



Assisted Living

PLANNING GUIDE

PREPARING YOUR SENIOR LOVED ONE

Is your mom or dad ready to transition into an assisted living community? Moving away from home and into a new environment can be difficult for many seniors. At Shepherd's Care, our goal is to make the process as simple and supportive as possible so you feel confident that your loved one will be happy, healthy, and safe. In this guide, we'll answer your questions about what to expect and how to plan for a smooth transition

How Do I Choose an Assisted Living Facility?

Choosing the right facility for your parents is the first step toward helping them feel safe and happy in their new situation. From the initial tour all the way through the final admission process, look for a team of caregivers who value each resident and will treat them with dignity and Christian compassion.

Does my loved one qualify?

Assisted living is designed to help seniors with the regular activities of daily living. These activities may include ambulation, transfer from one position to another, personal care and hygiene, meal preparation, medication management, and other assistance that does not require the care of a skilled nurse. To qualify for assisted living, the resident should be able to perform most activities alone or with the assistance of one person. For example, residents must be physically able to walk with assistance or use a self-propelled wheelchair.

Tour the Facility

When you come in to tour the facility, watch how caregivers interact with residents. At Shepherd's Care, our goal is to treat every resident the way we would treat our own parents. We want them to feel welcomed and respected by every member of our staff.

Ask these important questions:

- What is your staff to resident ratio?
- How often do you check on residents during the day and at night?
- How do you communicate with family about care?
- How do you ensure quality of care?
- What is your screening process for caregivers?
- What should I do if I have questions or concerns about my mom or dad's care?
- When can I visit?



- Is my loved one free to come and go?
- What kind of service agreement or lease agreement do you require?
- Do you charge additional level-of-service fees for any of the services you offer?
- What happens if my family member moves out before the lease agreement ends?
- What financial assistance options are available?

Memory care:

Memory care provides additional monitoring for people who struggle with Alzheimer's disease or dementia. Your loved one may qualify for memory care if they have a tendency to wander or if they cannot remember to call for assistance when needed.

Your loved one's caregiver makes all the difference in their comfort and quality of life. We carefully screen all of our caregivers not only for qualifications and skills, but also for a caring personality and enjoyment of the job. Our screening process includes:

- ✓ Background check
- 📄 Drug screening
- 👤 Personal interview



*Lisa,
Shepherd's Care has
made such a difference
in our family's life.
Thank you for all you
do to care for mom.*

— Margaret

What is the process for admittance?

If you believe Shepherd's Care is the right home for your mom or dad, the next step is to begin the admittance process. We want you to feel completely confident in the quality of the care your loved one will receive, and we encourage you to ask any questions you may have during this process. Our admittance process includes:

- **Assessment** – Our staff will meet your family member to assess their physical condition and make sure assisted living is the best care choice.
- **Medical clearance** – All residents must see a physician within 30 days prior to admittance and return our signed medical admission form.
- **Lease agreement** – The lease agreement must be returned by noon on the day before the resident moves in.
- **Pharmacy agreement** – We manage all medications through our contracted pharmacy.
- **Deposit** – To hold a room, we ask for an initial deposit of \$500 upon completion of the assessment. We can hold the room for up to two weeks, and the deposit will be applied to your first month's fee.

How do I pay for care?

You can't put a price tag on the value of high-quality compassionate Christian care for your mom or dad during their senior years. With that said, however, we understand that it is important to consider all of your financial options before making your decision.

Fees and Payments

Shepherd's Care provides affordable assisted living at competitive rates. As you compare our rates with those of other facilities in the area, remember that we fully include all services in our monthly fee.

- **No level-of-service charges.** Unlike most facilities, all of our services (including things like laundry, transportation, and dispensing medication) are covered by your monthly payment.
- **Methods of payment.** We accept checks and cash only.
- **Refunds.** If your loved one moves out of our facility before the end of the lease, we will provide a prorated refund.

Financial Assistance & Payment Options

There are a several options available to help you pay for your loved one's care. We encourage you to consider both self-payment options as well as financial assistance.

- **Self-payment** – Long-term care insurance, asset conversion, sale of home or property
- **Financial Assistance** – Veterans Administration benefits and social security.

How Do I Prepare My Loved One for the Transition?

We want living at Shepherd's Care to feel like living at home. Our residents enjoy being surrounded by things that are familiar to them, and we work with you as much as possible to help your mom or dad feel settled and comfortable. Here are a few tips to help you prepare for move-in day.



What To Bring

As you pack your mom or dad's things, consider the size of their new room. We provide a bed, dresser, and nightstand if needed, but you may also bring these items if your loved one prefers their own furniture. Please bring the following items with you when you come:

- Furniture (if desired)
- Pillow
- Clothing (label with name)
- Personal care products
- Decorative items to make the room feel like home
- TV (cable provided)

You may also want to provide a CD player, books, or other activities that your mom or dad enjoys.

Medications

All medications must be handled through our pharmacy. You may bring your family member's current medication with them, but all refills and prescriptions must be transferred to our pharmacy that we can enter them into our medication management system. Please remember to cancel automatic mail-order refills when your mom or dad moves into Shepherd's Care.

Mail

Residents are welcome to change their personal mailing address to Shepherd's Care and receive their mail at our facility. We will hand deliver mail to their room as it arrives. You may also wish to transfer your loved one's mail to a family member's home address.

What about pets?

We love meeting our residents' pets! Residents may bring a dog or cat with them as long as they can personally care for it. Please bring your pet's shot record and flea preventative.

After the Move

Families of our residents are always welcome! Although, when your loved one first moves in, we recommend giving them two to three days to settle in before visiting. Transitioning away from home can be difficult and it's important that they take time to adjust.

Questions or concerns?

We hold monthly resident council meetings and quarterly town hall meetings for families. These meetings are designed to be low-pressure opportunities to voice thoughts and ideas about your loved one's care.

What Is the Next Step?

If you believe assisted living is right for your loved one, please give us a call! We would love to talk with you about your needs and give you a tour of our facility.

Call us today at 864-322-6212 to schedule a personal tour and let us answer your questions.