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Dear New Resident,

Welcome to Sarah Reed Senior Living! We understand that moving can be overwhelming. We hope that this handbook will be a useful resource for both you and your family. You'll learn about services, programs, policies and procedures that can make your stay more comfortable and satisfying.

Our residents' wellness, dignity and independence are the cornerstones of long-term care at Sarah Reed. In over 140 years of talking with the elderly, we've learned that autonomy, independence and reliable, individualized care are most important to residents. Our staff is dedicated to helping residents maintain the highest practicable level of well being. We pride ourselves in the time we spend getting to know you as a person and incorporating your preferences into a daily care routine. If, at any time, we don't meet your expectations, please contact the appropriate Department Head for assistance.

Sarah Reed strives to provide the best possible care to each individual resident.

Welcome to you and your family.

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, Main Office (Reed House) Receptionist**

Dina Scribner, Director of Marketing

Bill Redditt, Chief Financial Officer

Mary Bonaminio, Patient Accounts Coordinator

Kelly Gonzales, Patient Accounts Representative

Sandra Carlson, Administrator

Karen Brobst, Assistant Administrator

Susan Barry, Registered Nurse Assessment Coordinator

Stacy Perry, Registered Nurse Assessment Coordinator

Jeanne Espey, Social Worker

Krista Peeters, Social Worker

Beverly Lasher, Director of Nursing

Janet Kiehlmeier, Infection Control

Ericka Gardner, Quality Coordinator

Robyn Dennington, Restorative Nurse

Harmony Eck, 1st shift Supervisor

Suzanne Weschler, 1st shift Supervisor

Adam Coatoam, 2nd shift Supervisor

Lyndsay Cowan, 2nd shift Supervisor

Linda Knapp, 3rd shift Supervisor

Debbie Mann, Director of Environmental Services

Mary DiMarco, Director of Housekeeping & Laundry

Eric Schultz, Maintenance Team Leader

Shirleen Dowd, Activity Director & Volunteer Coordinator

Lois DiFucci - Music and Art Coordinator

Camille Cancilla - Activities Worker

Kerry Clelland, Food Service Director

Marion Bretz, Assistant Food Service Director

Rebecca Baughman, Dining Room Manager

Andrea Simons-Snedden, Registered Dietician

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

**The Main 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.

MAIN OFFICE / VISITING HOURS

The **Main Office** is located at 227 West 22nd Street. Office hours are 8:00 AM to 7:30 PM weekdays and 8:30 AM to 8:00 PM Saturdays and Sundays.

Visiting is generally between 8:00 AM and 8:00 PM. Sarah Reed does 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. The Administration has the right to restrict visitors who do not comply with policy.

All visitors are required to sign in and out at the register located at the Main Office window. This is important during an emergency situation so all visitors can be accounted for.

After office hours, visitors may enter Sarah Reed through the West Parking Lot entrance. Visitors must call ahead to the Reed House 1st floor Nurses Station (814-878-2645) or (814-878-2646) to let the Nursing staff know what time it is that they want to be let into the facility. Nursing will alert the Security Guards and advise them what time to be at the West Parking Lot entrance. For security purposes, the Nurse is to give the guard the name of the person or persons he is to be letting into the building. Visitors will then have the Guards escort them to the resident's room. To leave after hours, it is necessary to exit through the Employee Entrance. Visitors must get in contact with a nurse and the nurse may page the Security Guard to let the visitor out of the building.

All residents leaving the building should notify nursing of their plans. Family and visitors are also asked to check at the nurses' station when accompanying a resident out of the facility. In addition, family and visitors are asked to sign out on the register at the Main Office window.

Security Guard services are provided each evening. Specific hours are posted at the entrance and exit to the building. Residents who plan to leave the building or return after dark should contact the Reed House receptionist office or Reed House I nurses station to arrange for security or maintenance staff to escort them to/from the building.

Free notary service is available between 8:00 AM and 4:00 PM Monday through Friday by contacting the Executive Secretary.

ADMINISTRATIVE STAFF

Concerns may be directed to them as needed. The Administrator is available to meet with residents and families who have not found satisfaction after meeting with the appropriate Department Head.

MAIL AND BULLETIN BOARDS

A bulletin board is located on each nursing unit across from the Reed House Elevators. Bulletin boards with posted notices of current interest, survey information and activity events are also located throughout Sarah Reed. A bulletin board in the Multi-Purpose Room provides information about community functions and other interests.

Mail is distributed to RH I and RH 2 nursing stations daily and is delivered to the Reed House residents by the nursing staff.

SOCIAL SERVICES

The **Social Service Offices** are located on the ground floor of Reed Terrace. Office hours are from 8:00 AM until 4:30 PM, Monday through Friday. Residents are encouraged to discuss personal concerns with their Social Worker. They assist with the adjustments that can be experienced in making the transition from your prior home to Sarah Reed. For our short-term residents, they will also coordinate your discharge plan to your previous residence.

In addition, they can provide support in resolving any problems encountered while residing here. Questions regarding services in general or about your contract can be directed to the Social Worker.

NURSING SERVICES

Twenty-four hour nursing service is available to all residents. **Call bells** are located at each bedside and in the bathroom.

Residents receive **Nursing Assistance** with their activities of daily living and medical and nursing needs. All medications (including non-prescription) must be ordered by the resident's physician and administered by the licensed nurse on duty. This includes Tylenol, enemas, ointments, etc. Heating pads are not permitted. Moist heating pads are available with a physician's order.

An **individualized plan of care** is established for each resident. A plan of care is developed to guide the staff to provide the highest quality of care to the resident during his/her stay. Residents are interviewed by each staff member to find out individual preferences that are then incorporated into the plan of care. Residents are given a choice of when to wake, when to eat and when to go to bed.

The Care Plan is formally reviewed at least every 90 days by a multi-disciplinary care plan team consisting of nursing, social services, dietary, activities, therapies, resident and

responsible party. Each resident and responsible party will receive notification of the scheduled meeting date and time. However, Residents may request a meeting with Department Heads regarding their concerns at any time.

All residents are requested to consult the licensed nurse on duty concerning medical problems. Hospital admission and discharge must be facilitated by the floor nurse.

In the event of a hospitalization, Social Service will review the Bed Hold policy with the resident or responsible party to hold/reserve resident's room if so desire.

PHYSICIANS

Residents are required to have a primary physician who will come to the facility to see them. The physician can then assess the residents in the comfort of their own environment and this assures proper communication with nursing and other health care professionals. Nursing personnel will notify your physician when a physician review is due.

All residents are required to have a complete medical assessment no longer than 14 days after admission. **Physician reviews** are required by regulation at least once every thirty (30) days for the first ninety (90) days, then every sixty (60) days. Residents may be seen more often as necessary to meet the resident's medical needs.

The **Medical Director** is on call 24 hours a day. He is available weekly within our nursing unit for residents who have designated him as their physician.

A **Podiatrist** is available every Thursday at 9:30 AM in Reed House first floor treatment room. Appointments are scheduled through nursing.

A **Dentist** is available as needed. Arrangements for these services can be made in advance through the nurse.

For residents needing to see a physician or specialist at their office in the community, arrangements can be made through the Nurse Supervisor and Unit Secretary. The staff will

assist you in making transportation arrangements. Families are encouraged to accompany residents to medical appointments. However, Sarah Reed will send a staff person with all residents leaving the facility for medical appointments. If applicable, charges will be applied to the resident's statement.

REHABILITATION SERVICES

In a further effort to maximize resident's independence, rehabilitation services are available daily within Sarah Reed. These services include physical therapy, occupational therapy, and speech therapy. Rehabilitative services are initiated with a physician order.

Our team approach to therapy is designed to meet the needs of the short-term resident as well as those who will be permanent residents of Sarah Reed. After a formal program of therapy is completed, our Restorative Nursing staff delivers a protocol of exercises and routines to help our residents maintain their highest level of function.

PHARMACY

Sarah Reed contracts pharmacy services with an independent pharmacy specializing in the needs of a nursing facility. However, residents have the right to choose the pharmacy of their choice. Medications and treatments are prescribed by the physician and obtained through the Pharmacy. Should a resident choose a Pharmacy other than the contracted pharmacy, medications must be packaged in accordance with facility policy and procedure. Please see your Social Worker to make arrangements to use the non contract pharmacy.

Please do not bring in medications from home, as medications and treatments may change. All medications, including over the counter medications, vitamins, and supplements must be prescribed by the attending physician.

Residents will receive a monthly-itemized statement directly from the pharmacy.

MEDICAL SUPPLIES

There is a nominal fee for most personal hygiene items. Residents may bring in personal hygiene items from home if they wish. In addition, there is a charge for dressings, treatments, and medical equipment, which are not routinely covered under insurance. A listing of the most commonly used supplies is posted on the bulletin boards. Additional pricing can be obtained from the Social Worker or Accounting.

MEALS AND DINING SERVICES

Typical serving hours:

Breakfast	7:30 AM to 11:30 AM
Lunch	11:30 AM to 1:30 PM
Supper	4:30 PM to 6:00 PM

Meals in our dining rooms are served by our waiters & waitresses. There are routine times in the main dining room each day. A resident may choose to have their meals in the dining room at selected times or in another setting of their choice, such as their individual room. Food is available 24 hours a day should a resident choose to eat outside of the set dining room meal times. A separate menu of large variety is available for selection should the resident desire to dine at a time other than set dining times. Effort is made to provide open seating in the dining room. A resident does have the choice to request dining companions and dining seats if they choose.

Daily homemade meals are prepared by the Dietary staff. A liberalized six week menu cycle is written by the Registered Dietitian and reviewed each week to assure seasonal foods are incorporated. Weekly menus showing breakfast, lunch and dinner are posted. Breakfast consists of traditional breakfast foods and is cooked to order. Lunch and supper include a choice of two entrees and a vegetable and dessert. A substitute listing of foods is available with multiple substitutions to select from should the resident not find the menu of the day to

their liking. Menus are also posted daily on conveniently located bulletin boards near the dining rooms on each nursing floor.

Menus are written to meet the current recommended daily intake for seniors. The menus are therapeutically adapted to provide a special diet for certain disease conditions, such as diabetes, heart disease or renal disease. Meals are also altered in consistency for residents who may have dental issues, swallowing issues, or conditions in which food must be changed to a consistency that the resident can safely tolerate. The staff will help the resident who cannot select for him/herself with foods that are available for ordering.

Foods/snacks are also available in the Kitchen Units on each nursing floor. In addition, each floor has an area that has a cupboard and refrigerator provided for the residents so that they can help themselves to snacks and drinks.

Family and friends of the residents are welcomed to bring in foods for the resident, but are asked to notify the Charge Nurse in case of any nutritional or therapeutic restrictions. The Food Service Director attends Resident Council meetings each quarter to listen to any concern regarding food service and dining and to solicit information from the residents for menu or dining room suggestions.

Meal deductions by means of a credit on the monthly statement will be granted for absences for a period of 14 consecutive days or longer, as well as for hospitalizations of any length of time.

Residents are entitled to one free guest meal per month, accumulating one per month for a 6 month period (January to June and July - December.) Unused guest meals are not carried over. Additional **charges for guests** depend upon whether breakfast, lunch or dinner has been served. Please check the bulletin boards for current charges. Charges are placed on monthly bills or may be paid to the Office Receptionist following the meal.

Delayed seating for residents and guests may be necessary to avoid congestion in the Dining Room. For special holidays, such as Thanksgiving and Christmas, residents who plan to be

away or have guests for meals are asked to make their reservation to the Dining Room Supervisor.

Guests may be invited to meals by making arrangements with the Dining Room staff at extension 542. When available Private luncheon/dinner parties (3 to 15 guests) may be planned by giving one (1) week's notice to the Charge Waitress.

Residents may request the use of the lounges for entertaining when available. For a fee, beverages and a light dessert can be served by the dining room staff with advance notice to the department at extension 640.

LAUNDRY

Sarah Reed provides personal laundry service for residents of Reed House Monday through Friday. Laundry staff will mark all personal clothing with marker and/or labeling system. Please mark all personal clothing with a permanent marker. Any article of clothing that has no identification on it is stored in our Reed House Laundry Room for six (6) months. After six (6) months the clothing is donated to charity. Please contact our laundry if you are missing anything.

Clean bedding, towels and washcloths are provided by Sarah Reed.

Minor **mending** is provided such as, sewing a button, repairing small tears and repairing hems. Articles that require major repairs will be given to Social Service and the family or resident will be alerted.

The laundry discourages any items that are "dry clean only." Laundry will not be held responsible for damaging any fine washables. If a resident has items that need to be dry cleaned, please see the Receptionist for information.

HOUSEKEEPING

Reed House bathrooms are cleaned daily. Trash is also removed daily. A brush-up cleaning is provided weekly. This includes: room dusted, plants watered, floors mopped, bathroom cleaned, and trash removed. A more involved cleaning is provided once every three (3) months. Extra cleaning duties are performed as scheduled and as needed. The Housekeeping staff provides toilet tissue, hand soap and paper towels in each room.

ACTIVITY PROGRAMS

A Program of Recreation and Entertainment is provided. The Director and assistants are available daily to supervise and coordinate planned activities. These include: current events, exercise, music programs, bingo, socials, Never 2 Late Computer Program, a variety of games, reminisce time, pet therapy, religious programs, movies, special outings, holiday parties, and entertainment.

A monthly activity calendar is posted on resident's doors to their room and on the wall next to the elevators. Activities and announcements are addressed daily on TV Channel 8. All residents are encouraged to participate in programs and activities of their choice.

RELIGIOUS PROGRAMS

Sunday worship services are conducted at 3:00 PM in the RH-I Lounge, located on the first floor of Reed House. Communion is distributed the first Sunday of the month. The Chaplain conducts **Faith Dialogue Service** every Tuesday at 2:00 PM.

The Chaplain is available to residents at their request.

A monthly Catholic Mass is celebrated the first Wednesday of each month at 10:15 AM in the Chapel. In addition, residents can meet every Wednesday at 10:15 AM in the Chapel to say the **Rosary** and receive **Communion**. In-room communion is given on Sunday and Wednesday mornings.

ACCOUNTING DEPARTMENT

The **Accounting Department** is located on the ground floor of Reed House. Office hours are from 8:00 AM until 4:30 PM, Monday through Friday. The residents can make payments for Monthly Statements to the Receptionist or Accounting Office. When the Accounting Office is closed, the Reed House receptionist will accept payments. Questions regarding statements should be directed to the Accounting Department.

Minimal funds are kept in the Accounting Assistant's Office for making change. To cash a personal check, take it to the Accounting Office, on Wednesday or Thursday by noon. When the Accountant or staff member goes to the bank, he/she will have personal checks cashed. The Main desk receptionist will notify the residents to pick up their cash.

RESIDENT COUNCIL

A **Resident Council** has been established to enable residents to offer suggestions and express concerns. Residents volunteer or are elected to serve as Chairman and Vice Chairman with a one year term. The Resident Council meets the 1st Thursday of each month at 3:00 PM in the RH-II Lounge. A Social Worker acts as an advisor. All Residents/responsible parties are invited to attend meetings. Specific concerns regarding care or service should be referred to a Department Head or Administration.

The minutes of the Resident Council meeting are presented to the Administration. The Staff and Board appreciate the suggestions from the residents.

FIRE DRILLS

Fire drills are scheduled on a monthly basis. Fire drills are held at least four times per year per shift at unspecified hours of the day or night. All employees are trained in fire safety and evacuation procedures. Our buildings are fully sprinklered. Smoke detectors are also distributed throughout the building. Smoke detectors are directly tied into the fire system. Sarah Reed staff will evacuate residents if necessary.

SARAH'S SUPERETTE & ATTIC

On Wednesday from 10:30 AM to 12:00 PM, volunteers open the **Gift/Thrift Shop** on the ground floor of Reed Terrace near the Sassafras Street entrance lobby. Stamps, stationery, toiletries and other supplies can be purchased there. A thrift section of the shop contains quality used items at low prices.

GREETING CARDS

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

BEAUTY SHOP

The **Beauty Shop** is located on the second floor of Reed House. Hours are 9:00 AM until 4:00 PM, Monday through Friday. Arrangements can be made by calling the Beauty Shop at x. 656. Your Social Worker or the Charge Nurse can also arrange an appointment with the beautician. You are responsible for your own charges, which can be paid by cash or placed on your monthly statement. Gift certificates are available through the Accounting 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 may be checked out for a reasonable period of time (usually 2-3 weeks) and then returned to the **collection table**.

Although there is no limit to the number of books you borrow, the following guidelines are established to assure consideration for others and assist the staff and residents who re-shelve the books.

1. Write the book title on the sign-out sheet located on the dictionary stand.

2. Write the author's name.
3. Sign your name in the next column.
4. Write the date of take-out.
5. Later, write the date of return.
6. Leave the book on the center table.

RESERVING LOUNGES

Comfortable **lounge rooms** throughout Sarah Reed 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 Main Office.

SUN PORCHES/OUTDOOR AREAS

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 in Reed Manor.

SMOKING

Sarah Reed Senior Living is a smoke-free facility. Individual concerns about smoking can be addressed with your Social Worker.

GUEST ROOM

Occasional **overnight guests** can be accommodated in the guest room on Reed Terrace second floor. Requests to use the guest room must be made with the Reed House receptionist at least 5 days in advance of anticipated stay. 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. Guests must be independent and not depend on Sarah Reed's staff for nursing or medical services. Residents and/or guests may pay by check to the Receptionist or charges may be placed on residents' statement.

MAINTENANCE

The property of Sarah Reed is maintained by our Maintenance Department. Resident's personal electrical appliances such as lamps, clocks, and/or television, etc. are the responsibility of the residents. We ask that when you move in, you and/or your family inspect all cords for signs of wear. Maintenance can be requested to repair an item on a time available basis and at a charge.

Extension cords **are not** permitted. Surge protectors are to be used and they must be the appropriate length so that the base of the surge protectors lays flat on the floor. All electrical appliances will be inspected by our housekeepers and if a hazard is found, maintenance is immediately contacted.

Residents needing assistance, such as hanging pictures, should call the Reed House Receptionist at x. 0. Maintenance will be notified via a work order.

TELEVISION/TELEPHONE

Cable television is provided free of charge in all rooms. Residents must provide their own TV and stands for any TVs 19 inches or larger. If a Resident wants a premium channel line-up, please contact the Systems Analyst at x. 620 for details.

Telephone service is available in each resident room for a charge. Residents are responsible for providing their own telephones. Residents must dial "3" for an outside line. Sarah Reed bills residents directly for the monthly service fee as well as long distance calls. An in-house directory is updated periodically. Residents should not sign up with a Long Distance Carrier as we bill you directly for charges. Any concerns or questions about phone service should be directed to the Reed House Receptionist who will notify the proper person for service.

DONATIONS/MEMORIALS

Many of Sarah Reed's outstanding facilities are the result of generous contributions made by the friends of Sarah Reed. Donations and memorials continue to be accepted and are always appreciated. Sarah Reed is a 501(c)(3) charitable organization and all donations are tax deductible to the fullest extent of the law.

SOLICITATION/SALES

It is Sarah Reed's policy not to permit solicitation or any purchase among staff and residents. Residents and/or guests, and staff members may not carry on any private business or distribute any notices.

TIPPING

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

Upon request from the Resident Council, a collection box is placed in the Reed House office before the holidays for anonymous contributions, which are then divided proportionately among staff members as a **Holiday Gift**.

VALUABLES

We ask that Residents not bring in valuables or cash, as Sarah Reed is not responsible for loss or damage. A small amount of cash (not greater than \$50.00) may be kept secure in the Accounting Office for the resident's convenience. Each resident has a locked box or locked drawer in their room for valuables. We encourage residents to use this provided space.

AREA CHURCHES

Neighborhood churches:

St. Joseph Roman
Catholic
147 W. 24th Street

Simpson United
Methodist
163 W. 21st Street

Glenwood United
Methodist
2931 Myrtle Street

St. John's Lutheran
23rd and Peach Street

Antioch Baptist
160 West 20th Street

COMPLIMENTS/CONCERNS/COMPLAINTS

It is suggested that should Residents or responsible parties have compliments, concerns about services, policy or procedures, or complaints that they address them with Department Heads at the time of occurrence. Should an incident occur in the evening or weekends when Department Heads are generally not on duty, Dietary has a charge person available until 7:00 PM and Nursing has a charge person available 24 hours a day. The nurse on duty or receptionist can contact Department Heads or Administration if the problem warrants immediate attention. Non-emergency concerns can be directed to Department Heads Monday thru Friday. The Executive Director and Administrator encourage persons to consult with the Department Head first, but remain available to meet with persons should they not be satisfied by the Department Head.

YOUR NEW HOME

The staff of Sarah Reed strives to make your stay as comfortable and satisfying as possible. We are 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 community needs. By 1890, separate buildings housed the children and adults, marking what was 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 has been known as The Sarah A. Reed Retirement Center.

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, 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. Today, we do business as Sarah Reed Senior Living.

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. In 2000, Sarah Reed developed a special care unit to meet the needs of personal care residents with dementia.

The Long Term Care facility of Sarah Reed includes 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 to maintain their highest level of physical, mental and psychosocial well-being.