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**Pre-Admission Planning Guide**

**Welcome to New Haven!**

**Thank you, for choosing New Haven, for your loved one! We appreciate your faith in our ability to create a family-oriented atmosphere and provide quality-oriented care.**

**Every Resident, who moves to New Haven is different. Every family who chooses New Haven is different. Therefore, every move-in is different.**

**New Haven has created this simple guide especially for you. We hope that it will ease some of the tension and stress involved in transitioning from one environment to another. We’re here to help!**

**Within your planning guide, you’ll find:**

* **Community Contact List**
* **Who, What, Where and Why of New Haven**
* **Making a smooth transition:** 
  + **What to expect before, during and after the move;**
  + **What works best for your loved one and your family?**
* **Planning Worksheets**
  + **When is it time?**
  + **Likes and Dislikes: Dietary, Activities, Care, etc.**
  + **What to bring (and what does New Haven provide?)**
* **Resident and Family Responsibilities**
* **Internal Community Requirements**

**Community Contact List**

**(830) 391-8110**

**Administrator ~ Tracy Gonzales, LVN**

**Wellness Director ~ Tracy Gonzales, LVN**

**Life Enrichment Director ~ Lisa Fish**

**Chef ~**

**Maintenance Director ~ Justin Navarro**

**BUILDING DIRECTORY**

1. **Address information: 107 Veterans Drive, Floresville, Texas 78114**
2. **Phone Information**
   1. **To reach a building directly, dial New Haven’s main number: (830) 391-8110**
   2. **Enter option 2, for building director and select the building of your choice.**

**Who, What, Where and Why?**

**With so many questions and so many people to direct them to, it’s important to know who can assist you in certain areas.**

**Questions in regards to operational issues:**

**Your Administrator can answer questions related to:**



* **Concerns about care, staff, or services.**
* **Billing**
* **Leasing**
* **Any items that you feel need to be addressed by top management**

**Your Wellness Director can answer questions related to:**



* **Concerns about care**
* **Medical issues**
* **Medications**
* **Changes in condition**

**Your Chef can answer questions related to:**



* **Food likes and dislikes**
* **Therapeutic diets**
* **Requirements or restriction**

**Your Life Enrichment Director can answer questions related to:**



* **Activities and Events**
* **Social opportunities and participation**
* **Support Group information**

**Questions in regards to the Resident’s current status (did he or she eat dinner tonight, sleep well last night, require any additional medications, etc) can be directed to a one of our Caregivers. Caregivers can be accessed by dialing the main number (830-391-8110), and then entering the building extension.**

**\*Please note that Caregivers do not have access to the Resident’s current Level of Care or billing information, and should recommend speaking with a member of the management team for any concerns.**

**MAKING A SMOOTH TRANSITION**

**Now that you’ve made the decision to move into an Assisted Living residence, you may still have many questions. Do I, or does Mom or Dad really need the help? Will there be opportunities make new friends? Will help be there when it’s needed? While all these questions are common, the answer to all of them is the same – Yes!**

**Change can be challenging. The time it takes to transition is different for everyone. But the keys to success are preparation, a positive attitude, a supportive network of family and friends, along with patience and understanding – all will prepare you for a smooth transition.**

**Privacy Concerns**

**One of the biggest differences between living in your own home and assisted living is the number of people under one roof. You will have the opportunity to be around your contemporaries and make new friends. However, that doesn’t mean you will lose your privacy. Your apartment is your space. Friends and family can visit you, but you determine when. You will be issued a key to your apartment for added privacy and security.**

**What To Bring To Your New Home**

**Soon after selecting a facility, residents say to begin planning for your move, including deciding which personal items such as furniture, keepsakes, and photographs to move.**

**Based upon their personal experiences, many residents suggest you see the actual apartment or unit that you will move into and take measurements. (See “What to Bring” for a detailed list of what New Haven does and does not provide.) Experience indicates that making choices about personal possessions is difficult at the time; however, one resident said, “It’s not as bad as you think . . . Try to remain positive and have family and friends help you.”**

**Residents suggest that you might want to leave large pieces of furniture at home, since your apartment will probably be smaller than your current home. They also suggest that you bring smaller prized possessions to create that “at-home” feeling in your new assisted living apartment. And, for those possessions that you can’t part with but aren’t sure that you want to bring with you, consider putting those items in a storage unit or asking family to temporarily store the items for you. This way you will have time to determine which items are important to have with you at your new home.**

**You should start packing well in advance of the actual move. Sort through your clothes and decide what you will need and how much your new closets will hold. Residents advise to be sure to look at available closet and storage space to avoid bringing more than the closets can hold. Avoid bringing too many of one thing such as coats.**

**Moving Day Helpers**

**When moving day arrives and you are ready to set up your new home, ask family and friends to help arrange and organize your apartment. Although staff, family members, and friends are there to help you, it is important that you decide how your apartment is arranged. Remember, arranging your apartment to suit your preferences will make your adjustment easier.**

**Making the Emotional Transition**

**Moving is hard. It can make anyone feel overwhelmed and stressed. However, these feelings are generally temporary and disappear after you establish your own routine. “Give it time and you will adjust,” said one resident. In talking with other residents, you will find many of them felt the same way. Some residents found comfort in talking with clergy. Others found comfort in talking to a neighbor or close friend.**

**Residents say the best strategy is to stay busy, introduce yourself to other residents, and participate in the activities. It is normal to have a tendency to stay in your apartment at first. Yet, getting out and meeting other residents as well as participating in activities were repeatedly identified as the quickest ways to become comfortable with your new surroundings.**

**Everyone is different. Some people embrace the move with open arms, while for others it may not be as easy. Whatever your feelings, current residents say these feelings are normal. Give yourself time to adjust. If you feel you are taking longer to adjust than what you consider normal, then you might benefit from discussing your concerns and feelings with the administrator or director of the residence.**

**More Advice For New Residents**

* **Read all the materials about the assisted living residence before you move in.**
* **Try and meet the administrator and staff before moving day for a Pre-Admission Planning Meeting.**
* **Review the paperwork and contract before you move in so that your questions can be answered in advance.**
* **Pack wisely. Don’t bring everything.**
* **Obtain a list from the residence of suggested items to bring.**
* **Obtain a list of residence policies and familiarize yourself with them.**
* **Read the activity schedule and choose two or three programs to attend early on to meet your neighbors and other residents.**

**Advice for Friends and Family Members**

**Current residents advise friends and family members to be involved before, during, and after the move. Your loved one does not want to be seen or treated differently now that they live in an assisted living residence. Remember, your family member or friend hasn’t changed; it’s only their home address that has changed.**

**Be aware.**

**Family members and close friends often experience the same emotions as a new resident. These emotions are natural and to be expected.**

**Suggested Do’s For Friends and Relatives**

* **If requested, help with the sorting, packing, and moving.**
* **Listen as your loved one talks about what they left behind.**
* **Be helpful even if you do not agree with the decision to move.**
* **Recognize that moving to a new home represents a major change.**
* **Call and visit often during the first few weeks.**
* **Be positive. A smile, support, patience, and understanding are required.**

**Suggested Don'ts for Friends and Relatives**

* **Make all the decisions or take over the sorting, packing, and moving process.**
* **Focus only on yourselves. This is about the resident moving, not you!**
* **Criticize the decision to move into assisted living.**
* **Make light of the transition.**
* **Immediately talk about selling the resident’s house.**
* **Make promises that you cannot keep.**
* **Be negative.**

**(Source: American Health Care Association, National Center for Assisted Living)**

**PLANNING WORKSHEETS**

**Knowing what to bring, what to store, and what to discard can become a daunting task without organization! So where do you begin?**

**We hope you’ll find the following worksheets helpful in planning for a successful transition in to New Haven:**

* **Getting to know you**
* **What to Bring: Use this helpful list of what is and isn’t provided, at New Haven, to ensure that everyone’s prepared for a great first night!**
* **Bring / Store / Discard: Use this worksheet to help sort out what goes and what stays!**
* **Delegate, Delegate, Delegate: Use this worksheet to get everyone involved with the varied tasks that have to be completed.**

**WHAT TO BRING**

**New Haven provides:**

* **Large private apartment and private bath**
* **Cable**
* **Phone hook-ups**
* **Microwave and mini-fridge (In Assisted Living Units Only)**
* **Toilet paper and Kleenex**
* **Laundry Soap / Fabric Softener**
* **Weekly housekeeping**
* **Weekly laundry services**
* **Utilities**
* **3 Meals a day plus snacks**
* **Comprehensive Activity Program**
* **24/7 Staff and nursing oversight**
* **Wireless Internet**
* **Access to outside courtyard covered porch/gazebo**
* **Health monitoring/Case management**
* **Emergency call system**

**Some suggestions on what to bring:**

* **Insurance & Medicare Cards, Advanced Directives, Medications**
* **Furniture that is comfortable and practical**
* **Pictures, treasured collectables, memorabilia that says, “This is home.”**
* **Clothing appropriate for the season and outings (Due to limited storage, it is recommended that clothing suitable for each season be rotated from storage to the Resident’s apartment)**
* **Blankets, pillows, afghans**
* **TV / Radio**
* **Shower curtain / hooks**
* **Kitchenette supplies**
* **Bed and bath linens (extra sheets and blankets)**
* **Toiletries**
* **Oral care items: toothbrush, toothpaste, denture adhesive, denture cups, mouthwash, etc.**
* **Hair Care items: Shampoo, condition, hairspray, and any other supplies necessary for normal hair upkeep.**
* **Laundry Soap / Softener (If Resident has allergies or is sensitive to most products)**
* **Soap: body and hand**
* **Feminine hygiene products**

**BRING / STORE / DISCARD**

**Use the list below to begin to plan for the move to New Haven:**

|  |  |  |
| --- | --- | --- |
| **BRING** | **STORE** | **DISCARD** |
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**DELEGATE, DELEGATE, DELEGATE!**

**With so much to attend to, it’s no wonder the idea of a move can feel so overwhelming! Allow a few minutes to prioritize what has to get done, by when, and by whom. Make copies for everyone involved and regroup on a regular basis to check each other’s status.**

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| --- | --- | --- | --- |
| **TASK** | **ASSIGNED TO** | **DATE TO BE COMPLETED BY** | **DONE!** |
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**Resident & Family Responsibilities**

***Policy Statement:* In order to provide the best care possible to our residents, it is the policy of *New Haven* to clearly stipulate resident, family and responsible party responsibilities for prospective residents in our homes. *New Haven* actively safeguards resident rights through development of its mission statement, policies and procedures and by carefully screening, selecting and training staff.**

**RESPONSIBLE PERSON: All New Haven Residents, Family, and Resident Representatives.**

***Procedure:* Residents, family members and/or representatives will be informed of their responsibilities during the initial Admission Assessment Interview. The resident, the resident’s representative and a representative of *New Haven* will be present for the initial Admission Assessment Interview and will all be made aware of the resident’s responsibilities. The resident will receive a copy of his/her responsibilities; and a copy will be on display at all times in a prominent location in the facility. There will also be documentation in the resident’s record that the resident has read and understands the policy on resident’s responsibilities.**

**1. The resident/family/representative is responsible for providing, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.**

**2. The resident/family/representative is responsible for reporting unexpected changes noted in his/her condition to the home staff.**

**3. The resident/family/representative is responsible for following instructions of staff in implementing the responsible practitioner’s orders, and as they enforce the applicable facility rules and regulations.**

**4. The resident accepts responsibility for his/her actions if he/she refuses treatment or does not follow the practitioner’s instructions.**

**5. The resident/family/representative accepts responsibility following facility rules and regulations affecting resident care and conduct.**

**6. The resident/family/representative shall be considerate of the rights of the other residents and facility personnel.**

**7. The resident/family/representative shall be respectful of the property of other persons and the facility.**

**8. The resident shall assume full responsibility for money or valuables maintained on his/her person or in his/her room.**

**9. The resident/family/representative is responsible for securing permission from the administration for the use of his/her personal appliances (radio, TV, stereo, recorders, razors, lamps, furniture). No resident will be permitted to have electrical appliances such as automatic coffee makers, electric blankets, etc. or other appliances that could be potential fire hazards.**

**10. The resident/family/representative is responsible for having all food from the outside checked by staff to insure compliance with prescribed diet and health regulations. A resident who is allowed to keep food in his/her room is responsible for keeping food in air tight containers and refrigerated if necessary and is responsible for not giving food to other residents.**

**11. The resident/family/representative is responsible for cooperating with administration, staff, or outside counsel for help in adjusting to the home.**

**12. The resident/family/representative is responsible for assuming all costs of medication including co-payment for prescription drugs, non-prescription drugs, ambulance fees, hospital and physician fees, co-payment of Medicare, clothing, personal items, tobacco products, writing materials, stationary, postage, etc.**

**13. If resident/family/representative or guardian ever become aware that You have any condition that does not meet the residency requirements for admission specified in Section 3 of the General Terms and Conditions, or that Your condition is beyond the level of care of *New Haven,* then You agree that You, or on Your behalf, Your family, Your resident representative or Your guardian will promptly notify the Administrator of *New Haven in writing.***

**INTERNALFACILITY REQUIREMENTS**

***Policy Statement:* In order to promote a safe, secure and positive living environment for all our residents, it is *New Haven’s* policy to ask all who enter this facility to abide by the following *Internal Facility Requirements.* New Haven has established and instituted these *Internal Facility Requirements* to show respect for our residents and to provide clear behavioral guidelines for employees, residents, and visitors.**

**RESPONSIBLE PERSON: *New Haven* Residents, Family Members, Employees, and Visitors.**

***Procedure: New Haven* establishes these *Internal Facility Requirements* and agrees to prominently post them and make them available to residents at all times. A copy of these rules will be provided to the resident prior to admission and to staff members at the time of hire. If a resident or staff member knowingly violates these rules, the individual will be given a verbal warning on first violation, written warning upon second violation, and will be either discharged as an employee or evicted as a resident at the third violation. By implementing these *Internal Facility Requirements*, *New Haven* will not violate or contravene any regulation, civil right, or in any way discourage or hinder a resident’s or staff member’s exercise of those rights guaranteed by statute.**

***New Haven* has determined the following *Internal Facility Requirements* to be in effect for all residents and, where applicable, its staff.**

**1. We require visitors to sign in and out in our Log Book located in the entrance of each home. Please contact the Administrator 24 hours in advance to set up an overnight stay for visitors.**

**2. While *New Haven* will not close for family HOLIDAYS, residents and their families will be encouraged to celebrate holidays together.**

**3. We ask that EMPLOYEES, RESIDENTS, AND GUESTS demonstrate respect and courtesy toward others by:**

**a. Avoiding profanity, loud discussions and topics generally considered inappropriate in mixed company.**

**b. Respecting the privacy of each resident.**

**c. Avoiding racial, ethnic and religious slurs or comments.**

**d. Keeping the volume of conversations, radios, stereos and televisions at a level that is not distracting or intrusive.**

**4. DISEASE TRANSMISSION remains a special concern for senior citizens. Persons (especially children) with bad colds, flu symptoms, or any other contagious disease are asked to postpone their visits until all signs of illness pass. The Administrator or Manager may require a visitor who is ill to wear a surgical mask if he or she must enter the facility.**

**5. ALCOHOLIC BEVERAGES for social or medical reasons are allowed for resident use in our facility when a physician order is provided allowing said use. If consumption of alcohol produces negative effects such as drunkenness or acting out behavior, then the use of alcohol will be restricted. Visitors who are inebriated are asked not to visit the resident.**

**6. *New Haven* is happy to assist you with MEDICATION ARRANGEMENTS. Please note that the resident and/or family or representative maintain ultimate responsibility for pharmacy arrangements and payment. Our facility uses Omnicare Pharmacy and the resident is billed directly by them. New Haven has a specific way of packaging and managing medications which helps to insure accuracy, efficiency and safety. Using a pharmacy other than Omnicare Pharmacy MAY increase time and cost.**

**7. ALL MEDICATIONS- PRESCRIPTION AND NON-PRESCRIPTION- require a physician’s order for use prior to resident admission, self-administration or staff assistance with administration of medicines. Bringing medications into the facility and using them without a written physician’s order is a violation of Texas State law.**

**a. *Medications* include: vitamins, minerals, antacids, pain medication, laxatives, stool softeners, herbal supplements and nutritional supplements.**

**b. Non-prescription medicines, sometimes called over-the-counter drugs, do require a physician’s order.**

**c. A resident or resident’s representative may handle pharmacy purchases and refills personally. Prescriptions must be delivered to the facility in a timely manner.**

**d. The Wellness Director can suggest pharmacies that deliver and bill the resident or resident’s representative directly. However, it is recommended that residents use the facility pharmacy for ease and dependability.**

**8. NUTRITION AND MEALS: Menus are preplanned and may be reviewed by the resident, resident’s representative or family member upon request. Dietary planning and food preparation are designed to meet individual resident preferences as well as the requirements of the Department of Aging and Disability Services (DADs).**

**Dining Hours: Breakfast- 8:00 am**

**Lunch- 12:00 pm**

**Dinner- 5:00 pm**

**We encourage all residents to attend meals. All staff dine with our residents to share in the pleasure of a more home like setting.**

**\*Please note seating is not assigned.**

**a. The resident or representative will arrange for special religious dietary needs.**

**b. *New Haven* provides:**

**1. A minimum of three meals daily with snacks.**

**2. Food that is attractive, nutritious and appetizing.**

**3. Special diets as ordered by the physician and within reason as to cost.**

**c. We invite the resident and resident’s representative to offer suggestions or request special food items or preparation to the facility Administrator or at Resident Council. Ensure, Boost or other enriched drinks will be provided by the resident or resident’s representatives.**

**d. Our Chef offers an alternative option at every meal. We ask that the resident let his/her caregiver know a few hours notice if he/she would prefer the alternative meal.**

**e. If you would like to invite guests to dine, we ask that you provide the Staff with at least (24) hours advance notice This will prevent any shortages of meals, otherwise, service is first come, first served.**

**9. TELEVISIONS, RADIOS AND STEREOS are permitted in the resident’s room as long as they do not disturb other residents. Residents have the right to select programming of their choice on personal appliances. However, the facility appliances may be used at any time for social and/or recreational activities.**

**10. Residents are free to use community common areas. We ask that residents cooperate in determining television and radio preferences. *New Haven’s* staff will resolve any programming disagreements. Residents and their family members may schedule and use the facility television, VCR, DVD or radio for social or recreational activities with Administrator or Manager authorization.**

**11. *New Haven* views the resident’s personal room as his or her private domain. Staff will knock at the door and wait for the resident to invite the employee in before entering the resident’s room. Residents’ family members will not be allowed to enter any other resident’s room without permission.**

**12. *New Haven* asks that residents keep jewelry and other valuables in a safe deposit box; and we encourage that cash on hand be limited to $20.00. *New Haven* cannot accept responsibility for loss of money or valuables.**

**13. FOOD OR BEVERAGES will be allowed in the resident’s room unless otherwise stipulated in the Negotiated Service Agreement. Cooking in a microwave oven is allowed if specified in the service plan. Residents or their visitors may use cooking facilities as approved by facility staff.**

**14. Residents are encouraged to install personal TELEPHONES in their individual rooms, and will retain responsibility for the monthly bill. *New Haven* has a telephone in the facility that residents may use for incoming or local calls. If there are extenuating circumstances, residents may request an exception to this rule from a staff member.**

**15. ATTRACTIVE AND SERVICEABLE CLOTHING. To insure safety and comfort, resident clothing, including underclothing, nightwear, and shoes, should be serviceable and fit properly. We suggest that residents bring at least five sets of clothing, which have been marked with nametags or a laundry pen.**

**16. PERSONAL FURNITURE is required, *apartments come unfurnished*.**

**17. IN CASE OF AN EMERGENCY we will make every effort to contact the resident’s physician and act upon his/her instructions. If we are unable to reach the physician, we will activate the Emergency Medical Services.**

**a. A *“NO RESUSITATION”* or living will order does not negate emergency treatment if there is injury or illness.**

**b. A *“NO RESUSITATION”* or living will order is respected in terms of reviving a resident in the event of death and respecting his or her last wishes in the matter.**

**c. A *“LIVING WILL”* document is usually valid only in the hospital setting. Residents wishing to forego resuscitation efforts by facility staff or EMS personnel, must obtain a DNR order and/or a Pre-hospital medical advance health directive from their personal physicians.**

***New Haven CANNOT BE LIABLE* for injuries or other occurrences while the resident is away from the facility.**

**Individuals taking residents from the facility will be requested to sign out and in to facilitate planning care for the resident.**

**Welcome to New Haven family. We are so honored to serve you and your loved one!**