

THE EMERALD MODEL



EMERALD CREST
memory care a ministry of  cassia

— BURNSVILLE —

Staff Training

As assisted living memory care providers, Emerald Crest has an on-going commitment to quality staff training. Our occupational therapists, registered nurses, and director of support services serve as our primary staff trainers. The foundation of our services and programs is based on the Allen's Cognitive Levels.

Before they start work, new employees receive three days of classroom training with qualified professional staff and three or more days of "on-the-job" training with an Emerald Crest certified ambassador. In addition, annual training for all employees is provided. Key areas for training are as follows:

- General policies and procedures*
 - Emerald Crest by Cassia
 - Privacy and confidentiality*
 - Maintaining a clean, safe environment
 - Customer service*
 - Emergency preparedness*
 - Vulnerable Adult law*
 - Documentation
 - Review of home care services
 - Home care bill of rights*
 - Delegated nurse duties
 - Resident basic health and care
 - Medication administration*
 - Resident emergency procedures
 - Diabetic training
 - Nutrition
 - Resident safety
 - Falls prevention
 - Dementia*
 - Communication*
 - Emerald Crest programming* (activities)
 - Allen's cognitive levels
 - Behaviors*
- (*annual)

Staff Availability & Descriptions

EMERALD CREST MEMORY CARE STAFFING GOALS

Resident Coordinators (RC)

Two RC's daily from 7 am - 10 pm per house

One RC daily from 10 pm - 7 am per house

(12-14 residents per house)

Housing Director (HD)

One FT HD

Director of Health Services, RN

One FT RN

Occupational Therapist Staff

One FT OTR/L

Activities Coordinator and Activities Director

Campus Nurse

One FT Nurse

One PT Nurse

After Hours Nursing

24 hours a day/7 days a week.

STAFF CREDENTIALS AND DUTIES

HOUSING DIRECTOR (HD): registered nurse; responsible for overall operations including compliance with regulations and ensuring quality care delivery and services for residents of entire campus

DIRECTOR OF HEALTH SERVICES, RN (DHS): responsible for overseeing the health and safety for all residents. The DHS oversees the campus nurses, and resident coordinators, to ensure staff is trained in nursing procedures and policies. DHS will also ensure that the home care services are in compliance with current regulations and standards.

NURSE (RN/LPN): responsible for overseeing care services of all residents, ensuring quality delivery, compliance with regulations under a home care license and competencies of care givers.

OCCUPATIONAL THERAPIST (OT): registered and licensed Emerald Crest occupational therapists (OTs) have bachelor's and/or master's degrees in occupational therapy; OTs work to place residents within and fully implement the Cognitive Care Program at each Emerald Crest location; occupational therapists work with the interdisciplinary care team to provide assessment, care planning, problem solving and education; OTs work in coordination with the nurse, activities assistants, resident coordinators and families to provide quality care to residents

ACTIVITIES COORDINATOR: responsible for overseeing the programming and ensuring programming schedule is followed among houses by assisting and guiding activities assistants. Activities Coordinator will train new Activities Assistants to the programming, etc.

ACTIVITIES ASSISTANTS: work under the direction of the activities coordinator and the occupational therapy department to assist in delivering the activities portion of the Cognitive Care Program through one to one interactions and in a group setting

RESIDENT COORDINATORS (RC): front-line care givers to residents; deemed competent by an RN to deliver care and services to residents; certification as nursing assistant or home health aide is preferred; resident coordinators certified as mentors monitor and train other resident coordinators and serve as point people and leaders in their designated areas for the care team

The OT Difference

Our focus is to provide opportunities for success, concentrate on residents' abilities rather than disabilities and develop an interdisciplinary care plan that allows residents to continue to lead productive and meaningful lives. The resident's family or authorized representative is encouraged to be an active participant in care plan development.

In cooperation with family members, our professional staff members complete comprehensive interviews, cognitive and nursing assessments to learn about your loved one's routines interests and needs. These assessments are completed before and upon admission and are used to customize the resident's care. In addition, the information is used to place individuals within our specialized care program, which correlates to individuals' functional abilities.

We understand people with cognitive challenges develop gaps in their abilities. By drawing on the expertise of occupational therapists, our program identifies these gaps and collaboratively develops strategies and techniques to fill in the gaps. The occupational therapist and nurse then share these strategies with family members in formal care conferences offered once a month following admission and at least annually thereafter. We use care strategies to train and guide caregivers, allowing them to apply our techniques and partner with residents to maximize their abilities. This customization promotes an ongoing sense of purpose and pride, allowing residents to thrive and retain life skills for longer periods of time.

ALLEN COGNITIVE SCALE

The Allen Cognitive Scale is just one of several tools we use to create a personalized plan for care. Created by occupational therapist Claudia Allen, it's a sophisticated way to highlight a resident's abilities, identify needs over time, help plan treatment and guide placement in our residences

There are six levels in the Allen Scale, 1= severe cognitive impairment and 6= normal cognition

LEVEL 6: independent in daily care, finances and decision-making skills; is comfortable learning information

LEVEL 5: independent in daily care; may need assistance with finances, decision making and organizational skills; may encounter subtle problems with memory; is comfortable learning new information

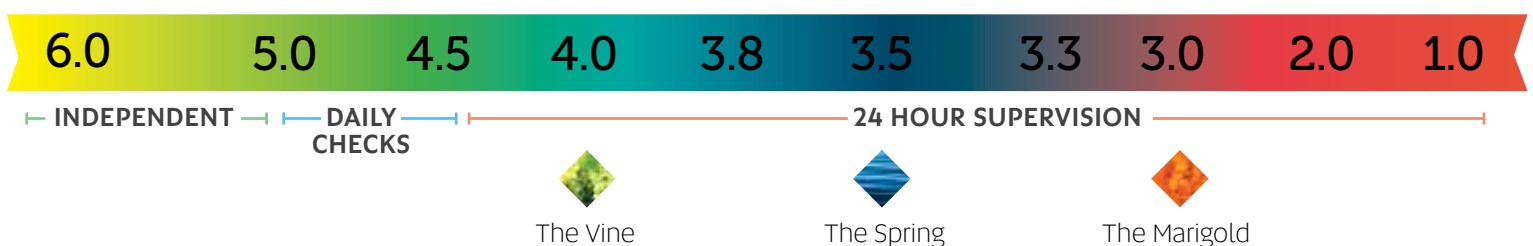
LEVEL 4: physically independent with daily care, but needs assistance to initiate or monitor quality of care; needs increased assistance with all cognitive skills; memory challenges have increased; may not anticipate possible dangers or consequences; success is noted with structure and repetition; needs assistance to live in the community

LEVEL 3: Full assistance is required with daily care, including cognitive skills such as initiatives, sequencing, judgment, problem solving and decision making; has significant memory impairment; has difficulty with language and expressing needs, as well as understanding others; requires 24-hour supervision

LEVEL 2: Dependent on care providers; has significant impairment of all cognitive skills, including loss of language skills, and a decrease in motor, visual and perceptual skills. Requires 24-hour supervision

LEVEL 1: All basic needs must be met by a caregiver

LEVEL SUMMARY AND RECOMMENDED SERVICES:





A natural progression of care.

THE VINE

In the Vine House, there is a strong sense of home and community as we encourage residents to grow and thrive to maintain the highest levels of ability and independence. Staff guide and support residents throughout the day while offering opportunities for social interaction, sharing stories, exercising their mind and body, spiritual care, and more.

THE VINE DAILY SCHEDULE

8:30-9:00 am	Breakfast
9:15 am - 9:30 am	Daily News, Headlines, and Current Events
9:30 am - 10:00 am	Keepin' Fit
10:00 am - 10:30 am	Sharing Our Stories
10:30 am - 10:45 am	Stories of the Bible
10:45 am - 11:00 am	Coffee & Conversation
11:00 am - 12:00 pm	Break Time (games & puzzles offered)
12:00-12:45 pm	Lunch
1:00 pm - 1:30 pm	Brain Teasers
1:30 pm - 2:00 pm	Memories of YesterYear
2:15 pm - 2:45 pm	Music of Our Time
2:45 pm - 3:00 pm	Coffee and Conversation
3:00 pm - 4:00 pm	Break Time (cards & handheld games offered)
4:00 pm - 5:00 pm	Peaceful Meditation
5:00 - 5:45 pm	Dinner
6:00 pm - 6:30 pm	Keepin' Fit
6:30 pm - 6:45 pm	Jokes, Riddles and Short Stories
6:45 pm - 7:00 pm	Choir Time
7:15 pm - 7:45 pm	Games Galore
7:45 pm - 8:00 pm	Midnight Snack and Evening Prayer
8:00 pm - 9:00 pm	Travel Adventures

THE SPRING

In the Spring House, trained staff works side by side with residents to keep the flow of daily life moving. A structured schedule bubbles over with opportunities for residents to participate in familiar activities that keep the mind and body engaged.

THE SPRING DAILY SCHEDULE

8:30 am - 9:15 am	Breakfast
9:30 am - 9:45 am	Morning Greeting
9:45 am - 10:15 am	Movin' and Groovin'
10:15 am - 10:45 am	Choir Time
10:45 am - 11:00 pm	Coffee Time
11:00 am - 12:00 pm	Time to Rest the Eyes or Plenty O' Puzzles
12:00 pm - 1:00 pm	Lunch
1:00 pm - 1:30 pm	Pumping Iron
1:30 pm - 2:00 pm	Music In The Round
2:00 pm - 2:30 pm	Food, Facts, and Fun
2:30 pm - 2:45 pm	Bible Stories
2:45 pm - 3:00 pm	Coffee Time
3:15 pm - 3:30 pm	Around the World
3:45 pm - 4:30 pm	Time to Rest The Eyes or Creation Station
4:30 pm - 5:00 pm	A Little Bit of Paradise
5:00 pm - 6:00 pm	Dinner
6:00 pm - 6:30 pm	Movin' and Groovin'
6:30 pm - 7:00 pm	Old Time Games
7:00 pm - 7:30 pm	50 Nifty United States
7: 00 pm - 7:45 pm	Evening Snack and Blessing
7:45 pm - 9:30 pm	Time to Rest the Eyes or Hobby Time/Back to Nature Videos

* Daily schedules are subject to change

At Emerald Crest, we believe in encouraging the skills and abilities our residents have, while our trained staff supplements the ones they may be missing. This allows for the highest level of interaction and quality of life. It also allows residents to be cared for in a home-like environment that adapts naturally to their needs over time.

TO PROVIDE FOR CHANGING NEEDS, WE'VE DEVELOPED THREE DISTINCT LEVELS OF MEMORY CARE.

THE MARIGOLD

The Marigold House is abloom with comforting light and specially designed activities that encourage residents to use their senses and explore their surroundings. Caregivers work closely to assist them with daily care and a schedule of consistent and familiar sensory experiences.

THE MARIGOLD DAILY SCHEDULE

8:30 am - 9:45 am	Breakfast
9:45 am - 10:00 am	Shave and a Hair Do
10:00 am - 10:15 am	Morning Stretch
10:15 am - 10:30 am	Wet Your Whistle (Snack)
10:30 am - 12:00 pm	Rest and Relaxation
12:30 pm - 1:45 pm	Lunch
1:45 pm - 2:00 pm	Afternoon Stretch
2:00 pm - 2:15 pm	Praise The Lord
2:15 pm - 2:30 pm	All Things Music
2:30 pm - 2:45 pm	A Touch of Class
2:45 pm - 3:00 pm	A Friend's Visit
3:00 pm - 3:15 pm	Wet Your Whistle (Snack)
3:15 pm - 4:45 pm	Rest and Relaxation
5:30 pm - 6:30 pm	Dinner
6:30 pm - 6:45 pm	Evening Stretch
6:45 pm - 7:00 pm	Light Show
7:00 pm - 7:15 pm	Emerald Crest Spa
7:15 pm - 7:30 pm	Milk N'Honey with Evening Blessing
7:30 pm - 9:30 pm	Rest and Relaxation

Intelligent Memory Care

Recently, we gathered data on the use of psychotropic and other anti-anxiety/anti-depressant medications in programs like ours.

The data shows the use of these medications is lower at Emerald Crest. We believe this is indicative of Emerald Crest's philosophy, designed purposefully to create success and stability for residents. Combining a serene, easy-to-navigate environment, specialized daily programming and highly trained professionals and staff helps reduce anxiety, depression, and unsettled behaviors. While using medications does help some residents and decisions about medications are made in partnership with families, Emerald Crest makes every attempt to use non-pharmacological approaches.

OTHER ACTIVITIES AND EVENTS AVAILABLE

Beauty/Barber Shop
Featured Entertainers Weekly
Holiday Celebrations
Music Therapy
Monthly Birthday Celebrations
Opportunities for outings (Vine program)
Spiritual Care Program

Specific Programs & Features

Through careful assessments, Emerald Crest by Cassia's occupational therapy program offers direct-care staff and families greater understanding of residents' cognitive capacities and needs. This process enables residents to be successful at their highest levels with day-to-day activities. Our physical environment is also key to providing premier memory care assisted living services. We designed our single story barrier-free homes to accommodate no more than 12 - 15 private suites. We believe our homey environment encourages resident socialization while allowing for personalized and attentive care. Other special features about our environment include the following:



Ongoing educational opportunities for Family and Caregivers

- Private rooms with private bathrooms; residents are encouraged to bring their own furniture and belongings to create a sense of personal identity
- A home-style kitchen that enables residents to participate in meal preparation
- Interior and exterior walking paths designed to provide safe and unrestricted movement throughout a secured interactive environment
- Resident life safety and protection systems
- An inviting courtyard that includes planning areas, walking trail, bird feeders, and comfortable visitation spaces for guests



ADMISSIONS CRITERIA

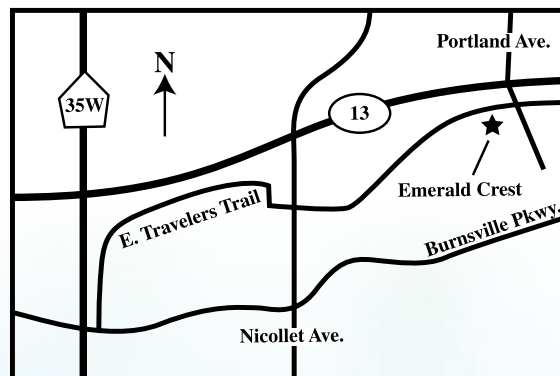
Residents of Emerald Crest should be 55 years of age or older unless special arrangements have been authorized by Emerald Crest and the resident's physician. Admission assessment information and questionnaires must be completed by the resident or authorized representative prior to admission.

Depending on the outcome of the cognitive, nursing and financial assessment, the Site Team will determine whether or not Emerald Crest can accommodate the resident's needs. Residents would not be admitted if their needs cannot be safely met with or without reasonable accommodations.

Emerald Crest of Burnsville

**451 E. Travelers Trail
Burnsville, MN 55305**

www.EmeraldCrest.com
952-890-2652



OUR OTHER LOCATIONS:

MINNETONKA
13401 Lake St Extension

SHAKOPEE
1855 10th Ave W

VICTORIA
8150 Bavaria Rd