injury may not be detected at first but can be life-threatening if not addressed. The paramedics are trained to know what to look for and they will give you guidance on whether a trip to the emergency room is in your best interests.

WHAT TO DO IF YOU FALL

Whether you are at home or somewhere else, a sudden fall can be startling and upsetting. If you do fall, stay as calm as possible and take the following steps:

- Breathe. Take several deep breaths to try to relax. Remain on the floor or ground for a few moments. This will help you get over the shock of falling.
- Decide if you are hurt. Getting up too quickly or in the wrong way could make an injury worse.
- If you are hurt or cannot get up on your own, push your emergency pendant for help or call 911. If you are alone, try to get into a comfortable position and wait for help to arrive.

MEDICAL EMERGENCY RESPONSE PROTOCOL

EMERGENCY SYMPTOMS:

CALL 911 IMMEDIATELY or PUSH PENDANT IMMEDIATELY

- CHEST PAIN
- SUDDEN DIFFICULTY BREATHING
- SUDDEN DIFFICULTY TALKING OR WALKING
- SUDDEN CHANGE IN MENTAL STATUS
- ANY FALL WHERE YOU NEED ASSISTANCE GETTING UP
- FAINTING OR LOSS OF CONSCIOUSNESS
- PERSISTENT VOMITING OR DIARRHEA

Please see the Community Emergency Medical Response Policy for complete information. Please see the Navigator for a copy of the policy or view on the resident website, fvbresidents.org.

AED (AUTOMATIC EXTERNAL DEFIBRILLATOR)

In Independent Living, AEDs are located: Behind Concierge Desk, Greg Welch Memorial Auditorium, Wellness Nurse Office.

OXYGEN USERS

Let the Navigator know if you use supplemental oxygen.

Get comfortable with your oxygen system. Practice switching from the concentrator to your portable tanks. This way, you will be ready for an unanticipated power failure.

Put the name and phone number of your oxygen company on your refrigerator.

EMERGENCY HELP BUTTONS

Upon move-in, residents are provided emergency alert pendants that are kept on their person and manually activated in a medical emergency. The pendants are part of the internal community emergency system and notify the front desk associates the resident is in distress. The front desk associate will attempt to contact the resident via telephone for additional information prior to proceeding to the condo. If there is no answer via telephone, the associate proceeds to the condo to assist with the medical emergency.

CAREGIVER EMERGENCY PLAN

Are you a couple living here in independent living? Talk to us about making a *Caregiver Emergency Plan*. This plan can help you, your spouse, and your family know how to manage care and support in an emergency for spouses who rely on each other for caregiving assistance. Call your navigator to schedule an appointment.

WHAT TO DO WHEN YOU FEEL ILL

Call your doctor if you are concerned about any symptoms. Remember your doctor's office is available 24 hours a day.

If you feel unwell but have unspecific symptoms:

- Drink a large glass of water. You might be dehydrated.
- Did you eat today? Try a small snack that has carbohydrates like a whole grain cracker, slice of toast or a banana.
- Get your blood flowing. Try walking around your apartment or the hallways. Use a cane or walker if you are concerned about falling. Don't push yourself too hard but see if some light exercise helps you feel better.
- Try deep breathing exercises (breathe in slowly for a count of 4, hold your breath for 4 seconds, and then breathe out for a count of 8). Sometimes a boost of oxygen and decreased stress helps you feel better.
- Distract yourself for 10 minutes with something you enjoy doing. You might feel better if you are having fun.
- Call your doctor for guidance.

IMPORTANT POLICIES

PERSONAL SERVICE PROVIDER POLICY

As an independent resident of our community, you are free to arrange privately with individuals to provide personal care services in your apartment. Examples of personal care services may include caregiver service, Medicare therapy and nursing, personal care, companion service, transportation services, housekeeping, laundry, or cooking services. This personal service provider is also known in our community as a “PSP”.

Residents can hire people for assistance in their residence, in addition to the resources available in the community. PSPs can be employed by a licensed/certified home health or home care agency or be individually hired personal caregivers.

The policy provides the guidelines residents should follow to ensure that providers have:

- Adequate credentials and licensure to provide services to the resident
- Adequate insurance
- Complete background screening

An acknowledgment signed by the PSP and an Indemnification Agreement signed by the Resident should be provided to the community. We can provide further guidance on background screening, if requested.

Each PSP, whether individual or as an employee of an agency, must adhere to our community’s rules and guidelines, detailed in the policy. Note: PSPs are allowed to accompany residents in the dining room and other common areas as a guest of the resident.

If you employ someone privately or through an agency, we ask that you contact us to obtain a copy of the *Personal Service Provider (PSP) Policy* and a copy of the *Rules of Conduct* for your employee.

REASONABLE ACCOMMODATION POLICY

A reasonable accommodation is an adjustment made in a system to accommodate the specific needs of an individual. Requests for reasonable accommodation may be made by a Resident or his/her family member. Requests will be processed by the Executive Director or designee and may include involvement by the *Collaborative Care Committee*. The resident/family member must cooperate in providing all appropriate information.

DINING AND EVENTS POLICY

Residents and Healthcare Residents (LifePlan residents residing in assisted living, memory care, or health center) are welcome in the residential dining rooms and at events even if they have the need for additional support. This means that we will allow residents to receive assistance with feeding, or with transfers from a wheelchair or motorized cart, and residents with canes, walkers, wheelchairs, and motorized carts are allowed access to their table with their devices.

However, if an independent living resident or healthcare resident has specific needs that require direct assistance beyond what independent living staff can accommodate, the reasonable accommodation process can be initiated. Talk to us for more details.

MOTORIZED MOBILITY VEHICLE POLICY

Residents may use mobility aids such as motorized wheelchairs and motorized carts. A resident's use of an aid may be restricted or prohibited if the use of the aid is creating a direct threat to the health or safety of the resident or others or would result in substantial physical damage to the property of the Community or others. Your Navigator can help you understand the guidelines and etiquette regarding use of a motorized mobility vehicle in the community. All residents who utilize a motorized mobility vehicle should register with the Navigator.

RESIDENT HEALTHCARE RIGHTS

No resident shall be deprived of any rights, benefits, or privileges guaranteed by law, the Constitution of our State, or the Constitution of the United States solely because of his / her status as a resident of this community, nor shall a resident forfeit any of the following rights as listed below:

- The right to be treated with consideration and respect and to be free from abuse or neglect.
- The right to the free exercise of religious beliefs relating to healthcare.
- The right to direct and negotiate his/her own care including the right to refuse care.
- The right to confidentiality of health information.
- The right to live in an environment that promotes and supports residents' dignity, individuality, independence, self-determination, privacy, and choice.