



**HOLBROOK**  
**HEALTH CENTER HANDBOOK**

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## WELCOME!

Holbrook at Piper Shores is Piper Shores' licensed long term care neighborhoods, comprised of assisted living, dedicated memory care assisted living (Wayland House) and skilled nursing care. Piper Shores is Maine's first and only lifecare community that provides independent living along with the higher levels of care. Specifically, the *Holbrook Health Center* (Health Center) is the name of the skilled nursing component. It serves Piper Shores residents and private pay individuals needing rehab or short-term skilled nursing care following a hospitalization or in conjunction with an illness, as well as long-term care.

This guide was prepared to help you understand the people who staff and manage the Health Center. While we have done our best to anticipate questions, please understand that this is a starting place. We want you to feel comfortable asking any staff a question- and we encourage this. We follow the PersonFirst® Approach, where person-centered care is the core of our care. We strive to honor every resident as to who they were and are and to respect each resident as an individual. We want to hear from you! We are here to support your health and quality of life and will do everything we can to make your stay as comfortable and fulfilling as possible.

About Holbrook Health Center at Piper Shores:

- Comprised of 40 skilled nursing private accommodations - 2<sup>nd</sup> Floor of the Holbrook building. We are the only nursing home in Maine that offers private rooms only.
- Person Centered Long-Term Care community, with a seal of approval and the highest ratings by a highly respected accrediting body, Commission on Accreditation of Rehabilitation Facilities (CARF).
- Consistently ranked as a *Best Nursing Home* by U.S. News and World Report.
- The Centers for Medicare and Medicaid Services (CMS) consistently ranks Holbrook Health Center a 5-Star facility (highest ranking).

## VALUES

- Promote healthy, joyous, vibrant living
- Create or maintain attractive home environments in all program areas
- Meet every resident where they are on their journey and provide every resident with the opportunity to choose their path, as their needs change
- Provide compassionate, person-centered care in a warm, home environment, where resident choice and autonomy guide our practices
- Engage staff in individualized care, and create a culture of aging that is life-affirming, satisfying and meaningful
- Respect each resident's life story and embrace the social model of care in all of the Holbrook programs.

## **ADMISSIONS**

The Health Center consists of 40 private rooms and provides long term and skilled care with licensed nurses on duty around the clock.

Our primary goal is to provide the highest quality of care and to promote long-term well-being and health.

### **Admission Policy Statement**

For admission to the Health Center from the hospital or from your home, the following State and Federal requirements must be satisfied:

1. Physician order: Admission to the Health Center requires a physician's order.
2. History and Physical: Completed within 6 months by Primary Care Physician (PCP) prior to admission and within 7 days of admission by Piper Shores provider.
3. Current testing for TB. If you have not had a test in the past year, we will do the test upon admission.

Piper Shores will assist in obtaining the above information for anyone who is admitted directly from home to the Health Center. Additional charges may be associated with the required admission testing.

### **Admission/Discharge Time**

We request scheduled admissions to occur prior to 4pm so the nurses can submit orders and ensure all medications can be ordered and delivered promptly. Discharges will be scheduled no later than 10am. We are staffed with personnel ready to take admissions 24/7. Admission for rehabilitation and short stays typically follows an acute hospital stay. Short stays in the Health Center are subject to insurance approval. Some insurance plans require pre-authorizations before admission and subsequent re-authorizations after admission.

### **Admission Assessment**

Upon admission, a licensed nurse will take your health history, ask about allergies, medication you are currently taking, and do a complete physical assessment for the medical record. Your blood pressure, temperature, pulse, and respiration will be taken daily for the first three days of admission, in addition to any other treatments ordered by a physician.

### **Photographs/Video**

At admission, we will take a photo of you as we are required to have your photograph placed in your medical record for identification and safety purposes while in the Health Center. From time to time, social activities are photographed, and pictures are posted throughout the facility or on social media. Please contact the Director of Nursing or the Social Worker if you do not want your pictures taken or posted in the facility for purposes other than for identification and safety. Your admission packet contains a photo consent form.

## Visiting Hours

There are no fixed visiting hours. Holbrook recognizes that friends and family are often an integral part of life. Obviously, there are times when it would be more convenient to visit or if the resident does not want visitors, but that is on a specific resident basis. If you have questions about the best time to visit, please check with the Social Worker or Charge Nurse. Pets are also welcome to visit, providing they have up-to-date vaccination records. Additionally, overnight accommodations may be available for family members in certain situations, such as hospice at end of life care. Please check with the Social Worker for more specific information.

When visiting residents, we ask that all visitors sign in and out using the black book that is located just inside the doors of the Health Center. If a resident departs the Health Center with a visitor, please notify the Charge Nurse and sign the resident out in the pink book at the same location as the black Visitors Log.

## Quiet Hours

To better serve the health and wellbeing of all residents of the Health Center, we request everyone honors our Quiet Hours of 9:00pm to 9:00am daily. Quiet hours promote an environment conducive to rejuvenating sleep and decreasing stress levels. For individuals with hearing impairments, we will help provide headphones and amplifiers that help you hear programs while preserving the restful environment for your friends and neighbors. We have amplifiers available through our Recreation Therapy department or we can assist in identifying other options available for purchase if you prefer your own personal listening device.

## What to Bring

Long term stay residents are encouraged to bring personal items, such as artwork, photographs and small furniture items. We work with a company (Simple Sized Homes) that specializes in downsizing personal items and decorating your new home. Please contact the Social Worker if you're interested in assistance with downsizing prior to moving in. Storage space for clothing is limited, so please consider bringing a small variety of seasonal clothing.

We recommend securing valuables or cash in our safe. Please notify the Social Worker if you wish to secure valuables.

Please do not bring prescription or non-prescription medication from home. Per State and Federal regulations, all medications must be dispensed from single-dose packaging, so we are not able to use bulk medications that you have from previous prescribers. Please contact the Director of Nursing if you have questions.

## ADMINISTRATION

Piper Shores is licensed by the Maine Department of Health and Human Services. An annual license is posted at the entrance of the Health Center. A licensed administrator (Piper Shores Chief Operating Officer) and Director of Nursing (Piper Shores Chief Nursing Officer) are responsible for the day-to-day operations of the Health Center.

## Regulatory Requirements

- Holbrook Health Center at Piper Shores is regulated under both State and Federal rules and regulations.

- We are audited frequently by our pharmacy, dietician and nursing consultants. Your record will be reviewed for accuracy and compliance with all regulations.
- We are inspected annually by the State of Maine Department of Health and Human Services Division of Licensing and Regulatory Services.
- Piper Shores is CARF accredited and is surveyed every 5 years for re-accreditation.

## HEALTH SERVICES

### Medical Staff

We contract with Maine Medical Partners (MMP) Geriatric Group to provide medical services. Dr. Rachael Blake, MD, currently serves as the contracted Medical Director for Piper Shores. Dr. Blake or one of her colleagues from MMP are onsite providing medical services and consult with our nursing team three to four days a week.

### Physician Services

All Health Center residents have the option to select their own personal physician. Personal physicians must agree to abide by the state regulations to visit you at the Health Center within 7 days of admission, and frequently thereafter. It is our experience that most local physicians prefer to refer your care to the facility's attending physician while you are living at the Health Center. While you are a resident of the Health Center, Dr. Blake will serve as the coordinator of your medical care. If a specialist orders medication or treatments, Dr. Blake or a member of her medical team must approve the orders prior to implementation.

If your personal physician agrees to meet all of the regulatory requirements, an application of admitting privileges must be completed. The physicians group must be on call 24/7 for your care and comply with all State and Federal guidelines.

### Medications

Medication administration is highly regulated and the protocols defined at Piper Shores are based on State and Federal regulations. The Health Center has a contracted pharmacy that provides the pharmaceutical services for the Health Center according to all regulations. The Health Center currently contracts with Guardian Pharmacy to provide these services. While Piper Shores urges residents to use the services of the contracted pharmacy, residents have the option of choosing their own pharmacy services, provided they meet the Health Center's standards and criteria. Medications must be packaged in unit doses and delivered to the Health Center twice a day and most retail pharmacies cannot comply with these requirements. If you need any assistance with obtaining your medication, please ask your Charge Nurse.

Guardian will bill medications to most Part D plans. Guardian will also bill directly to the resident or responsible party. Some non-narcotic medications, depending on your insurance, may be returned for credit. If you have any questions, please contact the Director of Nursing.

### Nursing Staff

The Health Center provides high quality nursing care 24 hours a day by an experienced nursing staff with a strong personal commitment to the residents. The staff is comprised of licensed nurses (RNs

and LPNs), Certified Nursing Assistants (CNAs) and CNA-M (Med Techs). Our nursing staff has a broad educational background with experience in geriatrics, rehabilitation and restorative care. Working closely with our team members, the nursing staff helps our residents realize their full potential in daily living activities, make their stay comfortable, and value each person's unique life story.

The Health Center designates specific RNs to serve as Charge Nurses 24 hours a day, 7 days a week, 365 days a year. These individuals manage daily nursing care during their assigned shift and oversee your care and treatment. They are the primary contact and resource for immediate concerns as well as for coordination of the care you receive. In addition to providing day-to-day care, they work with you and your team, including your PCP, to develop your plan of care and customize it according to your specific needs and desires. Care coordination questions are best directed toward your primary Charge Nurse who works during the 6am – 2pm weekday shift. He or she attends your interdisciplinary team meetings as the nursing staff representative and can answer questions regarding your plan of care and provide updates about the medical care and treatment ordered by your physician. Many questions can be answered, or concerns addressed, by a Charge Nurse without a visit from your PCP. In the event a visit is necessary, your Primary Charge Nurse will coordinate the visit.

You or your family can reach your Charge Nurse in the following ways:

- Activate your nurse call button to request your Charge Nurse
- Go to the central nursing station to speak with your Charge Nurse
- Call the Health Center and ask for your Charge Nurse (207-510-5225)

Your Med Tech or a licensed nurse will administer your medications while you reside in the Health Center. The Med Tech has additional training and is authorized by the Maine State Board of Nursing to administer medications under the supervision of a licensed nurse. General questions about the medications you receive can be answered by the Med Tech. Examples would be the names of the medications you receive or the times you receive them. Specific questions such as how the medications work or information about the condition being treated by the medication or reason your provider prescribed the medication should be directed to your Charge Nurse. To contact your Med Tech activate your nurse call button and ask for your Med Tech.

Your CNA, with the Charge Nurse's oversight, will assist you in daily personal care such as bathing, dressing, and grooming. We strive to provide consistent assignments of staff so you will be familiar with your CNA and they will be familiar with your specific needs and preferences. Having this consistent assignment enhances care partner relationships. Consistent CNAs have finely tuned awareness of residents' needs and changes in their condition and form the foundation of the care you will receive in the Health Center. Please direct any questions related to your care and services to your Charge Nurse.

### **Leave of Absence**

If you will be away from the Health Center, please notify your Charge Nurse to arrange for any care instructions or medications you may need while you are away. You or your responsible party are required to sign out of the Health Center and take responsibility for your care and assure your medications are taken according to your provider's orders.

Your Charge Nurse will prepare your medications and a list of directions for your responsible party to assist in administering your medications while you are away. For extended leaves greater than one



week, we require at least a one week notice to coordinate adequate medication supplies with your pharmacy and prepare your care instructions to be reviewed with you and your responsible party. For leaves less than 1 week in duration, we require at least 48 hours notice to prepare your medications and care instruction to review with you and your responsible party.

For residents covered under Medicare part A, Medicare limits the amount of time away from the Health Center. Typically, you may attend medical appointments or sign out for 1-2 hours for family visits. In unusual circumstances, with prior notice and approval, you may sign out for a greater length of time but never overnight. If you are considering a leave while on a Medicare covered stay please speak with your Charge Nurse or the Social Worker to begin the review and approval process.

### **Social Worker/Admissions Coordinator**

The Social Worker/Admissions Coordinator is a Licensed Social Worker and part of the Health Center interdisciplinary care team. They provide assistance in all of the admission functions, acting as a liaison between the Health Center, the hospital discharge planners, and you and your family. They are there to make your stay as pleasant as possible by acting as your advocate and connecting you to the appropriate department head when you have a concern.

They will meet with you shortly after admission and will provide an orientation to our services and review the Health Center admission agreement and related documents with you or your family.

In the role of Social Worker, they will be a member of your care team and completes quarterly assessments during the initial admission process, and whenever there is a significant change in your care needs. The Social Worker will coordinate your care plan meetings. Your initial care plan is scheduled within 14 days of admission, quarterly and annually. The Social Worker will be responsible for assisting in discharge planning and discussing services available to you and making all appropriate referrals to ensure a safe and smooth discharge. This may include referrals to home health care agencies, transportation services, hospice services and/or the Community Health Services at Piper Shores.

### **Short Term Care**

It is our philosophy that all discharge plans begin at admission. Our team will begin planning with you on the first day so that the entire team is working toward the common goal. If you are a Life Care resident, your discharge back to Independent Living, Assisted Living or Memory Care is based on a clinical level of care assessment. This is generally completed after you've been discharged from skilled nursing and rehabilitation services, and your progress has stabilized.

### **Rehabilitation Services**

Physical, Occupational, and Speech therapies are offered by trained and licensed staff. Therapeutic treatment is under the direction and referral of your physician. We contract with a Therapy Services provider who specializes in long term care. The Therapy Services provider will bill your Medicare Part A or B insurance. Pre-authorization may be required, and deductible and co-insurance payments may apply, depending on your individual health insurance plan.

1. Physical Therapists provide treatment for preservation, enhancement, or restoration of movement and physical function impacted by disease, injury, or disability. Treatments are varied and can address strength, balance, posture, activity tolerance and pain with the goal of maximizing function and mobility.

2. Occupational Therapists provide treatment to maximize independence and meaningful participation in activities of daily life, including self-care and leisure activities, despite physical or cognitive limitations. Treatments may include training with adaptive equipment to assist in daily tasks, task training, environmental modifications, and family/caregiver training to promote safety and independence in home the environment.

3. Speech/Language Pathologists provide treatment for a variety of impairments and disorders of speech, language, communication and swallowing. Treatments can address cognition, including attention, memory, organization, and problem solving. Therapy can improve communication, including speech, expressive and receptive language, voice, and compensation for hearing loss. Treatments can also address safe swallowing of food, drink, and medications.

### **Therapeutic Recreation/Activities**

Therapeutic Recreation is a type of care that supports your wellbeing through leisure and activities you enjoy. A Certified Therapeutic Recreation Specialist coordinates an evidence-based recreation program which focuses on the five elements of wellbeing – spiritual, leisure, physical, cognitive and social. This might include socials, light exercise programs, painting or creative arts, music performances, playing games, baking, listening to a lecture or going on outings. The Recreation staff will suggest joining activities based on what you like and what will benefit your health the most. It's a way to make your days more enjoyable while also improving your overall health and well-being. The goal is to help you stay as independent and vibrant as possible. All residents are encouraged to participate and families are always welcome.

A monthly calendar of activities is posted on the bulletin board located near the Health Center's main nurses' station and in all resident rooms. A daily schedule of activities is posted throughout the Health Center and delivered to residents rooms each morning. You are also invited to attend activities offered in Assisted Living, Memory Care and Independent Living. Many independent living events can be watched on Piper Shores' in-house TV cable station: Channel 1390.

If you, or a group of which you are a member, would like to provide entertainment or an activity, our Recreation staff will be happy to speak with you.

Health Center activities are often combined with Memory Care and Assisted Living programs. The activity calendar will specify the program location within Holbrook. In addition, Life Enrichment activities offered in Independent Living are available to Health Center residents. Some Health Center residents may require assistance from family members to attend activities in Independent Living.

There is a transportation van dedicated to Holbrook residents and outside trips are scheduled twice a week.

## **OTHER SERVICES**

### **Resident Council**

The Resident Council meets monthly and is coordinated by the Therapeutic Recreation department. Resident Council is a forum for communication between residents, families, and staff. Such a council is established in order that all departments can be made aware of the views, concerns, and recommendations of the residents with regard to operations affecting resident care and life in the Health Center.

## **Salon Services**

We offer a variety of salon services in the Health Center. Our salon hours and fee schedule are available at the nurses station. Services and fee schedule will be included in your admission packet. Please notify our staff if you wish to schedule an appointment. Tips are included in the fee structure of Health Center salon services.

## **Birthdays, Family Gatherings & Special Events**

We encourage family celebrations for birthdays, milestone events and just family gatherings. We have several private rooms available for special events. Please let our Recreation department know if you need assistance scheduling a private event. There are also many holiday celebrations planned throughout the year and family are always welcome and encouraged to attend.

## **Newspapers**

You can receive newspaper delivery to your room. Please make your own arrangements regarding the paper you wish to receive. If your stay is short, the recreation staff can provide a daily house copy for your enjoyment.

## **Mail**

Letters and packages are delivered to each room daily. Your mailing address: Piper Shores Health Center (room number) 15 Piper Rd., Scarborough, ME 04074.

## **Transportation to Hospitals for Non-Emergency**

Family members are encouraged to provide the necessary transportation for outside appointments or visits as medically appropriate. In some cases, special transportation may be necessary, and we can assist in those arrangements. Please let the nursing staff know of any outside appointments you have in advance so that we can complete the necessary paperwork to go with you to your appointment. Please contact the Admissions Coordinator/Social Worker for information on Piper Shores fee for service transportation offerings. Lifecare residents are eligible for medical appointment transportation on Tuesday, Wednesday and Thursday (fee for service applies on other days, if requested).

## **Recycling Program**

Piper Shores cares about the environment and we have an active recycling program at the Health Center. We recycle all paper, cardboard, bottles, glass and cans. Bins for recycling are located at the nurses station, in the Activities room and at the Administrative Offices. Returnable items can be deposited in the bins found in the Dining Room or Activities Room.

## **Guest Accommodations**

Piper Shores offers a limited number of guest rooms on the campus to accommodate visiting families. Rooms are available by advance reservation only and a guest fee applies. Please see the Receptionist in the Checkley Building for more information. In addition, we have made arrangements for discounts with local hotels in Scarborough. (Please call the Social Worker for current options.)

# ROOM ACCOMODATIONS AND SELECTIONS

## Room Features

All of our rooms are private, thus we encourage you to make your room feel and look like home. Safety concerns and state regulations may limit what we can allow. Please ask the staff to assist you in placing items in your room.

For safety purposes and/or due to State and Federal regulations, some items are not permitted to be kept in your room. These include, but are not limited to:

- Razors, Scissors, Iron
- Extension Cords
- Three-Way Plugs
- Live greens of any type are not permitted on doors, in residents rooms or in common spaces.
- Lighters, lighter fluid, matches, cigarettes, and flammable aerosols
- Throw rugs, electric blankets, heating pads, hot plates, electric heaters, and fans
- Detergents, air fresheners, rubbing alcohol and nail polish remover
- Over the counter medications, vitamins, prescription medications

Please let your nurse know when you bring in a new electrical item and a Facilities representative will inspect and tag the item.

Local telephone service is available in each resident room. Arrangements for long-distance service are the responsibility of the resident and/or responsible party. Please notify the Social Worker for assistance. Friends and families can reach you directly by dialing your room. That number is 885-4XXX with the X being your 3-digit room number.

Each room has a TV with basic cable. Expanded cable service is available through Spectrum at your own cost. Please contact the Admissions Coordinator/Social Worker for assistance if needed. TV volumes must be on low setting after 9pm. Headsets are available upon request, as well as amplifiers for hearing-impaired residents. Please contact the Admissions Coordinator/Social Worker or a Charge Nurse to for assistance with these items.

Many residents bring their own personal devices with them when they come to the Health Center, however, an iPad with wireless internet is available for use, upon request. The wireless router system will also extend to most areas of the Health Center. Please let the Recreation department know if you need to use the Health Center iPad.

## Room Selection

Room selection is at the discretion of the Director of Nursing and the Admissions Coordinator, based on availability. If you have a request regarding a room change, please see the Admissions Coordinator.

Occasionally a change in medical status or a resident's safety may necessitate a sudden room change. If any such change affects you, you or your family will be contacted prior to the move and we will assist you.

# FOOD SERVICES

## Nutrition

Piper Shores offers a variety of menus and dining locations. Throughout your stay, you can expect a well-balanced diet that meets an array of medical and nutritional needs, as well as your personal preferences. We offer a PersonFirst® Approach, which focuses on individual needs and preferences. Within the first few days of your stay, a member of our dietary services team will introduce themselves, discuss how we can best accommodate your dietary preferences, and explain our pre-order system. They will work with you to find the best approach for selecting your meals. Your nutritional health and satisfaction is important to us at the Health Center, which is why we have a team of well-trained staff specializing in nutrition that can help you guide your food selections from our seasonally-focused rotating menus, the “Always Available menu” or one of the specials created by our Executive Chef. Under the guidance of a Registered Dietitian, the Dietary Manager and team are well-equipped to roll out a nutrition plan to help you eat the things you love and support your medical well-being. Therapeutic diets are available as ordered by your physician.

We encourage you to enjoy your meals in our dining rooms. We offer hot-meal service in two dining venues located within the Health Center. Our main dining room at the end of Prouts Neck neighborhood serves residents who need extensive assistance with meals. The recreation room at the end of Higgins Beach Neighborhood serves residents who require minimal assistance with meals. Nursing will request temporary room delivery for residents who are sick. The dining experience in our dining spaces is designed to promote socialization and enhance quality of life. Residents may dine at our other dining rooms, including our Bigelow Bites Café, Oceanside and Meadows dining rooms. Guests are also welcome to dine at Bigelow Bites Café anytime, as well as at Oceanside Dining Room on weekends. Oceanside Dining Room and Wildflower at Meadows require reservations. Guests are not permitted at Wildflower at this time.

We enjoy having guests, and they are welcome to dine with you in the Health Center. Guests should notify the Nursing or Dietary staff at least two hours before serving time to ensure a reservation. We can also arrange for special parties and other events. Just let us know!

For your protection, food brought from the outside must conform to your prescribed diet. All food should be dated and kept in containers that seal securely. If you have any questions concerning appropriate food items, please check with the Charge Nurse.

We offer three meals in the dining room, with snacks, sandwiches, and continental breakfast available between meals. Dining times are as follows:

- Breakfast: 7:45am – 9:00am Continental Breakfast 9am-10am
- Lunch: 11:45am – 1:00pm
- Dinner: 4:45pm – 6:00pm

## Snacks

Nourishing snacks are available upon request and provided throughout the day. Snacks are also offered in the food related activities, cooking groups, or any other times desired. We offer an assortment of items that change frequently to avoid repetition. Crackers, chips, fruit, peanut butter, sandwiches, cottage cheese, yogurt, freshly baked cookies, and assorted beverages are available upon request. Evening snacks are offered in each neighborhood after dinner every night. Please speak to the dietary representative during the first days of your stay if you have a specific snack request.

# HOUSEKEEPING SERVICES

Maintaining a clean and healthy environment is the primary objective of the Environmental Services department. We always select the most “green” product available that meets our standards for cleaning. The department provides daily cleaning of rooms and common areas, as well as daily care of personal laundry. While schedules are necessary, the staff recognizes that flexibility in cleaning times is sometimes needed. You can ask the staff for a change in the cleaning schedule.

## Laundry

Personal clothing may be laundered by the staff in the on-site laundry. Regulations require that temperature of the wash is set at 120 degrees. If Piper Shores is doing your laundry, please make sure all items can be washed in hot water. Laundry is picked up regularly and generally returned the same day. Bedding and towels will be laundered by our staff. Dry cleaning pick up service is available through a local cleaner. Contact the Admissions Coordinator. There is an additional charge for dry cleaning services.

## Maintenance

An ongoing preventative maintenance program is in place to ensure our facilities and equipment are consistently in good working order and repair. The department is under the leadership of the Plant Operations, Maintenance and Security Director. You are encouraged to report items that may have been overlooked to a member of the staff so he/she can complete a work order.

## Miscellaneous Information

### Alarms

#### Fire Drills

For the safety of all residents, families, guests, and staff, periodic fire drills are conducted. These drills may occur at any time and are unannounced. You will first hear a loud alarm, and all fire doors will automatically close. All are urged to participate in the drill by following the staff’s directions and reviewing the evacuation routes which are posted throughout the facility. An announcement will be made at the conclusion of the drill indicating “all clear”. In the event of an actual fire situation, a full evacuation will be directed by the staff. Please follow directions accordingly.

Your role: Above all, follow staff directions. We will need to make sure all fire doors and windows are closed. We may evacuate to a different area of the Health Center, or we may assist you to evacuate the building. Our staff will lead you through every step of the process.

#### Call Bells

Each room contains a personal call light linked to the Nursing CNA Stations. A wearable call bell, bracelet or pendant, is also available. If you need help, push the call bell.

#### Other Alarms

Door alarms or other alarms may be heard from time-to-time.

## Alcoholic Beverages

Alcoholic beverages can be served upon written orders by the attending provider. All alcoholic beverages must be stored and dispensed by the nursing staff or recreation staff. Alcoholic beverages may not be kept in your room.

## **Gift Giving to Staff**

According to regulations and Piper Shores personnel policies, it is not permitted for the staff to receive gratuities or individual gifts. You or your family may consider a group gift that can be shared by everyone in the Health Center; for example, a plate of cookies at the holidays. Contact the Administrator or the Recreation Manager for suggestions or to arrange for provision of a group gift.

## **Grievances/Complaints**

Your satisfaction and comfort are our main concern. Our goal is to respond to any concern promptly and follow through until resolved. Your admission packet provides information about our grievance policy and the regulations and state agencies that exist to oversee our center and protect your rights. You have the right to file a complaint with the appropriate agency. The phone number and addresses of these agencies are in your admission agreement and posted in the central common area.ng neighborhood.

Please feel free to address any complaints or concerns directly to any staff member. If your concern is not addressed to your satisfaction; please contact the Social Worker, Director of Nursing, or the Health Center Administrator. Our doors are always open.

## **Safety**

In the event of a power outage, Piper Shores' emergency generators will provide power. Health Center staff will assist you to ensure that any critical devices you use are plugged into outlets with a red cover plate. Those are the only outlets fed by emergency power.

All Health Center rooms have standard height commodes. If you normally use a taller commode, please ask for a raised commode seat.

## **Smoking**

Piper Shores is a tobacco and smoke-free campus. Tobacco use is prohibited anywhere on Piper Shores property, including all vehicles on campus. This includes staff, visitors, residents, vendors, and contractors. Our tobacco free campus will promote a healthier environment by protecting all who come to Piper Shores from involuntary exposure to second-hand smoke.

## **CARE PLAN CONFERENCES**

It is important to us that you and your family are involved in planning and understanding your treatment plan. The Social Worker/Admissions Coordinator will schedule a care planning conference that will be held within the first 2 weeks of your stay. Meetings will then be held each quarter and annually. You and your family will receive the written notice a few weeks in advance. We encourage everyone to participate, if you are unable to participate in person a phone number will be provided, and you can attend via conference call. Care conferences are typically scheduled Monday to Friday between the hours of 10:00am to 11:30am to ensure all interdisciplinary staff can attend. If you have any questions about this process, please speak with the Social Worker.

## RELATED RESOURCES AND LINKS

Piper Shores- Check out the latest news and events about Piper Shores.

[www.pipershores.org](http://www.pipershores.org)

Holbrook at Piper Shores- Find information specific to Holbrook at Piper Shores.

[www.theholbrook.org](http://www.theholbrook.org)

Nursing Home Compare- Nursing Home Compare has detailed information about every Medicare and Medicaid-certified nursing home in the country. [www.medicare.gov](http://www.medicare.gov)

CARF- Commission on Accreditation of Rehabilitation Facilities. [www.carf.org](http://www.carf.org)

Leading Age- The mission of Leading Age is to expand the world of possibilities for aging. Leading Age is a 501c3 tax exempt charitable organization focused on education, advocacy, and applied research. [www.leadingage.org](http://www.leadingage.org)

Maine Department of Health and Human Services (DHHS) [www.maine.gov/dhhs](http://www.maine.gov/dhhs)

Ombudsman Program- The Long-Term Care Ombudsman Program exists to serve the interests of long-term care consumers throughout the state. [www.maineombudsman.org](http://www.maineombudsman.org)

Southern Maine Agency on Aging- Providing older adults and their families with information, guidance, education, and programs for their social, financial, and home care needs. [www.smaaa.org](http://www.smaaa.org)

Alzheimer's Association, Maine Chapter

[www.alz.org/maine](http://www.alz.org/maine)

(Provide an updated phone/contact list with every handbook. Helpful phone numbers/contact information:

Laura Prime LCSW Social Worker/Admissions Coordinator

510-5223 [primelaura@pipershores.org](mailto:primelaura@pipershores.org)



## WHO'S WHO AT HOLBROOK



Leanne Fiet, *Chief Operating Officer, Health Center Administrator*  
Address: Scarborough, ME.

Leanne moved to the area from New Jersey, where she resided for more than 25 years. Born and raised in Western Michigan and the Chicago area, she is no stranger to Maine's cold winters. Leanne is a licensed nursing home administrator and for the past 20 years has held senior leadership roles in the field of senior care and aging services. She has a bachelor's degree in special education from Hope College and a master's degree in human services administration from Rider University. Leanne and her husband John have two cats and two Golden Retrievers. Leanne enjoys yoga, kickboxing, gardening, hiking and a variety of outdoor activities. [PS June 2018]



Peter Sullivan, RN, GERO-BC, *Chief Nursing Officer, Health Center Director of Nursing*

Address: Buxton, ME. With more than 28 years of nursing experience in diverse healthcare settings, Peter Sullivan brings a profound understanding of aging services to our Piper Shores community. After obtaining his CNA license while in nursing school, Peter gained experience in a variety of health settings across the country, including acute care, long-term care, managed care, home care, and healthcare administration. Each discipline provided him with insights into the intricate health systems older adults navigate daily to enhance their wellness and quality of life. Peter's educational achievements include an MBA from the University of Phoenix, and he is currently pursuing an MSN in Nursing Leadership and Administration from Capella University. His work has instilled in him an appreciation for individual wellness perspectives and a commitment to further knowledge in supporting aging communities. As Treasurer for LeadingAge Maine & New Hampshire, and for the Dirigo-Maine Geriatrics Society, Peter is dedicated to advancing senior care within Maine and New England. His expertise lies in designing and implementing programs that empower healthcare professionals and communities, and enrich resident wellness and quality of life. Outside of his professional role, Peter enjoys spending time with his four dogs and a variety of animals on his hobby farm in Buxton, where he currently resides. [PS July 2023]



Ruth Thesenga, RN, *Clinical Services Manager*

Address: Old Orchard Beach, ME. Ruth was born and raised on a farm near Homer, Nebraska. She received her Associate Degree in Nursing from Western Iowa Tech Community College in Sioux City, IA. Ruth and her husband Mike moved to Maine in December 2013. An RN, she started her career at Piper Shores in January 2014 as a Charge Nurse on the overnight shift. Ruth has worked in long-term care her entire nursing career. She has two daughters, Sarah and Sidney, and two grandchildren, Carter and Cadence. [PS January 2014]



Julianna Walch, *Physical Therapist, Rehabilitation Program Manager*

Julie grew up in Western Massachusetts but found her way to Maine after high school to attend Bowdoin College. She returned to MA for graduate school, receiving her Doctorate in Physical Therapy from the MGH Institute of Health Professions. Julie lives in Scarborough with her husband, twin 9-year-old daughters

and 2 cats. She enjoys going on outdoor adventures with her family in all of the glorious weather Maine has to offer. Unless it is 40 degrees and raining, then you can find her baking something delicious in her kitchen! [PS May 2017]



Laura Prime, *Social Worker & Admissions Coordinator*

Address: Westbrook, ME. Laura grew up right here in the town of Scarborough and graduated from Scarborough High School. After high school, she went on to get a Bachelor's Degree in Human Services from Elmira College, NY. Laura followed her passion to help others and moved back home where she attend the University of New England and received her Master's Degree in Social Work. After Laura graduated, she became a Licensed Clinical Social Worker. At home, Laura enjoys spending time with her two adorable Yorkies, where they play ball, give kisses and enjoy lots of snuggling. Laura loves to spend time at the beach/lake, reading, riding her ATV on trails, and spending time with family and friends. [PS November 2022]



Ricky Logan, *Dietary Manager*

Address: Westbrook, ME. Ricky grew up in the town of Windham and graduated from Windham High School. His first job was as a dietary aide in a long-term care facility, and his passion for the work kept him in the field ever since. He recently went back to school to receive his associate's degree at Southern Maine Community College. At home, Ricky enjoys adventures with his wife Tianna & hanging out with his cat Ilah. [PS April 2022]



Wendy Benson, RN, *Staff Development and Employee Health Coordinator*

Address: Westbrook, ME Wendy grew up in Gorham Maine, and graduated from Gorham High in 1982. After high school, she did 2 years of college. Married in 1985 and has 5 children. After Wendy's children were grown, she went back to college for nursing. She has worked in Long Term Care since graduating. Wendy loves to read, watch motorsports, and riding her ATV in Northern Maine. Wendy has 4 cats and 2 dogs. [PS June 2022]



Elizabeth Stanford, *Recreation Manager*

Address: Scarborough, ME. Liz is a Certified Therapeutic Recreation Specialist with five years of experience in the recreation field, most of which have been spent at Piper Shores. She is also a Certified Dementia Practitioner and a Dementia Capable Care Certified Instructor. Over the past 30 years, Liz has lived in various towns across Maine, though she grew up in Hampton, New Hampshire. Liz is married to a Scarborough native, and together they have four grown children. In her free time, Liz enjoys relaxing by the fire on the patio, cooking, and spending quality time with family.

## Health Center Phone List

	Health Center Nurses Station	207-510-5225	
Leanne Fiet	Chief Operating Officer/Administrator	207-289-1582	<a href="mailto:fietleanne@pipershores.org">fietleanne@pipershores.org</a>
Peter Sullivan	Chief Nursing Officer/Director of Nursing	207-510-5230	<a href="mailto:sullivanpeter@pipershores.org">sullivanpeter@pipershores.org</a>
Ruth Thesenga	Clinical Services Manager	207-510-5222	<a href="mailto:thesengaruth@pipershores.org">thesengaruth@pipershores.org</a>
Laura Prime	Social Worker/Admissions Coordinator	207-510-5223	<a href="mailto:primelaura@pipershores.org">primelaura@pipershores.org</a>
Wendy Benson	Staff Development/Employee Health Coordinator	207-510-5205	<a href="mailto:bensonwendy@pipershores.org">bensonwendy@pipershores.org</a>
Elizabeth Stanford	Recreation Manager	207-510-5269	<a href="mailto:stanfordelizabeth@pipershores.org">stanfordelizabeth@pipershores.org</a>
Ricky Logan	Dietary Manager	207-510-5229	<a href="mailto:loganricky@pipershores.org">loganricky@pipershores.org</a>
Stephanie Ferrante	Dietary Supervisor	207-510-5229	<a href="mailto:ferrantestephanie@pipershores.org">ferrantestephanie@pipershores.org</a>