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LONG-TERM CARE

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FREQUENTLY ASKED QUESTIONS

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*Mather Pavilion is a comfortable residential care center, providing specialized memory support and long-term nursing care. We offer a home-like setting where older adults can enjoy companionship, encouragement, and a wide variety of activities.*

*Our environment is designed to promote and respect each resident's dignity and individuality. Our highly trained staff members provide person-centered care and are permanently assigned so that residents can expect to see familiar, compassionate faces every day. We take great pride in high staff retention and greater-than-average staffing ratios.*

*This brochure includes answers to questions you may have about what to expect at Mather Pavilion. We encourage open lines of communication and hope you will take advantage of our desire to include you as part of our care team.*

#### **What is the staff-to-resident ratio at Mather Pavilion?**

At Mather Pavilion, staff-to-resident ratios exceed those required by the state of Illinois for communities of our kind. Care at Mather Pavilion is interdisciplinary, which means that registered nurses, certified nursing assistants (CNAs), physical and occupational therapists, as well as activity aides are involved in providing assistance and supervision on a regular basis.

#### **Are there on-site physicians?**

Like most long-term care residences, we do not have on-site physicians. Residents are cared for by their primary physician if he or she is on our staff. If the resident's usual attending physician is not on our staff, the resident will be assigned one of Mather Pavilion's physicians. All of our physicians are also on staff at either St. Francis Hospital or Evanston Northwestern Healthcare (ENH) and can communicate with the resident's primary physician, as needed. Should there be a concern or change in a resident's condition, staff will communicate closely with the resident's physician and family.

Our Medical Director, Victoria Braund MD, is also Director of the Division of Geriatrics at ENH. She oversees the medical care at Mather Pavilion and serves as liaison between Mather Pavilion and ENH.

### What happens if hospitalization is needed?

If a resident's condition indicates that hospital care is necessary, we will contact his or her physician and make every attempt to reach family members or designated contacts. Residents will be transferred to the hospital by ambulance depending on their needs at the time. They will be transferred without a physician's order or prior family notification if it is believed that delay could endanger their health.

### Is a Living Will and Power of Attorney for Health Care required?

These documents are not required but are highly recommended. Knowing end-of-life wishes and having advance directives in place can reduce stress and confusion at a difficult time. We are available to provide information on advance directives and can provide you with standard forms.

### What can I expect to see and experience in the long-term care environment?

We strive to provide a home-like atmosphere. Residents are encouraged to bring personal items from home, keeping in mind the space parameters of their new environment. We will work with residents and families to make their accommodations as comfortable as possible.

It is important to note that long-term care is a "community environment." During certain times of day, such as mealtime and activity time, some areas may be noisy. Equipment is often visible to help residents with transfers and safe mobility. Medication carts and other basic care supplies are also on hand.

### What is the adjustment process and how long can I expect it to last?

It is normal for residents and their families to experience some degree of anxiety when moving to a long-term care residence. There is also, however, the relief of knowing that caregivers are available 24 hours a day.

While there is no exact timeframe for the adjustment process, some residents require three to four months to settle in. We encourage you to express any concerns as soon as possible so that we can work together to maximize each resident's quality of life.

We also ask that you help us get to know our new resident. Tell us about likes and dislikes, interests, hobbies, religious beliefs, and the like. The more we know our residents' needs, the better equipped we are to help them become comfortable in their new surroundings.

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

Unfortunately, we cannot prevent every accident or injury from happening. 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 if a resident lived in a less supportive environment.

### What is your policy regarding restraints?

The use of restraints is highly discouraged and regulated by state and federal authorities. Our goal is to maximize personal freedom and dignity, so we will only use physical or chemical restraints if there is a specific medical need and a written order from the resident's physician. Even with these standards in place, we will only use the least restrictive restraint, and we will reduce or eliminate the use of the restraint as soon as possible.

*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).*

