

# **WELCOME!**

We would like to welcome you to the Francis E. Parker Memorial Home. We are pleased to have you join us and will do our best to provide you with the highest quality of care and services. This Admission Handbook has been designed to help answer questions you may have and to help familiarize you with the services offered at Parker. Our warm, friendly staff is ready and willing to help you. The contact information is listed at the end of this guide. If you have any additional concerns or questions, please let us know. We look forward to serving you and hope you are happy here in your new home.

Warmest welcome!

## **The Staff**

Parker at Landing Lane

Parker at River Road

***CONTENTS***

History ..... 1

Mission/Vision Statement ..... 2

General Information ..... 3

Financial Services ..... 3

Nursing Services ..... 4-5

Food Services ..... 6

Environmental Services ..... 7

Maintenance Services ..... 7

Recreation Services ..... 8

Social Services ..... 9

Volunteer Services ..... 10

Administrative Services ..... 10

## ***HISTORY***

The Francis E. Parker Memorial Home is a non-profit corporation founded in New Brunswick, New Jersey in 1907 by Henrietta Parker in memory of her late husband, Francis. Mrs. Parker believed that people suffering from chronic illness should have the opportunity to live in a home-like atmosphere with excellent nursing care at low cost. She began to provide this quality nursing care and services in the home she shared with her late husband in New Brunswick - **Parker at Landing Lane**.

A Board of Managers was convened in 1908 to oversee the operations of Parker Home and in its early years the nursing home was supported by its residents, financial and food donations from caring citizens, and the time and talent freely given by volunteers.

After the death of Henrietta Parker Stromberg in 1931, her daughters carried on her tradition with their personal interest in Parker Home. In 1954, the Parker Home was granted its first license by the New Jersey State Department of Institutions and Agencies as a non-profit nursing home. General Robert Wood Johnson took an interest in Parker Home during the 1960's resulting in a generous gift. His philanthropy considerably eased the financial burden on the residents and permitted two expansions to the New Brunswick home in 1969 and 1978. These additions increased the number of resident rooms and improved the physical environment. In 1982 the Piscataway home - **Parker at River Road** - was built and an interfaith chapel, was added and dedicated in 1994.

Parker Home's philosophy reflects the mission of its founder, Henrietta Parker, and its benefactor, General Johnson, to provide the highest quality care at the most reasonable cost in a home-like setting. This philosophy was further realized in 1998 when Parker Home became one of four registered **Eden Alternative™** homes in New Jersey.

Parker Home continues to lead the State in developing innovative ways to meet the physical, social, and spiritual needs of its residents. In February of 2002 Parker at River Road opened a Dementia Care Neighborhood, Evergreen Way, to improve the lives of those with early-mid stage dementia. An Assisted Living Residence - **Parker at Stonegate** - and a community center - **The Pavilion** - opened in late 2006.

# ***MISSION/VISION STATEMENT***

## ***EDEN PHILOSOPHY***

### **Our Mission:**

We at The Francis E. Parker Memorial Home are committed to the evolution of an environment that is harmonious with nature, wherein our elders and employees are valued. We will provide genuine care to each resident's body, mind and spirit for the purpose of striving to eliminate loneliness, helplessness, and boredom. The success of our journey is dependent upon the active involvement of the entire community.

### **Our Vision:**

We will create and maintain an environment that enhances the lives of our residents and their families, the employees, and the community.

### **Our Objectives:**

- An atmosphere of "homeness" will be created, providing our internal community with a sense of comfort, trust and safety.
- The environment will mirror nature in diversity and spontaneity by incorporating plants, animals and children.
- The residents and employees will be able to develop close relationships within this environment.
- This atmosphere will allow everyone to heighten his or her sense of purpose and self-worth.
- Our residents will have opportunities not only to receive care, but also to nurture their relationships and surroundings.
- Our employees will be empowered to work in teams with the residents at the core, making choices and decisions which will ultimately benefit the residents and staff, and which will reflect the uniqueness of each individual and the organization.
- By making use of the therapeutic benefits found in nature, we will continue to provide the highest standard of care.

## ***GENERAL INFORMATION***

- Our normal visiting hours are 8 am – 8 pm. All visitors must sign in at the concierge desk;
- Visiting pets are also welcome and should also be signed in as well as leashed. Pets visiting the Home more than three times will need to have a copy of their current medical vaccination on record;
- For the safety of our residents, our Homes are protected by a magnetic door locking system at all times. Visitors must ring the doorbell to gain entry;
- Gifts or gratuities by residents or families to employees are forbidden. If you wish to express gratitude, you may contribute to our annual Employee Holiday Fund;
- The Francis E. Parker Memorial Home is a non-profit Nursing Home that does not participate in the Medicare or Medicaid programs;

## ***FINANCIAL SERVICES***

Parker Home invoices are sent at the beginning of the month and may also contain non-room charges such as:

- Personal Items - toiletries, etc.;
- Nutritional Supplies;
- Personal Care - Beautician or Barber Services;
- Cable Television;
- Miscellaneous items:
  - Catheters,
  - Dressing changes,
  - Incontinent Briefs,
  - IV Therapy,
  - Syringes,
  - Blood Glucose Testing,
  - Tissues,
  - Daily incontinence fee,
  - Guest meal charges,
  - Infection Control Precautions,
  - Peritoneal Dialysis,
  - Oxygen,
  - Trachea/Respiratory Care,
  - Immunization,

Additional invoices are generated by the attending physician, servicing pharmacy, podiatrist, dentist, ambulance service, laboratory services and any other specialist;

A small sum of money, less than \$50.00, may be kept in the Finance office safe. This money may be used for purchasing items on outings or at the Country Store. We discourage keeping money in your room or offering it to staff for services. We are not responsible for any lost or stolen monies.

## ***NURSING SERVICES***

- Please bring (12) changes of washable clothing to allow for several changes a day. Recommendations include: two robes, slippers, sweaters, slacks and/or dresses, shirts and/or blouses, socks, stockings, undergarments, a good pair of walking shoes and a jacket;
- All clothing is labeled with the resident's name and Home. Please place all clothing in a bag with resident's name, for the Nurse/Nursing Manager to have labeled. Labeling all items minimizes the possibility for items to be misplaced and helps identify one's personal belongings;
- Please check regularly to see if any clothing is needed. Nursing will also contact you if any additional items are needed;
- Storage space is limited. Provide needed clothing per season;
- Valuable personal possessions, including expensive jewelry, should not be brought into the Home;
- All clothing items, dentures, eyeglasses, hearing aids, electric razors, personal items (radios, lamps, TV, chair) must be documented. When new items are brought in, bring them to the neighborhood Nurse to be listed on the Resident's Personal Possession Sheet in their chart;
- Please do not bring in any medications from an outside source, per the New Jersey State Department of Health regulations. This includes "over-the-counter" medications such as antacids, eye drops, laxatives, aspirin, ointments, vitamins, and/or herbs. All medications are provided by our licensed Pharmacy Provider and are administered by our licensed nursing staff;
- Call bells are furnished in each room to alert the nursing staff when assistance is needed;
- Physicians routinely visit at least every 30 days or as needed;
- Denture tablets, toothpaste and other toiletries are supplied at minimal cost;
- For those who wear a hearing aid, a supply of extra batteries is needed. Extra batteries are secured by the nursing staff; batteries are not to be kept in resident rooms. When not in use the hearing aid will be stored in the neighborhood medication cart;
- Personal walker, cane and wheelchair are permitted. The Home does provide a wheelchair when needed;

- To encourage overall well-being, all residents are out of bed daily and are bathed or showered at least twice a week according to their preferred schedule;
- Nurse's aides clean and maintain fingernails. Please inquire about manicurist services if desired;
- Podiatry services are available when ordered by the physician. Residents are visited, examined and treated every six weeks by our consulting podiatrist. Family members should not cut resident's toenails. Residents can visit their own podiatrist. Transportation must be arranged by the family or through the Nursing Department;
- Referrals of dentists, podiatrists or specialists will be provided as needed. The resident would be responsible for any transportation costs;
- A dental examination is required within 180 days of admission;
- Any special requests or concerns relating to a resident's physical condition should be communicated to the Nurse Manager and/or Director of Nursing Services;
- Physical Therapy, Occupational Therapy, and Speech Therapy services are available;
- Peritoneal Dialysis is available for residents in end-stage renal failure;
- If wish to change physicians, please contact the Director of Nursing Services;
- Arrangements for special duty nurses are the responsibility of the family. Please communicate with the Director of Nursing prior to making such an arrangement.
- Transportation to special events can be arranged in advance with Nursing. Payment for this service is the responsibility of the family;
- Outings with family and friends are encouraged within medical and physical limitations. Please plan outings and/or visits with Nursing Services and the resident's physician. Advance notice is appreciated, especially for an extended absence that may require medication coordination. Notice is required for medical appointments as medical forms must accompany the resident.

## ***FOOD SERVICES***

All residents are encouraged to enjoy their meals in the dining room. Tray services are provided if a resident is ill or chooses to remain in their room. The nursing staff is available to assist with meals.

- Breakfast is served between 7:30 a.m. and 8:30 a.m.,
  - Lunch is served between 12:00 p.m.-1:00p.m.;
  - Supper is between 5:00 p.m. and 6:00 p.m.;
- 
- A weekly selective menu is provided for breakfast, lunch and dinner. Assistance is available for completion if needed. Weekly menus are posted in each Home;
  - Special diets are accommodated as instructed by the resident's physician. The Dietitian plans the selective menus according to dietary needs;
  - A Registered Dietitian reviews all resident nutritional needs and is available for dietary counseling;
  - Guests are encouraged to join us for meals. There is a charge for all guest meals. Please call the Food Service Department at least 24 hours in advance if planning to stay for a meal and to obtain the price of a meal. Several rooms throughout the Home may be reserved for special occasions;
  - Dinner parties can be arranged by contacting the Director of Food Services. Charges for these special events will appear on the next monthly invoice;
  - No food is to be brought in for residents unless it has been approved by the Director of Food Services and/or Dietitian. Any food that has been approved can be brought into the Home in airtight containers and labeled with resident's name and date. The Home provides snacks in the mid-morning, afternoon, and evening and/or at the resident's request;
  - During the warm weather, barbecues are held bi-weekly on the patio and a variety of resident family events are held throughout the year;
  - Newspapers may be obtained through a subscription. Please contact the Director of Food Services;
  - Please share your comments and concerns about the menu offerings with the Director of Food Services;

## ***ENVIRONMENTAL SERVICES***

- All resident laundry is processed daily at the Parker at River Road location. We request all clothing to be of washable fabrics.
- Dry clean only clothing is discouraged. However upon request, dry-cleaning services are available and charged to on the resident's monthly invoice. We are not responsible for any delicate or wool clothing sent to the laundry;
- Environmental Services will iron on labels in all resident clothing upon admission. Any additional clothing brought into the Home must be left with the Nurse/Nurse Manager, to be labeled. There is a minimal charge for the labels;
- Please remember to bring: two robes, slippers, sweaters, slacks and/or dresses, shirts and/or blouses, socks, stockings, undergarments, a good pair of walking shoes and a jacket;
- Misplaced/unmarked clothing items will routinely be checked by the social worker. Every effort will be made to locate lost articles;
- Cooperation concerning clothing procedures will greatly enhance the effectiveness of our laundry service and is greatly appreciated.
- All room carpets, beds and drawers are cleaned on a regular basis;

## ***MAINTENANCE SERVICES***

- All resident rooms are completely furnished and we encourage you to personalize your room;
- Space is limited! Please contact the Maintenance Department prior to bringing a any furniture from home;
- Pictures, wall clocks, etc. are all acceptable items and are encouraged. Please contact the Maintenance Department to properly hang all wall items;
- For the resident's safety, all appliances (TVs, radios, clocks, etc.) **MUST** be inspected and tagged by Maintenance Personnel before being placed in the resident's room;
- **FIRE ALARMS:** Possible fire situations are routinely practiced as required by State regulations. Staff members will provide instruction if necessary;
- Please direct all Maintenance concerns to the nurse on duty or the Maintenance Manager. Every attempt will be made to correct the problem as soon as possible.

## ***RECREATION SERVICES***

A wide variety of individual, small and large group activities are offered for all residents seven days a week and at least four evenings per week. Activities are created to meet individual needs and abilities. Family and friends are invited to attend activities when visiting. Suggestions regarding Activity Programs are welcome.

- The social workers facilitate in each Home, a Resident Council Meeting to inform residents of what is going on in the Home and are encouraged to provide their suggestions, concerns and questions. These meetings are held monthly.
  - The Resident Council at River Road meets the second Friday every month;
  - The Resident Council at Landing Lane meets the third Friday every month.
- The monthly activities calendar is posted outside each Activities Room. Some of our regular activities include:
  - Arts/Craft groups
  - Religious & Spiritual
  - Music programs
  - Social
  - Recreational/Leisure
  - Community-Integrating
  - Exercise/Physical
  - Reminiscing/Cognitive
  - Scheduled Outings
- Services of various religious denominations are held on a regular basis to meet your individual needs. In Piscataway, the Chapel is available for meditation, religious services, and special events. It can also be reserved by families for individual services by contacting the Director of Recreation Services. In Piscataway, a specialized program of activities is designed for residents living in Evergreen Way, and multiple activities are offered to residents from all neighborhoods.
- Beauty Parlor services are offered in our Beauty Salon. The Beauty Salon offers a wide range of professional services that include hair care, coloring and manicures. Barber Shop services are also available. The Beauty Parlor services and pricing are explained in our Service Brochure. In order to make any personal care changes, we would kindly ask that the resident and/or sponsor please fill out a new Personal Care Service Brochure;
- Our informational publication, *The Parker Press*, shares a variety of news, pictures, and activities of the Home. We encourage you to contribute to *The Parker Press* such as poems, stories, news, etc., please provide them to the

Director of Recreation Services or the Concierge.

## ***SOCIAL SERVICES***

The Social Services department is dedicated to assisting residents in their transition to our Home. Our social workers are committed to providing supportive services to residents, families and sponsors.

The Social workers are available to ensure all resident needs and concerns are met. In addition to making residents feel welcomed and involved our social workers will continue to:

- Visit and provide support as needed;
- Promote a positive experience by helping with any difficulties a resident may be having;
- Manage and minimize crisis situations;
- Encourage residents and their families/sponsors to seek guidance as needed;

The Social Services department facilitates support groups for family, sponsors and the residents. Family support groups and resident support groups help with a variety of topics, some of which are integration into our home, social skills, coping skills and emotional issues.

- The Family Support Group meets monthly in Parker at River Road and Parker at Landing Lane;
- The Resident Support Group meets on the fourth Wednesday in Parker at River Road and on the first Friday in Parker at Landing Lane;
- Notices of these meetings are posted at the concierge desk and on the resident activities schedule. Contact the Social Services department for further information.

The Social Work Department also maintains resources and information about the following topics: State and Federal prescription assistance programs, mental health support agencies, Advance Directives and living wills.

Please feel free to stop in at any time for any reason.

## ***PASTORAL CARE***

The Pastoral Care Associate ensures the religious needs of the residents are met by respecting their beliefs and spiritual values. In collaboration with local volunteers religious programs are offered regularly in large, small and individual settings. Support is given to residents and families during the bereavement process individually or in a support group format.

## ***VOLUNTEER SERVICES***

- Volunteers play a vital role at Parker Home. Volunteers work together with staff members to provide an expansion of the resident activities program and support to other departments. Volunteers offer opportunities for residents to maintain contact with the community and meet a variety of their personal needs to enhance their quality of life;
- In coordination with our Eden Philosophy, we utilize volunteers in the areas of horticulture and animal care giving. Intergenerational opportunities are also available which encourage the uniting of the generations. Parker Home recognizes the benefits for both the youth and our seniors when they are brought together through active interaction.
- There are also volunteer opportunities available for residents as well as their family members who want to keep active and be part of our team of valued volunteers. If you have any questions regarding the Volunteer Program, please contact the Volunteer Coordinator.

## ***ADMINISTRATIVE SERVICES***

- The Concierge Desk is open daily from 8:00 am – 8:00 pm;
- Cell phones should be on vibrate mode when visiting. Please answer calls in a discrete location. Due to HIPAA regulations, photographs can not be taken with cell phones;
- Please contact the Concierge to schedule an appointment with any Parker Home representative;
- If you have friends or family members who wish information and/or a tour of the Home, please have them contact the Admissions Coordinator.
- Postage stamps are available for purchase at the Concierge Desk;
- Outgoing mail can be left for pick-up at the Concierge Desk;
- Mail is delivered daily to the resident's room;
- Notary public services are available through our concierge services at both Homes.

