



# Arbor Ridge Resident Handbook





Dear Reader:

This handbook has been written for current and future residents of Arbor Ridge at Riderwood and their family members. Its purpose is to provide information that will assist all residents in receiving full benefit of the available services and, thereby, improve their quality of life.

The content of the handbook was prepared and checked by the Riderwood managers who are responsible for the various services that are described. Volunteer advocates helped to shape the focus of the material through an editing process that considered the value of the material from the point of view of residents and family members. These contributors included members of the Family Council and independent living residents who represent the Riderwood Resident Advisory Council (RAC).

The handbook demonstrates how Arbor Ridge is an integral part of the total Riderwood community. It's a neighborhood sharing all of the campus amenities and services, but with enhanced and special services beyond those employed in the independent living neighborhoods. Readers will learn that all Riderwood departments play important roles in the support of Arbor Ridge—the medical center, Dining Services, General Services, Transportation, and all other functions are involved. The Arbor Ridge administration adds the leadership to bring the team together and is responsible for the overall care provided for residents.

Whether you have come to Arbor Ridge recently or some time ago, from Riderwood's independent living neighborhood or from far away, we expect you to have a lot of questions. This handbook tries to anticipate those questions and provide the information you need to settle in, find your way, and take advantage of all that Arbor Ridge has to offer. It describes what to expect regarding services and programs, explains who does what, and tells you how to get help with any questions, problems, or requests. We suggest you review this handbook, keep it as a reference, and update it when supplements become available.

A handwritten signature in blue ink that reads "Lori Lusby Hamilton". The signature is fluid and cursive, with the first name "Lori" being the most prominent.

Lori Lusby Hamilton  
Administrator  
Arbor Ridge at Riderwood



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# INTRODUCTION TO ARBOR RIDGE

## Riderwood's Fifth Neighborhood

The Riderwood community consists of four neighborhoods for independent living and one—Arbor Ridge (ABR)—for assisted living, rehabilitation, and skilled nursing. As full members of the Riderwood community, residents of Arbor Ridge have access and proximity to all of the many resources and amenities located throughout the campus. If you need support in your daily activities or nursing care, Arbor Ridge offers the appropriate services in an environment that is at once familiar and special.

You may also hear the Arbor Ridge neighborhood referred to as “Renaissance Gardens” or “RG.” With input from residents and family members, the Renaissance Gardens name was changed to Arbor Ridge in January 2013.

Arbor Ridge comprises a clubhouse and three interconnected residential sections for residents with different needs. (For a map of Arbor Ridge, see the inside back cover of this handbook.)

### Rose Court and Evergreen Terrace

The first three floors of Rose Court (referred to as “RC1,” “RC2,” and “RC3”) and the two floors of Evergreen Terrace (“EV1” and “EV2”) comprise Riderwood's original assisted living apartments. Approximately 30 people live on each of these five assisted living floors.

The top two floors of Rose Court (“RC4” and “RC5”) are for residents who need more assistance and personal attention to help with mobility and other physical needs or with memory and decision making. In total, about 60 people live in these assisted living “premium” and “memory care” areas.

The services and amenities in assisted living are designed to maximize residents' freedom and independence. Residents select their own apartments, consisting of studio, studio deluxe, one bedroom and two bedroom models; bring their personal furnishings; can receive visitors; and come and go as they wish. Three meals a day in the dining room on each floor plus a variety of small group activities and numerous special programs help to build friendships and a sense of camaraderie. All assisted living residents receive basic housekeeping, laundry

services, mail delivery, and regular social work and physician “house calls.” Nursing services, such as administration of medications, assistance with dressing or bathing, and cueing (for example, reminders about scheduled activities) are provided if needed. Scheduled activities in assisted living, combined with easy access to the rest of Arbor Ridge and to Riderwood's independent living neighborhoods, help to keep residents active and connected to the larger community.

### Oak Grove Way

Oak Grove Way has 117 residences, all of which are private suites designated for skilled nursing. Individuals needing long-term skilled nursing or rehabilitation services reside in the 73 residences where long-term support is provided. These suites are located on the first and third floors of Oak Grove Way (“OG1” and “OG3”). The first floor of Oak Grove Way is divided into two distinct areas; 29 rooms are located in the skilled nursing portion of the floor while the remaining 7 rooms (Rooms #3103–3113) are located in the assisted living portion of the floor. As in assisted living, dining on each floor, small group activities, special programs, and available transportation help these residents

make new friends and remain connected to the larger Riderwood community.

The second floor of Oak Grove Way (“OG2”) provides accommodation and services for individuals needing short-term rehabilitation therapy or short-term skilled nursing, typically following an illness, injury, or surgery. (Most residents of Oak Grove Way 2 stay less than 30 days and then return to their usual residence in Arbor Ridge, elsewhere on the Riderwood campus, or in the larger community.)

## **Arbor Ridge Administration**

Arbor Ridge’s administrator and assistant administrator oversee the operations of all departments and all staff working in Arbor Ridge. They are responsible for planning and implementation of budget, personnel, the physical plant, regulatory affairs, and resident services. The administrator and assistant administrator are both licensed nursing home administrators with extensive experience. The administrator is accountable to the executive director of Riderwood.

Other members of the Arbor Ridge senior administrative team include the medical director, Arbor Ridge director of nursing, and assistant director of nursing. Their responsibilities are described under the “Nursing Organization” and “Medical Services” sections.

The principal goals and responsibilities of the Arbor Ridge administrative team are (1) to provide care that is resident-centered and resident-directed; (2) to support, develop, and empower staff; and (3) to continuously improve service quality through effective teamwork.

Residents and family members have regular opportunities to interact with Arbor Ridge administration at “Town Hall Meetings” and special information sessions. Additionally, administrators attend Resident Council and Family Council meetings on a periodic basis. You are also welcome to schedule an appointment for a private meeting. To do so,

please call the administrator’s office manager, at 301-572-8399, ext. 606-2206.

## **Getting Connected**

### **Admissions and Concierge Service**

Your stay at Arbor Ridge should be comfortable from the moment you arrive. During your first few days (or, often, before you move in), you and/or your representative will meet with the move-in coordinator to sign all necessary papers and to receive the Maryland Residents Bill of Rights (for skilled nursing) or the Arbor Ridge Assisted Living Resident Rights. You will be asked to provide copies of insurance cards, prescription cards, and any advance directive you may have, such as a living will or durable power of attorney. Admissions staff can assist you in requesting from your physician(s) previous medical information that is necessary for the assessment prior to moving into Arbor Ridge assisted living.

A key resource for you and your family, especially during your first few days in Arbor Ridge rehabilitation, is the concierge. Upon admission, the concierge will get to know you and your family and will be available to provide an array of services designed to help you get settled and oriented. Feel free to contact the concierge with any questions about Arbor Ridge or to request assistance with specific needs, whether large or small. For example, the concierge can suggest ways to arrange your apartment, communicate information to your family, provide tours, help get your TV or telephone set up, help resolve concerns, or provide pet or plant care in your independent living apartment while you are in short-term rehabilitation. The concierge is located on the second floor of Oak Grove Way and may be contacted via the Communications Desk at 301-572-8430.

## Resources for Information, Assistance, and Referrals

Arbor Ridge promotes resident-centered care. This requires effective avenues of communication among residents, family members, and the managers and staff of all departments, as well as strong relationships built on trust. Ideally, all residents and family members will get connected, and stay connected, to our staff and to the services they provide. To accomplish this, we have established a variety of mechanisms and resources for information, referral, and dialogue. These resources are briefly described below. Your social worker and the nurse manager who is designated as the quality care coordinator for your neighborhood can provide more information about these resources and help you make contact.

**Communications Desk (front desk), 301-572-8430.** For residents and visitors, the first point of contact and the “switchboard” for information and referrals is the Arbor Ridge Communications Desk located in the lobby, just inside the main entrance. A communications specialist answers the phone and is available at all times (24 hours a day, 7 days a week), to assist residents, visitors, and callers by answering their questions or directing inquiries to the appropriate party.

Resources available at the Communications Desk include, among other things, Riderwood and Arbor Ridge activity calendars, menus, resident and staff telephone directories, announcements, nurse manager on-call information, the campus maps, and shuttle bus schedules. This is also where mail and packages as well as Riderwood announcements and publications are received and forwarded to individual residences.

## Know Your Care Team

On each floor in Arbor Ridge, you will see a photo board or digital photo frame with

color photos of all staff working there on a regular basis. Each photo has the person’s name and title. This is to help you identify and get to know the staff that you will see nearly every day, including your quality care coordinator, charge nurses (R.N.s and L.P.N.s), geriatric nurse assistants (G.N.A.s), household associates (G.N.A.s who are trained in passing medications), certified medication assistants (C.M.A.s), restaurant associates, program assistants, and housekeepers. The photo board also indicates who works daytime, evening, and nighttime. Arbor Ridge staff members all wear name badges which also include their credentials (e.g., R.N., C.M.A., G.N.A.) in order to make it easier for you to determine who the various staff members are and their assigned roles. If you do not know someone and cannot read their badge, you should ask that person who they are.

## How to Contact Nursing Personnel

**In Person:** A nurse and nursing assistant are assigned to each resident, and there is always staff on each floor 24/7. Usually, they are with residents or in the “nurse station” rooms. If they are out of view or if you need them to come to your location, you should **push the call button or pull the call cord in your apartment/room**. Residents who wear a “Press Alert” call button necklace may also use that to call for nursing personnel. You may also call your nurse directly on the “Polycom” phone (explained below). **Note: If you have an urgent need, ask any staff member to assist you.**

**By Phone:** A system called *Connection to Caregivers* provides direct telephone access to all nursing staff inside Arbor Ridge. While on duty, every nurse, nursing assistant, and household associate in Arbor Ridge carries a wireless phone (called a Polycom phone). These extensions are listed in your admission packet upon move-in. A list of staff on duty, with their phone extensions, is also posted next to each nurses station. **To contact an individual caregiver, whether you are calling from inside**

**or outside of Arbor Ridge, dial 301-572-8399, plus the person's 7-digit extension and the pound (#) key.** When calling from outside Arbor Ridge, this is usually the fastest way to reach a caregiver; however, you may also call the Communications Desk and ask that your call be transferred.

If your caregiver is not able to answer immediately, your call will automatically roll over to the Communications Desk (The Polycom phones are not set up to record messages). You should tell the communications specialist which staff member you are trying to reach, and they will forward your call or take a message. If the matter is urgent, you may ask for the nurse manager or supervisor. There is a nurse manager or supervisor in the building 24 hours a day, 7 days a week.

### **How to Contact Other Arbor Ridge Personnel**

To contact personnel in any other Arbor Ridge department (for example, Social Work, Program, Dining) you may call the Communications Desk, at 301-572-8430, and ask to be transferred. Some, but not all, personnel are also accessible by email. **A list of Arbor Ridge key contacts with phone numbers and email addresses will be provided in each room.**

### **Connecting to Outside**

**Telephone (Dialing Instructions).** From your Arbor Ridge residence, placing a call to a party inside or outside of Arbor Ridge is the same as if you were in your own home. For all local calls, dial the three-digit area code plus the seven-digit phone number. (**Note:** It is necessary to dial the area code for local as well as long-distance calls.) For long-distance calls, you must first dial a "1."

Cell phones may be used throughout Arbor Ridge.

**U.S. Mail.** Mail for residents of Arbor Ridge is picked up from and delivered to the

Communications Desk Monday through Saturday. It is sorted and delivered daily to individual residences, along with any Riderwood or Arbor Ridge notices.

The mailing address for all Arbor Ridge residents is:

YOUR NAME  
3160 Gracefield Road  
YOUR APARTMENT NO.  
(for example, Rose Court 1101)  
Silver Spring, MD 20904

**Note: Arbor Ridge is in Prince George's County. However, the rest of Riderwood is divided between Prince George's County and Montgomery County.**

**Email.** As noted above, residents or family members may communicate directly with many Arbor Ridge staff members via email. See Appendix 1, "Arbor Ridge Key Contacts," for email addresses.

Family members and friends may choose to have regular updates from Arbor Ridge sent to your email. To register for this service, send an email message to ArborRidge.Connected@erickson.com. In the message, ask to be added to the email list; give your name, email address, and the name of your Arbor Ridge resident. Registrants receive several messages per month from "Arbor Ridge at Riderwood," including electronic newsletters and activity calendars, notices regarding new staff or programs, invitations to key events, and real-time alerts.

**"Riderwood Video Visits"** is a computerized system that enables residents and their family and friends to enjoy live, face-to-face conversations via the Internet. Arbor Ridge's Virtual Visit, located in the living room on Rose Court 1, has all the necessary equipment (large-screen monitor, video camera, microphone, and speakers). Family members and friends can connect to a virtual visit from a home or office computer—from across the

campus or around the world. At the scheduled time, staff can assist the resident in the Virtual Visit to have a successful visit. No computer or technical skills are required of the resident. Indeed, anyone who can watch TV can enjoy a virtual visit. The family member or friend only needs a high-speed Internet connection and a webcam to schedule a video visit with their loved one. This service is free of cost for family and friends of Arbor Ridge residents. Registered individuals can schedule a Video Visit online. Visits can be scheduled in 30-minute increments between 10:00 a.m. and 8:30 p.m. For more information, contact your social worker or program coordinator. (See Appendix 1 for details.)

## Riderwood-Wide Forums

**“Conversations With Administration”** is a monthly meeting open to all Riderwood residents and family members with Riderwood’s executive director and executive team. Generally conducted in a question-and-answer format, the conversations focus on all aspects of life at Riderwood and the principles supporting daily operations. Residents who cannot attend these meetings may read the questions and answers in the *Riderwood Reporter* (see below). For more information, contact Program staff.

The **Resident Advisory Council (RAC)** is an elected body of nine Riderwood residents, each serving a two-year term. The RAC represents all Riderwood residents, in liaison with all major department heads and as advisor to the management of Riderwood, the Riderwood Board of Directors, and the Board of Directors of Erickson Living’s National Senior Campuses, Inc., about resident issues and concerns. Its purpose is to promote the health, safety, and comfort of residents in all Riderwood neighborhoods, including Arbor Ridge, and to assist management and staff in improving the quality of service. One member of the RAC serves as liaison to Arbor Ridge to ensure that issues pertinent to Arbor Ridge are considered.

The RAC informs residents of the background and purpose of management decisions and policies as they affect residents and serves as ombudsman to advocate for resolution of resident concerns and improvements in health services. If you wish to contact the RAC liaison, call or visit the Communications Desk and ask for the phone number.

### **Special Interest and Support Groups.**

Participation in Riderwood’s many special interest and support groups is open to all Arbor Ridge residents and their family members. Interest groups focus on veterans, various religious groups, hobbies, etc. Support groups generally relate to specific health concerns, such as falls prevention, Parkinson’s disease, and Alzheimer’s. Information about meetings and activities of these groups is included in regular activity calendars and in special notices. To learn more about any of these groups, contact your social worker or see *The Riderwood Resident Guidebook* or *Community Resources Handbook*, available at the Communications Desk.

Riderwood TV (Channel 972) is a good way to get to know the people and happenings at Riderwood. A program called *Riderwood Visions*, produced by residents with assistance from the TV staff, airs every weekday. The first broadcast, which is at 10:00 a.m. each day, is repeated at 2:00 p.m., 4:00 p.m., 9:00 p.m., and 8:00 a.m. the following morning. The show generally runs from 20 to 40 minutes and features leaders and staff from Riderwood’s various departments. Once each month, usually the fourth Monday, *Riderwood Visions* features the Arbor Ridge administrator and focuses on subjects of particular relevance to Arbor Ridge residents.

The *Riderwood Reporter* is a monthly newsletter to keep you and your family informed about events in Riderwood, with articles by Riderwood residents and staff. The *Reporter* is available to residents and family members at the front desk. In addition to the print version, the *Reporter* can be received via email from

ArborRidge.Connected@erickson.com and is also available on Riderwood's website (see below).

**Riderwood/Arbor Ridge Website**—www.Riderwoodlife.org. Riderwood's website, comanaged by Riderwood residents from the Computer Club and staff, contains helpful information about life at Riderwood and Arbor Ridge, including telephone and email contacts for key staff, maps, menus, activity calendars, updates, and an electronic copy of this handbook. You may check the site periodically for additions and updates. (**Note:** Additional interesting information may be found on the website for Erickson Living communities, EricksonLiving.com, and on www.ericksonresident.com.)

## Arbor Ridge Forums

**Note: Announcements of upcoming meetings of the following groups are posted at the Communications Desk or listed on weekly activity calendars or flyers.**

The Resident Council holds monthly meetings that provide opportunities for residents to share ideas and information with each other about key aspects of life in Arbor Ridge, such as activities, dining, nursing, and maintenance. The Assisted Living Resident Council is chaired by an Arbor Ridge resident. The separate Skilled Nursing Resident Council is cochaired by a resident and a staff member. For more information, contact your program coordinator.

The Arbor Ridge Family Council is a family-led group comprising family members of Arbor Ridge residents and other interested persons (including independent living residents). The Family Council works to improve the quality of life and quality of care for all Arbor Ridge residents through education, advocacy, and sharing of concerns and compliments. The group is structured with bylaws and a chairperson and two vice chairpersons, elected annually. Meetings are held in Arbor Ridge's Garden Room, the first

Wednesday of every month at 7:00 p.m. For more information, see the brochure about the Family Council available at the Communications Desk. If you wish to contact the Family Council, you may put a note in their mailbox (at the Communications Desk) or send an email message to FamilyCouncilRiderwood@gmail.com.

## Social Work Services

### Overview of Social Work Services

Social workers provide direct support and coordinate resources to help ensure that your needs are met—as a new resident and over time. They help residents adjust to life in Arbor Ridge and cope with changes that may occur and new needs that may develop. They serve as liaisons between residents and relevant resources in Arbor Ridge, Riderwood, and the larger community. In Arbor Ridge, social workers function as members of an interdisciplinary team that includes the resident, family member(s), and representatives from all relevant departments. This team works with you and your loved ones to support your functional, social, emotional, health, and spiritual needs.

Your social worker (the social worker assigned to the residents on your floor) is one of the first people you will meet in Arbor Ridge. **This person is your advocate** and a key source of support for you and your family. Your social worker is on duty Monday to Friday from 9:00 a.m. to 5:00 p.m. To contact your social worker by phone, call the Communications Desk (301-572-8430) and ask to be connected, or dial the individual's number directly.

### Care Plans and Service Plans

We make every effort to ensure the right combination of services for each individual resident. Your social worker coordinates the creation and continuous development of an important document called a "care plan" (for skilled nursing) or "service plan" (for assisted

living). This is a living document, which incorporates information from multiple sources and which is regularly reviewed and updated as needed. A copy of your care plan or service plan may be requested from your social worker.

You and your family members are invited to regular care plan or service plan meetings. These meetings are about you. The purpose is to review the particular social and health services you are receiving, and to consider if any change in your condition calls for a change in your care plan or service plan. These meetings provide an important opportunity to discuss your progress, your goals, and any areas of concern. Residents are encouraged, but not required, to attend. Family members are invited and may attend in person or participate via conference call. Staff participants include your nurse, social worker, and representatives from other departments, as needed.

For skilled nursing, a **care plan meeting** is scheduled within the first two weeks of admission and then every three months. Your social worker will advise you and your family of the date and time of the proposed meeting. If you are unable to attend at that time, or if you feel you may need longer than a half hour, you may contact your social worker to reschedule.

For assisted living, a **service plan meeting** is scheduled within the first month of admission and then at six-month intervals. Your social worker will advise you and your family of the date and time of the proposed meeting. If this date is not convenient or if you feel you need longer than a half hour, you may contact your social worker to reschedule.

In addition to the regularly scheduled meetings, you may request a care plan or service plan meeting at any time. To do so, please contact your social worker.

## Discharge Planning

If you should ever choose to or need to move out of your Arbor Ridge apartment or room, your social worker will lead the interdisciplinary team in planning this transition. The team will recommend the most appropriate setting, identify the particular services, resources, and/or equipment that you will need and will help you obtain them. A move or transfer could occur for any of several reasons, including: a change in your condition may call for different or more intensive support than you can receive in your current residence; a successful course of rehabilitation may enable you to return to independent living or assisted living; or you may desire to move to be closer to family.

## Help With Concerns or Complaints

If you should have a concern or complaint and you are unsure where to direct it, your social worker is your “go-to” person. They can refer you to the right person or resource for the information or action you seek.

Help with problems is available 24 hours a day. If your social worker is not available, or if you need help with an urgent question or concern, you may seek assistance from your nursing staff. During the evening, night, and on weekends, your registered nurse supervisor can assist. Arbor Ridge nurses can resolve many types of problems.

If you are referred to a department manager and that person is unable to resolve your concern, you may speak with a member of Arbor Ridge administration. Please contact the office of the assistant director/director of nursing or the assistant administrator/administrator.

Another way to bring a matter to the attention of Arbor Ridge administration is to complete an Arbor Ridge “Resident/Family Concern Report.” Copies of this form are located at the Communications Desk. Submit

your form by placing it in the box labeled “Compliments and Concerns,” located in the lobby to the right of the fireplace, or give it to any social worker. The box is checked regularly, and forms are forwarded to the appropriate department. You may also choose to bring your concern to the attention of Riderwood’s Resident Advisory Council (RAC). To do so, fill out a “Resident Statement of Concern” form and place this in the box labeled “RAC.” These forms and the RAC box are located in the lobby, on the left side of the fireplace.

**Note: Please also provide a copy of any concern report to the Family Council, which can assist with follow-up. This copy may be placed in the Family Council’s mailbox at the Communications Desk.**

If you are not satisfied with the help you get from the parties identified above, you may choose to contact the Prince George’s County Ombudsman Office (301-265-8455) or the Maryland Office of Health Care Quality (877-402-8218). Related information is posted in each residential building (RC, EV, and OG) and is also available from your social worker.

## Nursing Services

### Overview of Nursing Services

Arbor Ridge provides individualized nursing care based on the needs of residents and the floor on which they reside. The staffing mix and ratio of nursing staff to residents are designed to meet residents’ needs in a way that ensures the highest quality of care. All nurses working for Arbor Ridge are employees of Riderwood.

Nursing care is overseen by a team consisting of the director of nursing (DON), the assistant director of nursing (ADON), and the quality care coordinator (QCC) assigned to each floor. Other key nurses are the staff development coordinator, clinical documentation manager, “PIRMS” (Performance Improvement, Risk Management,

and Safety) manager, the several registered nurse (R.N.) supervisors who manage care between 3:00 p.m. and 8:00 a.m. and on weekends, and the “delegating nurse” in assisted living. All of these individuals are registered nurses with clinical experience in both long-term care and acute-care settings. A brief description of their respective roles is found at the end of this section.

Routine nursing care consists of assessment, treatment, and monitoring of your physical and psychosocial needs, and administering medications and/or treatments prescribed by your physician or nurse practitioner. Care is provided by our nurses [R.N.s and licensed practical nurses (L.P.N.s)], geriatric nursing assistants (G.N.A.s), household associates (H.A.s), and certified medication aides (C.M.A.s), as appropriate. Personal (“hands-on”) care, including bathing, dressing, and mealtime assistance, is usually provided by a G.N.A. or H.A.

In addition to Arbor Ridges’ nursing staff, some residents choose to retain private duty nursing aides (your social worker can provide a list of appropriate resources). These individuals may be employees of Riderwood’s home support services or hired by residents through an outside organization. Arbor Ridge’s management requests that private duty aides from outside organizations wear purple smocks to differentiate them from Riderwood home support staff (who wear green shirts) and Arbor Ridge nursing staff, for the benefit of residents and family members. Residents/family who retain a private aide should instruct the aide to obtain a smock from the communications specialist upon arrival to duty (and to return it at the end of their shift). You are required to provide credentials, background check, and TB clearance for all private duty aides prior to them providing care in the building (see Appendix 4 for details).

## Levels of Care

In assisted living, residents receive the package of care (designated as *Level A, B, C, D, E, or F*) that best meets their individual needs. For example, residents who can manage their own medications but who need assistance with bathing or dressing receive less nursing care than those residents who require regular and extensive assistance in multiple areas. In the “premium” section of assisted living, designed for residents with greater need for physical assistance, and in the “memory care” section for residents with dementia or significant memory loss, nursing care is much more intensive.

In rehabilitation, nurses provide more intensive monitoring and more specialized treatments. This may include, for example, complex wound care, intravenous therapy, respiratory management, postsurgical care, and assistance with therapy exercises. Following a stay in rehabilitation, you may receive “restorative nursing” care when you return to assisted living or skilled nursing, to help you maintain maximum functioning. Restorative nursing may be low or high in intensity, consistent with your therapeutic orders and your progress.

In skilled nursing, residents receive nursing services that are more sustained and/or more complex. This might include, for example, oxygen therapy, intravenous infusions, tube feeding, and measures to reduce the risk of skin breakdown, weight loss, and falls.

## Staffing Patterns

The number and mix of nursing staff (R.N.s, L.P.N.s, and aides) vary by floor and time of day, reflecting the needs of the resident population. Thus, the number of nurse aides and nurses per resident is lowest in assisted living, higher in assisted living “memory care” and “premium,” and highest in skilled nursing. Staffing levels are higher during the day than at night.

In assisted living, there is always *at least* one nursing assistant on each floor and four nurses making rounds during all shifts. In skilled nursing, there are at least seven nursing assistants and at least five nurses at all times.

**Note:** According to standards for nursing homes established by the federal Centers for Medicare and Medicaid Services, Arbor Ridge’s overall nursing staffing pattern achieves the highest ranking (i.e., score = 5), and Arbor Ridge’s pattern for R.N. staffing ranks above average, scoring 5 out of 5.

On the weekends, both the direct care staffing patterns and the staff themselves are no different than during the week. All staff work weekends as well as weekdays; this allows Arbor Ridge to provide regular, consistent caregivers who know our residents. On the weekends, there is an R.N. house supervisor on duty, as well as an R.N. supervisor assigned to the short-term rehabilitation unit on OG2. Additionally, there is a member of the nursing administration team on call. The name of the nurse manager on call is located at the front desk of Arbor Ridge.

Nurses work the schedules listed below, with the vast majority working 8-hour shifts.

### 8-Hour Shifts

Daytime Shift: 7:00 a.m. to 3:30 p.m.

Evening Shift: 3:00 p.m. to 11:30 p.m.

Night Shift: 11:00 p.m. to 7:30 a.m.

### 12-Hour Shifts

Daytime Shift: 7:00 a.m. to 7:30 p.m.

Night Shift: 7:00 p.m. to 7:30 a.m.

## Appointments and Records Management

The unit secretaries, located at the nurses stations in skilled nursing and in the Rose Court 4th floor office in assisted living, answer and direct phone calls, schedule medical appointments, and prepare records and files. For most off-site physician visits, especially if escort services and/or transportation will be needed, your unit secretary can help with

scheduling and arranging transportation. If you choose to schedule an appointment yourself, whether it is in Riderwood's medical center or off campus, please inform your nurse or unit secretary several days in advance.

Upon leaving Arbor Ridge for a medical appointment, you or your escort must pick up your consultation information and take it with you. This folder is prepared by and available from your unit secretary in skilled nursing or your charge nurse in assisted living. Upon your return, it is essential that you return the completed consultation form to your unit secretary (SNF) or the nurse (ALF), as it contains your physician's recommendations.

## **Medication Management**

Your personal medications are kept secure, either in a locked cabinet in your residence or in a medication cart. Some residents who administer their own medications may have a key to the locked cabinet. (If interested, you may speak with your nurse about managing your own medications.)

To help ensure you can receive newly prescribed medications without delay, nurses maintain a supply of the most frequently used medications. New prescriptions that must be obtained from the pharmacy are generally delivered within 24 hours or within 4 hours if your physician requests a "rush" order.

For additional information, see the section called "Pharmacy Services."

## **Infection Control**

Immunization programs are an important part of life in our community. Residents' vaccinations histories are obtained upon admission, with seasonal flu and pneumococcal vaccination offered as appropriate. Staff are also offered vaccinations and screened for immunity to hepatitis B, measles, mumps, rubella, and varicella (the organism linked to chicken pox and shingles).

At different times throughout the year, notices may be posted for residents and family members making you aware of general infection control precautions that have been instituted on a floor or across Arbor Ridge due to one or more cases of flu, gastrointestinal illness, or shingles. These are very common occurrences, and the notices are made to foster awareness during cold and flu season and at other times to satisfy county and state requirements. Keep in mind that residents' personal health information is always kept private. These postings are general in nature and typically made only a few times per year.

When considering illnesses that might be contagious, it is helpful to have the right information. For instance, while a person does not "catch" shingles from another person with shingles, an individual who has not yet developed immunity to chicken pox may develop chicken pox after being exposed to a person with shingles. The Centers for Disease Control reports residents age 60 and older have presumed immunity to chicken pox. Therefore, any notices regarding shingles precautions are typically made for the protection of nonimmune staff and visitors (for example, children not vaccinated).

Family and friends are asked not to visit when they have colds, respiratory infections, or any contagious illness so that we may minimize the risk of spreading infections among residents and staff.

## **Nursing Organization**

The **director of nursing** (DON) is a registered nurse who is responsible for the overall quality of nursing care and management of nursing staff and operations throughout Arbor Ridge.

The **Assistant Director of Nursing** (ADON) assists the DON in leading the department, with a special focus on coordination of staffing and managing clinical functions such as laboratory services, pharmacy services, and medical equipment.

The **quality care coordinator (QCC)** is a registered nurse who has responsibility and oversight for the care of residents on an assigned floor. This includes a wide range of services such as resident assessment, designing individualized and resident-centered care plans and service plans, optimizing quality of life, coordinating care between nursing and medical services, administration of medications/treatments, providing staff supervision, quality improvement activities, and at times bedside care. The QCC supervises the nurses and nursing assistants for the floor. In assisted living, there are three QCCs in addition to one delegating nurse who supports the QCCs in performing their functions. The QCC for your neighborhood is the best nurse management resource for you and your family members.

**Registered Nurse Supervisor:** Between the hours of 3:00 p.m. and 8:00 a.m. (overnight), and on weekends (i.e., whenever a QCC is not on-site), a registered nurse supervisor is “in charge” of the facility. The R.N. supervisor makes rounds on all floors every few hours, helping with the assessment of residents with a sudden illness or change in condition, supervising nursing personnel, and engaging residents to ensure their needs are being met. The R.N. supervisor is available to discuss any concerns about resident care. You may reach the R.N. supervisor by contacting the Communications Desk and asking to be connected by phone. You may also contact the R.N. supervisor on his/her Polycom phone by calling the Arbor Ridge front desk at 301-572-8430.

**Charge Nurses.** Charge nurses are the R.N.s and L.P.N.s who are responsible during each shift for the overall care of the residents on their neighborhood. Charge nurses conduct assessments, help develop and participate in the resident’s Care Plan or Service Plan, administer treatments and medications, supervise nursing assistants, contact the physician and family when necessary, and oversee the total care of individual residents. If

you have a question or concern about your care, the charge nurse is the first point of contact and an excellent resource.

### **Geriatric Nursing Assistants (G.N.A.s).**

G.N.A.s are certified nursing assistants who have completed special training and certification in geriatrics (as required by Maryland State law to provide care in a long-term care facility). G.N.A.s are primarily responsible for the hands-on care of residents, including support for dressing, bathing, transferring from bed to chair, walking, toileting, and mealtime assistance. The latter may be as simple as a mealtime reminder or as complex as total feeding assistance. In addition, G.N.A.s are trained in resident-centered care and help in a variety of ways, for example by visiting with residents, assisting with activities, taking residents for a walk, or answering family members’ questions.

### **Certified Medication Aides (C.M.A.s)**

are G.N.A.s with specialized training that authorizes them to administer most medications as ordered by the physician or nurse practitioner. Medication aides work under the supervision of a nurse.

**Household Associates** are G.N.A.s who have completed additional training in programming and activities, leadership, self-directed teamwork, housekeeping, and certification in food handling and medication administration. (Household associates work only in Rose Court 4 and Rose Court 5 memory care).

## **Medical Services**

### **Overview of Medical Services**

The primary care medical professionals on staff at Riderwood’s medical center are on-site regularly to serve Arbor Ridge residents. Five board certified physicians, including the medical director, plus two nurse practitioners (N.P.s) comprise the team of primary care practitioners. They apply their experience

and technical skills to diagnose residents' medical problems, recommend and administer treatments, and monitor progress. In addition to regular office hours in the medical center, Riderwood's physicians and N.P.s conduct regular rounds in Arbor Ridge, checking on the conditions and progress of residents. They work very closely with residents, family members, nurses, physician specialists, and the other health professionals who may be involved in a resident's care. Working as a team, they provide comprehensive, coordinated services to maximize residents' health and well-being.

Most Arbor Ridge residents use physicians from the Riderwood medical center and utilize one of the primary care physicians as their own. If you came to Arbor Ridge from independent living and already have an established relationship with Riderwood physicians, this relationship could continue when you move to Arbor Ridge depending on which apartment you choose. Physicians are designated to certain floors in Arbor Ridge. Exceptions will have to be reviewed by contacting your doctor at the medical center. Furthermore, some residents elect to retain outside doctors, usually because of long-standing relationships. Residents who utilize specialists in the medical center are encouraged to maintain relationships with the pertinent Riderwood-affiliated specialists, but are free to use any off-campus specialists instead. Often it is a mixture of both, determined by previous relationships and the residents ability to maintain travel to an offsite physician. For residents who do see Riderwood physicians, they will be seen within the first month of being admitted to assisted living and every three months thereafter. For skilled nursing, residents will be seen within the first 48 hours of admission and then every month, which is required by law. If residents do not need to be seen once a month in skilled nursing, the physician, with approval from the resident or family can write an order to see the resident every 60 days.

## **Nurse Practitioners**

Nurse practitioners (N.P.s) are registered nurses (R.N.s) who are prepared through graduate education and advanced clinical training to provide a wide range of preventive and acute health care services and to help with the diagnosis and management of health problems. They work closely with and under the supervision of the physicians but also with a high degree of independence, serving as the residents' regular source for primary care. Nurse practitioners take health histories and conduct physical examinations to diagnose many common acute and chronic problems, order and interpret laboratory results, prescribe and manage medications and other therapies, provide health education and counseling, and refer residents to other health professionals when indicated.

## **“House Calls”**

Visits by Riderwood's physicians and nurse practitioners to Arbor Ridge occur in your own apartment/room, like an old-fashioned house call. In skilled nursing, a physician will visit a new resident (who is enrolled in the Riderwood medical center) within 48 hours of admission, and routine visits will be conducted at least monthly thereafter, alternating one month with the physician, one month with the nurse practitioner. In assisted living, the first physician visit will occur within the first full month of admission and routine visits will be scheduled approximately every three months thereafter. For times when a resident is not feeling well or has a change in condition, a visit with the N.P. to address the issue is arranged by the charge nurse.

Specialty house calls by a podiatrist and mental health expert are also available. These visits can be scheduled at the request of a resident, family member, physician, and/or nurse practitioner.

In addition to physician visits inside Arbor Ridge, you or your family member are welcome to schedule medical appointments with them in the medical center. Please make your charge nurse aware of these appointments as well as any other doctor's appointment you are attending outside of Arbor Ridge.

### **Information for Residents Who Use an Outside Physician**

The Riderwood physician and nurse practitioners will only visit a resident who uses an outside primary care physician in the event of an emergency, with consent. Routine visits by Riderwood's primary care providers and N.P.s are not available to residents whose primary care physicians are from outside Riderwood. Residents utilizing non-Riderwood primary care will receive their care off campus. In an acute situation, the resident is more likely to need to access care in the emergency room due to lack of immediate access to their primary care provider. Non-Riderwood physicians can apply for clinical privileges to practice within Arbor Ridge (call the medical director).

Residents who do not use a Riderwood primary care physician may use the services of the medical specialists who have offices in Riderwood's medical center.

### **Mental Health Nurse Specialists**

The medical center employs two psychiatric clinical nurse specialists. These are advance practice registered nurses with graduate or post-graduate specialized training in mental health. They are licensed to provide an array of mental health services, including assessment, diagnosis, medication management, and counseling.

### **Specialty Care**

The services of several types of medical specialists (including dentists) are available to all residents of Arbor Ridge in the Riderwood

medical center, by appointment. (Also see "House Calls" on page 12.)

The medical center has relationships with a number of physician specialists in the Riderwood vicinity who have privileges in nearby hospitals. Some of these specialists hold part-time office hours at the Riderwood medical center in addition to their regular practices elsewhere. The specialties that are represented include cardiology, dermatology, hematology/oncology, gynecology, audiology, ophthalmology, gastroenterology, neurology, dentistry, and optometry. If you need assistance in scheduling an appointment and/or escort to the medical center, you may speak to your nurse, social worker, or unit secretary.

### **Coordination of Care**

Several formal processes help to ensure good communication and collaboration among the various people involved in a resident's care. First, visits by your physician or nurse practitioner are usually initiated by communication from nursing staff. Second, the medical director meets with the director of nursing and Arbor Ridge administration team once a week to discuss resident care. Third, Arbor Ridge uses an electronic medical record that allows for certain medical information to port over from the medical center's electronic medical record.

In the event an Arbor Ridge resident is hospitalized, the acute care coordinator serves as a communication and coordination link between Riderwood and the hospital. The acute care coordinator makes weekday visits to Holy Cross Hospital conducting rounds with Riderwood residents and meeting with families as appropriate. She sends regular updates to pertinent Riderwood staff on resident status and discharge potential. If a resident is in a hospital other than Holy Cross or in an acute-care rehabilitation facility, the coordinator maintains contact and obtains updates from that facility via telephone.

## Schedules

Riderwood physicians hold regular office hours in the medical center, located in Village Square, and spend part of each weekday in Arbor Ridge, on a rotating basis. Every weekday, at least one physician and one nurse practitioner are on-site at Arbor Ridge to provide unscheduled “sick” visits in the event of a sudden illness or health problem.

A Riderwood physician is “on call” to address emergency medical issues for Arbor Ridge residents 24 hours a day, including weekends and holidays. Your Arbor Ridge nurse will contact the on-call physician as needed for you. Nursing staff routinely call to consult with physicians regarding any significant change in your condition.

If you or your family member would like to discuss a sudden illness with the physician during the night or on weekends, please coordinate your request through the charge nurse. You may also ask to speak with the registered nurse supervisor for additional support and assistance.

Arbor Ridge’s two nurse practitioners are available weekdays, from 9:00 a.m. to 4:00 p.m. Their office is located on the second floor of the Community Building wing of Arbor Ridge across from the beauty salon. You can request their services for a medical issue through your charge nurse who will first assess your situation then notify the nurse practitioner.

## How to Contact Medical Personnel

To contact a Riderwood primary care physician, call the medical center at 301-572-8340 and specify to whom you wish to speak. A phone note will be entered in the resident’s electronic health record, and the physician will normally get back to you within one business day.

Nurse practitioners are first line providers for medical interventions at Arbor Ridge and

may be reached weekdays during normal business hours by leaving a message at 301-628-3608 or by calling the Communications Desk and asking to have the N.P. paged. Please inform the charge nurse first of any medical concern you have so they can initiate an assessment and contact the nurse practitioner for follow-up if needed.

## Medical Records

Individuals who used Riderwood’s medical center before coming to Arbor Ridge have an electronic medical record. This record includes your health history prior to moving to Riderwood and full health information covering your time in independent living. In Arbor Ridge, most of your medical information is also stored electronically, and your entire record is available to authorized providers. The use of electronic medical records helps to ensure that your health information is comprehensive, up-to-date, and readily accessible to all your providers. In the case of a hospitalization or other emergencies, records can be provided promptly to those who are responsible for your care. (Since most of the local area hospitals are not currently able to receive records electronically, the record is usually faxed or sent with the ambulance crew).

You have the right to view your medical record or to obtain a copy of part or all of your record. A nurse is available 24 hours a day to assist you and/or your responsible party in viewing the record. Requests for paper copies can be made to the medical records coordinator at 301-572-8399, ext. 606-2211. You will be asked to complete a standard request for release of medical information form as part of the process. A small fee is typically charged for paper copies.

## Information for Family Members (Frequently Asked Questions)

***Will I be informed in advance about every medical visit for my loved one?***

Normally, you will need to inquire about the schedule for routine appointments, but this information can be shared with any family member for whom the resident has given approval. This information is available by contacting nursing staff, specifically the unit secretary.

***May I attend the visit with my loved one?***

Absolutely, provided your loved one approves your participation. We recommend that a family member accompany the resident to medical appointments whenever possible. This helps to improve communication about the resident's condition (and may also avoid the need for and fees associated with a staff escort). If a family member will not be attending the visit, the best way to communicate a clinical concern or to share information is to call the provider or charge nurse.

Most visits in Arbor Ridge are scheduled for a group of residents in a block of time. Rather than a specific appointment time, a resident will have a time range on a specific day, for example "Monday between 9:00 a.m. and 11:00 a.m." If you inform staff of your wish to attend the appointment, the team will try to accommodate your schedule. An alternative available to you is to schedule an appointment for your loved one in the medical center at a time that works for you.

***When can I expect to be called?***

Provided it is consistent with the resident's wishes, a family member will be called by an Arbor Ridge nurse any time there is a significant change in the resident's condition. Examples include a fall, fever, or symptoms of an infection. Serious conditions will be assessed and stabilized if possible. Emergency treatments may be initiated, in accordance with the resident's advance directive and MOLST orders. A phone call will be made to the responsible party in emergency situations.

**Note: It is critical that all residents' records include up-to-date contact information for the responsible family member or authorized decision maker (Power of Attorney for Health Care).**

***If I have a medical question, whom should I call?***

The charge nurse is always a good first point of contact. The charge nurse will contact the physician or nurse practitioner, based on established procedures, either the same day or the next business day depending on the need. You may also wish to contact the physician or nurse practitioner directly. If the resident has a physician outside of Riderwood, the Arbor Ridge team will coordinate care and exchange clinical information with that physician as appropriate.

***Can I communicate with the physician or nurse practitioner by email?***

In general, Riderwood's physicians and nurse practitioners prefer to communicate with residents and family members in person or by telephone. If you would like to establish email communication with a physician or nurse practitioner, please discuss this possibility with that individual directly.

## **Rehabilitation Services**

### **Overview of Rehabilitation Services**

Rehabilitation services are available to residents of Arbor Ridge on the recommendation of your physician or nurse practitioner. The goal of the rehabilitation department is to help you regain the level of health and functioning you enjoyed prior to a hospitalization, illness, injury, surgery, or decline in function, and to enable you to be as independent as possible.

The following therapies are available on an inpatient basis (for residents in OG2—inpatient rehabilitation) and on an outpatient basis (for

Arbor Ridge's assisted living residents and OG1 and OG3 long-term care residents).

**Physical Therapy (PT)** focuses on restoring mobility (especially the ability to transfer, stand, walk, climb stairs, etc.) to one's previous ability level. Physical therapists prescribe and supervise exercises designed to improve balance, strength, and endurance, as well as proper use of assistive devices.

**Occupational Therapy (OT)** focuses on improving functional independence in daily activities like bathing and dressing, and other skills. Arbor Ridge's occupational therapists may also make recommendations regarding safety and accessibility in your home.

**Speech-Language Therapy (SP)** The speech-language pathologist is responsible for the evaluation and treatment of voice, speech (pronunciation), receptive and expressive language, swallowing and cognitive deficits including short-term memory, word finding abilities, problem solving skills, and higher level reasoning difficulties.

If you should have a question or concern regarding rehabilitation services, contact the rehabilitation manager at 301-572-8399, ext. 606-2384, or the assistant rehabilitation manager at 301-572-8373.

## **Inpatient Rehabilitation**

If you come to Arbor Ridge for a short-term rehabilitation stay, you will be evaluated by a therapist within 24 hours (or 48 hours, if you arrive on Saturday). The therapist will develop a plan for your care, which will be reviewed and approved by your physician and which incorporates your goals. Residents may receive one or more types of therapy, depending on their individual needs. Physical therapy and occupational therapy are usually scheduled five times a week, for a total of one to three hours of treatment each day.

Therapy may be provided in your room or in the inpatient rehabilitation gym (located on Oak Grove 2), depending on your preference and need. The therapist will establish a schedule that considers your preferences regarding time of day. Since residents are often at heightened risk of falling after a hospitalization, a wheelchair will be provided to you on your first day of rehabilitation therapy. We ask that you use the wheelchair as your means of mobility until your nurse or therapist has cleared you to walk without assistance. Other assistive devices (walkers, canes, etc.) can be provided for your use once the therapist has determined that you are ready to safely and effectively use the device on your own. You will be advised to ask for assistance whenever you need to get out of bed or up from the wheelchair, until cleared to do this on your own.

Throughout your stay in rehabilitation, your therapists will be planning for your return home. This planning may include a visit to your home to assess any potential environmental impediments, and it also includes ordering any equipment that is needed. Each week a formal multidisciplinary (physician, nurse, social worker, therapists) review meeting is held. During this meeting, your progress is discussed and a determination is made regarding a time frame to return home. Your social worker will keep you up to date on the information discussed about you in the meeting.

## **Emergency Medical Services**

A resident who thinks he or she is having a medical emergency or who feels the need for urgent medical attention has several ways to call for help. These include the call button and pull cord in each residence, as well as the Press Alert call button pendant, if applicable. This alerts your nursing staff that you have a need. They will come to your apartment, assess the situation, and provide appropriate care and follow-up. If you require hospital-level care as determined by the M.D., nursing staff will

coordinate with Riderwood's emergency medical service (EMS) personnel for transport services.

Your primary responder in Arbor Ridge is the nursing staff. Riderwood's EMS/security personnel can provide emergency care in Arbor Ridge and throughout the Riderwood campus. The EMS team includes individuals with basic emergency medical technician training ("EMT-Basic") as well as paramedics (with "EMT-Advanced" training). Most of our security employees have completed EMT-Basic training.

Riderwood maintains its own ambulance service. Our EMS team will transport a resident needing urgent care in one of the two Riderwood ambulances or will coordinate with the Prince George's County Emergency Medical Services ambulance crew. Normally, transport is to Holy Cross Hospital in Silver Spring or Laurel Regional Hospital. In certain circumstances, transport may be to other hospitals in Montgomery County and Washington, DC, including Shady Grove Adventist, MedStar Montgomery, Washington Adventist, Suburban Hospital, and Washington Hospital Center.

## Pharmacy Services

### Overview of Pharmacy Services

Most Arbor Ridge residents receive all needed pharmacy services through Riderwood's "preferred provider," called Omnicare (also known as NeighborCare). The branch of NeighborCare that services Arbor Ridge specifically is located in Annapolis Junction and can be reached at 1-800-435-9555.

A branch of Omnicare is conveniently located on the Riderwood campus in Village Square. The pharmacy is open Monday through Friday from 8:30 a.m. to 5:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m. You may contact the pharmacy by phone at 301-572-8470.

You may also choose to use an alternate local or mail-order pharmacy (Some Federal government and other health plans require use of mail-order suppliers). Sometimes this enables you to obtain a larger supply of your medications or a reduced cost. A disadvantage is that residents using a pharmacy other than Omnicare must accept responsibility for ordering, delivery, and payment. (See Appendix 2 for Arbor Ridge's policy regarding use of a non-preferred pharmacy provider).

If medications are needed on an emergency basis, these will be ordered through Omnicare, even if you normally use another pharmacy. This practice helps to ensure rapid filling and dispensing.

### Responsibilities

If you use Omnicare, your nurses are responsible for monitoring the supply of your medications and reordering for you as needed.

If your medications are provided by a pharmacy other than Omnicare, you, your family, or other responsible party will need to monitor and maintain an adequate supply of all medications. When the current supply is enough for 15 days or fewer, your nurses will order an interim supply from Omnicare, at your expense (or at the expense of your insurance plan), to ensure you do not run out. Nursing staff can assist you with ordering medications, but you are responsible for assuring timely delivery to your nurses.

### Safety Measures

For residents' safety:

- All medications to be administered to, or used by, an Arbor Ridge resident must be ordered in writing by the resident's physician or nurse practitioner. *This includes over-the-counter medications.*

- State regulations prohibit residents in long-term care and rehabilitation facilities from bringing any medications from home.
- Medications are delivered to Arbor Ridge by Omnicare’s courier, or the courier used by your alternate pharmacy, with the package addressed to the attention of the nursing staff on your floor. Medications may also be delivered by a resident’s family member—but only if they remain *in the original, sealed package*. Arbor Ridge nurses will not accept any medications that have been opened.
- If your pills need to be split (for example, cut into halves), *this must be done by the pharmacist prior to delivery to Arbor Ridge*. Our nurses are not authorized to split tablets.
- Any resident who wishes to self-administer medications must first be determined eligible to do so. Your quality care coordinator can provide information about how this eligibility is determined.

## Hospice Care

Hospice care is available to residents who choose this type of care near the end of their life, when more aggressive treatment is no longer desired. Hospice care (and associated hospice insurance benefits) may be appropriate if a doctor’s assessment concludes that the resident has six months or less to live. The resident can receive hospice services within their Arbor Ridge residence from their preferred local hospice agency. Arbor Ridge staff coordinate with professionals from various community-based hospice organizations toward the shared goal of keeping the resident as comfortable as possible. Hospice provides support to the resident and the family as they cope with the dying process and also provides continuing support to the family after their loved one has passed away. The organizations that provide hospice services in Arbor Ridge

include Montgomery Hospice, Holy Cross Hospice, and Jewish Social Services Agency Hospice (JSSA), among others.

A resident who does not wish to engage hospice benefits, or who does not meet the coverage criteria, may still choose to receive palliative or comfort care in lieu of more aggressive treatment. The Arbor Ridge care team, including the resident’s physician, nurse practitioner, nurse, social worker, volunteers, and pastoral team, are trained to provide end of life care (palliative care or comfort care). In Arbor Ridge, hospice care can be provided in the individual’s residence, except when specific care needs require a move from assisted living to skilled nursing. Questions about hospice and palliative care in Arbor Ridge should be directed to your nurse practitioner, physician, or social worker.

## Respite Care

Respite care is a service that provides support and relief to Riderwood residents who are taking care of someone in their independent living apartments. Temporary stays in Arbor Ridge enable family caregivers to take a break from the day-to-day responsibilities of caring for a loved one, to take a vacation or business trip, or to tend to their own health needs. Arbor Ridge offers stays from 3 to 30 days for residents of Riderwood’s independent living and, space permitting, for persons from outside of Riderwood.

For information about scheduling respite care, please contact the Admissions Office.

## Dining Services

### Dining Schedule

In Arbor Ridge, all residents are served three meals a day, as well as snacks being available around the clock. A hot breakfast, lunch, and dinner are available every day, during the scheduled times shown below.

### **Assisted Living**

Breakfast: 8:30 – 9:30 a.m.

Lunch: 12:30 – 1:30 p.m.

Dinner: 5:30 – 6:30 p.m.

### **Skilled Nursing OG1**

Breakfast: 7:45 – 9:15 a.m.

Lunch: 11:45 – 12:45 p.m.

Dinner: 4:45 – 5:45 p.m.

### **Skilled Nursing OG2 and OG3**

Breakfast: 8:30 – 9:30 a.m.

Lunch 1st Seating: 11:45 – 12:30 p.m.

Lunch 2nd Seating: 12:30 – 1:15 p.m.

Dinner 1st Seating: 4:45 – 5:30 p.m.

Dinner 2nd Seating: 5:30 – 6:30 p.m.

## **Menus and Dining Options**

Arbor Ridge menu selections are on a five-week cycle that changes during the spring and fall. Menus are posted outside of each dining room, and copies are also available at the Communications Desk. In addition to the regular menu, the daily ***Chef's Choice*** menu, which is available in each dining room, offers 18 alternate options. Between the Chef's Choice and the regular menu, you have as many as 20 different entrees at each meal.

All Arbor Ridge dining rooms have open seating—you may sit wherever you choose. Please do not hesitate to sit where it is most accommodating to you.

Residents are encouraged to come to the dining rooms and enjoy their meals with others; however, in some circumstances residents may be served in their room/apartment. If you would like to have a meal brought to you in your apartment or room, simply notify your nursing assistant. In skilled nursing, there is no charge for room service. In assisted living, there is a \$3 room service fee applied to every meal delivered to the apartment unless a health condition precludes you from coming to the dining room. Note: Nursing staff is available for residents needing assistance with feeding.

If you enjoy visiting other areas of the campus, you may dine in any of Riderwood's restaurants without additional charge. You will be asked to show your Riderwood badge and/or to give your Riderwood identification number.

## **Snacks**

Snacks are available 24 hours a day, every day, both for you and for your guests. Arbor Ridge calls this "refrigerator rights." You and your guests may visit the dining room on your floor and help yourself to the snacks and light fare that you will find on the island counter and in the refrigerator. Snacks include sandwiches, fresh fruit, pudding, Jell-O, yogurt, crackers and cookies, popcorn, pretzels, coffee, sodas, milk, and juice.

## **Guest Meals**

Family members and friends are welcome to join you at mealtime. They may receive a cup of coffee or soup free of charge, or a full meal, which will be charged to your Riderwood account. Note: Guests who are residents of independent living may have their meal-of-the-day at Arbor Ridge without extra charge. Staff can arrange seating in the sunroom across from the dining room for a group of up to ten people.

Residents and family members may prepare their own meals or snacks in one of the kitchens located in the dining room. If you would like to do this, contact programming staff to reserve a kitchen and have the oven turned on (for safety, each oven has key access or a security code). Pots, pans, and cooking utensils are available at your request.

## **Therapeutic Diets**

All menus are carefully planned to provide the recommended number of servings based on the *Dietary Guidelines for Americans* and the *Food Guide Pyramid* published by the U.S. Department of Health and Human Services. Menus and meal preparation accommodate

residents' various needs, including "regular" diet, "mechanical soft with ground meat," "pureed," and "no concentrated sweets." The dietitian is available to design menus for those residents who need a more personalized meal plan.

## Special Dining Events

Arbor Ridge holds several types of special dining events, including Cinco de Mayo, Irish fare in March, elegant dinners, and summer picnics. Special monthly dinners for residents celebrating a birthday during that month feature fine dining and live music. Each birthday celebrant is encouraged to invite two family members or friends. Birthday dinners are usually scheduled on the last Wednesday of each month, except in November and December (when they are scheduled earlier). In the summer, each neighborhood has a summer cookout. Every Friday afternoon you will find a happy hour celebration in the Garden Room with refreshments and entertainment, at no additional charge for you or your guests.

Riderwood has the ability to cater private meals for you and your guests. The Garden Room in Arbor Ridge is available for these gatherings, or you may reserve catering areas elsewhere throughout the campus, including private dining rooms and/or classrooms. The Catering Department can provide you with a full listing of available venues and a menu explaining the choices. Menus must be selected 2 to 4 weeks prior to your event. If you are interested in holding a private party, contact the catering office at 301-572-1300, ext. 606-2020, or go to [www.riderwoodcatering.com](http://www.riderwoodcatering.com) for information.

## Share Your Ideas

Dining Services appreciates feedback from residents and family members. You may drop a note in the "Comments Box," located in every dining room or speak to your "team leader." The team leader, whose name is posted in each dining room, is available during every meal to

accept your comments, resolve concerns, and provide assistance.

## Dining Staff Organization

**Assistant Director of Dining:** The assistant director of dining services has the primary responsibility for the dining experience at Arbor Ridge. This includes a focus on quality of food, service, and nutrition management. All Arbor Ridge staff report up through the assistant director, who in turn reports to the dining services director.

**Restaurant Manager:** The restaurant manager oversees day-to-day operations for all twelve of Arbor Ridge's dining rooms, making sure that meals are tasty, served on time, and at the right temperature.

**Service Manager:** Rose Court, Evergreen Terrace, and Oak Grove Way each have at least one service manager, with responsibility for the dining experience and meal service.

**Supervisors and Service Coaches:** Supervisors and service coaches supervise the day-to-day performance of the restaurant associates and assistants.

**Restaurant Assistants and Associates:** To help foster an intergenerational environment, Riderwood hires students from local high schools as restaurant assistants. They prepare plates and serve meals in the dining rooms. They receive on-the-job training, as well as ongoing coaching and mentoring. Restaurant associates are nonstudent, part-time and full-time staff with similar job duties.

**Chef de Cuisine:** The chef de cuisine is responsible for the preparation and quality of food. The chef's duties are mainly behind the scenes, managing the cooks and kitchen staff. The chef also attends various resident meetings to obtain feedback and conducts cooking demonstrations.

**Dietitians:** Dietitians are health professionals who specialize in food and nutrition. They help promote good health by determining nutritional needs and developing diet plans. They may recommend a modified diet or nutritional supplements, monitor weight, observe eating patterns, conduct a calorie count, or coordinate with speech therapists for evaluation of a swallowing difficulty. They conduct an assessment of each skilled nursing resident during the first week after admission and, thereafter, conduct routine follow-up in case nutritional needs change. Assisted living residents receive consultations by a dietitian if ordered by their physician. Residents, or family members on their behalf, may request a dietitian consultation.

## **Program Services (Activities)**

### **Overview of Program Services**

Program Services staff strive to promote residents' well-being by engaging them in meaningful social, mental, and physical activities. This involves facilitating recreational and leisure opportunities, leading activities and spending time with you individually. We ask new residents, as well as family members and others who know them, for information about the resident's interests and life experiences. This information, which comprises your "Personal Portrait," helps us design meaningful program offerings and identify the particular activities that you will enjoy most.

### **Activities in Arbor Ridge**

A broad range of programs is designed to meet the interests, abilities, and needs of residents. On a typical weekday, there are 5–6 scheduled activities to choose from in assisted living per neighborhood, and 5–6 in skilled nursing per neighborhood. In short-term rehabilitation several activities are offered each day as well. Each weekend, there are usually 14–20 activities happening in various areas of

the building. Being connected to your interests is important, and residents are invited to join any activity anywhere in Arbor Ridge. The activity calendars are designed with residents' input and are separate calendars for Evergreen Terrace, Rose Court 1–5, Memory Care, Oak Grove Way 1, Oak Grove Way 2, and Oak Grove Way 3. Your activity calendar will be distributed to you and/or your family member each month. Also, all calendars are available at the Communications Desk, through ArborRidge .Connected@erickson.com, and on the website [www.Riderwoodlife.org](http://www.Riderwoodlife.org).

Our various programs are designed for the mind, body, and soul. They include:

#### **Exercise**

In all neighborhoods, regular seated exercise programs are available. In addition to group exercise sessions offered by Program Services, nursing staff works with many residents on individualized exercise programs. If you are interested in a one-to-one exercise program, please consult your quality care coordinator regarding restorative nursing services.

#### **Traditional Games and Sports**

Programming staff facilitate a variety of traditional puzzles and games such as card games, Bingo, board games, Jeopardy, and Trivial Pursuit. There is also a weekly bridge group and some residents have even formed small groups to play other competitive card games. Some residents enjoy a modified game of basketball, volleyball, or just ball toss.

#### **Movies and Music**

Movie nights are regularly scheduled on individual floors and in the Garden Room. Residents can enjoy old-time radio, live performances, outdoor summer concerts, karaoke, and sing-alongs. Some Arbor Ridge residents also perform in a bell choir, led by a visiting music therapist.

## **Discussion Groups and Seminars**

Regular discussion/conversation groups focus, for example, on current events, politics, religion, and books. In addition, special seminars are scheduled to present information and answer questions on topics of interest to residents.

## **Visiting Animals**

In addition to the cats and dogs that live with their owners in Arbor Ridge, colorful birds and tropical fish can be seen throughout the assisted living neighborhoods.

Volunteers from local organizations called “Fidos for Freedom” and “Pets on Wheels” regularly come to visit with dogs. On the third Thursday of each month, and every other Friday, they visit individual residents and also assemble in the lobby area where residents can spend time with these friendly animals and their handlers.

## **One-to-One Visits**

For residents less able to participate in and enjoy group activities, one-to-one visits are planned several times each week. These visits often include activities such as reading, singing, playing music, or hand massage. Prayer and scripture reading are available for those who request it. Program staff coordinates with nursing staff, Pastoral Ministries staff, volunteers, and family members to plan the most appropriate type of visits and their frequency.

## **Outings**

Arbor Ridge offers three outings every month for residents in skilled nursing and assisted living. For example, we offer off-campus outings to concerts, plays, scenic drives, museums, and restaurants. Occasionally, special trips (e.g., to a nearby beach or a harbor cruise) are also offered, at no additional cost. You may obtain information on and register for these space-limited outings at the Communications Desk. Also, program assistants will ask

individual residents if they wish to participate. Transportation and staff assistance are provided at no additional cost. The cost of museum entrance fees, show tickets, or restaurant bills are charged to the resident.

## **Other Activities in Arbor Ridge**

Other scheduled activities within Arbor Ridge include arts and crafts projects, Bible studies and religious services (see “Pastoral Ministries” section), special dining events (see “Dining Services” section), and “Glamour Time.”

## **Activities Around Riderwood and the Metro Area**

Arbor Ridge residents are encouraged to take advantage of the extensive array of activities offered in Riderwood’s independent living neighborhoods. Opportunities for education, exercise, and entertainment are accessible via the campus shuttle. There are over 200 groups listed in the Community Resources Handbook. A monthly calendar is published in the Riderwood Reporter. Additionally, Riderwood TV and bulletin boards in each of the independent living clubhouses announce events. Campus activities of broad interest to Arbor Ridge residents are also posted on the bulletin boards on each floor (along with the Arbor Ridge activity calendars).

Special trips, sponsored by Riderwood’s Transportation Department, are announced in a monthly flyer, including descriptions, how to sign up, and any associated cost. The descriptions include information about the destination’s accessibility and how much walking might be required. Residents who need physical assistance to participate in one of these trips may hire Riderwood’s home support for a private duty aide (at an additional cost). Arbor Ridge’s program staff can answer your questions about participation in these activities.

## Share Your Ideas

Residents and family members have many opportunities to request new programs and activities, and to share their ideas. You may attend the Program department's monthly planning meetings, where the calendar is created and reviewed. Or you may present your ideas at Resident Council meetings, Neighborhood Meetings, Town Hall, care plan/ service plan meetings, or anytime you talk with Program staff. Family members are also welcome to participate if they would like to facilitate an activity for individuals or small groups.

## Program Staff Organization

**The program manager and assistant manager** are responsible for the planning and delivery of programs and events that are fun, engaging, therapeutic, stimulating, and resident-centered. They include and involve residents in the development, selection, and scheduling of activities. The manager and assistant manager get to know residents on a personal level, complete residents' "Personal Portraits," lead group activities, train nursing staff to conduct activities other staff, and report to the assistant administrator. The program manager and assistant manager are the best resource for questions and information about activities and options for therapeutic recreation.

**Program assistants** are responsible for planning and implementing daily programs. They get to know individual residents' interests and abilities and work to connect residents to what they enjoy by assisting them to and from activities and by leading group and individual activities. Program assistants also maintain daily records of resident participation and complete clinical documentation to help develop the Personal Portrait. They often participate in care plan and service plan meetings.

On Rose Court 4 and 5 (memory care neighborhoods), household associates assist with activities. Household associates are specially trained G.N.A.s who can also lead activities. They may lead a group activity, play a game of cards, or take an activity cart to residents and find something that sparks their interest.

## Pastoral Ministries

Arbor Ridge's two chaplains and their associates work closely with other staff to provide a supportive environment for your care and especially to assist you in meeting your spiritual needs and finding spiritual comfort. They are available to work with residents, families, our faith communities, and staff. Spiritual support, pastoral care, and counseling are available for people of all faiths.

Pastoral Ministries focuses on:

- interdisciplinary perspectives on health care, religion, and ethics
- helping residents and staff pursue their personal spiritual needs and connect with their respective faith communities
- supporting residents through visitation and prayer
- building morale through offering counsel on religious readings and worship
- facilitating memorial services
- building an interfaith ministry

Religious services of various types are held regularly in Arbor Ridge. This includes Protestant services, Catholic mass, and Jewish Shabbat services. Arbor Ridge residents are also welcome to attend the many types of communal services that are held regularly in Riderwood's interfaith chapel, where there is also a private area for prayer and meditation. Religious services being held at Arbor Ridge are listed on the monthly and daily activity calendar.

For schedule information, or any other matter you wish to discuss with the chaplain, you may call the office yourself at 301-572-8327 or ask your nurse to assist.

## Volunteer Services

Riderwood’s active volunteer program is evident throughout Arbor Ridge, where an ever-increasing number of volunteers assist other residents and staff to improve quality of life in a variety of ways. The volunteer coordinator recruits, trains, and supports volunteers from Riderwood’s independent living neighborhood and from the outside community. Some examples of services you may enjoy are friendly visits, walking companions, readers, visiting pets, monthly greeting notes, and hand massage. Volunteers also help with group activities like special dining programs, holiday decorations, special interest group presentations, trips, voting, etc.

One volunteer program called Community Connections (CC) is organized to serve some of the particular needs of Arbor Ridge residents. CC consists of the following groups: the Welcoming Committee, the Holding Hands Volunteers, and Hospice Volunteers.

There are also opportunities for Arbor Ridge residents to contribute to the welfare of others through volunteer activities. For example, by partnering with residents in independent living to clip coupons or prepare food for a food bank, by reading to other Arbor Ridge residents, volunteering in the Arbor Ridge Garden Patch store, distributing activity calendars, and by offering time and services to off-campus organizations.

If you would like to request the aid of a volunteer, or to offer your own service, please contact Volunteer Services at 301-572-8390.

## Your Residence

### Room Numbers and Locations

The chart below should help explain the room numbers within Rose Court, Evergreen Terrace, and Oak Grove Way.

Each residence is identified by an alphanumeric code. These codes indicate the section, floor, and apartment or room number, as follows:

Section	+	Floor Number	+	Apartment or Room Number
Rose Court = RC1		1,2,3,4 or 5		01 to 41
Evergreen Terrace = EV2		1 or 2		01 to 32
Oak Grove Way = OG3		1, 2, or 3		01 to 44

For example, RC1101 means Rose Court, (i.e., Arbor Ridge’s 1st section), floor 1, apartment 01. OG3206 means Oak Grove (the 3rd section), floor 2, room 06.

### Information Specific to Assisted Living Residences

#### Access/Privacy

In assisted living, you may lock your apartment door or keep it open as you wish. Staff should always knock before entering your residence. Staff has a master key to ensure access for resident care as needed, as well as apartment cleaning and maintenance.

In addition to a key to the entry door, you will also receive a key for the locked drawer(s) or cabinet(s) and the curio cabinet outside of your entrance.

## **Furnishings**

In assisted living, residents bring their own furniture and bedding, wall hangings, mementos, and decorations. Many people also bring a television set, radio, clock, basic kitchen items, telephone, etc. In skilled nursing, furniture, bedding, and a television are provided. You are allowed to make any alterations, within reason, to your residence. If you would like to have custom work done in your apartment, for example, painting or window treatments, you may have this done by Riderwood's Custom Interiors Department (at your expense) or by an outside source. No approval or permit is needed for cosmetic improvements. Note, however, if work will be done by an outside source, the contract for this work must be approved by Riderwood's General Services Department.

## **Pets**

Assisted living residents are welcome to bring a pet dog, cat, or other small pet, provided you can take care of it properly. Your social worker or nurse manager will interview you to help make this determination. You must register your pet with the social work staff and submit necessary documentation (such as a copy of immunization records). Also, your visitors may bring a pet, as long as they register at the Communications Desk and provide proper documentation of the animal's immunization records.

## **Temperature Control**

Thermostats in every residence enable you to control the temperature throughout the year. Also, in assisted living, fans are permitted (including ceiling fans if installed by the General Services Department). Space heaters are not permitted anywhere in Arbor Ridge.

## **Safety and Security for All Arbor Ridge Residents**

### **Personal Safety**

The main entrance to Arbor Ridge is open 24 hours a day, and round-the-clock staffing at the Communications Desk provides security. Inside the building, you may gain access to different areas by simply pressing the large button on the wall, near the entry doors.

For residents' safety, the exits from each section and from Arbor Ridge are secured. To leave a floor, you must enter the 4-digit code on the keypad next to the door in order to unlock the door and gain access to the elevator or stairs. Information about the 4-digit code is available at the Communications Desk and at each nurse's station and charting room.

***Note:* Residents or visitors who are escorting residents must notify nursing staff whenever leaving Arbor Ridge.**

A system called RoamAlert protects residents who are prone to wandering from becoming lost or injured. At-risk residents wear a RoamAlert bracelet on their wrist or ankle. If the resident approaches an exit (either internal or external), the system activates an alarm to alert staff that someone might be attempting to leave. If the resident has entered an elevator, the elevator will not move until the proper code is entered into the system. RoamAlert provides peace of mind for residents, family members, and staff—without restricting movement within Arbor Ridge.

All residents' rooms are equipped with a system to alert staff if you need assistance (for example, if you don't feel well and need to talk to the nurse). A call button located by your bed and a second pull cord in the bathroom are linked to a call light outside your door or the

nursing station as well as the staff phone that they carry with them. Pulling the cord sends an immediate signal that you need assistance. Staff monitors the call lights continuously and are trained to respond appropriately. Some residents also wear a Press Alert button that can be used if their pull cord is out of reach.

### **Security for Your Valuables**

Each apartment or room has at least one locked drawer or cabinet, which should be used for securing your valuables. Arbor Ridge cannot be responsible for replacing residents' lost or missing items. Credit cards, checkbooks, expensive or sentimental jewelry, and other valuables should not be kept in your residence. Also, it is best to keep only a limited amount of cash, especially given the limited need for it. Residents are also responsible for the security of items such as hearing aids and dentures except in those limited cases where an Arbor Ridge employee has explicitly taken on this responsibility.

### **Smoking Policy**

Riderwood is a smoke-free campus and smoking is not allowed inside or on any of Riderwood's grounds.

### **Residential Services**

#### **Housekeeping**

In assisted living, Arbor Ridge's housekeeping staff cleans all residents' rooms once a week and checks every day for needed trash removal and spot cleaning.

In skilled nursing, housekeepers clean each room daily. Regular cleanings include vacuuming, dusting, and cleaning the bathroom fixtures and floor. Every day, trash will be removed, and your bathroom will be spot-checked.

### **Laundry**

Regular laundry service is provided for all residents of Arbor Ridge. This includes your bed linens, towels, and clothing. Residents and family members who choose to do so may use the self-service laundry rooms located on each floor.

To reduce the chance of items being lost or delivered to the wrong resident, we recommend labeling of all personal items that will be handled by the laundry service. Laundry staff may automatically put labels on items that arrive in the laundry room unlabeled, or if you request it. Please remember that any new clothing items acquired over time also need to be labeled before being put into the laundry.

In assisted living, regular laundry service is provided once each week. You may request an extra day's service if needed. In skilled nursing, laundry is done twice a week. The laundry staff will pick up your items and return them to you, usually the same day.

If an item is missing from your returned laundry, you may notify the laundry supervisor or your social worker.

Arbor Ridge does not offer dry cleaning services. To avoid damage to your wool and delicate items, do not include these with your laundry submissions. "Dry clean only" items should go to a commercial cleaner.

#### **Telephones, Television, Cable, and Internet**

In assisted living and skilled nursing, basic cable television, wireless Internet, and telephone service are included in your monthly fee.

The Communications Desk maintains a list of all residents' telephone numbers.

In assisted living, you are welcome to bring your own television, of any size. Skilled nursing rooms are furnished with a television, or you may bring your own.

## **Repairs and General Services**

Your monthly fees include utilities (electricity, water, phone), as well as maintenance and repair services for utilities and for appliances and fixtures supplied by Riderwood. If there is a problem with your heating, air conditioning, or plumbing, it will be handled by Arbor Ridge's maintenance technicians. Technicians are available every weekday during regular business hours and, in case of an emergency, they are on call at night and on weekends.

To request repair of anything in your residence, you can call General Services directly at 301-572-8399, ext. 606-2088; the front desk after hours; or the nursing staff. Urgent repairs will be addressed immediately. Other repairs are generally completed within 48 hours. For non-urgent requests, you may also send an email message to [RWVWorkOrders@erickson.com](mailto:RWVWorkOrders@erickson.com).

## **Shared Spaces**

The common rooms and outdoor spaces throughout Arbor Ridge enlarge your personal space and provide opportunities for socialization with neighbors and visitors. In addition to the dining rooms, living rooms, sunrooms, four garden courtyards, and activity rooms, individual residences are enhanced by the following:

### **Bathing Spas**

Each floor has at least one private bathing spa with a dressing area and walk-in soaking tub for your use and enjoyment. Nursing staff identifies bathing times with each resident, based on his/her individual schedule. Assistance is provided as needed.

### **Beauty Salon**

Arbor Ridge's beauty salon, located on the second floor, offers haircuts and styling, as well as manicures, for women and men. Residents

who wish to have any of these services on a regular basis are asked to complete a "Resident Salon Service Form" and give this to admissions or salon staff. Charges for salon services, plus a 10% gratuity, will be billed to your account.

## **Convenience Store ("The Garden Patch")**

The Garden Patch is a convenience store located on the first floor, just down the hall from the Communications Desk. The store is a resident-run entity and is usually open Monday through Friday at various hours. Here, you may purchase a variety of cold drinks and snacks and items such as toiletries, batteries, and greeting cards. This is the one place in Arbor Ridge where cash is accepted. Residents can also charge items to their account.

## **Campus Safety and Security**

The Security Department (part of General Services) provides a variety of services to ensure safety across campus. Uniformed security officers are on duty 24 hours a day, 7 days a week. These officers, who make rounds throughout Riderwood's buildings and grounds, are equipped to deal with various types of emergencies. Their responsibilities include monitoring the fire alarm system and annual testing; using point-of-entry controls, cameras, and other techniques to reduce potential crimes within our community; and issuing tickets to vehicles that exceed the posted speed limit or park in unauthorized areas. The Security Department is responsible for the access codes on ID badges.

Security personnel also enforce the policies and procedures regarding residents' use of electronic motorized vehicles (EMV) such as motorized chairs. Safe operation of these vehicles helps to prevent accidents and injuries. If you own an EMV, Arbor Ridge staff will assess your operating safety and assist with registering your vehicle with Transportation and Security. Your vehicle must display the

registration tag, and you must comply with our “Rules of the Road.”

If, for any reason, all or part of Arbor Ridge experiences a loss of electric power, our backup generator will restore service. This ensures continuous operation of dining, nursing, and other necessary services. If some type of emergency results in loss of water supply or water pressure, staff will provide all residents with bottled water and other essential supplies.

**Note: In the unlikely event of a significant environmental emergency or disaster, for example, due to a serious weather event, fire, epidemic, or man-made threat, Riderwood will make every effort to ensure the continuous safety and well-being of all residents. If indicated, this could include moving some or all Arbor Ridge residents to another part of the building or taking in them temporarily to another location. A summary of Riderwood’s Disaster Plan appears at Appendix 3.**

## Transportation

Riderwood’s Transportation Office is located on the first floor in Village Square. It is open Monday through Friday, 8:00 a.m. to 6:00 p.m., but closed for lunch from 12:00 p.m. to 1:00 p.m. For information about any of the services described below, or to schedule, please call the Transportation Office at 301-572-8358.

### Shuttle Service

Shuttle buses circulate around the Riderwood campus seven days a week. The “local” shuttle operates from 6:30 a.m. to 10:00 p.m. and is equipped with a wheelchair lift. It runs continuously throughout the day, making stops at each clubhouse in the following order: Village Square, Montgomery Station, Town Center, Lakeside Commons, and Arbor Ridge. You may also request a special pickup by calling from the courtesy phone located at the Communications Desk. On the

local shuttle, you may request a stop anywhere on the Riderwood campus.

The “express” shuttle operates from 8:00 a.m. to 10:00 p.m. It runs continuously throughout the day making stops in the following order: Village Square, Arbor Ridge, Lakeside Commons, Town Center, and Montgomery Station. It does not make any other stops.

The “shopping” shuttle offers weekday service to a nearby grocery store and weekly service to a shopping center in the area.

### Taxi Service

Safe and reliable taxi service is available to accommodate your transportation needs, whether you need to get to an off-campus medical appointment, the airport, or anywhere else. The cost is based on the round-trip mileage to your destination. A \$15.00 fee is added to all weekend fares.

Hours: 6:00 a.m. to 6:00 p.m. every day. Advance reservations are highly recommended, as only limited same-day service is available. Same-day cancellations will be charged as if the trip were taken.

### Special Needs Transport (Nonemergency)

Nonemergency transportation via ambulance or wheelchair van is available for residents who are unable to travel by car or regular van. Your nurse or unit secretary can help to arrange this.

**Electronic Motorized Vehicles (EMV).** Only those EMVs that have been approved by the Transportation Department and display the approval decal are allowed on Riderwood’s vans. To make an appointment to get your EMV evaluated, or to schedule a required “test drive” for a loner, please contact the Transportation Office. For more information about EMVs, see “Campus Safety and Security,” above.

## Visitors

Arbor Ridge is open 24 hours a day, 7 days a week. Your family members and other guests are welcome to visit you at any time you wish to receive them. They may enter through the main (front) door or through the side entrance into Evergreen Terrace (near the visitors parking area in Lot T). All visitors are asked to sign in and receive a visitor's badge. When leaving, visitors are asked to sign out.

**Note: If a visitor wishes to take a resident anywhere outside of Arbor Ridge, nursing staff or the unit secretary must be notified, and must sign the resident out.** Only those individuals who are authorized by the resident or responsible party to do so may take a resident out.

Guests may join you for meals in any of Arbor Ridge's dining rooms or elsewhere in Riderwood. Guests may also dine on the Riderwood campus *without* a resident.

In addition to your own apartment/room, you and your guests are welcome to visit in any of the living rooms, sun porches, the garden courtyard, or elsewhere on the Riderwood campus. You may feel free to offer your guests a snack or let them help themselves to the drinks, fruit, and other items available in the refrigerator in the country kitchen on each floor.

## Gatehouse Entry

Entry to Arbor Ridge and all of Riderwood is through one of two guarded gatehouses.

Upon arrival at the gate, visitors must give their name and destination and obtain a visitor's parking pass (good for one day only). Guests who visit frequently may register their vehicle at the Arbor Ridge Communications Desk and receive a blue sticker to affix on their front windshield. This permits entry to the campus through the inside gatehouse lane without stopping and without a visitor's pass.

## Parking

Visitors should place the parking pass received at the gatehouse in their front window and proceed to any available space in one of the "Visitor Parking" lots or areas. Three parking areas close to Arbor Ridge have spaces designated for visitors, including the lot immediately in front of the main entrance (Lot V), the lot beside the tennis courts and the Evergreen Terrace entrance (Lot T), and the overflow parking spaces to the left when approaching the stop sign in Lot U. (See the map of Arbor Ridge, inside back cover.) Visitors should not park in any spaces designated for "Resident" or "Employee" parking.

Some Arbor Ridge residents continue to drive and maintain an automobile. They may park in any of the lots immediately adjacent to Arbor Ridge, regardless of designation.

## Overnight Guest Accommodations

Friends or family who come to visit you may stay with you in your own apartment or room, on a temporary basis. Rollaway beds, if needed, are available through Riderwood's General Services, at 301-572-8355.

Guests may also stay in one of the 11 guest rooms in Riderwood's independent living neighborhoods, if available. The nightly rate of \$99 to \$109 may be paid by personal check or may be billed to a resident's monthly statement. All rooms have a queen-size bed, cable TV, a refrigerator and coffee station, and an ironing board and iron. Check-in time is 2:00 p.m., and checkout time is 11:00 a.m., at the lobby desk in Village Square. Reservations may be made through General Services.

Riderwood has also negotiated special, reduced rates at nearby hotels. You may obtain information about this at the Arbor Ridge Communications Desk.

# Finance

## Overview of Fees and Billing

The established monthly rate schedules for assisted living, daily rates for rehabilitation and skilled nursing, and charges for ancillary services are published annually. The latest information about these fees may be obtained in the Arbor Ridge Business Office.

You will receive a statement each month identifying your package level of care and itemizing any extra services that you received. Your bill will show your previous month's payment, your current standard billing rate, and any charges for services that are not included in the standard rate (see applicable table, below). If you have a question pertaining to your bill, you may call Riderwood's Finance Office at 301-628-3699 or the Arbor Ridge business office manager at 301-572-8435.

Payment is normally by check, made out to Riderwood Village. You may mail your payment to the address written on the invoice or drop it off at the Communications Desk. Alternatively, you may use check by phone or automatic, electronic transfer of funds.

The Business Office for Arbor Ridge is located on the first floor, near the Communications Desk. If you have questions about charges, a bill you received, or if you would like assistance in setting up electronic payments or advice about financial matters, you are welcome to call the business office manager at 301-572-8435. **Note: You should become familiar with your personal health insurance and direct any questions about that to your insurance provider.**

## What Is and Is Not Included in the Standard Private-Pay Rate

### Assisted Living and Skilled Nursing

<i><b>Included</b></i>	<i><b>Not Included</b></i>
Residence	Physician services
Assistance (per level)	Oxygen
Three meals daily plus snacks	Medications
Basic cable	Lab work
Laundry	Radiology
Daily housekeeping visits	Private duty aides
Utilities	Equipment rental
Telephone	Wheelchair escort
	Guest meals
	Salon services
	Transportation (off campus) and escorts

### (Inpatient) Rehabilitation

<i><b>Included*</b></i>	<i><b>Not Included</b></i>
Residence	Physician services
Skilled nursing care	Private duty aides
Three meals daily plus snacks	Wheelchair escort
Daily housekeeping	Guest meals
Lab work	Salon services
Medications	Off-campus transportation
Radiology	
Basic cable	
Laundry	
Telephone (local calls)	

\*The table describes typical Medicare Part A coverage. Benefits vary with individual insurance plans.

## **Payment for Assisted Living**

You will be billed for your assisted living apartment starting with the day that you reserve it. Monthly charges are based on an established package-level price schedule with six levels of care (“A” to “E” and memory care). Assisted living residents are billed for their first month at a “C” level or higher. After 30 days, your needs will be reevaluated, and any adjustment in service level will be discussed with you and reflected in future billing.

The costs for assisted living generally are private pay, unless you have long-term care insurance that includes an assisted living benefit. Residents exhausting their personal resources may apply for support from Riderwood’s Benevolent Care Fund. (See “Philanthropy.”)

Residents who require a high level of service in assisted living may be eligible for a deduction to their annual federal tax liability for the portion of their standard monthly fee that qualifies as medical care according to Internal Revenue Service criteria. We recommend that you consult a competent tax advisor.

For transitions from assisted living to skilled nursing: Resident fees for your assisted living apartment will generally stop as soon as you remove belongings from the apartment, complete the unit release form, and return your keys to Admissions, or as indicated in the Residence and Care Agreement, section 7.

For discharges from assisted living: For residents originally moving to a Riderwood assisted living unit (never having resided in independent living), and for residents with an independent living unit that has not resettled, resident fees are typically owed for 90 days following completion of the unit release process or until the assisted living unit has resettled. For residents who have transitioned from independent living and had their original unit resettled, billing for resident fees will stop as soon as you remove your belongings from the

apartment, complete the unit release form, and return your keys to Admissions.

For authoritative guidance on fees and return of the entrance deposit, please refer to the Residence and Care Agreement, section 7.

## **Payment for Short-Term Skilled Nursing and Rehabilitation**

Residents of Riderwood’s independent living neighborhoods who come to Arbor Ridge temporarily (e.g., for rehabilitation) may retain their apartment, but they are responsible for payment of any room charges in Arbor Ridge in addition to their independent living apartment monthly fee, less the non-occupancy credit.

A stay in short-term rehabilitation (skilled nursing) will be billed on a daily basis. If your admission to Oak Grove Way immediately follows a qualifying hospital stay of three or more nights, Medicare Part A will cover 100% of the cost for up to 20 days (provided you meet Medicare’s criteria for skilled nursing care). Starting on day 21 and continuing through day 100, Medicare still pays most of the cost if you continue to meet their criteria. The portion that Medicare does not cover may be paid by your secondary insurance, depending on your policy. Erickson Advantage<sup>®</sup> and most other third-party payers provide coverage, as long as you are showing improvement and there is a justifiable need that requires the skills of a therapist or licensed nurse on an inpatient basis. Upon discharge from a short-term stay, Medicare Part B will cover equipment that is deemed “medically necessary.” Private insurance generally covers some, but not all, of the equipment that may be recommended for you. Arbor Ridge makes every effort to bill all applicable insurance plans whenever possible.

For questions regarding coverage, the Arbor Ridge business office manager is an excellent resource. For a detailed discussion of coverage and benefits, you may wish to refer to *The Medicare Handbook*, available by

contacting the Social Security Administration at 1-800-772-1213.

### **Payment for Long-Term Skilled Nursing Care and Respite Stays**

Long-term stays and respite stays are billed on a daily basis, starting the day you move in. In most cases, the cost of long-term care is paid from your personal resources; your private long-term care insurance, if you have it; or Medicaid, if you qualify financially.

Residents who exhaust their funds have the option to draw against the Refundable Entrance Deposit\* they paid when first moving to Riderwood, and may apply to the state of Maryland for Medicaid enrollment after utilizing the entrance deposit funds. Be assured that we will work with you as you work with us to facilitate your continued residence here.

For discharges from short-term rehabilitation: Billing for resident fees will generally stop on the day preceding discharge. For authoritative guidance on fees and return of the entrance deposit, please refer to the Residence and Care Agreement, section 7.

*\*Carefully read the Residence and Care Agreement for the conditions that must be satisfied before the Provider is required to pay the Entrance Deposit Refund.*

### **Payment for Health Care Services**

#### **Riderwood Medical Providers**

Most residents have Medicare as their primary health insurance provider and secondary insurance coverage (sometimes called “Medigap”) through a private carrier such as Blue Cross, AARP, Aetna, etc. **Note: The provider of your secondary insurance may require prior authorization in order for Arbor Ridge to bill them.** Some residents enroll in managed Medicare plans, such as Erickson Advantage<sup>®</sup>, which do not require supplemental Medigap policies. And other residents may have private insurance as an alternative to Medicare coverage.

Charges for the services of Riderwood physicians and other practitioners are processed by the medical center. These will appear on your bill under the designation “EHMG” (i.e., Erickson Health Medical Group). (The resident may not see this bill, as it normally is sent directly to Medicare for payment.) The fees are often set based on the amounts allowed by Medicare, which vary according to the length and complexity of the service. For questions about fees for medical services, you may call EHMG at 1-800-360-3851.

For most outpatient care, such as physician visits and outpatient physical therapy, Medicare will pay an amount equal to 80% of its approved fee. Most secondary insurance policies will cover the remaining 20%. Arbor Ridge will bill you for any balance that is not covered by either Medicare or your secondary insurance. For mental health services, Medicare pays 50% of the fee it sets, and many secondary insurance policies will pay the full remaining 50%. Medicare will not pay for some services that are considered preventive or not medically necessary, even if your physician recommends them. We will do our best to notify you in advance of these circumstances.

If you have any questions regarding medical center bills or Medicare statements, please call the Riderwood Finance Office at 301-628-3699.

#### **Pharmacy Services/Prescriptions**

Arbor Ridge contracts with OmniCare Pharmacy. You will receive a monthly invoice from Omnicare including any medication charges that were not paid for by your insurance. Statements covering the previous month arrive on or around the 7th of each month. You should always review your statement. You may pay by check or debit or credit card, via mail, over the phone, or online, using the Omnicare web portal (myOmniview.omnicare.com). Any questions about pharmacy bills should be directed to the Omnicare Central Business Center in Allentown, PA, at 1-888-565-6708 (toll-free).

## **Lab Tests and Other Diagnostics**

Bills for laboratory tests, such as blood cultures, and other diagnostic services, such as x-rays or ultrasounds, are sent to the resident or responsible family member by the vendor providing the service. In Arbor Ridge, on-site blood work laboratory services are provided by LabCorp. Diagnostic and imaging services (e.g., x-rays) are provided by MobilexUSA. Any questions about charges for these services should be directed to the provider. To contact LabCorp, call 1-800-343-4407. To contact Mobilex USA, call 1-800-786-8015.

If you are not satisfied with the response from LabCorp or MobilexUSA, please contact the business office manager 301-572-8435 for assistance.

## **Financial Obligations During a Leave of Absence**

If you are temporarily away from Arbor Ridge for any reason (typically a vacation or a hospitalization), you are responsible for payment for each day your apartment or room is held for you.

While you are away from assisted living, you will be billed at the lowest package level rate (“A”), and you will receive a non-occupancy credit. While you are away from skilled nursing, you will be billed at the daily “hold” rate. For Medicaid beneficiaries who are admitted to a hospital, Medicaid will continue to pay your Arbor Ridge daily charges for up to 15 days. Questions about this should be directed to the Riderwood Finance Office at 301-628-3699, or to the Arbor Ridge business office manager at 301-572-8435.

## **Financial Matters Related to Discharge From Arbor Ridge**

If a resident of long-term care chooses to make a permanent move out of Arbor Ridge, a five-day advance notification (either written or verbal) of this decision is required. For

information about refund of your Riderwood entrance deposit, moving your belongings, refurbishing your apartment, disconnecting phone service, and other move-out matters, please contact the business office manager at 301-572-8435.

In the event of a resident’s death, family members should direct their questions about financial matters to the business office manager.

## **Everyday Money Matters**

### **Banking Services**

Residents and family members are welcome to use the full-service banks located in Town Center and Village Square. Several ATM machines are also located in the independent living clubhouses. For residents in long-term care who receive Medicaid benefits, a fund management service is available upon request.

### **Cash**

Residents may enjoy the convenience and ease of an essentially no-cash environment. In Arbor Ridge, purchases in the convenience store and all Riderwood-sponsored services (such as a haircut or manicure in any of Riderwood’s salons, or a ride arranged through the Transportation Department), as well as most activity fees, may be charged directly to your monthly bill.

### **Tipping Policy**

Arbor Ridge, like all of Riderwood, has a firm policy against giving cash gratuities or gifts to individual employees. Instead, residents who wish to show their appreciation to staff may do so by contributing to the (non-tax-deductible) Staff Appreciation Fund. These funds are distributed among hourly staff during the winter holiday season. For information about how to contribute to the Scholars’ Fund for students employed by Dining Services, contact the Philanthropy Office at 301-572-8434. Also see “Philanthropy,” next page.

# Philanthropy

The Philanthropy Office at Riderwood promotes a culture where residents and employees “share our gifts to create a community that celebrates life.” Riderwood is incorporated as a 501(c)(3) charitable organization, and all gifts to our two charitable funds are tax-deductible. These funds are described below:

The **Benevolent Care Fund** provides confidential financial assistance with basic living expenses and medical costs to Riderwood residents who, despite careful planning, can no longer afford to cover their full costs. Through the generosity of residents, families, staff, and corporations, charitable gifts designated for the Benevolent Care Fund are used to supplement the monthly expenses of residents with diminishing financial reserves. A campaign to raise funds for the Benevolent Care Fund is held each summer. In addition to direct monetary gifts, the Benevolent Care Fund is also supported by residents’ donations of tangible items (such as furniture and household goods) to Riderwood’s Treasure Chest.

The **Riderwood Scholars’ Fund** supports student staff members as they pursue post-secondary education. Riderwood residents contribute over \$300,000 each year, enabling individual student employees to receive scholarships of up to \$2,000 for college, trade, or vocational certificate programs. The Scholars’ Fund is a tangible expression of the bond that forms between Riderwood’s student employees and the residents whom they serve. It also embodies our community’s commitment to higher education. This fund is wholly dependent on the contributions of individuals. The annual Scholars’ Fund campaign is held each spring.

While both of these funds have a special campaign period, gifts may be made at any time, for example, in memory of a loved one who has passed away or in honor of a special occasion, such as an anniversary or birthday. These gifts are acknowledged by the Philanthropy Office, with notices sent to the honoree or their family.

Residents who wish to make a significant gift to either the Benevolent Care Fund or the Riderwood Scholars’ Fund, can consider making a legacy or planned gift. Legacy gifts are donations that will be distributed in the future, after the donor’s death. Charitable gift annuities, bequests in wills, designating Riderwood as the beneficiary of a life insurance policy, leaving a portion of an IRA, and designating an entrance deposit refund are some of the ways that residents can make an impact for years to come.

The Philanthropy Department is available to assist residents in carrying out their charitable intentions to Riderwood and to other organizations. For example, staff can do research and provide information about the organizations you are considering for a donation, answer questions about the philanthropic funds at Riderwood, and about stock gifts, wills, trusts and other charitable vehicles. Please direct these inquiries to the philanthropy manager at 301-572-8434.

**Arbor Ridge at Riderwood is pleased to introduce  
a new way to connect with your loved one:**

## **Riderwood Video Visits**



A Video Visit allows you to see and talk to your loved one via a secure, high-definition connection. Video Visiting provides an alternative to traditional phone exchanges. Conversations are enriched when participants have the ability to truly observe one another—to interpret facial expressions and body movement. Regardless of your geographic whereabouts or physical limitations, Video Visit participants of all ages can conveniently enjoy high-quality interactions using this resource.

Video Visit is a free service, and no computer skills are required on the part of the senior.

### **Instructions**

Use Skype video chat to connect to Arbor Ridge’s telepresence system. Here’s how:

1. You need a Skype account. Go to <http://www.skype.com> to sign up for a Skype account if you don’t have one.
2. The Arbor Ridge video system should be added to your Skype contacts so that you can initiate the call. Add the following name and address to your contacts:

**First Name: Riderwood Village**

**Skype ID: arborridge**

**You don’t need to include a phone number for the Riderwood contact information.**

3. Complete the online appointment request at [abrvideovisits.setmore.com](http://abrvideovisits.setmore.com).
4. To do this, select “book your appointment” from the main menu in the left column. Then select Skype call, and then select the provider (Riderwood). After adding an appointment, you will receive a confirmation by email to your inbox with the appointment details. Our front desk receptionist will also receive a copy of this confirmation and notify our staff so that everything is in place before the scheduled time.
5. You can now initiate a scheduled video call from your Skype video chat to the Riderwood system. The Riderwood staff will help the resident to answer your call and establish the conversation.

Dear Residents and Resident Family Members:

I would like to take this time to share with you information on our policy that Arbor Ridge has implemented regarding the use of a non-preferred pharmacy provider.

You are probably asking yourself, “What is a non-preferred pharmacy provider?” As defined in the enclosed letter, a non-preferred pharmacy provider is a pharmacy or mail-order pharmacy that our residents or their family members may choose to use that is not the preferred pharmacy provider of Arbor Ridge. The preferred pharmacy for Arbor Ridge is Omnicare (formally known as NeighborCare). For some residents, there could be a financial benefit to using another pharmacy due to insurance coverage. For others the benefit may be minimal or the effort involved not worth the cost savings. By sharing this information with you, we feel that it will help clarify the procedure we have put in place to help enhance the safety and well-being of our residents. As always, the choice is yours to make.

Please review the enclosed letter, and if you should have any questions, please give your quality care coordinator or social worker a call. As always, I am also available to assist you; our phone number is 301-572-8430.

A handwritten signature in blue ink that reads "Franklin Richburg". The signature is written in a cursive style with a large, stylized 'F' and 'R'.

Franklin Richburg  
Health Care Counselor  
Arbor Ridge at Riderwood

## Appendix 2

To All Responsible Parties and/or Family Members:

The intent of this letter is to clarify Arbor Ridge policy for the use of non-preferred pharmacy providers. Non-preferred pharmacy providers is defined as the pharmacy a resident or family member/ power of attorney (POA) chooses to use that is not the preferred pharmacy provider of Arbor Ridge (to include the use of mail-order pharmacies). Currently the preferred pharmacy provider for Arbor Ridge is Omnicare (formerly known as NeighborCare).

Please note that the established requirements are intended to enhance the safety and well-being of our residents and shall be subject to change. The following is a brief clarification regarding some key requirements.

- 1.) All medications (including over-the-counter medications) to be administered must be ordered in writing by the resident's physician.
- 2.) Delivery of medication must be by the pharmacy's courier or a mail courier service, and should be addressed to the attention of the nursing staff on the floor where the resident lives. Medications may be delivered to the facility by the family if in the original sealed mailing package. If the medications are not in a sealed package, the staff will not be allowed to accept the delivery.
- 3.) All medications must be delivered timely. (Please note that a dose change of a current medication constitutes a "new" order.) In the event that medications are unavailable for administration, the medication will be ordered from Omnicare at the expense of the resident.
- 4.) Any emergency medications, such as antibiotics, injectables, intravenous medications, schedule 11-V narcotics, or STAT medications ordered by the physician shall be ordered through Omnicare to ensure rapid filling and dispensing at the expense of the resident.
- 5.) It is the responsibility of the resident/POA to inform the pharmacist of the non-preferred pharmacy about the facility's written policies concerning provision of medications.
- 6.) All medications that need to be split into 1/2 or 1/4 tabs must be split by the mail-order company or outside pharmacy provider prior to being delivered to Arbor Ridge. Nursing staff are not authorized to split tablets. In the event that the non-preferred pharmacy provider company cannot split the tablets, these medications shall be ordered through Omnicare at the expense of the resident.
- 7.) The family/POA is responsible to track and maintain an adequate supply of medications from their non-preferred pharmacy provider.
- 8.) When the current non-preferred pharmacy provider supply is 15 days or fewer and has not been replaced with a new supply of medication, Arbor Ridge may order an interim supply (amount to be determined by a licensed nurse) from Omnicare at the expense of the resident to ensure the resident has an adequate supply on hand.
- 9.) If any of the above requirements are unable to be met at any time, pharmacy services will be requested from Omnicare at the resident's expense.

We are well aware of the ability of some residents to receive medications through an alternative pharmacy at a reduced rate, or in some cases, free. We are currently working with our preferred pharmacy provider to encourage their participation with additional insurance carriers to allow our residents to utilize their benefits. However, in all circumstances, we must establish standards to enhance the safety of our residents.

Please inform the pharmacy of your choice to deliver the medications to the following address:

**Arbor Ridge at Riderwood  
3160 Gracefield Road  
Silver Spring, MD 20904  
301-572-8430**

Thank you in advance for your understanding and immediate attention to the above requirements. We will continue to diligently work to encourage Omnicare’s participation with your insurance company to allow maximum utilization of benefits. If you should have questions about this matter, please do not hesitate to call us at 1-301-572-8430.

For questions about Omnicare participation with your insurance company, they can be contacted at:

**Omnicare  
PO Box 15326  
Newark, NJ 07192  
1-888-565-6708**

Sincerely,



Lori Lusby Hamilton  
Administrator



Peace Oke  
Director of Nursing

## Riderwood Emergency and Disaster Plan Executive Summary

In the case of an emergency event or when a disaster strikes, it is critical to remain calm and organized as you execute a master plan for disaster recovery. The following document gives a high-level overview of how Arbor Ridge at Riderwood plans to respond in case of a significant disaster or emergency.

**Notification:** The executive director, Arbor Ridge administrator, and/or the director of nursing will determine if the emergency is serious enough to activate the recovery plan. Once this is done, then a series of key leadership staff will be notified and recovery actions begun. These staff members include community leadership as well as corporate leadership. In addition to staff notifications, we have the ability to use the Swift Reach system, which places a phone call to every resident to notify them of the issue and our planned response.

**Disaster Management:** A disaster/emergency management team will be formulated to manage all communications and decisions from a centrally located space in or near the Arbor Ridge (ABR). In rare occasions, this team may need to be located off campus at a predesignated location, depending on the type of emergency. This is referred to as “Incident Command” and is a similar approach used by county and state officials to manage large-scale disasters. The team (Incident Command Team) will oversee the emergency, coordinate all supplies, coordinate any resident and staff evacuations, and communicate any information to staff, residents, families, government agencies, and the media.

**Supplies and Equipment:** An inventory of core equipment and supplies will be on-site in Arbor Ridge at all times for the purposes of assisting in emergency management. Examples of these pieces of equipment are: Fax machines, emergency first aid kit, drinking water, weather radio, flashlights, two-way battery operated radios, batteries, etc. In addition to the core supplies that will be located in a central location in Arbor Ridge, the kitchen will have a three-day supply of potable water and food supplies to sustain the residents for that period of time in case of an emergency. Additional equipment and supplies will be maintained and stored on campus for the sole purpose of emergency management, and examples of these items are as follows: flashlights, oxygen, extension cords, space heaters, personal hygiene supplies, blankets, cots, waterless hand sanitizers, etc.

**Evacuation:** The following are key components of Erickson Living’s evacuation plan:

- **Means of Transportation:** Erickson Living’s first choice of vehicular transportation will be to utilize the busses, vans, and cars from our transportation department. They are wheelchair accessible and on-site so that the availability is immediate.

- **Potential Alternative Locations:** In the rare event that we would need to evacuate the residents from their rooms in Arbor ridge to a potential alternative location, we would utilize the following options: The first option to be exercised would be to relocate those residents to an alternate location within Arbor Ridge. The second option would be to relocate those residents to an adjacent building independent living building. The third and most unlikely option would be to relocate the resident population to a location off campus, preferable to a sister Erickson Living® campus.

- Means of Communication: If evacuation were imminent and deemed necessary, the staff at Arbor Ridge would make every attempt at contacting the responsible party utilizing the following: cell phones, landline telephones, in-person notification for spouses housed on the Erickson Living campus in an independent living neighborhood and by fax, if applicable.

Staff Preparedness: Emergency response training is a core component of a successful outcome in the case of a disaster or significant incident. All staff at Arbor Ridge will be trained on our disaster planning policy and procedures during their initial orientation to their job. Additionally, we will complete training drills at least twice per year to ensure that all staff are familiar with the process and they know their responsibilities to the residents of Arbor Ridge

As always, if you have any questions regarding the Riderwood Emergency and Disaster Plan, please feel free to contact Arbor Ridge administration or campus security to review and discuss in further detail. We are committed to the safety and well-being of all residents at Riderwood.

**DISCLAIMER:** Information provided in this document may change depending upon the nature or scope of the emergency or disaster.

## Private Duty Nurse/Geriatric Aide Checklist

### PDN/Aide Duties:

1. Follows all applicable continuing care health services policies.
2. Reports to charge nurse when coming on duty, going to break or lunch, and going off duty.
3. Remains with the resident assigned and does not visit in other areas of the unit/community.
4. Visibly displays agency/visitor ID badge at all times.
5. Observes resident and alerts charge nurse of any apparent changes in the resident's condition.
6. May provide:
  - a. Light housekeeping services (making the bed, straightening the room, putting away clothes)
  - b. Assistance with meal setup
  - c. Escort assistance (pushing a wheelchair/gerichair)
  - d. Assistance with light grooming/recreational activities
  - e. Observation of resident safety
  - f. Personal care as defined below:
    - i. Maryland:
      1. Companion: May provide social interactions but may not assist in hands-on assistance with any personal care
      2. G.N.A.: May provide personal care, but must receive direction and supervision from the community staff
      3. R.N./L.P.N.: May provide personal care, but may not administer medications
    - ii. Michigan:
      1. Companion: May provide social interactions but may not assist in hands-on assistance with any personal care
      2. C.E.N.A.: May provide personal care, but must receive direction and supervision from the community staff
      3. R.N./L.P.N.: May provide personal care, but may not administer medications
    - iii. Virginia:
      1. C.N.A.: May provide personal care, but must receive direction and supervision from the community staff
      2. R.N./L.P.N.: May provide personal care, but may not administer medications

## iv. Massachusetts:

1. C.N.A.: May provide personal care, but must receive direction and supervision from the community staff
2. R.N./L.P.N.: May provide personal care, but may not administer medications

## v. New Jersey:

1. Companion: May provide social interactions but may not assist in hands-on assistance with any personal care
2. C.N.A.: May provide personal care, but must receive direction and supervision from the community staff
3. R.N./L.P.N.: May provide personal care, but may not administer medications

## vi. Pennsylvania:

1. Companion: May provide social interactions but may not assist in hands-on assistance with any personal care
2. C.N.A.: May provide personal care, but must receive direction and supervision from the community staff
3. R.N./L.P.N.: May provide personal care, but may not administer medications

## 7. May not:

- a. Provide care to any resident other than his/her current client
- b. Administer medications or perform procedural care activities
- c. Document in the resident's medical record

**Abuse (Review Abuse Policy):**

1. The continuing care health services residence will report incidents of abuse or alleged abuse per federal, state, and local laws.
2. Abuse: Any willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish. This also includes the deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental, and psychosocial well-being. This presumes that instances of abuse of all residents, even those in a coma, cause physical harm, pain, or mental anguish.

**Fire Policy (Review Fire Policy):**

In the event of fire, the PDN/aide:

1. Moves the resident if in immediate danger
2. Stays with the resident at all times
3. Evacuates to safety as directed by staff

**Elopement Policy**

PDN/aide remains with the resident to minimize possibility of elopement.

**Significant Event/Code on Resident to Whom You Are Assigned:**

PDN/aide will immediately contact a licensed nurse for assistance.

**Infection Control:**

PDN/aide washes hands or uses waterless hand sanitizer prior to and following performance of any resident care duties.

**Confidentiality:**

1. Confidentiality of personal and medical information about the resident to whom you are assigned as well as other residents is mandatory. Do not discuss personal or medical information with anyone other than the charge nurse unless the resident gives you specific permission.
2. A breach of confidentiality will result in immediate removal from duties after notification to resident/responsible party.

**I have been informed/instructed about** how to reach charge nurse with questions or concerns and the nurse call system.

**I have had a brief orientation to the resident's room and the unit.**

**I have read and understand the above statements.**

Signed (PDN/GA): \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_

**I have read and/or had read to me and understand the above statements.**

Signed (Resident/Responsible Party): \_\_\_\_\_ Date: \_\_\_\_\_

**This document is to be maintained and should be available upon request from Arbor Ridge**

## Abbreviations

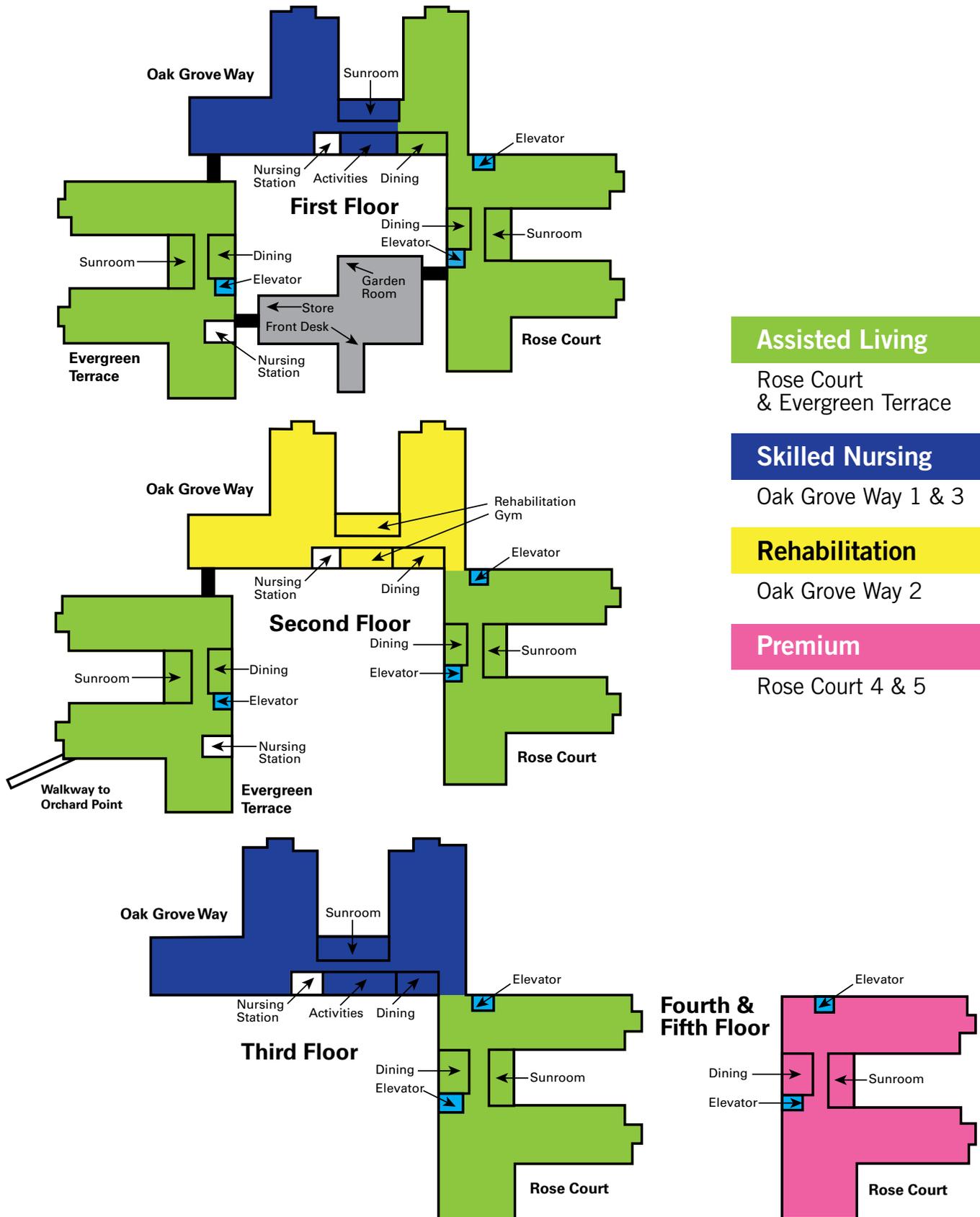
ABR:	Arbor Ridge
ADL:	Activities of Daily Living
ADON:	Assistant Director of Nursing
ALF:	Assisted Living (Facility)
CCC:	Caring, Comfort, and Companionship
C.M.A.:	Certified Medication Aide
C.R.N.P.:	Certified Registered Nurse Practitioner
DON:	Director of Nursing
FMP:	Foodservice Management Professional
EMV:	Electronic Motorized Vehicle
EV:	Evergreen Terrace
BA:	Bachelor of Arts
G.N.A.:	Geriatric Nursing Assistant
HA:	Household Associate
ID:	Identification badge
IL:	Independent Living
IN2L:	It's Never Too Late
L.P.N.:	Licensed Practical Nurse
LTC:	Long Term Care
N.H.A.:	Nursing Home Administrator
L.N.H.A.	Licensed Nursing Home Administrator
N.P.:	Nurse Practitioner
OG:	Oak Grove Way
OT:	Occupational Therapy/Therapist
PT:	Physical Therapy/Therapist
MPT:	Master of Physical Therapy
QCC:	Quality Care Coordinator
RAC:	Resident Advisory Council
RC:	Rose Court
R.N.:	Registered Nurse
D.Min.:	Doctor of Ministry
SNF:	Skilled Nursing (Facility)







# Map of Arbor Ridge



## Assisted Living

Rose Court  
& Evergreen Terrace

## Skilled Nursing

Oak Grove Way 1 & 3

## Rehabilitation

Oak Grove Way 2

## Premium

Rose Court 4 & 5



301-572-8420 | [EricksonLiving.com](http://EricksonLiving.com)

Independent Living | Inpatient and Outpatient Rehabilitation  
Assisted Living | Memory Care | Nursing Care | Respite Care

