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INDEPENDENT LIVING

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FREQUENTLY ASKED QUESTIONS

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*New residents and family members have many questions about independent living as well as about Mather LifeWays' senior residences. The questions below are a few we hear frequently, and we hope the answers help you to better understand what your new home will be like. We know that you may have additional questions, so we encourage you to contact your Executive Director or Resident Services Manager, who will be happy to provide answers and additional insights.*

### **What will adjusting to my new home be like?**

Moving can create a degree of uncertainty. Some residents take four to six months to settle in completely while others feel relaxed and comfortable after their first week. We encourage you to express any concerns as soon as possible so that our staff can enhance your quality of life. We ask that you help us get to know you; tell us your likes, dislikes, interests, hobbies, religious beliefs, and the like. The more we know about you, the better equipped we are to help you feel at ease.

### **How will I learn about my community?**

Staff members and current residents are eager to welcome new residents. You will be assigned a resident mentor who will help orient you to the community. When you move in, you'll receive our *Resident Handbook*, which provides details about daily living (dining hours, Wellness Center hours, etc.). The Resident Services Manager and Executive Director are available to provide information as well.

### Is there a physician or nurse on duty?

Our independent living residences have Wellness Centers that are managed by licensed nurses and operate during scheduled hours. They can assist you in obtaining pharmacy and basic wellness information. Each residence has staff available 24 hours a day, seven days a week to coordinate emergency resources if needed, and an emergency call system is operational from each apartment.

### Will I continue to see my current physician?

Yes, you will receive medical care in the same manner you have in the past. If you do not have a physician near your residence, our Wellness Center can provide the names of physicians who work with our residents.

### Will transportation to my physician, hairdresser, etc., be provided?

Our own buses and Mather LifeWays driver make regular trips to places of interest to our residents (Target, grocery stores, outings, etc.). While we can't always provide transportation to individual appointments, we can arrange for taxi or driver services at an additional cost, if necessary.

### What happens if I can no longer live independently?

If the time comes when you are no longer able to live safely in an independent setting, our team of professionals will begin discussions with you, your family members, and your physician to determine the necessary level of services and care and the appropriate community setting. Should a change be needed, our trained professionals will help ensure a smooth transition.

## What can be done to prevent physical decline and injuries?

Accidents and injuries are not always preventable. The aging process brings with it changes in hearing, vision, balance, coordination, and the ability to process information. These changes, in combination with other underlying medical conditions, contribute to falls and other accidents in the same way they would in a less supportive environment. We encourage residents to participate in wellness programs that address the issue of falls prevention.

## Can I continue to use my private help?

Because of the services provided by our residences, you may find that you no longer need private help. You should discuss your individual needs with your Executive Director. For all residents' protection, every service provider coming into the residence must follow sign-in and identification procedures upon entry. In addition, the resident is required to enter into an agreement to facilitate the screening of service providers.

*In fulfilling our mission to create Ways to Age Well<sup>SM</sup> for older adults, Mather LifeWays provides a complete continuum of care. Our senior residences offer independent living, memory support, and skilled care in Evanston and Wilmette, Illinois, as well as in Tucson, Arizona. To learn more, find your Way to [www.matherlifeways.com](http://www.matherlifeways.com).*

