



RESIDENT SERVICES TEAM

RSD Name: Jacqueline Pitcher

Office Phone Number: 484-288-2673

Office Hours: 8am – 4pm

Health & Wellness Nurse Name: Jennifer Devine

Nurse Office Phone Number: 484-288-2589

Office Hours: 7am – 3pm

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 wellbeing, let us know so we can offer you guidance and support.

We will be with you every step of the way, providing you and your family with logistical help, emotional support, and the best patient advocacy possible through:

- Case management and care coordination
- Disease management education and support
- Transition support
- Discharge planning and hospitalization care coordination
- Referrals for health and medical providers in-house and outside
- Pro-active wellness and aging education

- Linking up to services such as labs, pharmacy, home care, and equipment companies
- Emergency planning
- Vitals monitoring
- Emotional and psychosocial support
- Annual updates and assessments
- AND MORE!

OUR MISSION STATEMENT:

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

We strive to provide a range of exceptional programs and services across the continuum of care.

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

We help you:

- determine personal goals and assist in achieving those wishes.
- balance risks vs. benefits of decisions made
- develop a trial-and-error approach starting with the least invasive intervention
- maximize your wellness and quality of life

YOU are in the driver's seat. You have the right to decide your own care, even if it puts you "at risk". We educate and recommend. We do not demand or insist. Family is brought into discussion only if you give permission. Power of Attorney for Healthcare does not become active until you are officially deemed incompetent. We encourage compromise with you, family, and other involved parties. We use outside assessments when complicated family dynamics arise.

WHAT IS NOT COMPATIBLE WITH INDEPENDENT LIVING:

- Agitation, combativeness, aggression, danger to self or others
- Pattern of wandering outside or high elopement risk
- Pattern of being unable to manage incontinence independently
- Routinely needing assistance for transfers or mobility
- Frequent falls
- Needs for specialty lift or transfer equipment

This is not a comprehensive list. Every person's needs and challenges are considered on an individual basis from a multi-disciplinary approach.

TRANSITIONS

You play the biggest role in decision-making regarding your living status and health care. Your goals become our goals. YOU make your own choices. We are here to help guide and educate you about the resources available to help support independence and well-being and to offer recommendations.

If living in independent living becomes a struggle despite interventions, we will support you and your family through the transitional process to assisted living, memory care, or the health center.

To discuss a transition, contact us.

HOSPITALIZATIONS

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

We are your advocate. Call us if we can assist with anything. Be sure to bring our phone number with you to the hospital.

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.

Notify us if you have a surgery or hospitalization planned. We will meet with you to review and plan for your care options.

After you return home, notify the Wellness Nurse or Concierge Desk and we will contact you for a wellness check. We can clarify discharge instructions and link you to home care services.

You might feel more secure if you have someone to be with you while you are recuperating. Call the IHS office to discuss the "Return to Home" program by calling 484-288-2591.

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

LAB SERVICES

Aculab provides phlebotomy and diagnostic services in the Wellness Center located on the 3rd floor of Independent Living. The lab tech is here Monday, Wednesday, and Friday at 7:30 am by appointment only.

To receive services, a script from your physician must be given to the Wellness Nurse according to the following schedule:

- For lab services Monday, the script must be given to the Wellness Nurse before 3pm Friday

- For lab services Wednesday, the script must be given to the Wellness Nurse before 3 pm Tuesday
- For lab services Friday, the script must be given to the Wellness Nurse before 3pm Thursday

Walk-ins cannot be accommodated.

MEDICATION DISPOSAL

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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

Quik Stop Pharmacy, 610-384-6100 Free Delivery

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

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

EMERGENCY HELP BUTTONS

Emergency pull cords are in each condo bathroom.

Emergency pendants are distributed to each resident upon move-in. These are safe for continuous wear as they are water resistant. Activation of a pendant notifies the front desk the resident needs emergency assistance as well as the resident's location anywhere on campus.

ADVANCE DIRECTIVES

Power of Attorney for Healthcare does not become active until you have been deemed "incompetent" by two physicians. Until incompetency has been determined, you have the right to make decisions for yourself.

Please provide a copy of your Advance Directive to the Wellness Nurse. Make sure that the information that is in your file is accurate. We recommend reviewing your documents annually.

If you need information about or assistance with completing Advance Directives, please contact us so we can educate you about all options and help you complete Advance Directives.

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 us to schedule an appointment.

OUTPATIENT PHYSICAL THERAPY

The Bayada Outpatient Therapy Gym is located on the 3rd floor "B" wing of Independent Living.

HOSPICE OR PALLIATIVE CARE

Hospice and palliative care both offer compassionate care to patients with life limiting illnesses. Hospice care is reserved for terminally ill patients when treatment is no longer curative during the last 6 months of life, assuming the disease takes its normal course. Palliative care can be employed while the patient is continuing active treatment through different phases of their life limiting condition.

Willow Tree Hospice	610-444-8733
Hollisticare Hospice	610-995-0100
Bayada Hospice	610-627-2050

HEALTH CARE PRACTITIONERS: ON SITE

Please visit the Wellness Center for a complete list of visiting providers, physician schedules, and contact information.

INNOVATIVE HOME SERVICES



Concierge Services

- Pet Care
- Housekeeping
- Laundry
- Ironing
- Plant Care
- Light Meal Prep
- Shopping
- Exercise Support
- Tech Assistance
- Escort Assistance
- Companionship
- Home Organization

Supportive Services

- Grooming:
Nail, Skin & Hair Care
- Personal Hygiene
- Shower Assistance
- Dressing Assistance
- Nursing Services
- Care Management

Medication Programs

- Reminders
- Refills
- Med Box Set-ups
- Prescription Pick-up
- Nursing Oversight & Administration



Innovative Home Services can support your independence by providing personal care, nursing, and concierge services.

To schedule a complimentary consultation, call 484-288-2591. Contact us if you would like a list of other home care agencies.

MEDICARE AND INSURANCE HOME CARE SERVICES

These services are covered under Medicare and insurance. We can help you determine if you qualify for these services.

SKILLED NURSING SERVICES

- Health and disease education; medication compliance and education
- Wound care and surgical follow-up
- Assessment and monitoring of cardiac, pulmonary, gastrointestinal, urinary, neurological, skin; Psychiatric Nurse for anxiety, depression, dementia
- Diabetic care and education

PHYSICAL THERAPY

- Mobility concerns and use of mobility aids
- Falls / fall prevention, safety in the home
- Strength and endurance training, energy conservation
- Home exercise program and caregiver training

OCCUPATIONAL THERAPY

- Management and training for personal care tasks such as bathing and dressing, cooking, toileting, grooming
- Cognitive testing and strategies
- Fine motor training

SPEECH THERAPY

- Swallowing concerns; Eating / nutrition problems
- Talking or communication concerns
- Impaired memory testing and training

HOME HEALTH AGENCIES*

*Please note: these agencies, except for *INNOVATIVE HOME SERVICES (IHS)*, are not affiliated with our community and are listed because of positive recommendations from other residents who have used them. It is important that you make your own decisions regarding these services and that the agency follows the guidelines of our Personal Service Provider policy.

Bayada Home Health Services 484-875-0200

Continuous Home Care 610-853-6798

EMERGENCY SYMPTOMS:

CALL 911 IMMEDIATELY

- CHEST PAIN
- SHORTNESS OF BREATH
- SEVERE PAIN
- BLEEDING THAT DOES NOT STOP
- HEAD OR SPINE INJURY
- SUDDEN DIFFICULTY BREATHING
- SUDDEN DIFFICULTY TALKING OR WALKING
- ANY FALL WHERE YOU NEED ASSISTANCE GETTING UP
- FAINTING OR LOSS OF CONSCIOUSNESS

If you call 911 on your own, please be sure to notify the Front Desk so they can prepare for 911 arrival and direct accordingly.

SYMPTOM CHECKER

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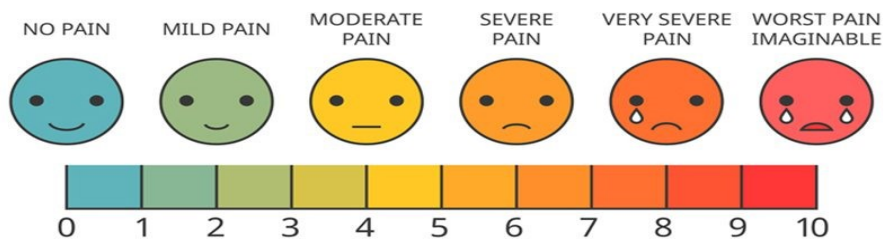
If you are feeling ill, look over this checklist of common symptoms to help you identify what is wrong. Being clear with what symptoms you have is critical for your physician to offer the best treatment options. If you just say, "I don't feel well", the doctor or nurse won't be able to help you figure out what is going on. Be as specific as you can possibly be.

<input type="checkbox"/> Dizziness	<input type="checkbox"/> Feeling Faint	<input type="checkbox"/> Palpitations
<input type="checkbox"/> Weakness	<input type="checkbox"/> Fatigue	<input type="checkbox"/> Chest Congestion
<input type="checkbox"/> Cough	<input type="checkbox"/> Sore Throat	<input type="checkbox"/> Sinus pressure
<input type="checkbox"/> Nasal Congestion	<input type="checkbox"/> Confusion	<input type="checkbox"/> Fever
<input type="checkbox"/> Ear Ache	<input type="checkbox"/> Headache	<input type="checkbox"/> Insomnia

<input type="checkbox"/> Bleeding	<input type="checkbox"/> Fall or Near Fall	<input type="checkbox"/> Poor Balance
<input type="checkbox"/> Nausea	<input type="checkbox"/> Vomiting	<input type="checkbox"/> Diarrhea
<input type="checkbox"/> Constipation	<input type="checkbox"/> Poor Appetite	<input type="checkbox"/> Blood in Stool
<input type="checkbox"/> Blood in Urine	<input type="checkbox"/> Painful Urination	<input type="checkbox"/> Incontinence
<input type="checkbox"/> Frequent Urination	<input type="checkbox"/> Itchy Skin	<input type="checkbox"/> Rash
<input type="checkbox"/> Wound	<input type="checkbox"/> Depression	<input type="checkbox"/> Anxiety
<input type="checkbox"/> Difficulty walking	<input type="checkbox"/> Body Aches	<input type="checkbox"/> Pain* (see below)

*For Pain: Describe your pain. When did it start? Is it on going or does it come and go? Does it feel sharp, dull, achy, or other? Have you taken anything for it that helps?

PAIN MEASUREMENT SCALE



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.
- Check your blood pressure. Usual parameters are to call your doctor if your systolic number (top number) is under 90 or over 160 and if your diastolic number (bottom number) is under 50 or over 90.
- 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 to 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.
- Go to Urgent care.
- Visit us for further guidance and support.

PREVENTING INFECTION

We strive to prevent outbreak of infection in our community through facilitating vaccination clinics, educating residents about containment / prevention when there is a virus in the community, and working with staff on infection control.

GOOD HYGEINE PRACTICES

Practice good hygiene by covering your cough, staying away from others when you are sick, and washing your hands often, or using hand sanitizer if you are not near a sink.

Please do not use dining room napkins to blow your nose and be sure to cover your cough or sneeze with your upper arm to prevent spread of germs.

Handwashing techniques:

- Wet your hands with running water. Apply soap & lather well.
- Rub your hands vigorously for at least 20 seconds. Rinse well.
- Dry your hands with a clean or disposable towel or air dryer.
- If possible, use a towel or your elbow to turn off the faucet.

VACCINATIONS

Every Fall, we host a Flu Vaccination Clinic (billed through Medicare). Residents are encouraged to receive flu shots to protect themselves, family members and members of the community.

A wide variety of vaccinations such as flu, shingles, and pneumonia can be obtained at Walgreens, CVS, or at your physician's office. If you receive a vaccination, please notify us so your records can be updated.

CONTAGIOUS ILLNESS MANAGEMENT

If you have any contagious condition, let us know so we can provide guidance and support.

WHEN TO STAY HOME AND AWAY FROM PUBLIC AREAS

- **Fever:** If your temperature is 100.5 degrees F or higher, then you should stay in your home until 24 hours after your fever has subsided without the use of fever-reducing medications.
- **Cough:** If you have copious secretions or your cough brings up thick yellow/green mucus, then stay home until symptoms are gone or your physician has cleared you.
- **Sore throat:** If it hurts to swallow, breathe, or speak, then stay home. People with strep throat should stay home until they no longer have a fever and have taken antibiotics for at least 24 hours.
- **Runny nose:** If you must constantly blow your nose to keep it clear, then stay home. If it's only slightly stuffy, and you aren't having trouble breathing, then it's probably all right to be out and about but be diligent about hygiene and hand washing.
- **Earache:** If an earache is accompanied by other symptoms of contagion like fever, you'll need to stay home.

- **Vomiting and Diarrhea:** Stay home until you have been symptom-free for 24 full hours.
- **Pink Eye:** Stay home until 24 hours after antibiotic was started or when symptoms have completely resolved.
- **Rashes/Shingles:** See your doctor to learn whether your rash requires you stay home. If you have been diagnosed with the shingles, typically it is ok to come out in public if your lesions are covered up or until they have crusted over.

WHEN TO CALL YOUR DOCTOR

Check with your physician if you have these symptoms to get medical guidance and/or to see if you are contagious.

- **Fever:** If your temperature is 100.5 degrees F or higher.
- **Cough:** If you have copious secretions, thick yellow/green mucus, pain when coughing or if you can't sleep.
- **Sore throat:** If it hurts to swallow, breathe or speak, if it is accompanied by fever, or if it lasts longer than three days.
- **Runny nose:** Typically, no need to call MD but if you develop sinus pain or pressure or the runny nose is accompanied by a fever, cough, or sore throat, call your physician.
- **Earache:** If an earache is accompanied by other symptoms of contagion like fever, lasts longer than 24 hours, or is severe.
- **Vomiting and Diarrhea:** If symptoms continue longer than 24 hours or if you have severe abdominal pain or have blood in your vomit or stool or if you have signs of dehydration such as dizziness or low urine output.
- **Pink Eye:** If you have symptoms of itchy, red eyes with copious amounts of thick yellow drainage.
- **Rashes/Shingles:** If you have an unusual rash or one that is itchy or painful or accompanied by fever.

DON'T HESITATE TO CALL YOUR DOCTOR WITH ANY SYMPTOMS, EVEN ONES NOT LISTED IN THIS GUIDE OR IF YOU NEED ADDITIONAL SUPPORT.

FALLS AND FALL PREVENTION

In the case of any fall or situation where a person is on the ground and cannot get up without assistance, please activate your emergency pendent to request assistance.

Have you taken a fall? Do you have balance concerns or are at risk for falling because of pain, limited mobility, or impaired strength? Let us guide you with interventions to reduce the risk of falls.

Such interventions include:

- Personal training on for balance, strengthening and flexibility
- Classes geared towards balance and strength, including Tai Chi, Yoga, and Balance classes
- Automatic emergency response buttons
- Home physical therapy assessment and treatment for balance, fall prevention, home safety, strengthening, and mobility and use of mobility aid training: walkers, canes, motorized chairs
- Vestibular testing to diagnose and treat inner ear imbalance

If you are concerned about falls, come see us. We are happy to work with you to find strategies to reduce your risks!

HOME SAFETY

Falls and injuries often can be prevented, and sometimes only a few simple steps are needed to help protect you and keep you safe. Consider completing this self-check to see if there are things you could do in your home to enhance your safety.

- Do you have adequate lighting, including a night-light?
- Have you removed all throw-rugs?

- Are all cords and wires out of your pathway?
- Do you have a chair that is easy to get in and out of safely?
- Do tables have rounded edges that are clearly visible?
- Is your bathroom free of clutter and tripping hazards?
- Are your toiletries easily reached?
- Is there a non-skid bathmat in the bathtub?
- Do you have a shower seat?
- Is there a resting place for hot vessels coming out of the microwave?
- Is a light reachable from your bed?
- Can bureau drawers be reached and opened easily?
- Is there a clear, unobstructed path through the room?
- Is there a stable place to sit and get dressed?
- Are closets organized and clothes easy to find?
- Do you have an emergency call button?
- Do you know how to operate your emergency pull-cords?
- Do you have a corded phone for power failures? Do you have the community's main number programmed into your cell phone?

If you would be interested in finding out if you are eligible for a Medicare home safety assessment, please contact us.

POWER FAILURE

Avoid calling the front desk to keep the lines open for emergency purposes. You will receive updates through the One Call Now phone system and overhead intercom.

Oxygen / Nebulizer users: If you have not been hooked up to the power source within one hour of a power failure, please contact the front desk.

Motorized Recliner/ CPap/ Electric Medical Equipment users: In a power failure, you will receive a phone call or a visit to check.

Emergency pull-cords will continue to work in your apartment even during a power failure. Use a cellular phone, corded phone, or pull-cord if emergency help is needed.

In the event of a power failure, avoid opening your refrigerator excessively. After the power is restored, don't take a chance with your health related to potential spoiled food. When in doubt – throw it out!

If you have medication that needs to be refrigerated, please bring it down to the Front Desk in a bag clearly labeled with your name.

OXYGEN USERS

Tell us if you use oxygen.

To prepare for a power outage, take time to get comfortable with your oxygen system. Practice switching from the concentrator to your portable tanks.

Check your portable tanks on a weekly basis to make sure you have enough. Keep re-fillable tanks filled, if you have that system in your apartment.

Be cautious about home safety since oxygen tubing creates a tripping hazard.

Keep the phone number of your oxygen company handy.

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 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 agencies or 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 ACCOMODATION 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 *Health Care Committee*. Resident/family member must cooperate in providing all appropriate information.

DINING AND EVENTS POLICY

Residents and Healthcare 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.

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 your health information.
- The right to live in an environment that promotes and supports residents' dignity, individuality, independence, self-determination, privacy, and choice.