

# FREQUENTLY ASKED QUESTIONS ABOUT MONETA SPRINGS

## 1) What makes Moneta Springs unique and different?

Moneta Springs Memory Care has been designed to create ‘home’ for our residents – a place of comfort and familiarity, with physical reminders of the past and a strong connection to outdoor spaces. Our goal is to help our residents LIVE with dementia, maximizing the skills and abilities they have. Our carefully selected, specially trained staff strive to give immediate, personalized assistance to each resident.

## 2) Can a married couple live together in Moneta Springs?

Residents are assessed prior to admission, and must have a diagnosis of dementia to qualify, in addition to other criteria. Therefore, if a married couple both qualify for admission, they can live together in one of our ‘companion’ rooms. Otherwise, the spouse could live in another section of campus (if appropriate) and visit as often as possible.

## 3) Do staff have special training to work with these residents?

Yes, staff are carefully selected based on their ability and interest in working with this special population. They go through intense training to understand the unique needs, techniques, and approaches necessary to effectively work with persons with dementia.

## 4) What is included in the daily room rate?

The daily charge covers room, meals, housekeeping, basic cable, over-the-counter drugs, bed and bath linens, and routine nursing services. Please check our rate sheet for daily charges.

## 5) May I bring familiar items from home?

Yes. The room is outfitted with an automatic bed, bedside table, lamp, and storage. We encourage you to bring furniture items (bureau, chair, etc.) that are familiar to your loved one, as well as pictures, bed linens, and other items that will help him/her feel at home. However, it is important to minimize ‘clutter’ and maintain adequate space in the room for the resident to move safely and staff to have appropriate access to assist the resident in his/her daily care needs.

## 6) May we bring a television?

Each resident room is wired with basic cable, so you may bring a television that is cable-ready. However, keep in mind when making this decision that some persons with dementia can be confused or agitated by certain television programs. There are televisions in the household living rooms and in the Town Center Cinema for special programs and movies.



## **7) Who will do the resident's laundry?**

The facility provides clean bed and bath linens. If you choose, we can also extend that service to include the personal laundry of your loved one for a small fee. Some residents may find satisfaction in assisting with doing their own personal laundry; in that case, staff or family members may assist them in the use of household laundry facilities as a normal 'activity.' Families also have the option to do the laundry themselves.

## **8) Who will be my loved one's physician while in Moneta Springs?**

All residents must have a local physician prior to moving in. If that physician is not one who regularly visits Moneta Springs, your loved one will need to be taken to that physician's office for any visits or consultations that are required. In the long run, it is more beneficial to the resident to seek a physician who does visit our facility and is willing to provide timely services as required by regulations. The Resident Services Coordinator has a listing of doctors who come to the facility.

## **9) How does the resident receive his/her prescriptions?**

Our facility utilizes the pharmacy services of Neil Medical. The nurses forward by fax the prescriptions that have been ordered by the physician and the pharmacy delivers them to the facility.

## **10) Where and how will my loved one receive a bath?**

Moneta Springs has been designed to enhance the dignity and respect of our residents. Showers are available in each resident's bathroom so staff may assist your loved one in the privacy of his/her own room. For those who prefer a tub bath, a deluxe spa with bathtub is available in each household. The spa features the tub, an accommodating shower access, and a post-bath grooming and dressing area. A resident will be supervised at all times and given any assistance needed to complete these tasks.

## **11) What must be done to establish telephone service?**

Twin Lakes has provided each resident room with a personal phone line and an assigned phone number. There is a charge for local phone service; long distance calls will be reflected on the monthly statement. For residents who are no longer comfortable with using telephones, a house phone is available which can be taken to the resident's room for privacy when he/she wishes to place or receive a phone call. Our residents, family and guests can stay connected to the internet through Wi-Fi available throughout Moneta Springs and Twin Lakes Community.

## **12) What are the visiting hours?**

We do not have specific visiting hours, and encourage you to visit your loved one as often as you are able. However, we do ask that you respect the individual routine of your loved one when deciding times to visit. For example, please do not schedule your visit during his/her regular afternoon naptime. There are also many volunteer opportunities if you would be willing to share your time and interests!