

Residential & Personal Care Handbook

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Dear New Resident,

Welcome to Sarah Reed Senior Living! We understand that moving can be overwhelming. We hope that this guide will be a useful resource for both you and your family. It is intended to help you prepare for your move and guide you as you reside with us.

The first section provides information on the admission process and suggests ways to prepare for the move to your new apartment. The next section details policies and procedures. This section should answer many questions you may have about daily life at Sarah Reed. Finally, the last section details our rich history. We believe that this history will affirm that you have made a wonderful choice by choosing Sarah Reed.

Please know that we are here to assist you and your family in many ways. We can help you choose appropriate services, resolve problems, and make sure you have what you need to be comfortable, happy and healthy in your new home. No question is silly, and we love to visit with our residents. Hearing about your lives and experiences makes our days interesting and special.

Our office, **The Resident Services Office**, is located on the ground floor of Reed Terrace in the suite of offices behind the beauty shop. Please feel free to stop in or call us at the numbers listed below.

Once again, welcome to you and your family! We are excited to know you and are eager to work to make your life at Sarah Reed pleasant.

Sincerely,

Carey Vieira
Director of Resident Services
(814) 878-2651

Barbara Morales
Resident Services Coordinator
(814) 878-2698

Welcome to Sarah Reed

Following are the names of the personnel who work together to provide you with quality care and services while you reside at Sarah Reed.

Gale Magyar, Executive Director

Debbie Redditt, Executive Secretary & Notary

****Linda Burling, Front Office (Reed House) Receptionist**

Carey Vieira, Director of Resident Services/PCH Administrator

Barbara Morales, Resident Services Coordinator

Beth Starocci, LPN, Coordinator (1st shift)

Bill Redditt, Chief Financial Officer

Mary Bonaminio, Patient Accounting

Debbie Mann, Director of Environmental Services

Mary DiMarco, Director of Housekeeping & Laundry

Eric Schultz, Maintenance Team Leader

Shirleen Dowd, Activity Director & Volunteer Coordinator

Lois Zollars - Music and Art Coordinator

Kerry Clelland, Food Service Director

Jim McAndrew, Assistant Food Service Director

Rebecca Baughman, Dining Room Manager

Tina Kopnitsky, Registered Dietician

The telephone numbers for the staff are listed in the Resident Directory, which you will receive when you move in to your apartment.

****The Front Office Receptionist is also referred to as the Reed House or "RH" Receptionist. The receptionist can be reached by dialing 0 from any phone in the building.**

We truly hope and expect that you find our services satisfactory. If you have a concern, we ask that you address it with the appropriate Department Head as soon as it occurs. Should a question arise in the evening or on the weekend when Department Heads are generally not on duty, Dietary has a charge person available until 7:00 P.M. and Nursing has a charge person available 24 hours a day. Administrative staff will be contacted if the issue warrants immediate attention. The Director of Resident Services or Executive Director is available to meet with persons if they are not satisfied with action taken by the Department Head.

Resident Services Office

The Resident Services Office is located on the ground floor of Reed Terrace, in the suite of offices behind the beauty shop. Office Hours are from 8:00 A.M. to 4:00 P.M., Monday through Friday. The Director of Resident Services and Resident Services Coordinator assist with the admission process and adjustments that can be experienced in making the transition from your former home to Sarah Reed. They will coordinate your nursing care and other services available to you. They can also initiate and discontinue those services for you as needed. In addition, they can provide support in resolving any problems encountered while residing at Sarah Reed. Questions regarding services in general or about your contract can be directed to the Resident Services Office. Residents are encouraged to discuss personal problems with the Director of Resident Services and the Resident Services Coordinator.

Moving In

Congratulations on deciding to move to Sarah Reed. Following are many details involved with moving to your new home.

If you have not yet informed us of your move in date, please do so as soon as possible. Once the date is confirmed we will set up a time with you and/or your responsible party to complete your Admission Paperwork. At that time we ask that you bring your

insurance cards, your Medicare and social security cards, your driver's license or photo ID, and a copy of your power of attorney and living will. If you do not have one of these items please let us know and we can help you obtain them if necessary.

Prior to your admission, The Director of Resident Services, or the Resident Services Coordinator assessed your needs and areas in which you may require assistance. This assessment, combined with information from your family and physician, determined your *level of care*. The level of care can be Residential only, Residential with Personal care and/or housekeeping, or Full Personal Care. *Personal Care Services or Full Personal care indicates that a resident receives nursing services. Examples include medication administration and bathing and dressing assistance.* The level of care and services often change after a resident moves in. Some residents find they do not need all of the services originally ordered. Others sometimes find that they need more assistance than they initially requested. The Director of Resident Services and The Resident Services Coordinator communicate closely with the resident, staff, and family during the first few weeks following your move to Sarah Reed. Together, we will monitor the situation to make sure the services in place are appropriate. Services can be added or removed as necessary.

We are fortunate here to have a wonderful Therapy Department on site. The therapists can work with new residents to ease the transition using physical and occupational therapy. These therapy sessions also help to assure that the resident has appropriate personal care and housekeeping services in place. Your physician will determine if you need a therapy referral.

Following is a list to help you prepare for your move to Reed Manor & Reed Terrace.

Things to Bring:

- Your medications
- Furniture
- Blankets, pillows, mattress pad & bed spread (Sarah Reed can supply bed linens)
- Cups, glasses, silverware
- Flashlight & batteries
- Light bulbs for personal lamps
- Shower curtain
- Toilet paper
- Seasonal & holiday decorations
- Toiletries (tissues, soap, shampoo, dental supplies, etc.)
- Cards, games, puzzles, hand crafts
- Clothes basket or hamper & laundry supplies
- Extra hangers
- Wall hangings, lamps, etc. (enough to make you comfortable, but not to over crowd you room)
- Alarm clock
- Digital TV
- Telephone

Please do not bring the following due to safety regulations:

- Electric blankets, heating pads, hot water bottles
- Towels (Sarah Reed supplies towels, unless a resident wishes to use their own)
- Candles
- Throw rugs or area rugs
- Portable heaters
- Firearms
- Extension cords

Things to do before moving in:

- Secure appointments with attending physician for completion of medical forms
- Change mailing address (see "mail" section for your new address)
- Sort through belongings, discard excess & plan what to bring
- Make moving arrangements (notify Sarah Reed of move-in date)
- Consider assigning a Power of Attorney & drafting a living will
- Gather insurance information & medical cards (bring on day of admit)
- Notify Resident Service office of any major health changes & change of address/phone

- Contact your insurance agent if you wish to purchase Renter's insurance for your belongings
- Contact the Resident Services Office for any questions or concerns .

On the day you are to move in, please call the Resident Services office with your estimated time of arrival. You will be directed to our Sassafras Street Entrance. Inside the doors and on the right wall is a silver box - press 000 for the receptionist and let her know you are here to move in. The receptionist will call maintenance and have them open the adjacent garage door for you to enter and unload your items in the garage. Maintenance can provide carts for you to use and direct you to the elevators.

Office & Business

Business Office

The **Main Office/Receptionist Area** is located at 227 West 22nd Street. Office hours are 8:00 A.M. to 7:30 P.M. weekdays, 8:30 A.M. to 8:00 P.M. Saturdays and Sundays. Residents can also access the building through the Sassafras Street entrance with their badge card as the door is kept locked. In addition, receptionists maintain a lost and found service at the main office.

Notary Service

Free Notary Service is available between 8:00 A.M. and 4:00 P.M. Monday through Friday by contacting the Executive Secretary, at extension #612.

Sign Out System

All residents leaving the building are asked to sign in and out on forms provided at the window of the Main Office, the Reed Terrace Office Area or the garage lobby area. If a resident has signed out and has a change of plans, he/she should call the office and indicate the new plans. This is very important so that in an emergency situation all residents can be accounted for. Visitors are also required to sign in and out for the same

reason. Residents and Visitors are required to sign in and out even if it is only for a short period of time. Residents receiving nursing services should notify the Zurn Pavilion nurse prior to leaving the Facility.

Residents intending to be away overnight or for several days or weeks, should notify a receptionist or the Resident Services Office prior to leaving and upon return. Leave of absence forms are also available at the Reed Terrace bulletin board which is located on the first floor outside the dining rooms.

For your safety, the Sassafras Street Entrance and the Employee Entrance's are locked 24 hours per day. **After regular business hours, residents may use their badges to release the lock at the Sassafras door or the Employee Entrance on West 22nd, Street. If you forget your badge card, from the Sassafras door, dial 000 and ask the nurse to page security to let you in. Visitors can follow the directions posted by the intercom, or use the telephone to call residents directly to release the lock. (Resident dials 99 and hangs up their phone to release the lock.) When using the Employee Entrance, use the phone on the left of the entrance, pick up the handset and the phone will dial the nurse for you.**

Residents entering the building from the garage may gain direct access to the first floor of Reed Manor by taking the west stairway from the garage and using their apartment key to open the door at the head of the stairs. Additionally, your badge card will unlock the double doors from the garage into Reed Manor, Ground Floor.

Mail

Mailboxes for Reed Terrace apartments are located on the first floor wall across from the Reed Terrace Dining Room. Reed Manor mailboxes are near the elevator lobby on the first floor of Reed Manor. The postman distributes the mail to individual boxes by mid-afternoon. Packages are retained in the Reed House Receptionist Office until the resident returns. There may be delays due to late deliveries, holidays or not having the

correct apartment number on your mail. Postal stamps are available through the Reed House Receptionist Office or are sold at the Superette on Wednesdays.

Addresses for residents are as follows:

Reed Terrace Residents:

2214 Sassafras Street

RT____ (apt #)

Erie, PA 16502

Reed Manor Residents:

2216 Sassafras Street

RM____ (apt #)

Erie, PA 16502

The business office address for Sarah Reed is: 227 West 22nd St. Erie, PA 16502

If residents have someone else handling their business mail, address changes should be initiated on all business mail so it is mailed directly to the responsible person. Residents are advised to arrange for the direct deposit of Social Security Checks into their own personal bank accounts. Sarah Reed Senior Living does not accept responsibility for loss of checks.

Telephone Numbers

Individual telephone numbers for resident apartments will be given to you by the Resident Services Office prior to move in. The main telephone number for Sarah Reed is 878-2600. The Resident Services Office number is 878-2651 or 878-2698; The Zurn Pavilion Nurses' Station number is 878-2650 or 878-2773. When dialing within Sarah Reed, for most areas, residents can use the last three digits of the phone number to reach their party.

Accounting Department

The Accounting Department is located on the ground floor of Reed House. Office hours are from 8:00 A.M. to 4:00 P.M., Monday through Friday. Residents should make payments for monthly statements to the Accounting Office. The Reed House

receptionist can also accept payments or payments may be placed in the locked box located next to the bulletin board on Reed Manor first floor. The Reed House Receptionist accepts payments from 8:00 A.M. to 7:30 P.M., daily. **Questions regarding statements should be directed to the Accounting Department.**

Minimal funds are kept in the Accounting department for making change. To cash a personal check, take it to the Reed House receptionists before Wednesdays by noon. Residents should pick up their cash left with the Reed House receptionist on Wednesdays after 3:00 P.M. Sarah Reed staff will not manage resident's personal funds.

Dining Services

Meals & Dining room

Serving Hours:

Breakfast	7:30 a.m. - 9:00 a.m.
Lunch	12:00 p.m. and 12:30 p.m.
Supper	5:00 p.m. and 5:30 p.m.

Residents can elect an optional meal plan program designating a specific number of meals per day. Residents may change their meal plan at any time with one week's notice to the Resident Services Office. Residents may switch their lunch and dinner meal if they cannot attend for a particular day, but should notify the Dining Room at least 1 hour in advance. Residents will be assigned a designated time.

A choice of entrees is generally offered at each meal. Adjusted portion sizes are available. Should neither entree appeal to the resident, a substitute list is available. A registered dietician, who is available for private consultations, prepares menu plans. Menus are also posted daily on conveniently located bulletin boards near the dining rooms.

To provide prompt service, residents are assigned a specific table and specific serving time for meals. Should Residents desire to change seating on a permanent basis, they should inform the Dining Room Supervisor who will make the appropriate arrangements. Residents are encouraged to arrive in the dining room at their designated times so they do not have to wait to be served.

We request that residents are appropriately attired for all meals. Dusters, robes or bedroom slippers are not permitted.

The Food Service Director exercises skill in buying and creativity in planning nutritious meals. Specific complaints, suggestions and favorite recipes are welcomed at the Resident Food Committee meeting. This committee meets every three months in the Main Lounge on the 1st floor of Reed Terrace.

The Main Lounge is open to all residents for comments and suggestions. Residents are reminded of the committee meeting via Channel 8 and the monthly activity calendar.

Please contact the Dining Room at x. 542 if you plan to miss a meal.

Please call the Reed Terrace Dining Room at least one hour in advance to make reservations for guests for any meal. Delayed seating for residents and guests may be necessary to avoid congestion in the Dining Room. Also, please contact the Dining Room to make Holiday meal reservations and if you plan to be away for a meal. For special holidays, residents who plan to be away or have guests for meals are asked to indicate their plans on the Special Register also located on the table at the entrance to the Dining Room.

Take-Out Service

Fresh fruit and crackers are available during the evening meal for Residents to take back to their room. We also offer Take-Out service for residents. Residents may call the dining room within specific times (**breakfast** 7 - 9:15 a.m; **lunch:** 11-1:15 p.m; **dinner:** 4-6:15 p.m) to order their meals. Only items on the menu for that meal & substitutes will be available for take-out. There is no additional charge for take-out service. If a resident who does not participate in the meal plan request take-out, the charge for the meal will be placed on the bill. Residents will pick up their meal at the take-out window in the dining room. Staff does not deliver take-out meals. Additional details about take-out are available on the bulletin boards.

Private Luncheons

Private Luncheon/Dinner Parties (3 to 8 guests) may be planned by giving one (1) week's notice to the Assistant Food Service Director at x. 640. Residents may request the use of the lounges for private luncheons between the hours of 1:00 p.m. and 4:00 p.m. The dining room staff, with three days advance notice, can serve beverages and a light dessert for a charge. Residents or family members can make arrangements by calling the Assistant Food Service Director at extension 640.

The Game Room on the fourth floor of Reed Manor is available for larger family gatherings where the family wishes to bring in refreshments. Please inquire with the Reed House Receptionist for availability and reservations.

Meal Credits

Meal deductions by means of a credit on the monthly statement will be granted for full absences for a period of 14 consecutive days or longer as well as hospitalizations. Guest Meal Credits are provided to residents who receive their meals in the dining room. Residents who receive three meals per day in the dining room are entitled to six free guest meals per six-month period (January - June and July - December.) Residents

who receive two meals per day in the dining room are entitled to four free guest meals per six-month period. Residents who elect one meal per day in the dining room are entitled to two guest meals per six-month period. (Guest meals accrue one per month and cannot be used until accrued.) Unused guest meals are not carried over. Guest meal record sheets are maintained in the Assistant Food Service Director's Office. When residents have guests, the information is placed on the Guest Meal Record and the residents sign the form. When the guest meals are used up, charges for guest meals are made. Charges are placed on monthly bills or may be paid to the Receptionist. The complimentary guest meal may be used for any meal and any day, including holidays.

Grocery Service

Residents may grocery shop via the kitchen. Basic items are offered for sale weekly that can be preordered by residents. The dietary staff will deliver directly to your apartment. Charges are placed on the monthly statements.

Meal Trays When Sick

Residents who feel they are too ill to go to the Dining Room for meals may request a meal tray to be delivered to them by calling the dietary department on extension 640 or 542. Trays are delivered and picked up by the dietary department. Residents in Residential Living will be charged for tray service. Personal Care residents receive trays at no charge. Tray service is different than Take-Out service.

Persons sharing an accommodation with another party may have the other party order and pick up the meal tray at no charge. Residents are encouraged to call the nurse when ordering meal trays so the nurse can assess the resident's illness.

Dietary personnel will deliver the tray at the following times:

Breakfast: 9:15 a.m.

Lunch: 1:15 p.m.

Dinner 6:15 p.m.

Trays are not delivered from noon to 12:45 or from 5:00 to 5:45 as staff is serving those residents in the dining room. Residents who request a meal tray and do not normally have that meal will be charged for the meal as well as the tray service.

Activities & Amenities

Activity Program

A Program of Planned Recreation and Entertainment is provided. The Director of Activities and her assistants are available Monday through Friday to supervise and coordinate planned activities. These include: adult coloring class, Bingo, music programs, Social Hours, special outings, holiday parties, religious programs, Entertainment and more. The Multipurpose Room is located next to the Atrium on the ground floor and is open evenings and weekends to work on projects, which do not require supervision.

The Main bulletin board is located on the first floor of Reed Terrace near the Reed Terrace and Reed Manor dining rooms. Bulletin boards with posted notices of current interest and activity events are also located throughout the Center. A Calendar of Events is posted on the bulletin board outside of the Reed Terrace Dining Room. There is also a sign up sheet posted there for outings that may be scheduled. The Activity Calendar is distributed to the residents in their in house mailbox. Residents may also tune into The Sarah Reed TV channel 8 for a daily listing of Sarah Reed activities. All residents are encouraged to participate in programs and activities of their choice.

The Sarah Reed Newsletter, The Reeder, is distributed quarterly and contains a listing of special events. The Reeder is also available via e-mail. If you or a family member wishes to receive The Reeder via e-mail please provide the addresses to the Resident Services Office.

Religious Programs

Interfaith services are conducted at 2:00 P.M. in the Chapel on Sunday, located on the Ground Floor of Reed House. Communion is distributed the first Sunday of the month. In addition, Bible Study is held weekly on Mondays 10:00 A.M., in the North Lounge. A monthly Catholic Mass is celebrated the first Wednesday of each month at 10:15 A.M. in the Chapel. On the remaining Wednesdays, residents meet at 10:15 A.M. in the Chapel to say the Rosary and receive Communion.

On Sunday morning at 9:15 A.M., St. Joseph Church distributes communion to Catholic residents in the Reed Terrace Main Lounge.

Neighborhood Churches

Churches located within walking distance:

St. Joseph Roman Catholic 147 West 24 th St.	Simpson United Methodist 163 W. 21 st St.	Glenwood United Methodist 2931 Myrtle
St. John's Lutheran 23 rd & Peach Streets	Antioch Baptist 160 West 20 th St.	

Lounges

Comfortable lounge rooms throughout the buildings are available for visiting, reading, television viewing and card playing. Reservations for such rooms for entertainment of groups are available to all residents and can be made through the Reed House Main Office.

Library

Books may be borrowed from the Library on the second floor of Reed Terrace. You are welcome to borrow any book except the encyclopedia. Books should be checked out, and then returned to the collection table within 2 to 4 weeks of borrowing. There is no limit to the number of books you borrow.

The following guidelines will help the staff and volunteers who oversee the correct placement of books. Please do not put your book directly on the shelf.

1. Write the book title on the sign-out sheet located on the dictionary stand.
2. Sign your name in the next column.
3. Write the date of take-out.
4. Later, write the date of return.
5. Leave the book on the center table.

Exercise

Exercise classes are provided through our relationship with the YMCA. Sarah Reed Senior Living is designated as a *Silver Sneakers* site. All residents, regardless of their insurance are encouraged to participate in this wellness program. Please check your Activity calendar for the class schedule.

Game Tables

The Recreation room on the Fourth Floor of Reed Manor has a pool table. Guidelines for the use of this area are posted near the cue sticks.

Sun Porches

Enclosed sun porches are located on the first and second floors of Reed Terrace. Garden areas with seating are available near the main entrance of Reed House and at the courtyard off the first floor elevator lobby near Reed Manor.

Guest Rooms

Occasional overnight guests can be accommodated in the guest room on Reed Terrace second floor or a rollaway bed can be set up in resident's room for a minimal charge. Requests to use the guest room or rollaway bed must be made with Reed House Receptionist at least 5 days in advance of anticipated stay. Guests must be independent and not depend on Sarah Reed staff for nursing or medical services. In an effort to keep the guest room available to families in need, we ask that visitors using the guest room limit their stay to a maximum of seven nights. Residents and/or guests may pay for the guest room by check to the Receptionist or charges may be placed on Resident's statement.

Kitchen Facilities

Reed Terrace has a community kitchen with refrigerator and microwave. After using these facilities, residents are responsible for the care of their own china, silver and cooking utensils, which should be marked. Please leave the kitchen facilities in good condition.

Sarah's Superette & Attic

On Wednesdays, from 10:30 a.m. to 12:00 p.m., volunteers open a Gift Shop located on the ground floor of Reed Terrace near the Sassafras Street entrance lobby. Stamps, stationary, candy, toiletries and other supplies can be purchased here. A thrift section of the shop contains good quality used items at low prices.

Greeting Cards

Greeting cards can be purchased in the Activities Department located on the ground floor of Reed Terrace across from the Multi-Purpose/Activity Room. Please select your cards and deposit money in the receptacle provided.

Beauty Shop

The Beauty Shop is located on the ground floor of Reed Terrace. You may arrange your own appointment with the beautician by calling x. 629. Charges can be paid by cash or placed on your monthly statement. Gift certificates are available through the Accounting Office.

Storage Bins

Locked Storage Bins are available to residents on a first come first serve basis. The Resident Services Office will assign storage bins. Residents must provide their own padlock. A moveable storage rack may be borrowed from the Maintenance Department.

Television/Telephone

Residents must provide their own television. A listing of Cable TV channels is available from the Resident Services Office. We will connect and provide basic cable free of charge. Please do not contact the cable company for installation or hook-up of cable service. This is already provided in each room.

Telephone service is available through us for a charge. Please do not contact the telephone company for installation of service. This is handled by the office. Residents are to provide their own telephone. Residents must dial "3" for an outside line. We bill you directly for the monthly service fee as well as long distance calls. Problems regarding telephone service should be directed to the Reed House Receptionist.

An in-house telephone directory is updated periodically. Upon admission residents will be asked if they wish to be listed in this Directory.

Computer

Residents may bring their own personal computer to their apartment. Sarah Reed has wireless access points throughout the facility. For more information inquire with the Resident Services Office.

Transportation/Taxi Service

We offer transportation service to residents for grocery shopping on Thursday mornings, mall shopping on Thursday afternoons, and medical appointments on Tuesdays between the hours of 9:30 a.m. and 2:00 p.m. There is a sign up sheet for grocery shopping, and mall shopping on the Bulletin Board outside the Reed Terrace Dining Room. Transportation to Tuesday medical appointments can be arranged by contacting the Reed House Receptionist (dial 0) to schedule.

In order to utilize these services the resident must be capable of getting on and off of the van independently. Additionally, the resident must be able to function independently in the store. The driver stays with the van and does not accompany the residents at the destination.

Parking

The Resident Services Office assigns individual parking spaces. Limited indoor parking is available and will be assigned on a first come-first serve basis.. Residents with indoor parking will be issued a remote control for the garage door. There is a fee for lost or damaged garage door openers.

Reserved outdoor parking is also available near the West 22nd Street entrance to Reed House.

Visiting Hours

Visiting hours generally occur from 9:00 A.M. to 9:00 P.M., however, we do not restrict the right of residents to have visitors at other times. All visitors are required to act in a manner that is not disruptive to other residents or staff. All visitors are requested to sign in and out at the register provided at entrances to the building.

Maintenance & Safety Information

Maintenance

The maintenance staff maintains the fixed property of Sarah Reed. Resident's personal possessions, such as lamps and small appliances (microwaves, toaster ovens) are the responsibility of residents. Maintenance can be requested to repair an item belonging to the resident, but a charge will be initiated. Special items purchased by residents such as bathroom cabinets, vanities and ceiling fans requiring *installation* become fixed equipment and shall remain in the apartment after it is vacated. Overhead and bathroom light bulbs are provided and replaced by the maintenance staff and housekeepers. Residents purchase light bulbs for their own lamps.

Should you require maintenance service or repairs needed, such as leaky faucets, etc. please notify a receptionist or the Maintenance office at x. 628. A work order explaining the need will be input to the computer for Maintenance to complete. The maintenance staff has scheduled responsibilities, so please do not ask them directly for immediate or personal attention.

Appliances

The Floor Housekeeper will explain operating procedures for appliances to you. This can include refrigerators, ranges, ovens, showers, heaters, washers/dryers and air conditioners.

Housekeeping

Please note that the Housekeeping services differ based on the level of care.

RESIDENTIAL: Residents are responsible for furnishing, arranging, and the daily care of their own rooms. Housekeepers schedule a light cleaning each month, which is included in the monthly cost. The Housekeeping Department offers other services such as daily room care and personal laundry at additional charges. These services are performed on a scheduled basis. The Resident Services Office can arrange these services. Please help us to help you by preparing your rooms for cleaning. Safeguard your valuable belongings by cleaning and relocating knick-knacks and bureau dresser objects to the top of the bed. Housekeeping is not responsible for damage to personal possessions.

FULL PERSONAL CARE RESIDENTS: Residents' bathrooms are cleaned Monday through Saturday as needed along with trash removal. Residents will receive a weekly cleaning which includes: furniture dusted, kitchen sink & counters cleaned, carpet vacuumed, floor washed, bathroom cleaned and trash emptied.

Laundry/Linen Service

Please note that Laundry service varies based on level of care and services chosen.

Residents are to provide their own bedspreads, pillows, blankets and mattress covers.

Residents in Reed Manor or Reed Terrace may choose to use the linens provided by Sarah Reed. If using Sarah Reed linens, the Housekeepers exchange bed linens, towels and washcloths each week. Before going to breakfast, place your soiled linens and towels outside your door on the designated day by 8:00 A.M. A housekeeper will remove and evenly exchange with clean linens. If residents choose to use their personal linens, they are responsible for laundering their own bed linens and towels.

Personal Laundry: Laundry Rooms are available on both Reed Terrace floors. Reed Terrace residents can sign up for a specific day and time for use of the facilities. Refer to the bulletin board in the laundry room for your scheduled time. An iron and an ironing board are provided.

If you prefer, our housekeepers will do laundry for you. This service is available at an additional cost. The Resident Services Office can arrange laundry service. Should you request laundry service, please note that your clothing must be labeled inside. We suggest using a black Sharpie permanent marker. Please notify the Housekeeping Supervisor at x. 625 regarding any special requests or concerns. Every effort will be made to accommodate requests when possible.

Full Personal Care residents' personal laundry is done weekly. The laundry staff labels Resident's clothing. Linens are provided and exchanged weekly by Housekeeping. Nursing will replenish towels and washcloths, if needed.

Fire Protection & Safety

Rest assured that Sarah Reed has fire safety measures in place. Our buildings are fully sprinklered throughout the hallways and resident rooms. Resident apartment doors and hallway doors are 45 minute fire rated doors. Doors in the hallways and dining rooms are two-hour fire rated doors. Additionally, all Reed Manor and Reed Terrace apartments have battery-operated smoke detectors. The housekeepers check the smoke detectors monthly and replace batteries in October or as needed. Fire Drills are held once a month to comply with regulations. A fire alarm system is used to alert staff and residents. The fire alarm will sound and an announcement will be made that says "CODE RED: and then the location of the fire. All residents should follow the procedure below:

1. **If you are in your apartment, feel the back of the door with your hand. If cool, proceed outside to the hallway.**
2. Remain by your door unless otherwise directed by a staff member.
3. Stay outside your door until you hear the “All Clear” announced overhead.
4. DO NOT go down the stairs unless a staff member tells you to do so.

In case of an actual fire in your apartment leave the apartment and close the door behind you. Pull the nearest fire alarm box in the hallway. Proceed beyond the hallway fire doors to a fire safe area. The staff will come to your area immediately to assist you.

Following are some fire safety tips to remember:

- Candle burning is prohibited
- Do not store extra papers (newspapers, mail, old activity calendars) in your apartment.
- Do not use extension cords. Use surge protectors, which we have available for purchase.
- If your apartment has a stove or oven, do not use them as countertops or storage areas.
- Do not leave your stove or oven unattended while cooking

Surge protectors and electrical appliances are subject to inspection by our Maintenance & Housekeeping staff to ensure proper functioning and safety.

Tornado Safety

A tornado “watch” indicates that conditions are favorable for a tornado. A tornado “warning” indicates that a tornado cloud has been spotted. If a tornado warning is issued, the staff will announce over the loudspeaker “CODE WIND: and then give the direction the tornado is coming from.” If you are in your apartment, close your drapes and move away from your window. Move into the bathroom, taking a pillow, blanket and flashlight with you. If you are not in your apartment, move to an enclosed hallway for safety. *Residents are encouraged to turn their TV or radio to the weather station when conditions are inclement.*

Smoking

Smoking is NOT permitted in the building or in the facility vehicles by residents, guests or staff. Residents or visitors wishing to smoke can do so on the OUTDOOR porches. Outdoor areas include the balconies on RM 2nd & 3rd floor. Smokers shall use the provided fireproof receptacles.

Security Services

Security services are provided daily. Residents and/or visitors who plan to leave the building or return after dark, may contact the Reed House receptionist or Reed House I nurse station to arrange for security or maintenance staff to escort them to/from the building. Sarah Reed has security cameras located at the exterior and interior corridors. All visitors and residents are subject to video monitoring & recording 24 hours a day/7 days a week.

Keys & Badges

The Resident Services Office issues keys to rooms, and mailboxes. Residents should notify the Resident Services Office of lost keys. Replacement keys will be obtained for a charge. Residents should not duplicate keys. Badges to enter building can also be obtained through the Resident Services Office. Lost badges are subject to a small replacement fee. Badges are for resident use only. All items are property of Sarah Reed Senior Living and should be returned when the residents vacate their apartment.

Assisting Other Residents

Although we appreciate residents' desire to help each other, we suggest that residents refrain from pushing another resident's wheelchair unless they are assisting a spouse or family member. Additionally we ask that if a resident sees another resident in distress they pull an emergency cord rather than tending to the distressed resident's emergency themselves.

Medical Services

Nurses' Station

The nurses' station for Residential and Personal Care residents living in Reed Terrace and Reed Manor is located in Zurn Pavilion. Zurn Pavilion is the special care unit located on the ground floor. If you need to go to the nurses' station push the doorbell to the left, then open the door. The nurse's station will be just ahead on the left. A nurse can also be reached by dialing 773 or 650. If there is no answer, dial 0.

Call Bells

Twenty-four hour EMERGENCY nursing service is available to all residents through the emergency call bell system. Pulling the cord will turn on the call bell for that room. The nurse will respond by coming to the room to assess the resident. The call bell will remain on until the nursing staff resets the system from the resident's room.

Nursing Assistance

Residential residents are expected to be self-sufficient. If limited nursing service is ordered by attending physician (i.e. dispensing of medications, following through with prescribed treatments, assistance with bathing) Personal Care Services can be purchased. Limited nursing services (i.e. injections, blood pressure checks, change of dressings can be provided to residents without charge for minor illnesses for a period of no longer than 7 days in one fiscal year.) Additional nursing services needed beyond 7 days can be obtained from nursing personnel at a nominal charge. Please see the Director of Resident Services or the Resident Services Coordinator to arrange routine nursing services.

Medication Management & Administration

As part of our complement of services offered to our residents, medication administration is offered to assure that our residents receive their medications in a safe

and effective manner. The following guidelines have been established to assure that we meet both Sarah Reed polices and Pennsylvania state regulations.

- ❖ Upon admission, residents and/or their families will notify the Resident Services office if they wish for the nursing staff at Sarah Reed to administer their medications. A copy of the prescription insurance card will be forwarded to the pharmacy of choice. Changes to medication administration service can be made with notice to the Resident Services office. Changes in prescription insurance should also be communicated to the Resident Services office.
- ❖ All medications, diets, medical procedures, consultations and treatments are initiated and monitored by the nursing staff under the verbal and/or written order of the resident's physician. *We are unable to administer medications to a resident without a physician's order. This includes over the counter medications such as Tylenol or Advil, creams such as Ben-Gay or Aspercreme, nasal spray, eye drops including eye-wetting drops. . . even vitamins or minerals.*
- ❖ For Quality Assurance purposes, all medications must be provided to the nurse's station in blister pack or unit dose form. For safety reasons, we cannot accept medications in bottles.
- ❖ All medications must be marked with the resident's name, the name of the medication; the date the prescription was issued, the prescribed dosage and instructions for administration and the name and title of the prescriber. If a medication is delivered to the nurse's station without the above information, it will not be accepted.
- ❖ Residents may choose to use Sarah Reed's contracted pharmacy. When this is done, the nurse will assure that all medications are ordered in a timely manner.
- ❖ Residents may choose to use their own pharmacy, keeping in mind that all medication must be provided to Sarah Reed in blister pack or unit dose. If medications ordered from a non-contract pharmacy do not arrive in a timely manner, the nursing staff will order the medications from the contract pharmacy so that the medications arrive in time for administration.
- ❖ Residents who are capable of administering their own medications may do so as long as they are capable. When out of their apartment, the door must be locked to ensure the safety of the medications.

Medical Appointments

Residents who receive nursing and/or personal care services must notify the nursing staff if they have an upcoming medical or dental appointment outside the center. Our nurse will provide you with a Doctor's visit form. Please ask the physician to fill out the form and bring it back with you to the nurse's station. This is very important so we can assure that your medical information is communicated!

If you need an escort to a medical appointment, please contact the nurse at the Zurn Pavilion nurse's station at x. 650. We may be able to assist you in making arrangements. Fees for a travel attendant will be placed on your bill.

Weight and Blood Pressure Screening

On the first Saturday of each month between 10:00 a.m. and 12:00 noon only, free weight and blood pressure readings may be requested by Reed Terrace and Reed Manor Residents at the Zurn Pavilion nursing station.

Annual Physicals

Personal care residents and Residential residents with nursing services are required to have a physical done annually. Residential residents are required to provide a health history update, including a list of all current medications. This will be kept on file in the ZP Nurses Station.

Planned Hospitalizations

All residents should notify the Resident Services office or nurse's station of a planned hospitalization or outpatient treatment. In addition, all residents are requested to consult the licensed nurse in Zurn Pavilion or the Resident Services Office concerning medical problems.

Physicians

Residents are encouraged to keep their own physician when they move to Sarah Reed. Most physicians in the area are willing to work via phone with our nursing staff for discussion and orders regarding their patients.

Sarah Reed has a Medical Director, however his primary responsibilities are within the Nursing Facility. He *may* be able to accommodate residential and personal care residents wishing to transfer to his care if his schedule permits. Contact the Resident Services Office or the Medical Director's Office directly makes arrangements for this transfer.

Podiatry

A Podiatrist is available every Thursday at 9:00 A.M. in Reed House first floor treatment room. Residents should schedule an appointment with the Zurn Pavilion nursing staff. Questions regarding fees, insurance, and services need to be addressed with the Podiatrist's office.

Miscellaneous Information

Pets

We do not permit residents to have pets. Sarah Reed welcomes pet visitors. Please see the main office Receptionist for a copy of the pet policy and the Pet Registration form.

Solicitation/Sales

It is our policy not to permit solicitation and/or acceptance of tips, or any purchase between staff and residents. Staff members or Residents' family members may not carry on any private business or distribute any personal notices seeking business on the premises.

Tipping

No tips, favors, or gifts are accepted or expected. Personnel Policy prohibits staff from accepting tips, favors, or gifts.

Before the holidays, upon request from the Resident Council, a collection box is placed in the Reed House Office and in the Accounting Department for anonymous contributions to the staff. These gifts are then divided proportionately among staff members as a Holiday Gift.

Your New Home

The staff of Sarah Reed Senior Living strives to make your stay as comfortable and satisfying as possible. The Center is committed to working with you to keep you at your best - physically, mentally, and spiritually. Enjoy yourself and us in our atmosphere of security, comfort and convenience.

Our History

In 1871 thirty dedicated women founded the Erie area's first social service agency known as "The Erie Association for Improving the Conditions of the Poor and a Home for the Friendless." The association grew and evolved, improving to meet the expanding needs of the community. By 1890, separate buildings housed the children and adults, marking what were to become a complete division of services.

Sarah A. Reed was one of those thirty women, and in 1936, the name Sarah A. Reed Home was adopted by the Board of Directors to honor the woman whose great faith and convictions helped to develop that early association into what was known as The Sarah A. Reed Retirement Center. Today, we do business as Sarah Reed Senior Living.

In 1961, the Children's Center moved to a new location where specialized treatment could be provided for children with social and emotional disorders. In 1969, as the Adult Division continued to expand, a new building was erected on the former site of the Children's Center (22nd & Sassafras), which included residential and skilled nursing facilities. In 1986, the Children's Center and the Retirement Center were incorporated as separate, private, non-profit organizations.

In 1990, the construction of a new long-term care facility was completed, allowing the rest of the facility to be devoted entirely to residential living and personal care. The long-term care facility of Sarah Reed provided intermediate and skilled nursing services, including physical, occupational, speech and IV/oxygen therapies. These services are designed to enhance the lives of older adults by helping residents maintain their highest level of physical, mental, and psychosocial well-being.

In 1992, Zurn Pavilion was used as a personal care facility, and in Fall 2000, renovation occurred with utilization of the area as a secure dementia unit for personal care residents. Renovation and construction of Reed Manor to expand our residential unit with common areas, dining and office space was completed in the fall of 1994.

In May of 2014, the Center formally changed its name to Sarah Reed Senior Living. The Board of Directors, Administration and Staff have remained the same.

Our residents' wellness, dignity and independence are the corner stones of care at Sarah Reed. Since 1871, The Sarah A. Reed Retirement Center has provided a comfortable and pleasant home in which to live. At Sarah Reed, you'll enjoy a lifestyle of independence, with the availability of all levels of nursing care if needed.

We are proud of our excellent reputation established over past years and will make every effort to maintain our high standards by providing quality service and accommodations. That is what makes Sarah Reed Senior Living "Trusted for Generations".

Many of our outstanding facilities are the result of generous contributions made by the friends of Sarah Reed Senior Living. We are designated as a charitable organization and donations are tax deductible to the fullest extent of the law.

Donations and memorials continue to be accepted and are always appreciated. Monetary donations are placed in the Endowment Fund or Special Purpose Fund for purchases, programs, and projects for the benefit of our residents and facility. Donations of stock or property naming the facility, as beneficiary on life insurance policies or in one's will are also appreciated. For further information, please contact the Chief Financial Officer.

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**COMMONWEALTH OF PENNSYLVANIA
ADULT RESIDENTIAL LICENSING
PERSONAL CARE HOMES**

RESIDENT RIGHTS

- A resident may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, sexual orientation, national origin, age or sex.
- A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.
- A resident shall be treated with dignity and respect.
- A resident shall be informed of the rules of the home and given 30 days written notice prior to the effective date of a new home rule.
- A resident shall have access to a telephone in the home to make calls in privacy. Non-toll calls shall be without charge to the resident.
- A resident has the right to receive and send mail.
- Outgoing mail may not be opened or read by staff persons unless the resident requests.
- Incoming mail may not be opened or read by staff persons unless upon the request of the resident or the resident's designated person.
- A resident has the right to communicate privately with and access the local ombudsman.
- A resident has the right to practice the religion or faith of the resident's choice, or not to practice any religion or faith.
- A resident shall receive assistance in accessing health services.
- A resident shall receive assistance in obtaining and keeping clean, seasonal clothing.
- A resident has the right to access, review and request corrections to the resident's record.
- A resident has the right to furnish his room and purchase, receive, use and retain personal clothing and possessions.
- A resident has the right to leave and return to the home at times consistent with the home rules and the resident's support plan.
- A resident has the right to relocate and to request and receive assistance, from the home, in relocating to another facility.
- A resident has the right to freely associate, organize and communicate with others privately.
- A resident shall be free from restraints.
- A resident shall be compensated in accordance with State and Federal labor laws for labor performed on behalf of the home.
- A resident has the right to receive visitors for a minimum of 12 hours daily, 7 days per week.
- A resident has the right to privacy of self and possessions.
- A resident has the right to file complaints with any individual or agency and recommend changes in policies, home rules and services of the home without intimidation, retaliation or threat of discharge.
- A resident has the right to remain in the home, as long as it is operating with a license.
- A resident has the right to receive services contracted for in the resident-home contract.
- A resident has the right to use both the home's procedures and external procedures to appeal involuntary discharge.
- A resident has the right to a system to safeguard money and property.
- A resident has the right to choose his own health care providers.
- A resident has the right to refuse medication if he or she believes that medication to be in error.

