

What if my family member needs to be seen by a doctor?

Residents in Memory Care are required to be escorted if needing to see a physician. Families typically take their loved ones to scheduled appointments which they have arranged. If the responsible party would like the resident to be escorted by a staff member instead, there needs to be an advanced request as soon as possible. The Memory Care Coordinator will attempt to accommodate this, however this is dependent on staffing. Associated fees will be explained to you by the Memory Care Coordinator. In addition, you may want to inquire about on site physician services.



Who arranges for doctor transportation?

Families should contact the Memory Care Coordinator for assistance with arrangements. Families may also pick up a monthly newsletter/calendar to familiarize themselves with the scheduled days and times specific for doctor appointments. Any appointment should coordinate with this schedule when needing to use community transportation.

Will I be notified if the family member needs something?

If your loved one is in need of something that the community does not provide, you will be notified. Most often this is not necessary but at times there are some concerns or comfort items needed in which you would be contacted.

Will my family member be able to go out with other residents?

Residents are encouraged to attend outings whenever possible. Families are most welcome to join the outings. Weekly outings for “mystery drives” occur all year round during good weather. Special seasonal trips are also arranged for social or cultural events when appropriate. Check the Memory Care calendar for planned trips.

Are there special food items that are needed?



Nutrition is an important factor in the care of your loved one. A well balanced meal and snacks are provided by the community Chef which complements nutritional needs and general resident preferences. If there is an item that a resident does not eat or is allergic to, please advise the Memory Care Coordinator. At mealtime there are always substitutes available. Staff monitor residents' consumption and encourage and cue during meal service and snack times. Residents are frequently offered beverages throughout the day for proper hydration.

If there are particular snacks you would like your family member to have, please discuss this with the Memory Care Coordinator to arrange for storage. It is not recommended to store food items in resident suites.

Is a family member allowed overnight visitors?

Yes, in private suites, if this is not disturbing to the resident.

How will I know how my family member is doing?

Your Memory Care Coordinator will remain in close contact with you. Any concerns are brought to your attention promptly. Please feel comfortable in visiting or contacting the Memory Care Coordinator by phone so you can be assured of your family member's progress. Most often residents do very well within days and become well adjusted quickly due to staff attention, social stimulation and the In Touch® model of care.

We welcome your feedback and wish you every success and peace of mind while your loved one is in our care.



Ask how you can benefit from a CARF accredited community!