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## Section 7

### HEALTH SERVICES

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Wellness Center 264-5139

#### **Philosophy of Health Services at Wake Robin**

Wake Robin approaches every resident's care with the goal of maintaining his or her quality of life and independence to the greatest extent possible. In taking this approach, each resident's choices serve as the guide for staff. This philosophy is applied at every stage of life—whether a resident is living independently or is in the Linden Health Center.

As applied, this approach includes working with residents—and their families if they wish—to face the problems associated with both minor and serious illness, while striving to prevent suffering, pain and stress. Care is tailored to each individual as Wake Robin engages in ongoing assessment and conversation to address his or her physical, psychosocial, and spiritual needs.

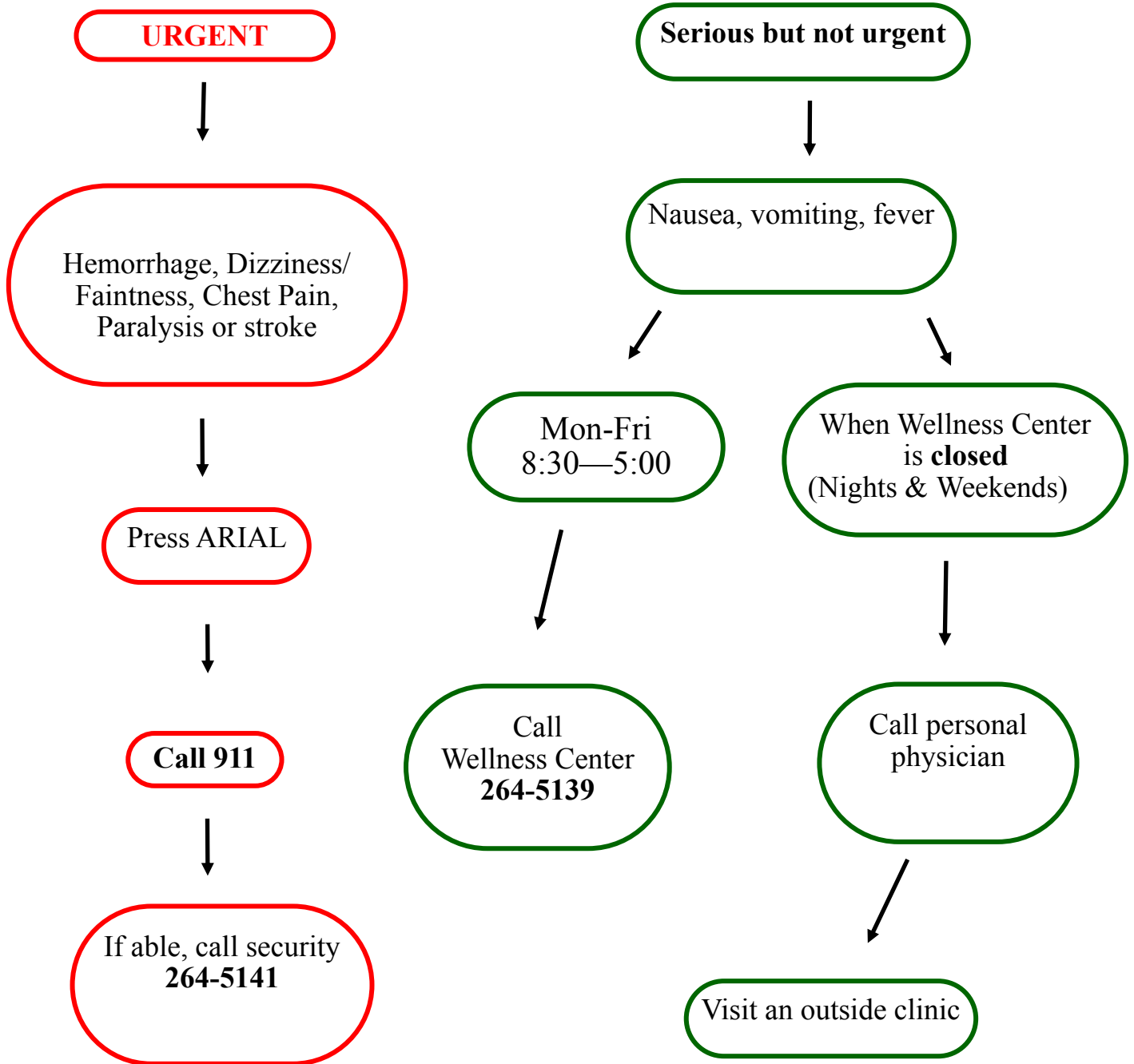
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## **Physician Service**

Upon moving into an independent living home at Wake Robin, Each resident chooses a personal physician. That physician may be one of the two attending physicians at Wake Robin or another physician in this area. Residents are encouraged to inform the Wellness Center of the name, address and phone number of the physician.

Under Vermont law, every physician is required to have another physician, as back up, so that his or her patients have 24 hour, 7 day per week coverage.

# What to do in a Medical Emergency Or when feeling ill



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## Outside Clinics

### **Concentra Urgent Care**

658-5756

7 Fayette Road

South Burlington, VT

Hours: Monday - Friday 7:00 a.m. to 6:00 p.m., Saturday 9:00 a.m. to 1 p.m. (closed Sunday and some Holidays)

### **ClearChoice MD**

(802) 448-8205

1200 Williston Road

South Burlington, VT 05403

Hours: Monday - Sunday 8 a.m. - 8 p.m. (closed some Holidays - call ahead on Holidays)

### **University of Vermont Medical Center Urgent Care - Fanny Allen Campus**

790 College Parkway

Colchester, VT

847-1170

847-0000

Hours: Monday - Sunday 8:00 a.m. - 8:00 p.m.

# Wake Robin Quick Reference

## EMERGENCY NUMBERS

Medical Emergency      Push blue button on pendant or wall

Wellness Center      264-5139 (M-F, 8:30am—5:00pm)

Security      264-5141 (24/7)

Fire Alarm STAY INSIDE YOUR HOME & CLOSE ALL WINDOWS

## **Nursing Protocol**

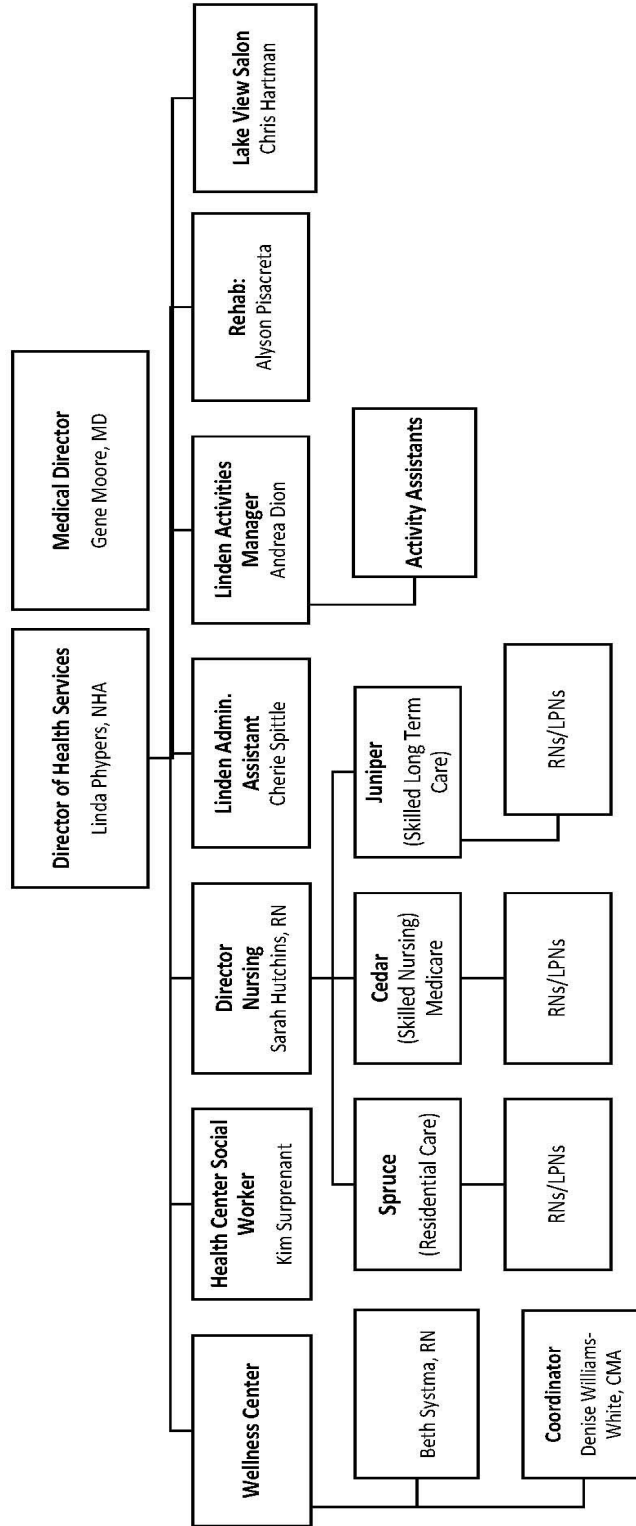
Here's what Linden nursing staff can do:

- 1) Provide nursing care in Linden
- 2) Provide emergency nursing care in the Community Center when Wellness Center is closed. In this case, they will arrive on the scene, provide emergency intervention, and have Security call 911.
- 3) Provide telephone support in case of emergency when the Wellness Center is closed. In this case, a resident may call Cedar and nurse will ask a series of questions, often suggesting that resident call his/her own physician or call rescue. They cannot leave Linden and they cannot assess the resident, since the resident is not under their care.

Here's what they cannot legally do:

- 1) Provide nursing care of a non-emergency nature for residents living outside of Linden
- 2) Provide emergency care in a resident's IL home
- 3) Provide emergency care in Linden for an IL resident. (If an IL resident is experiencing an emergency s/he should press the Arial for Security and/or call 911)

# Health Services Department



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## Health Services Job Overview

### Director, Health Services

The Director supervises all personnel and services of the department and he/she reports to the President/CEO. S/He is the administrator of license for the nursing neighborhoods and ensures compliance with the state and Federal regulations. The DHS is required to be a Licensed Nursing Home Administrator. The Director works to maintain best practice in achieving Wake Robin's Mission Statement and oversees the financial management of the department.

### Medical Director

The Medical Director for the Linden Health Center is an MD who has three functions:

1. S/He acts as a consultant to the Director of Health Services and Director of Nursing.
2. S/He is a liaison to outside physicians who care for Wake Robin residents.
3. S/He assists the Marketing and Resident Services Department and screens prospective residents and serves as consultant to the Transition Team when needed.

S/he may also have some Wake Robin residents as personal patients.

### Director of Nursing

The Director of Nursing leads, mentors and provides daily supervision to our clinical staff in accordance with our mission. S/he ensures the delivery of nursing care that supports the emotional as well as the physical well-being of residents. The DNS maintains compliance with all federal and state regulatory requirements and ensures that health care services meet and exceed state standards for excellence and quality. As nursing staff leader, s/he establishes the overall direction and focus for the nursing team in support of Wake Robin's resident-centered health care delivery model. S/he provides staff with the necessary guidance and resources to achieve the mission of Wake Robin.

### Nurse Manager

This position provides direct clinical expertise in support of the Director of Nursing and nursing staff with regard to clinical aspects of quality resident health care. Primary responsibilities include providing daily leadership and supervision. In addition, s/he performs direct care nursing services as needed.

### Social Worker

Participates as a key member of the health care delivery care team to identify and

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plan for the social and emotional needs of Health Center residents and their families. The Social Worker reports to the Director of Health Services, and is responsible for ensuring that the medically related emotional and social needs of the residents are met and maintained on an individual basis in accordance with policies and procedures, and current state and federal regulations.

Recreation Services Manager

Reports to the Director of Health Services. Provides guidance and support to activity and nursing staff to continue to enhance a home like approach for permanent residents in the health center. Is an active participant and mentor for culture change.

Wellness Center Nurse

This professional health care position provides direct nursing care and coordination to meet the needs of the independent living residents. He/She works independently in the Wellness Center, with general supervision from the Director of Nursing. Primary responsibilities include performance of treatments and procedures, case management, liaison with hospital and outside providers, assistance with staff health screening, assistance with admission physicals for potential Independent Living residents and health oriented consultations with Independent Living residents and families.

Rehabilitation Manager

This position is responsible for guidance and support of the Rehabilitation staff and reports to the Director of Health Services. This professional health care provider works to ensure therapy services to residents in the community are high quality.



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## Health Care at Wake Robin

### Independent Living

In Independent Living the individual takes care of his or her health needs much as they did before moving to Wake Robin. Each independent Living resident has a Primary Care provider. This may be one of the three affiliated with Wake Robin, Dr. Eugene Moore, Dr. Chris Hebert, or Nurse Practitioner, Sarah Nadeau. Residents may also have a Primary Care physician in the local area. All physicians are required under Vermont law to have an “on-call” back-up physician for 24/7 coverage. It is the responsibility of the Independent Living resident to know the number to call for that back-up service. In addition each resident carries Medicare and Medi-gap insurance.

### Primary Care Physician Options

Residents may choose a primary care physician who provides services on-site, or a resident may choose an off-site physician.

Wake Robin has two affiliated Primary Care practitioners:

1. Dr. Gene Moore, Medical Director -has a private practice at 28 So. Williams Street, Burlington, **864-7080**, and sees Wake Robin residents in the McKay Wellness Center
2. Dr. Chris Hebert— has a private practice at 28 So. Williams Street, Burlington, **864-7080** and sees Wake Robin residents in the McKay Wellness Center

Each of these physicians has regularly scheduled office hours in the McKay Wellness Center. Please call the McKay Wellness Center for more information, 264-5139.\*

\*Please note that the McKay Wellness Center is **not Medicare Certified**. Costs of Service may be billed to Medicare by the doctor or to you privately.

**Please contact the McKay Wellness Center with your choice of primary care practitioner so that the McKay Wellness Centers’ records may accurately reflect your choice of attending practitioner.**

### After Hours Medical Needs:

Linden Health Center Nurses are prohibited by regulation from providing care in IL. After regular Wellness Center business hours and throughout the weekend or holidays you are encouraged to call your attending physician for questions or concerns. The Wellness Center Nurse will assist you in planning for any short term treatment

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needs by providing you with options such as: short term limited treatment by an outside agency (Bayada or VNA) or an urgent care facility. Some treatments may be scheduled to fall within clinic hours, if planned in advance with the McKay Wellness Center. The Wellness Center Nurse assesses the need for this service and will assist in scheduling such services. The number to call is 264-5139.

#### Spruce (Residential Care)

Residential Care is designed to meet the needs of persons who are basically self-reliant but may require some minimal assistance with one or two tasks of daily living such as bathing, dressing, taking medications or preparation of special diets. Residential Care living at Wake Robin offers such individuals the opportunity to live in a safe, comfortable environment with supportive services readily available as needed.

#### Cedar (Skilled Nursing)

Skilled Nursing living at Wake Robin is intended for individuals who are unable to live independently. Support with activities of daily living is provided, as well as full service dining, medication management, and assistance with recreational activities. The Skilled Nursing facility can also be temporarily used by independent living residents who need assistance for a limited time, such as recovering from a medical procedure or requiring rehabilitative services such as skilled nursing, Physical Therapy, Occupational Therapy or Speech Therapy.

#### Juniper (Long Term Care)

Long-term care is also provided in Linden in the long-term care wing (LTC). It is designed to provide personalized care and assistance in maintaining the most optimal level of functioning for each individual. While not exclusively a dementia neighborhood, LTC provides focused care for residents with dementia in the middle and end stages of care. In all of Linden, nursing services are provided with an approach that is designed to meet the individual needs of each resident.

**The Wake Robin staff is not permitted to discuss information about resident health status with anyone other than the individual resident or the person designated by the resident as her/his representative unless resident signs a HIP-PA release authorizing this.**

#### **Additional Services Provided**

Staff is available Monday through Friday from 8:30 a.m. to 5:00 p.m. to assist in scheduling on-site physician appointments, blood pressure monitoring, surgical dressing changes, and other nursing services. A complete list of charges for nursing services can be obtained at the McKay Wellness Center or on the Fee For Services

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Schedule on page 4-15. The McKay Wellness Center is not Medicare certified, and charges will not be covered by Medicare unless provided by a physician. Nursing services available are:

- Health Screening checks (Weight and Blood Pressure)
- Health Education sessions

### **Services Provided by Independent Health Contractors at Wake Robin**

- Dental Care
- Laboratory Tests
- Psychological Services
- Medical, including scheduled physician office hours
- Delivery Services from nearby pharmacies
- Mobil Xray Services
- Hospice Care

#### Dental Services

Dental services on-site at Wake Robin are provided by Dr. Stephen Pitmon, D.D.S. Appointments are made by contacting his Colchester office, 862-5052.

#### Laboratory Services

Laboratory services are provided by University of Vermont Medical Center staff. Please bring your doctor's order for testing. Residents with an on-campus physician will have their doctor's order held at the Wellness Center unless the order comes from a consulting physician, i.e., cardiologist, urologist, etc.

#### Delivery Services from Nearby Pharmacies

Pharmacy deliveries are provided by Rite-Aid Pharmacy, Kinney Drugs, and Lakeside Pharmacy. Prescription refills, over-the-counter and other pharmaceutical items may be ordered by phone. Deliveries will be made to the front desk in the Community Center; a staff person will call you to pick up your item. Rite-Aid Pharmacy: 985-2610; Kinney Drugs: 864-8154; Lakeside Pharmacy: 862-1491.

#### Psychological Services

Psychological counseling services are available by contacting the Wellness Center Nurse for a referral. Some services do not accept Medicare and you may be billed privately.

#### Rehabilitation Services

Physical Therapy, Occupational Therapy and Speech/Language Therapy are provid-

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ed on campus. A referral from your physician will be required before scheduling your first appointment. Following your appointment, the McKay Wellness Center staff will give Rehabilitation your referral and one of the therapists will call you to schedule your first appointment.

Physical and Occupational Therapy	264-5140
Speech and Language	264-5140
Pathways	264-5140

Pathways is a rehabilitation program that promotes wellness. A physical, occupational, or speech therapist is able to design an individualized program to stimulate your mind and body for optimum health. You will be billed for these supervised therapy sessions. Examples of the programs include: upper extremity and lower extremity exercises with or without weights, stabilizing or strengthening exercises for the trunk muscles, balance drills and cognitive/linguistic drills, massage, cardiovascular exercises and aquatic exercises. Call 264-5140 to obtain the current charges for these services.

#### Private Personal Fitness Trainers on Campus

Staff in Wake Robin's therapy department are available to help residents design individualized fitness programs. Residents will be charged an hourly rate to participate in this Pathways Program. (See above)

If a resident living independently chooses to hire a private exercise or fitness trainer (for example, a yoga instructor), the trainer must provide the service in the IL resident's home. Wake Robin's equipment, common areas and fitness room are not available to service providers privately hired by a resident. Private exercise/fitness trainers on campus must comply with the requirements for outside providers/independent contractors. (See section 3-9)

Wake Robin Residents are free to work with personal trainers off campus, at their own expense.

#### Bayada Home Health Care

The Bayada is available to provide private duty nursing services on a temporary, short-term basis. Long term nursing care cannot be provided in Independent Living. Bayada will bill you or Medicare directly for services provided. Please call the McKay Wellness Center or Resident Services Coordinator, for more information.

#### Visiting Nurse Association

The Visiting Nurse Association is available for physician ordered services and is pro-

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vided in your home on a temporary, short-term basis; eligibility requirements are determined by your physician. Long term nursing care cannot be provided in Independent Living. Please call the McKay Wellness Center or Resident Services Coordinator, for more information.

### **Transportation for Health Services**

If you need health care, the transportation options are as follows:

- Resident drives self.
- Spouse, family, or friend drives resident.
- Taxi. Wake Robin has an agreement with GreenCab for Wake Robin to be billed if resident does not have cash to pay cab fare. For billing purposes, make sure you give your name to the cab company. Wake Robin will attach the cab charge to the resident's Monthly Fee.
- Special Services Transportation Agency (SSTA) during limited business hours. Applications are available from the Resident Services Manager. (NOTE: This service must be arranged in advance and you must meet eligibility requirements. Call 878-1527 for information).
- Wake Robin Transportation is also available for a fee, typically between 7:30-4:00, with advanced notice. Please call the resident services office for more information or to request a trip: 264-5115.

### **Ambulatory Aids**

Wake Robin residents may require the use of ambulatory aids defined as canes, walkers, wheelchairs or scooters. A referral to Rehabilitation Services is necessary to obtain an evaluation and physician's order for equipment. Wake Robin keeps a limited supply and you may need to rent or purchase if necessary equipment is not available.

Community guidelines for use of an electric scooter on campus are:

- Resident furnishes a doctor's order and evaluation by Rehabilitation Services documenting your need to use an electric scooter.
- Supervised training is conducted by the electric scooter vendor or a Rehabilitation Therapist.
- Successful evaluation completed by Rehabilitation Services of your operation and maintenance of the electric scooter initially and periodically.

A complete policy on the use and operation of electric scooters on Wake Robin's campus is available from the Wellness Center and from Rehabilitation Services.

**All ambulatory aids must be kept in your home when not in use. Fire safety regulations require that no carts or wheelchairs be parked in corridors or walkways.**

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## **Linden Phone Policy for Resident Admissions**

### Policy

It is the policy of Wake Robin to offer a variety of options for phone service, depending on the type of admission a resident has to Linden.

### Procedures

1. If a person is a *temporary resident* in Linden:

Wake Robin extension – The resident may arrange to have a Wake Robin extension by calling the Linden Administrative Assistant, 264-5136. The cost of phone service is \$25 per month and will be added to their Wake Robin bill.

### When a resident transfers permanently to Linden:

When a resident transfers permanently to Linden, their Independent Living phone number may be transferred to Linden. The resident or family must contact their telephone provider to make the new service arrangement. The provider then bills the resident directly for any installation or monthly charges.

## **Discharges from Linden Returning to Independent Living**

Wake Robin will assist residents with transportation arrangements as they are discharged from Linden. When leaving either Skilled Nursing or Residential Care to return home, residents have the following options for return transportation:

- Arrange for transportation by family or friends.
- Contact Environmental Services 264-5115 to arrange for transportation. It is necessary to arrange this service in advance so that staff are available when needed. Nursing staff will assist with planning.

## **Auxiliary Aids**

### Policy:

In accordance with Section 504 and Wake Robin's commitment to full non-discriminatory inclusion, Wake Robin will provide, or will make available, auxiliary aids for those persons with impaired vision, hearing, manual or speaking skills to ensure that these persons are afforded equal opportunity to benefit from our services.

Currently Available Auxiliary Aids include:

1. Readers and/or large print materials,
2. Braille building directory signage,
3. Personal amplification devices for audio public announcement system in the Meeting Room,
4. Posted and TV direct channel list of activities,
5. Individual Resident Companions,

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6. Voice and Telecommunications Device for the Deaf (V/TDD), and
  7. Sign-Language interpreters
  8. Resident Program Line (264-3386)

The Marketing & Resident Services Department notifies all applicants or current residents of these available aids via application materials, resident handbooks, and interviews. The Human Resources Department notifies staff and prospective staff in the same way, as well as new employee orientation.

#### Sign Language Interpreters

Persons who are hearing impaired and require interpreters for effective communication will be provided an interpreter, at Wake Robin's sole expense. Any resident needing more information regarding interpreters may contact the Resident Services Department of Wake Robin.

#### Procedure for Obtaining Qualified Sign-Language Interpreters

The Admissions/Resident Services Department and the Human Resources Department shall be responsible for ensuring that qualified (licensed or certified) Sign-Language interpreters are used. Whenever possible, the input of the hearing impaired person on selection of an interpreter will be considered.