



Living in the **PANORAMA CONTINUUM**

A SUPPORTIVE ENVIRONMENT AND ACCESS TO SERVICES ARE ESSENTIAL FOR HEALTHY AGING.

There are many types of Continuing Care Retirement Communities (CCRCs), each offering a different level of built-in services and corresponding prices. Some CCRCs mandate that each resident receive meals and housekeeping or other services – the fee for these services is built into their monthly rate. Other communities charge high monthly maintenance rates, but don't charge extra if a resident needs additional care (the higher rates act as a sort of amortization of the expense of future healthcare needs).

Panorama does not charge higher monthly fees to off-set possible future healthcare needs and does not require you to pay for services you may not need, such as meals or housekeeping. That doesn't mean those services aren't available - they're waiting for you if and when you're ready.



Panorama

THE PANORAMA CONTINUUM

The right environment is crucial to each person's ability to thrive. Our continuum of care provides a variety of options to ensure you have access to the type of environment that best supports your needs, now and in the future. Most of us don't like to think about the possibility of our needs changing, but having the support of caring and knowledgeable staff provides the kind of built-in peace of mind you were looking for when you chose Panorama.

We know the continuum can get confusing with its different levels of care and varied service options so, before we dive in, just remember the ultimate goal is to help you maintain your highest level of independence for as long as possible.

- **Independent Living (Page 3)** is just as it sounds - life in your home with no staff oversight. However, services such as Urgent Response, the SARA emergency alert system, Security, Social Services, and the Resident Assistance Coordinator are available.

If you want to plan ahead for any changes you might anticipate, check out our Extending Independence Program. We can schedule some time to discuss your personal risk factors and develop strategies that will help you stay safe and independent (Call x7564).

- **Supported Independence (Page 6)** combines Independent Living with optional services such as housekeeping, transportation, or chore services, all available for a fee.
- **Quinault Apartments (Page 7)** provide added convenience of proximity for residents who are looking to downsize and be closer to the main campus.
- **Assisted Living (AL) (Page 8)** is a social model of supportive services where meals, housekeeping, and laundry are provided at a Level 1. Light assistance with personal care and medication administration are available at higher levels of service.

AL does not provide care for residents with insulin-dependent diabetes and other health concerns that require the monitoring and assessment of a registered nurse. Residents must be able to transfer safely by themselves, and be independent with their mobility, which may include the use of a walker or the occasional use of a wheelchair.

- **Convalescent and Rehabilitation Center (C & R) (Page 9)** offers long-term care as well as skilled nursing services for a post hospitalization stay.



INDEPENDENT LIVING

Independent Living at Panorama is just that: independent from any oversight or obligatory services. Managing normal daily living activities and self-preservation during an emergency are the responsibilities of each Independent Living resident.

Panorama staff are dedicated to supporting you and your life's changing needs. You have the option to hire private in-home services or move to a higher level of care as needed.

Sometimes a situation develops in which a resident's health or cognition is in decline and the resident and/or their family may not recognize these changes despite the best efforts of staff, family, friends, and other residents to offer assistance.



An important clause in the contract, Article 6.2, states: *"Resident(s) agree to obtain the essential support services necessary to maintain health, safety and sanitation on a consistent basis, or move to a more structured living environment, be it Assisted Living, the Convalescent and Rehabilitation Center, or another setting of their choice."* First and foremost, this is to protect the resident, but also for the safety and wellbeing of other residents in the community.

Once Panorama staff becomes aware of a safety concern, support and assistance is offered through Independent Living Social Services, and/or the Extending Independence Program directed by the Director of IL Health Services. This may include consultation with family members & durable power of attorney. If a resident continues to refuse efforts offered by staff aimed at supporting their health and welfare, and staff assess that they are a danger to themselves or others, Adult Protective Services (APS) will be called as mandated by law. Residents may also be referred to the Clinical Review Committee, who may as a last resort, recommend consideration of terminating a resident's contract to the CEO and President if the resident continues to refuse essential services.



Independent Living Social Services: 360-438-7554 or x7554

This department (financially sustained by the Benevolent Fund) serves to support you in your independent home. Our three Social Services Advisors for Independent Living can assist with:

- **Newcomer visits to share information about Panorama's services**
- **Education and assistance with long-term care goals:** *Independent Living, Convalescent & Rehabilitation Center, Assisted Living, Review of Long-Term Care Policies*
- **Transitions such as recovery from illness or injury**
- **Decision-making regarding housing moves**
- **Family dynamics**
- **Memorial announcements**
- **Voter registration forms**
- **Aging, grief, and loss**
- **Referrals to agencies, programs & services:** *Attorneys/Elder Law, Medicaid/COPEs Applications, Bookkeepers, Medical Equipment, Caregivers, Medical Management/Assistance, Financial Support, Mental Health Professionals, Home Health (nursing & therapy), Personal Representatives/POA, Hospice, Pet Care, Housekeeping, Respite Care, Low Vision & Hearing Services, Transportation Services, Updating Personal Records, Healthcare Directives/ POLST Forms, Personal Plan of Support, Pet Plan of Support*
- **Resource Library of books and handouts:** *Aging Issues, Grief & Loss, Alzheimer's & Dementia, Parkinson's Disease, Chronic Conditions, Self-Help*



Resident Assistance Coordinator: 360-438-7561 or x7561

Assists with emergency information forms and disaster plan updates, move-arounds on campus, security locks, and questions or general concerns.

Housekeeping/Chore Services: 360-438-7793 or x7793

Provides in-home basic housekeeping services such as cleaning floors, kitchen, bathroom, bed-making, laundry, vacuuming, dusting, and light pet care. They can run errands, do your shopping, and provide companionship or respite care. They cannot provide any hands-on medical or personal care. Services are scheduled in blocks of two or four hours and the fee is billed on the Panorama monthly statement.

Independent Living Services Transportation: 360-280-2975 or x6007

Transportation services may provide a ride and/or escort (if advance arrangements are made) for Panorama residents to medical appointments or other activities. The charge is dependent on distance traveled, time spent, and whether a wheelchair-accessible vehicle is required for the trip.

Drivers are available Monday-Friday 8:00 am – 4:00 pm

Urgent Response Aides (URA): 360-413-6000 or x6000

URA's are nursing assistants who are on call 24/7 to provide first-responder services such as First Aid, ensuring your immediate safety and calling 911 if needed. They respond to the resident SARA alert system, phone requests, and pull cord activations on campus.

WHAT IS A URA?

URAs are nursing assistants trained in First Aid, CPR, and Automated External Defibrillator (AED) use. Since URAs are NOT emergency medical technicians, paramedics, or nurses, they are limited to providing First Aid care only. If assistance beyond that is needed, the URA will call 911. Additionally, the URA is not permitted to lift a person who has fallen. If someone falls and can't get up on their own, the URA will call 911 for assistance that protects the resident and the URA from injury.

Location:

**Independent Living Services Suite
2nd floor of C&R**

Available:


**24 hours/day, 7 days/ week
(including holidays)**

Supervisor:

Tim Templet x7561
*(contact for additional info
about URA services)*

HOW DO I GET HELP?

- 1 **Press your SARA pendant** anywhere on Panorama's campus – it is vital that you hold the pendant button down for 3 – 4 seconds to allow time for the signal to reach the URA's pager. Once the signal is received, the URA will be given your approximate location; don't move from that location, as the SARA system can't track your movements.
- 2 Use one of the **pull-cords** found in public areas throughout campus, such as restrooms and elevators. The location of the activated pull-cord is sent through the SARA system to the URA's pager.
- 3 **Take your Panorama phone off the hook** without dialing any numbers. The phone system will send us a notification that your phone is off-hook. This does not work, however, if your phone was not properly hung up after a call has ended.
- 4 **Call the URA** directly at **x6000** or **413-6000**.
- 5 **Call the Switchboard** at **"0"**.

 **If you are experiencing a serious medical condition (such as severe shortness of breath, chest pain, or a traumatic injury) always call 911 first if you can.**

HOW CAN A URA HELP ME?

If you are experiencing a serious medical condition (such as severe shortness of breath, chest pain, or a traumatic injury) always call 911 first. Once 911 has been notified, it's recommended that you also call the URA for support services such as unlocking the door for the paramedics, locating your Red Bag/Emergency Information sheet, packing a "to-go" bag, notifying your designated emergency contact, and securing your home if you are transported to the hospital.

If you're transported to a hospital, the URA will notify the C&R Admissions Coordinator in case a bed in the C&R is needed.

The URA is not able to provide follow-up medical care such as bandaging a wound (unless First Aid is needed to stop active bleeding) or routine home care such as transfers from bed to bathroom. These kinds of services must be provided by licensed care agencies (per State regulation).

Call the URA during campus incidents (such as power outages or natural disasters) if you need assistance with accessing resources such as transportation or meal delivery. The URA and Security work together closely to safeguard your welfare so please feel free to activate your SARA pendant if you have any concern about your security or safety.

SUPPORTED INDEPENDENCE

Optional Services Available

Rates are reviewed and updated annually. Current **Health Services Rates and Fees** brochures are available at the information kiosk beside the mailboxes in Pan Hall, the Independent Living Services Suite, or you may contact IL Social Services at x7554. For questions regarding paying for your IL invoice, please call Resident Accounts at x7611.

Housekeeping and Chore Services: x7793

Our staff housekeepers can provide basic cleaning services to include kitchen/bathroom cleaning, vacuuming, dusting, laundry, scrubbing floors, light pet care, etc. They can also provide some meal preparation and companionship. Services are scheduled and billed in two or four-hour blocks. One-time services are also possible if staff is available.

Please note that if personal care (bathing/transferring, etc.) is required, this must be provided through a home health agency. Contact IL Social Services at x7554 to review home health care options.

Scheduled Well Checks: x6000

You can request scheduled visits from an Urgent Response Aide (URA) during illness or following a hospitalization. These visits are not medical in nature, nor are staff allowed to provide care. They are intended to provide security and peace of mind during temporary circumstances (72 hours maximum duration).

If you need assistance for a longer period of time please consult with IL Social Services at x7554 to review other in-home care options.

Welfare Checks: x6000

If you are concerned about a fellow resident and cannot get in touch with them, give Urgent Response a call. The URA will perform a complimentary Welfare Check to ensure the resident is okay. Staff, friends and family members outside of Panorama can also request this free service if they have reason to be concerned. Once the URA has made contact either by phone or in person, they will make sure the concerned party is informed.

Inactivity Alert System: x6000

This free daily check-in service is another way to be sure you're not alone in a time of need. If you choose to opt into this service, Urgent Response will know to expect a check-in from you by phone call each day. If you haven't called by noon, the URA will contact you to ensure everything is ok.

Off-Campus Transportation: x6007

We have a driver on staff who is available for off-campus trips by appointment. If you would like transportation to an appointment or errand, call ahead to schedule. The charge is dependent on distance traveled, time spent, and whether a wheelchair-accessible vehicle is required for the trip.

Call Independent Living Social Services at x7554 for assistance in finding the best transportation option for you.

LENDING A HAND



QUINAULT LIVING

Convenience at Your Doorstep

Looking for increased peace of mind and convenience? Consider a move to the Quinault Apartments. Similar to the other two apartment buildings (Chinook and Chalet), life in the Quinault carries the advantage of having neighbors not only close by but right under the same roof. Engaging in social opportunities becomes as simple as stepping out your front door. You'll find neighbors gathering just down the hall for social hour or meeting for a game of cards downstairs. In addition to having friends so close by, the Quinault offers a multitude of amenities that you always had access to but now you don't even have to throw on a jacket to enjoy them. Hop on an elevator and take your pick from the variety of destinations that have entertaining, creative, and intellectual pursuits just waiting for you.

A move to the Quinault is perfect for anyone who is ready to downsize in order to make life just a little more convenient. Remember, you will likely be giving up some of the extra space you've enjoyed over the years so it's a good idea to plan ahead and be ready to act. You'll want to have the time and energy to decide what to take with you and what to leave behind.

Call the Resident Assistance Coordinator at x7561 to express your interest. Let him know what your time frame is and when you'd like to start looking at available apartments.

There is a waiting list but don't worry! Not everyone is looking for the same thing. Our best advice is to be prepared for the downsize and remember why you're making the move – the convenience and peace of mind that come with proximity to main campus.

Quinault Amenities:

- Panorama Library
- Chapel
- Lapidary Shop
- TV Studio
- Woodshop
- Metal Shop
- Quinault Auditorium
- Fitness Room
- Exercise Room
- Craft Room
- Art Studio
- Weaver's Studio
- Game Den
- Resident Council Offices
- Benevolent Fund Offices
- Library Association Offices
- Tacoma Conference Room
- Friends and loved ones in Assisted Living
- Staff offices including Accounting and Security

The list of added conveniences for residents in the Quinault doesn't end there. A short walk across the sky bridge brings you to **Panorama Hall** and the **Convalescent Center**.

- Beauty Salon
- Pharmacy & Convenience Store
- Gifts Etc.
- Timberland Bank
- Staff offices including Urgent Response, Social Services, and the Executive Department



ASSISTED LIVING

Are you thinking about Assisted Living and wondering if it is right for you? Would you like to leave the cooking and cleaning to someone else and spend your time doing the things you enjoy?

Assisted Living (AL) is available in the Quinault apartment building and provides services with day-to-day tasks such as laundry, housekeeping, and meals, allowing you to spend more time interacting with others and enjoying your hobbies and interests. Many residents continue to participate in their Independent Living activities after moving to AL. Apartment options include studios and 1-bedrooms on the first and second floors of the Quinault building.

Assisted Living is designed for those who need minimal assistance with activities of daily living. AL does not provide care for residents with insulin-dependent diabetes and other health concerns that require the monitoring and assessment of a registered nurse. Residents must be able to transfer safely by themselves, and be independent with their mobility, which may include the use of a walker or the occasional use of a wheelchair.

If you would like more information about Assisted Living eligibility, please contact Independent Living Social Services at x7554. They will discuss your preferences and explain the waiting list. A formal assessment with the AL Registered Nurse and Administrator must be completed within two weeks prior to a move to Assisted Living to ensure your needs can safely be met. You must have a physician who is willing to oversee your care and provide orders for medication as needed.

Levels of Care:

Level 1

- 3 meals per day and snacks
- Housekeeping once per week
- Laundry twice per week
- Activities program
- Bed made daily
- Trash pick-up
- Mail pick-up available
- 24 hour wellness checks available
- Transportation to medical appointments
(subject to staff and vehicle availability)

Level 2

Includes all Level 1 services PLUS:

- Staff assistance with occasional incontinence
- Staff assistance with grooming, dressing, and bathing if needed

Level 3

Includes all Level 1&2 services PLUS:

- Medication assistance

Paying for Assisted Living

Assisted Living accepts private pay and long-term care insurance if your policy covers Assisted Living. (Check your policy for specific details about the level of care they require to pay for Assisted Living). Assisted Living does not accept Medicaid. For questions regarding your AL invoice, please call Resident Accounts at x7611.

Daily rates are listed in the Health Services Rates and Fees brochure.



CONVALESCENT & REHABILITATION CENTER

Our Convalescent & Rehabilitation Center (C&R) is a 5-star skilled nursing facility designed to meet the needs of those who require 24 hour nursing care. This includes short-term care (following a surgery, for example) and long-term care (for chronic and debilitating conditions).

Panorama's 140 bed skilled nursing facility is licensed by the Washington State Department of Social and Health Services and is certified by Medicaid and Medicare. The C&R provides 24 hour nursing care by RNs, LPNs, and Certified Nursing Assistants.

Admission to the C&R is based on a physician's order stating the need for 24 hour nursing care, and is subject to bed availability in one of the following sections:

- **Standard Nursing Care** - semi-private rooms (including room, board, and routine services) are available for both long-term and short stays. Standard care beds are for residents needing general nursing care and assistance such as help with medication administration, hygiene, transferring, dressing, meals, mobility, cognitive support, and diabetic management.
- **Gentle Care** - for residents with dementia who are a safety risk due to casual wandering, or who need a quieter environment. This is not a locked unit or a Memory Care unit. It is a safe area for residents who are easily redirected and not intentionally exit seeking. Residents who are aggressive or assaultive cannot be admitted, or will need to be discharged if these behaviors occur and cannot be successfully managed.
- **Sub-Acute Care** - for residents who need highly skilled nursing care, which generally means someone coming from the hospital after a 3-night qualifying stay for Medicare A (or similar qualifying stay with other insurance benefits). Skilled or sub-acute care can consist of rehabilitation after a stroke, heart attack, surgery, fracture, use of IV's, or wound therapy, and often requires intensive physical, occupational or speech therapy.

There are a total of 90 standard beds, 20 Gentle Care beds and 30 Sub-Acute beds. Private rooms are available on a limited basis. Hospice Care is available in all areas. All residents (including Assisted Living) admitted to the C&R must be seen by a physician prior to admission; the physician visit must be within 48 hours prior to admission.

The C&R Admissions Coordinator should be notified in the event of an elective or planned surgery so they can communicate with the hospital's discharge planner and make the appropriate arrangements if a stay in the C&R is necessary. To speak with the Admissions Coordinator call x7791.

QUALITY CARE RIGHT IN YOUR BACKYARD



The mission of the Convalescent & Rehabilitation Center is to provide compassionate health care in an environment that delivers clinical excellence, preserves dignity, and encourages resident autonomy.



Additional C&R Services:

- **Discharge Planning:** C&R social work staff will help coordinate with Independent Living Social Services to assure a safe and successful discharge home, and will assist in obtaining any needed home services.
- **Activities**, either individually or in a group, including music therapy, chair yoga, Friday happy hour, and pet therapy
- Medical related **social services**
- **Barber & beauty shop**
- **Nutrition** services
- **Hospice/Comfort Care:** Nursing staff are trained in providing comfort care to residents and their families. Staff work in collaboration with Hospice, should a resident desire their services and support.
- **Rehabilitation Services** including physical therapy, occupational therapy, speech therapy and restorative nursing.

Smoking:

Residents and all visitors of the skilled nursing facility are prohibited from using smoking products of any kind (including e-cigs) in the facility, and on the grounds of the facility.

Paying for the C&R:

- **Long-Term Care Insurance (LTC)** is a purchased insurance product that offers a daily rate of coverage that ranges based on one's individual policy. The C&R accepts LTC insurance and will submit claims on a resident's behalf. The resident is responsible for the difference of the LTC coverage daily rate and the C&R's prevailing daily rate.
- **Medicare** requires a three night hospital stay and documented progress in rehabilitation goals. Medicare Part A (Hospital Insurance) covers up to 100 days in the C&R in a semi-private room. For more information on Medicare coverage go to www.medicare.gov.
- **Medicaid** is available to qualifying Medicare enrollees who are disabled and have limited income and resources under the thresholds set by Washington State. Medicaid benefits may be used to cover expenses accrued from skilled nursing care beyond the 100 day coverage of Medicare. C&R staff can provide residents with the necessary paperwork, but are prohibited from completing the paperwork on the resident's behalf. Generally, family members, attorneys, or DSHS help complete the paperwork. For more information on Medicaid go to www.medicaid.gov.
- **Private Pay** is a term used when residents use their own resources to cover the cost of their C&R stay. A three day minimum stay in the C&R is required. Check out time is 1:00 pm to avoid charges for an additional day.

For questions regarding your C&R invoice, please call Patient Accounts Receivable at x7613.



FREQUENTLY ASKED QUESTIONS

How will I know when I'm ready to move to Assisted Living?

You are ready for Assisted Living as soon as you have a desire to lighten your load and let someone else do the cooking, cleaning and laundry. In addition to these household chores, AL provides light assistance with personal care at Level 2 and medication assistance at Level 3. You'll enjoy the peace of mind that comes with having nursing assistants on duty 24/7, and you will likely find you have more energy to participate in activities.

When is it time for nursing care in the C & R or for personal caregivers in my home?

You will need a physician's order stating the need for 24 hour nursing before you can be admitted to the C & R. This may be for a short-term post-acute stay following hospitalization with Medicare coverage or a longer stay for nursing needs. Do you need assistance with 3 or more activities of daily living (bathing, dressing, toileting, transferring, mobility, taking medications)? Are you experiencing falls? Do chronic health issues make it difficult to be at home? Then it is time to consider nursing or in-home care services.

How do I obtain supportive services in my home, and how do I know what I really need?

Our IL Social Service Advisors are here to help you determine the best route and find the right resources to meet your needs. Give them a call at x7554. The Director of Independent Living Health Services (a registered nurse) is also available to meet with you in your home.

What kind of support does Panorama provide when it is time for me to make a move?

We can review the options with you and help you decide what kind of move best meets your needs, whether it be Quinault, Assisted Living, Convalescent Center, or another location. Panorama will pay for 1 downsize move to the Quinault or Assisted Living. Contact IL Social Services for more information.

How is memory loss/cognitive loss supported at Panorama?

Support is available in a variety of formats but your specific situation will determine the best fit.

IL Social Services offers a monthly Memory Café social event. They also facilitate a caregiver's support group and 1:1 support. If you need additional assistance, they can help you arrange for in-home or respite care, as well as moves to Assisted Living or the C&R.

If memory loss is mild and wandering is not a problem, consider moving to Assisted Living soon. You will have a much better experience if you make this transition before the memory loss makes it difficult to learn a new environment. Staff can help provide gentle reminders to help with daily activities.

The C&R is well equipped to support most residents with memory or cognitive loss. However, it is not a Memory Care Facility. For those who wander but are easily redirected, the C&R has alarm systems on both floors. We also have a Gentle Care Unit that is suitable for residents who thrive in a smaller, more structured environment.

If memory loss is severe and wandering or aggressive behaviors are a primary concern, then staff can help with referrals for Memory Care Facilities off campus.



QUICK REFERENCE

Extension	Employee/Office
6000	Urgent Response Aides
6007	Independent Living Services Transportation
7561	Resident Assistance Coordinator
7793	Housekeeping/Chore Services
7564	Independent Living Services Coordinator
7539	Assisted Living Nurses' Station
7880	Assisted Living Administrator
7791	Convalescent Center Admissions
6060	Convalescent Center Administrator
7554	Independent Living Social Services

Panorama