



A Division of Lutheran Retirement Ministries of Alamance County, North Carolina

FREQUENTLY ASKED QUESTIONS ABOUT ASSISTED LIVING

1. **How large is an Assisted Living apartment?**

Approximately 400 or 480 square feet.

2. **What are the features of the apartment?**

Large closets and storage space, kitchenette with sink, microwave and refrigerator, private bathroom with shower, carpet, and window treatments.

3. **Are meals a part of the service?**

Yes, the dining room is located on the first floor of Deacon Pointe. There is also a private dining room adjacent to the main dining area. The meal times are somewhat flexible with meal choices available. Meals are served restaurant-style.

4. **Will I be able to smoke in the building?**

No, for the safety and convenience of all residents, Deacon Pointe is a smoke-free facility. Twin Lakes is a tobacco free community.

5. **May I have a pet in my apartment?**

No, but our activities program includes regular visitation by pets and children.

6. **Will I have easy access to the other Twin Lakes' facilities from my apartment?**

Yes, there is an enclosed walkway connection to the Wellness Center (swimming pool, exercise room, walking track, and Gathering Room) and the Community Building (The Terrace Restaurant and Blue Heron Pub). An easy walk or ride, Coble Creek Healthcare and Rehabilitation is located just across Wade Coble Drive and houses the May-Foley chapel, The Hearth Café, and The Salon at 3802.

7. **Will there be staff in the building all the time?**

Yes, the building will be staffed 24 hours a day.

8. **What basic services will be included besides meals?**

- 24 hour campus emergency response services
- Personal emergency pendant
- Weekly housekeeping; annual cleaning
- Bath and bed linens changed at least weekly
- Necessary paper products
- Recreational and social activities
- Regularly scheduled group transportation for shopping, appointments
- All utilities except telephone service
- Maintenance

9. Who will furnish toiletries?

Toiletries will be the responsibility of the resident and may be purchased in Cygnet's Cove (kiosk), which is located on first floor of Deacon Pointe or at the local grocer. Delivery services like Target, Walmart or Amazon have also become favored ways for families and residents to receive items.

10. What type of activities are available?

Activities will be available seven days a week. There will be a wide variety of social, religious, and educational opportunities to choose from both on and off the TLC campus.

11. How will medications be managed?

A nurse is available to order medications and fill a weekly medication box. Certified Nursing Assistants are available to assist with self-administration as necessary. Medication management can be provided by delivery services such as Neil Medical, Total Care Pharmacy or mail order. These services are provided on a fee-for-service basis.

12. When was the Assisted Living Building constructed?

The building opened in September, 1999.

13. How are apartments selected?

Upon availability. After an application has been reviewed and accepted and the nursing staff has completed a resident evaluation to ensure that the applicant is being properly placed, the assessment will be reviewed with the resident and resident's family. Priority for placement will first be given to the current residents of Twin Lakes Community.

14. What are the criteria for transfer out of Assisted Living?

- Need 24 hour supervision
- Unmanaged incontinence
- At risk to self or others
- Abusive or belligerent behavior
- Unable to ambulate independently or with assistive device
- Unable to eat, bathe, or dress with minimal assistance
- Inappropriate wandering
- Unable to self-medicate with minimal supervision
- Needs nursing intervention which meets intermediate or skilled standard of care for long-term basis
- Unable to benefit from program (eat in dining room 2 meals/day, participate in activities)