

Resident Reference Guide

WELCOME HOME

This is your Suite location:

Your mailing address is:

Your phone number is:

We warmly wish you welcome to your new home, Parker at Stonegate. We are pleased to have you join us and will do our best to provide you with the highest quality of care and services.

Parker at Stonegate's main objective is to keep you happy, your life free from worry and to allow you to enjoy friends, family, and good times.

This Resident Reference Guide has been designed to help answer questions you may have and to help familiarize yourself with the services offered at Parker at Stonegate and The Pavilion. You will notice that throughout this reference guide many of the employee's titles are in bold. 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 of Parker of Stonegate

HISTORY

The Francis E. Parker Home is a not-for-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 needing nursing care 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 had shared with her late husband in New Brunswick -Parker at Landing Lane.

In 1954, Parker Home was granted its first license by the State of New Jersey Department of Health and Senior Services as a not-for-profit nursing home. General Robert Wood Johnson took an interest in Parker Home during the 1960s and his generous gift added the home in Piscataway -Parker at River Road - and created expansions to the New Brunswick home in 1969 and 1978. These additions increased the number of resident rooms and improved the physical environment. In the Spring of 2002, a twelve-bed special care neighborhood for residents with dementia, known as Evergreen Way, was dedicated at Parker at River Road.

Parker Home's philosophy reflects the mission of its founder, Henrietta Parker, and its benefactor, General Johnson, to provide the highest quality of care at the most reasonable cost in a home-like setting. This philosophy was further realized in 1998, when Parker Home became one of only four registered Eden Alternative™ Homes in New Jersey. Today, Parker Home continues to lead the State in developing innovative ways to meet the physical, social, and spiritual needs of its residents.

For a century, the Francis E. Parker Memorial Home has provided outstanding care for seniors. To celebrate its second century of service, Parker Home introduces Parker at Stonegate, a state-of-the-art assisted living residence and The Pavilion, a community wellness center, located in Highland Park, adjacent to the Piscataway campus. Parker at Stonegate is an elegant but comfortable assisted living residence where older adults can maintain their independence and lifestyle choices while receiving the assistance they need in a secure environment.

YOUR ARRIVAL

To ensure that all final preparations are complete and ready for your occupancy, your suite was thoroughly inspected prior to your arrival.

When you arrive, we will assist you with your luggage and help you move into your suite. Keys to both your mailbox and suite will be given to you at that time. During the first week at Parker at Stonegate, you will be meeting with and getting to know our Administrator, Community Relations-Marketing Coordinator, Director of Resident Services, Resident-Family Liaison, Executive Chef, and our Director of Recreation Services (please refer to the Employee Directory at the end of this handbook for phone numbers). Please feel free to offer any suggestions that may make your transition as pleasant and easy as possible.

We encourage you to personalize your suite with your own furnishings from home as well as pictures, plants, pillows, afghans, radio, CD player, and a television.

In accordance with fire codes, Parker at Stonegate must be responsible for maintenance of all window treatments, therefore please notify us if you plan to have additional window treatments in your suite, as materials must be flame retardant.

We encourage you to use a safety deposit box at your financial institution or ask a family member to keep valuables such as jewelry, stocks, bonds, wills, and other legal documents. Parker at Stonegate Assisted Living is not responsible for any lost, stolen or damaged valuables. To ensure safekeeping, any valuables should be periodically checked.

FINANCES

You or a designated family member will receive a monthly bill itemizing charges for your suite and any extras for that month (i.e. guest meals, beauty/barber salon). A representative from our Business Office will be able to assist you with questions that you might have regarding your bill. Please also refer to your Schedule of Additional Charges, which is found in your Move-In Packet. You may also contact the Concierge to set up a personal cash account to have money for shopping, outings or special activities. This account can be accessed at any time during our posted banking hours.

You will be billed directly by your attending physician, the servicing pharmacy (for medication administration), the referral hospital (for laboratory tests, speech and hearing evaluations), podiatrist, dentist, ambulance service or any other specialist.

Our responsibility is to provide the very best for our Residents, we do not expect nor are we allowed to accept gifts or gratuities from Residents, family members or friends. If you wish to express gratitude, please contribute to our annual *Employee Holiday Fund*.

RESIDENT SERVICES

We are a dedicated and professional team here at Parker at Stonegate. As part of our service, we are staffed with licensed nurses in the Residence 24 hours a day, seven days a week. Any special requests or concerns relating to your physical conditions should be communicated to the Director of Resident Services.

The nurses here will be happy to assist you with your medical needs. Parker at Stonegate Assisted Living encourages independence, but is also concerned about the health and safety of all our Residents. Prior to or upon move-in, medication options will be discussed. If you need medication administration all your medications will be provided by our contracted pharmacy. This includes all “over the counter” medications such as antacids, eye drops, laxatives, aspirin, ointments, etc. If you leave Parker at Stonegate during a scheduled medication period you are encouraged to take your medication prior to leaving or upon returning. If you will be away for a day or longer, please contact our Director of Resident Services so that the medication can be given to you or your family with instructions, if necessary.

If you wear a hearing aid, please remember to maintain a supply of extra batteries. A limited assortment of hearing aid batteries will be available at the Country Store. Should you use a cane, walker, wheelchair or motorized scooter, please ensure it is properly labeled for identification.

If Podiatry services are needed please speak to the Director of Resident Services or refer to your local directory for various numbers. We would be happy to offer referrals of dentists, optometrists, or podiatrists for those of you who do not have your own such doctors. You may see your own dentist, ophthalmologist, optometrist, or podiatrist outside the Residence. Transportation can be arranged on our weekly scheduled days or we would be happy to assist you with making those arrangements. (See section on transportation under the tab Stonegate.)

Rehabilitative therapies (i.e. physical, occupational, speech/language therapies and audiologist) are available to you as prescribed through your physician. These types of therapists can come into Parker at Stonegate or are available through the Resident Services Department. Please speak to our Director of Resident Services for more information.

PERSONAL EMERGENCY RESPONSE SYSTEM

An emergency call system is equipped in the bathroom of each suite, all public restrooms, and the locker rooms of the Pavilion. A portable personal emergency pendant or wristlet will also be given to you to keep around your neck or on your person, by your bedside or wherever you go within the Home.

SERVICES AND AMENITIES

PARKER AT STONEGATE

Parker at Stonegate offers a wide variety of services and amenities. Some of these include refreshments available in our Bistrot, computer access, library and much more.

Mailbox and Postal Service

Upon your arrival, you will be given a key to your own personal mailbox. Mail is delivered and picked up by the United States Postal Service on regular postal days.

Newspapers

A daily newspaper will be delivered to Parker at Stonegate and placed in the Library. If you choose to have a personal newspaper delivered to you we are happy to make those arrangements and have them bill the subscription to you.

Telephone

You may make arrangements for telephone service with the Concierge. All suites will be capable of having access to in-house extensions. You are responsible for providing your own telephone.

Television

You are welcome to bring your own personal television to your suite. Cable ready hook-up is available in each suite and the package choices and rates are listed in the Schedule of Additional Charges.

Storage

Additional Resident storage is located on our lower level and will be assigned by request. To access your storage please contact the Concierge who will assist in making arrangements to do so.

SERVICE AND AMENITIES PAVILION

Country Store

For your convenience, The Country Store is located on the first floor in the Pavilion offering a variety of items for purchase, such as toiletries, cards, gifts, and stamps. For hours of operation, please see the Concierge.

Café

Coffee, tea, other beverages and light snacks will be available for your purchase in our Café located on the second floor of the Pavilion.

Movie Theatre

The Movie Theatre, which is located on the second floor of the Pavilion next to the Café will have scheduled movies on a regular basis, please reference your monthly activity calendar.

DINING SERVICES

Three nutritious meals are served daily in The Centennial Room, which offers a formal dining experience. Each meal includes menu selections with a minimum of five entrees.

Breakfast is served in The Centennial Room from 7:30am to 9:30am. Lunch is served from 11:30am to 1:30pm, with the last meal order taken at 1:00pm. In the Centennial Room, at dinner, we ask that you refrain from wearing shorts and sleeveless shirts, and gentlemen should wear jackets for dinner. There are two Seatings for dinner in The Centennial Room:

5:00pm to 6:00pm or 6:00pm to 7:00pm

Please refer to the Welcome page of this guide for your assigned seating time. In order to enable all Residents to dine at a comfortable pace the Seatings must be adhered to.

Therefore, please be aware that for each Seating, 10 minutes after the Seating begins the Formal Dining Room doors will be closed at which time you will be more than welcome to enjoy your meal in the Bistro.

You may enjoy any of your meals in a more relaxed, informal atmosphere in our Bistro. Continental breakfast will be served daily in the Bistro from 7:30am to 10:30am. The Bistro is open for lunch from 12:00pm to 2:00pm and is open for dinner from 5:00pm to 7:00pm. The last order will be taken at 6:45 p. m.

DINING SERVICES, con't

Daily in the Tea Room, located on the first floor, Residents may help themselves to tea and pastries from 3:00pm to 4:00pm.

We request that no dishware be taken out of the Tea Room.

The Bistro is open 24 hours a day for snacks and both hot and cold beverages.

Family and friends are welcome to join you to dine in either The Centennial Room or the Bistro. A nominal fee will be charged to your monthly bill, (please refer to the Schedule of Additional Charges). Twenty-four hour advance notice is requested when more than 2 guests will be dining with you at any meal subject to approval by the Executive Chef. For a private affair, such as a birthday party, you can reserve our private dining room through the Concierge along with the coordination of the Executive Chef. This private dining room can accommodate up to 10 people, additional charges may apply.

The Director of Plant Operations oversees Environmental, Transportation, and Maintenance Services.

ENVIRONMENTAL SERVICES

Our housekeeping staff will visit your suite daily, Monday thru Friday, to remove your trash and service your bathroom. We will also provide you with a weekly supply of facility-owned linens should you choose not to use your own. On a weekly basis the housekeeping staff will provide light housekeeping service where they will clean, sanitize and refresh your entire suite. If any needs arise on the weekend please contact the Concierge.

Dry cleaning services are available upon request.

If you choose to launder your personal laundry, the laundry facilities in Parker at Stonegate are fully equipped with washers and dryers. Please feel free to use them at your convenience free of charge.

Upon request your personal laundry can be laundered at an additional cost. (see Schedule of Additional Charges.)

TRANSPORTATION SERVICES

We will assist you in arranging transportation to and from services and activities within the community in which you may choose to participate in. In addition, we will provide scheduled weekly transportation to certain locations in the community such as doctor's offices and grocery stores. At Stonegate your safety is our priority, so it is possible that scheduled transportation arrangements may be cancelled due to safety concerns. On days/times when we do not have scheduled transportation to meet your needs you may choose to contract transportation services by contacting the **Material Services Manager**. Payment for this service is the responsibility of you and/or your family.

THE HEALTH AND WELLNESS CENTER

Our Health and Wellness Mission

Through a whole person approach, we look to promote overall wellness and a healthy lifestyle that allows Residents to maximize their independence and achieve an optimal sense of well-being.

Aquatic Benefits

Water has unique properties that will benefit everyone utilizing it for exercise. Buoyancy reduces stress on the weight-bearing joints, allows improved posture, helps build muscle strength and enables individuals to walk with less pain. The warmth of the water helps strengthen weak muscles, loosen stiff joints, and increase range of motion, energy and vitality. A workout in the pool is a great way to get an aerobic workout without the stress on joints and bones.

Pool

The pool is heated to a water temperature of 83°-85°. The depth of the pool is from 3 feet to 5 feet. The pool area is handicap accessible

with a ramp available for those who need assistance getting in and out of the pool. Complimentary towels will be provided for you at poolside.

Pool Hours:

The pool is open from: **7:00 am to 11:00 am**

The pool is open seven days a week and closes on the following major holidays: Thanksgiving Day, Christmas Eve, Christmas, New Year's Eve, and New Year's Day.

Spa/Whirlpool

The whirlpool is a great way to soothe the muscles of your body. There are several benefits of heat, including muscle relaxation, a decrease in pain and stiffness, and greater ease in performing daily activities. According to the Arthritis Foundation, the use of heat is recommended for many people with arthritis and other related conditions. Your physician can help determine if it is appropriate for you.

Guest Policy

Resident's guests are welcome to use the pool after the Resident has completed his or her pool orientation. All guests must adhere to the pool policies. For your guests' safety, we ask that no guest be permitted in the pool without your accompaniment. The Resident must stay with their guest at all times. In the pool, children under 16 years of age must also be accompanied by their parent. Guest privileges may be limited during peak hours. Guests who do not follow pool rules will lose pool privileges. All guest fees will be charged to the Resident's Monthly Bill. Guest fees will apply to guests in the pool area even if the guest is not swimming.

Guest Fee: Children ages 12 Years and under, **\$3/day**
Youth and Adults, **\$5/day**

Locks and Lockers

Individuals using locker rooms must provide their own locks. Locks must be removed after each use. Parker at Stonegate is not responsible for any lost, stolen, or damaged valuables. Locker rooms are located on the first floor of the Pavilion.

Classes

Various classes will be offered in the future and times and locations will be posted for your convenience. There will be no open swim during class times. A schedule of swimming pool activities will be provided to you monthly.

Please see additional guidelines for pool use for Residents, their guests, and children which is posted in the Pool Area.

FITNESS CENTER

The Parker at Stonegate Fitness Center is equipped with Keiser training equipment and cardio equipment. The Keiser Company has 20 years of experience specializing in strength training and aging. There are many benefits to strength training that may include:

- o Maintaining or increasing muscle mass,
- o Restoring bone density and decreasing bone loss,
- o Improving posture and flexibility,
- o Strengthening joints , ligaments, and tendons,
- o Increasing energy.

Before using the fitness center, all Residents are required to have a full orientation and must see their physician to obtain medical clearance. Appointments can be made by calling the **Health and Wellness Coordinator**.

The Fitness Center is open to Residents and Members only.

THE HENRIETTA BEAUTY SALON AND SPA

A beautician and barber is available to provide you with all of your beauty needs, from haircuts, perms, shampoos and sets to manicures and pedicures. All charges from the beauty salon will be charged to your monthly bill.

Please contact the *Concierge* for details.

Center for Healthy Aging at Parker at Stonegate

Residents of Parker at Stonegate are invited to use the medical services which are provided by the Robert Wood Johnson Medical School Department of Family Medicine. The Geriatric medical specialists in conjunction with the nursing professionals will provide a holistic approach to enhance healthy aging. Some of the services that are offered are:

- ❖ Primary geriatric medical care
- ❖ Preventative care
- ❖ Senior Sports Medicine
- ❖ Integrative medicine
- ❖ Acupuncture
 - Nutritional & herbal consult
 - Massage therapy
- ❖ Specialty assessments
 - Exercise prescriptions
 - Mobility enhancement
 - Memory enhancement
 - Medication review
 - Continence restoration

Please contact the Center for Healthy Aging at 732-565-2441 for any further details. We have brochures with additional information available at the Center for Healthy Aging office and the Health & Wellness office. We invite you to come and meet our staff during our office hours. **We welcome you to Parker at Stonegate and look forward to being of service to you!**

RECREATION SERVICES

Parker at Stonegate offers a variety of fun and enriching activities, entertainment, day trips, cultural events and family programs. A wide variety of small and large group activities are offered for all Residents seven days a week. Activities are created to meet individual needs and abilities. A monthly calendar will be given to you so that you will always know the dates, times, and locations of specific activities of your choice. We encourage everyone to get involved in our extensive activities program. Families and friends are invited to attend and may be interested in becoming a Parker Home Volunteer. All suggestions regarding Activity Programs are welcome.

-Some activities offered are:

-Creative Arts Programs, such as:

-Pottery

-Painting

-Crocheting/Knitting

-Woodshop

-Horticulture Clubs

-Outdoor Planters

-Indoor Solarium

-Live Musical Performances

-Cooking Groups/Classes

-Men & Ladies Groups

-Movies at the Pavilion

-Outings (sign - up is on a first - come/first - serve basis)

-Local shopping

-Restaurants

-New Brunswick Theater District

-Bingo

-Socials

- Religious & Spiritual
- Educational/Informative

-Independent Leisure pursuits available in Stonegate:

- Library
- Billiard Room
- Bocce Court
- Putting Green
- Meditation Room
- Family Kitchen
- Lounges
- More amenities are offered at the Pavilion

Once a month, a Resident Council Meeting is held during which Residents are encouraged to voice their suggestions, concerns and questions.

Services of various religious denominations are held on a regular basis to meet your individual needs. The Chapel is available for meditation, religious services, and special events. It can also be reserved by families for individual services.

Movies at the Pavilion are scheduled on a regular basis and can be reserved for private viewings. Please contact the **Director of Recreation Services**.

For your convenience, The Country Store, located at the Pavilion, offers a variety of items for purchase, such as toiletries, cards, gifts and stamps. For hours of operation, please see the **Concierge**.

VOLUNTEERS

Volunteers play a vital role at Parker Home. The skills of our Volunteers are incorporated into programming whenever possible. We also encourage volunteers to give to the Residents of Parker Home their most precious gift...time.

In coordination with our Eden Philosophy, we encourage volunteers in the areas of horticulture and animal care giving. Intergenerational opportunities are also available which encourages the uniting of generations. Parker Home recognizes the benefits for both the youth and our seniors, when they are brought together through active interaction. All three of these positions focus on the tools of plants, animals and children which hold importance in our Eden Journey.

RESIDENT VOLUNTEER PROGRAM

We not only look towards the external community for volunteer resources, but to our Parker Home, Inc. family as well. That is the reason for our Resident Volunteer Program.

Parker at Stonegate and the Pavilion has available volunteer opportunities in a variety of areas for those thinking of enriching their own life as well as enhancing the lives of others.

Some volunteer opportunities at Stonegate include:

- Leading group activities, such as, bingo, exercise, crafts and educational sessions
- Library Assistants
- Welcome Buddy

Some volunteer opportunities at the Pavilion include:

- The Country Store
- Front Lobby Meet & Greeter

Volunteer opportunities are also available to those who wish to share their time with the Residents of Parker at River Road and Landing Lane.

The volunteer areas mentioned are only a few suggestions. Every position can be individualized to meet your personal needs. If you want to keep active, in a friendly and welcoming environment, we invite you to join our team of valued volunteers. Please contact the **Volunteer Coordinator** for further information.

RESIDENT COUNCIL

Residents living in Long Term Care settings, such as Parker at Stonegate assisted living are invited to organize and participate in a Resident Council. The Resident Council is an opportunity to present the Residents' ideas and suggestions to Administration and each other. Resident Council meets the last Friday of every month from 10:00 am to 11:00 am. The location of the meeting is listed on your monthly activity calendar.

REPRESENTATIVES COMMITTEE

The Representatives Committee is a sub-committee of Resident Council. They act as a direct line of communication between Residents and management to share ideas about present and future programs and services with the intent to support, strengthen and recommend new ideas. If you have any ideas that you feel will add to the environment of Stonegate please feel free to submit them in writing to your neighborhood representative or an at-large member. These representatives are listed on the next page and contact information is provided in the Directory section at the back of this Reference Guide. The Representatives Committee meets the second Tuesday of the month at 10:30 am. Routine maintenance requests and concerns and any issues you feel are of an urgent nature should be sent to the Concierge desk so that they may be addressed in a timely manner.

To Our Visitors

Visiting Hours

Visitors are welcome at all times. We encourage you to visit with us on a regular and frequent basis. For security purposes, we will lock all entrances during the evening and early morning hours. During these times, please ring the doorbell and a staff member will assist you. When visiting please stop by the concierge desk and sign in and out.

Overnight Stays

All families and friends are welcome to stay overnight when visiting. They must comply with the rules and regulations of Parker at Stonegate and be respectful of those around them. Please give us at least 24 hours advance notice, when possible.

Parking

Parking is available in the front of the home, with special parking areas marked for Residents, visitors, employees, and handicapped access.

Smoking Areas

Parker at Stonegate is a Smoke Free Environment. Smoking is prohibited in the home as well as on the grounds and surrounding premises of the campus.