

# ***Memory Care Written Description***

## **Philosophy and Mission**

At The Villas at Canterfield, we are dedicated and focused on serving the needs of our residents with Alzheimer's and dementia. There are numerous forms of memory loss, so it is important that we provide individualized services to meet the specific needs of each resident. A uniquely designed care program enables us to provide the right environment to better serve our residents and families. We also provide a full-time activities coordinator to offer one on one companionship and coordinate group activities. This personal approach is just what is needed to offer compassion and support to our residents.

Our programs enhance the lifestyle of those with memory loss by giving them the opportunity to live an active and fulfilling life while enjoying continuity through Canterfield's neighborhood concept with the same staff members day in and day out. Our goal is to focus on the dignity, safety, and quality of life of each of our residents. Given proper nutrition, programming, and surroundings, we believe residents naturally function at a higher level at Canterfield as individualized "memory activities" are developed to stimulate, recall, and deter additional memory loss issues.

## **Services Offered**

Our Memory Care neighborhood offers 24-hour care, specialized staff, memory-enhancing activities and therapies, and a secure environment. Our specialized Memory Care neighborhood also provides meals, housekeeping, and assistance with activities of daily living, such as bathing, dressing, and toileting.

## **Staffing**

We staff caregivers, nurses, and an Activity Assistant in our Memory Care Neighborhood. We will staff at least one dementia trained direct care staff person for every 12 residents on-site during all waking hours and for every 15 residents on-site during all non-waking hours. All Memory Care staff are required to do at least 4 hours of dementia-specific orientation within their first 30 days of working in the neighborhood. In addition, all direct care staff are required to do another 16 hours of specialized training within their first 30 days that includes the following:

- A. The nature of Alzheimer's and other dementias
- B. The community's philosophy related to the care of residents with Alzheimer's and other dementias
- C. The community's policies and procedures related to care of residents with Alzheimer's and other dementias
- D. Common behavior problems characteristic of residents with Alzheimer's and other dementias
- E. Positive therapeutic interventions and activities

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- F. Skills for maintaining the safety of residents
- G. The role of the family in caring for residents with Alzheimer's and other dementias

Finally, direct care staff are required to complete a minimum of 8 hours of specialized training in dementia care on an annual basis

### **Admission**

1. Persons admitted to our personal care home must be at least 18 years of age.
2. Except for aging in place exceptions, our community is permitted to admit and retain only ambulatory residents who are capable of self-preservation with minimal assistance.
3. Our community may allow up to three (3) non-ambulatory residents to remain in the home to support an aging in place strategy that is in the best interests of the resident, subject to specific requirements. These aging in place exceptions may be revoked by the Department of Community Health at any time, as part of the survey process, if the community fails to meet certain criteria.
4. Our community will not admit or retain persons who require the use of physical or chemical restraints, isolation, or confinement for behavioral control.
5. Our community is not permitted to admit residents who either require continuous medical services or continuous nursing care and treatment.
6. Medical, nursing, health or therapeutic services required on a periodic basis, or for short-term illness, must not be provided as services of our community. When such services are required, they must be purchased by the resident or the resident's representative or legal surrogate, if any, from appropriately licensed providers managed independently from the community. Our community may assist in arrangement for such services, but not provision of those services.
7. Our community will not admit or retain a resident who needs care beyond which we are permitted to provide.
8. The administrator or on-site manager of the community will conduct an interview with the applicant and/or representative or legal surrogate, if any, of the applicant to ascertain that the community can meet the applicant's needs. The administrator or on-site manager must obtain a report of physical examination conducted by a licensed physician, nurse practitioner or physician's assistant dated within 30 days prior to the date of admission using the specific report of physical examination form made available by the Department of Community Health on its website to assess whether the home can meet the applicant's needs.
9. A written admission agreement must be entered into between the community and the resident.

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## **Assessments and Care Plans**

### **Assessments:**

The community will complete an assessment of the resident at the time of admission and update as changes occur that addresses the resident's care needs taking into account the resident's family supports, the resident's functional capacity relative to the activities of daily living, physical care needs, medical information provided, cognitive and behavioral impairments, if any, and personal preferences relative to care needs.

### **Care Plans:**

Utilizing the information acquired during the admission process and the move-in adjustment period, our community will develop the resident's individual written care plan within 14 days of admission and require staff to use the care plan as a guide for the delivery of care and services to the resident. The care plan will include the following:

- A. A description of the resident's care and social needs and the services to be provided, including frequency to address care and social needs.
- B. Resident's particular preferences regarding care, activities, and interests.
- C. Specific behaviors to be addressed with interventions to be used.
- D. Any physician order or order of a nurse practitioner or physician assistant working under protocol or job description, respectively for assistive devices.
- E. Staff primarily responsible for implementing the care plan.
- F. Evidence of resident and family involvement in the development of the plan when appropriate.
- G. Evidence of the care plan being updated at least annually and more frequently where the needs of the resident change substantially.

A resident will be reassessed, and their care plan adjusted, prior to customary review, if there is a noticeable substantial change in their physical needs, mental needs, or both.

## **Physical Environment and Security Features**

Our Memory Care neighborhood is its own self-sufficient area with apartments in varying sizes, a kitchen, dining room, sitting room, activity areas and a fenced in courtyard. Each apartment comes equipped with a living space, bathroom, and closet. In addition, our Memory Care neighborhood utilizes appropriate safety devices to protect the residents who are at risk of eloping from the premise.

1. Fire Marshal approved locks used on exit doors. The doors will open when continuous pressure is applied for 30 seconds or less.
2. Keypads used to lock and unlock certain exit doors. Directions for operation are posted on the outside of the door(s) to allow individuals' access to the Memory Care Neighborhood.

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## **Activities**

Seniors living with dementia face multiple challenges, including increased risk of depression or anxiety, increased risk of falling, and decreased verbal skills, which can limit socialization. However, certain activities, when appropriately planned and facilitated, can lead to a better quality of life and wellness. We offer activities in our Memory Care neighborhood consistently throughout waking hours/ 7 days a week. Our activities include, but are not limited to, Music Therapy, Video Therapy, Stimulation Therapy, Art Therapy, Pet Therapy, Scent & Taste Therapy and Tactile Stimulation. Our hope with the activities that we offer is that we can help our Memory Care residents in a number of ways:

1. Slow the decline- we want to ensure that our residents can do as many activities and daily task as independently as possible for as long as possible.
2. Provide daily structure- having structure to the day gives needed predictability and stability when a resident’s mind is making them feel disoriented or confused.
3. Give a feeling of productivity- helping our residents participate in everyday tasks and activities can boost mood and improve quality of life.
4. Reduce challenging behaviors- activities can also reduce common dementia behaviors, like agitation, repeated questions, and anger.

## **Fee Structure**

**Studio Floor Plan Monthly Rates:**

<i>Bluegrass</i>	<i>350 square feet</i>	<i>\$3,400 - \$3,500</i>
<i>Belmont</i>	<i>410 square feet</i>	<i>\$3,600</i>
<i>Preakness</i>	<i>411 square feet</i>	<i>\$3,500 - \$3,800</i>
<i>Palomino</i>	<i>413 square feet</i>	<i>\$3,600 - \$3,700</i>
<i>Derby</i>	<i>435 square feet</i>	<i>\$3,600 - \$3,700</i>

**One Bedroom Floor Plan Monthly Rates:**

<i>Secretariat</i>	<i>498 square feet</i>	<i>\$4,000</i>
<i>Triple Crown</i>	<i>515 square feet</i>	<i>\$4,200</i>
<i>Canterfield</i>	<i>548 square feet</i>	<i>\$4,300</i>
<i>Double Suite</i>	<i>700-820 square feet</i>	<i>\$6,200 - \$6,400</i>

<b><u>Individualized Service Plan</u></b>	<b><u>Personal Care</u></b>	<b><u>Memory Care</u></b>
<b>Care Level 1</b>	<b>\$275</b>	<b>\$375</b>
<b>Care Level 2</b>	<b>\$625</b>	<b>\$725</b>
<b>Care Level 3</b>	<b>\$825</b>	<b>\$925</b>
<b>Care Level 4</b>	<b>\$1,125</b>	<b>\$1,225</b>

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### Additional Charges

<b>Community Fee</b>	<b>\$2,000 One-time Fee</b> <b>1 Apartment Transfer Allowed</b>
<b>Medication Management</b>	<b>\$300 Monthly</b>
<b>Second Person Fee</b>	<b>\$1,200 Monthly</b>
<b>Pet Fee</b>	<b>\$500 One-time Fee per Apartment</b>
<b>Direct TV Service, Landline Phone Service, Wi-Fi &amp; Emergency Call Pendant</b>	<b>\$100 Monthly</b> <b>*1-time charge for additional cable boxes</b>
<b>Electric Scooter</b>	<b>\$500 One-time Insurance Fee</b>

### **Discharge Criteria and Procedures**

The agreement between the community and the resident may be terminated at any time by giving 30 days written notice to the resident for any of the following reasons listed below. In this event, if the resident vacates the apartment before the community notice period is completed, the community shall refund the resident a prorated amount of the paid rent, care fee, medication fee, phone, cable, and pendant for the unused portion of the community notice period.

- A. Resident's needs can only be met at another facility.
- B. Resident fails to pay the cost of services and accommodations as set forth in their agreement within 30 days of the due date.
- C. Resident's transfer or discharge is mandated under state law.
- D. The Villas at Canterfield ceases to operate.
- E. The death of Resident, in which event termination shall occur automatically. In such event, any and all refunds that may be owed by operator shall be paid according to law after first subtracting any partial month's fees. Such additional expenses will also include a portion of any month where the deceased resident's belongings remain in his or her suite.

As far as move out procedures are concerned, we would like this process to go as smoothly as possible for all parties involved. The checklist below breaks down our guidelines and expectations:

1. Please inform a staff member (preferably concierge or management) when you arrive to move belongings out of the apartment.
2. Our dumpster may ONLY be used for trash in tied bags and ONLY if the bag fits inside the dumpster. Furniture of any kind is not to be placed in our dumpster.
3. Do not place any items on the side or surrounding areas of the dumpster. If the dumpster is full, you will need to drop your items off at the following convenience locations.
  - a. Forsyth County Recycling Center – also accepts bagged household trash
  - b. Goodwill
  - c. The Place of Forsyth

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- d. Family Haven Thift Store
4. Please do not remove property belonging to The Villas at Canterfield.
  - a. Cable box, remote, HDMI and power cords
  - b. Mini fridge and microwave
  - c. Shower curtain
  - d. Credenza, if applicable
5. Please do not leave any personal items, appliances, or furniture as “donations”.
6. Resident billing will continue until ALL items and trash are fully removed. A prorated credit may apply as necessary.
7. Once all items are removed from the apartment, please turn in your keys to the front desk and notify them of your departure.
8. Additional fees will apply for remaining items that Canterfield will need to dispose of.

### **Emergency Situations**

The procedures that will be utilized for handling emergency situations can be found in our Emergency Binder located at the front desk. The Emergency Binder is available for anybody who wishes to see it and thoroughly breaks down how the community will handle the following situations:

- A. Fire
- B. Explosion
- C. Bomb threat
- D. Elopement of a resident
- E. Interruption of service (electricity, gas, water)
- F. Loss of A/C or heat
- G. Flood
- H. Severe weather
- I. Tornado
- J. Damage to the facility

### **Families**

While our community is equipped to handle the physical and emotional needs of our residents, we honestly believe that family involvement is crucial in helping improve the quality of care for them as well. Family participation has many benefits for our beloved residents:

1. **Support-** Some seniors have lost many of their closest friends or relatives, and family support can be some of the few connections left in their lives. Familiar people to see and speak with can be a major benefit for them. Even if your loved one is unable or unwilling to verbalize how meaningful your presence is as a family member, it will be incredibly meaningful nonetheless.
2. **Advocate-** From a practical standpoint, many seniors need family members as a general advocate. Some elderly people struggle to assert themselves, whether it is due to communication

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problems or other roadblocks, and family members are needed to step up here. They can help with any language barriers and make any caregiver needs known in simpler terms.

3. **Social-** Family members are also often one of the primary social outlets for some seniors, which is a very vital role. The human brain stays healthy through regular social contact, and the more social interaction our residents can get the better.

Due to the benefits that family interaction has on/for our residents, we welcome family members to join us in our community as often as possible. In fact, we strongly encourage family involvement and participation whenever we can. Outside family members become as much a part of our internal family as our residents do and we will do everything we can to help foster the relationship between family/resident and family/staff.

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*Resident or Resident Representative Printed Name*

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*Resident or Resident Representative Signature*

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*Date*

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