

# Top 10 Questions

## about Memory Care at Park Place Health & Wellness Center

### 1 Do you have a trial period, so we can see if our family member likes it here?

People with memory impairments often take longer to acclimate to new surroundings. Frequent changes can enhance their feelings of confusion. For that reason, we don't recommend a "trial stay" in our Memory Care area. However, Memory Care apartments are rented by the month, so if you decide things are just not working, you are not locked into a long-term commitment.

### 2 Are there any men in Memory Support?

No matter what level of service is needed, men always seem to be outnumbered in senior living communities! This is true in Memory Support as well. But we recognize that men with memory issues need other men to relate to, so we are intentional about creating opportunities for our male staff to interact with male residents. Our Chaplain, for example, leads Bible Study for the Memory Support residents once a week. And there are other men's groups who are sensitive and welcoming to new members.

### 3 I heard this called a "secured floor" — what does that mean exactly?

At Park Place, we want all our residents to be as safe as possible while remaining as independent as possible. We

have a secure area for Memory Support residents, so they are in no danger of wandering away or becoming disoriented and then not remembering how to return to their apartments. But we don't want to restrict their freedom. We've found that open communication is the best security. If you would like to visit with your family member in the library, or have a meal together in the main dining room, simply mention it to the receptionist when you sign the visitor's log at the front desk. When you arrive, share as much information as possible with a staff member — who you are, where you'll be, how long you'll be off the floor, etc. That way, if you need our help, we can respond quickly. And if you tell us about your visit when you return, that will give us some context for conversation with your family member later.

### 4 How often do the apartments get cleaned?

We have each room and bathroom "deep-cleaned" once a week by our housekeeping staff. The rooms are also "tidied up" daily by the Resident Aides, and the garbage is taken out. If you would like your family member's apartment cleaned more often, we can adjust our schedule.

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**5 Who does their laundry?**

Laundry service is included in the monthly rate. Park Place laundry staff will do laundry once a week or as needed at night.

**6 Do you provide the furniture?**

We have found that those who are making Park Place their home benefit from having their own familiar furniture in their apartments.

**7 My loved one's dementia is only in the early stages — will he have anyone to talk to here?**

Yes, we have a variety of residents, a variety of personalities, and varied levels of progression with the disease. Some of our residents hold friendly conversations with each other about everyday things. And there are a few who hold wonderful conversations with each other that no one else can understand! But we know that communication goes beyond words, and we appreciate their ability to connect with each other. Our staff, too, are intentional about engaging residents in conversation.

**8 How many staff do you have here on a daily basis?**

Our staff-to-resident ratio is 1:8. We also have 24-hour nursing care, directed from a central nursing office. Medical technicians are present to pass meds, and if we need medical assistance in between those scheduled times, we can easily call someone up.

**9 Do you accept Medicare?**

We do not accept Medicare; we are a Private Pay company.

**10 There is no way my loved one can choose what he would like to eat — so how would you get him to eat?**

Two main options are offered at every meal. If a resident is unsure or cannot decide, we will order both. We'll serve the resident one option; if he eats it, we will make a note of that preference. (We have a diet card for every resident.) If the resident rejects the first option, we will serve the other option and note the response. If he does not eat either one, we will try something from the Everyday Menu. Learning food preferences is something that families can help us with, so give us any pointers you have!



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