

Vienna Village



Concerned, Competent Care

INTRODUCTION

To acquaint you with Vienna Village requires not only a description of our accommodations and services but also an insight into our philosophy and goals. First, since Vienna Village is a locally owned and operated **family business**, we know that our future success depends on our ability to satisfy our clients today. Therefore, not only do we strive to be the best Assisted Living Facility in the area, but we also listen and respond to the concerns and/or complaints of our residents and their families.

We believe that we can best maintain the mental and physical well being of each of our residents by providing **proper nutrition**, **accurate medicine administration** and ample opportunities for **social activity**. Our commitment to the quality of the residents' lives is reflected in our extensive activity programs and in our system of supportive services that **promote continued maximum independence**.

To implement these goals, we rely heavily on an experienced staff whose sensitivities are cultivated, whose best efforts are demanded, and whose concern and competence are evident.

ACCOMMODATIONS

Located in suburban Forsyth County, North Carolina, Vienna Village has **all facilities on ground level** with ramp entrances for easy access. The spacious grounds with ample sidewalks provide opportunities for residents to exercise in the outdoors as well as to stroll leisurely among the flower gardens.

Inside the building, the available private and semi-private rooms are furnished with appropriate furniture, including single beds, comfortable chairs, bedside tables, and chest-of-drawers. However, to feel more "at home," residents **may elect to furnish their rooms** with their own belongings, and we remove our furnishings if they are not needed. General supplies provided by Vienna Village include pillows, linens, towels, washcloths, soap, shampoo, paper towels, and toilet tissue. Several visiting rooms complement a spacious multi-purpose room for reception of visitors as well as for social and recreational activities. Two large dining rooms are centrally located in the building to encourage residents to eat their meals in a group setting. Porches and outdoor seating areas also provide opportunities for visiting.

MEAL SERVICES

Realizing the importance of proper nutrition, Vienna Village utilizes modern kitchen facilities to prepare three nutritionally complete meals daily, which incorporate any special orders from the resident's physician. Of course, **fresh fruit** is included every day as part of our menu. Using a five-week cycle menu that continues to be modified over the years to reflect the food preferences

of our residents, we can accommodate a variety of diets. Given the diversity of residents' food desires, a conscientious effort is made to serve **appetizing meals** with each dish not only properly cooked but also **attractively served** at the **appropriate temperature**. Finally, to further take into account resident food preferences, once a week we prepare a meal that has been completely planned by the residents during their weekly meal planning session.

Our meal format is **table-side service**, and sufficient staff are available in the dining area to assist each resident as needed during the meal. In addition, staff can serve meals in residents' rooms in special situations. Between meals, residents are encouraged to have beverages of their selection such as fruit juices, coffee, and soft drinks. Also, at bedtime, snacks and beverages are available.

PERSONAL CARE

Since Vienna Village is **fully licensed** by the State of North Carolina to provide Assisted Living Care, our main emphasis is on meeting the varying personal care needs of residents who have only limited or incidental medical care needs. Depending on the overall condition of the resident, our staff provides personal care, as necessary, to **encourage mental health**, to **maintain physical well being**, and to **keep each resident clean, properly dressed, well nourished, and generally comfortable**. The capable staff of Vienna Village are committed to providing concerned, competent care and **responsive, personal attention** for each resident 24-hours a day.

MEDICAL CARE

Although our primary effort involves personal care, limited medical services of a non-professional nature, such as taking vital signs as ordered by the resident's physician, can be done by our superb supervisory staff. In addition our staff carefully monitor each resident to detect any symptoms of impending illness in order to reach a physician promptly. Residents, who live at Vienna Village, continue with their original physician, and we promptly notify the family of any concerns regarding the resident's health. In any medical emergency, we always attempt to confer with a resident's family, but, in any case, we get emergency medical care as indicated. Also, Home Health Specialists will visit Vienna Village per the orders of the resident's physicians to provide professional services, such as drawing blood, giving injections, and directing physical therapy. Also, a podiatrist visits here bimonthly to treat any resident whose feet require podiatry care. Of course, fees for professional medical services are the financial responsibility of the resident.

Each resident's medicine is carefully supervised, and medications (both prescription and non-prescription) are administered to a resident only as ordered by the physician. In addition, alcoholic beverages for resident consumption are supervised and recorded as if a medication and are, therefore, served to a resident only by a physician's order. To assure an adequate supply of medication, our staff periodically inventories and reorders medicine, as needed, for each resident. To facilitate this, the resident and/or their family will establish a credit account at a local pharmacy that makes deliveries to Vienna Village and will pay monthly for purchases on this account.

RECREATIONAL ACTIVITIES

To meet our residents needs for meaningful activities, we have a planned activities program directed by a **licensed Activity Coordinator**. Daily, a planned group activity is conducted in keeping with our residents' interests and abilities. These activities include Bingo, Sing-alongs, craft sessions, card games and devotional services (which are led by local church groups). In addition, we sponsor outings to local shopping centers, Little Theater productions, and other community activities. Furthermore, the Activity Coordinator works individually with residents to implement exercise programs and to listen to concerns (especially during the early adjustment to being away from home). We encourage all residents to participate to the fullest of their abilities in all activities that interest them.

OTHER SERVICES

Further services include **laundrying** of all washable clothing. To do this laundrying, we ask upon admission that all of the resident's washable clothes be labeled with his or her last name using an indelible laundry marking pencil. Although there is no additional charge for laundrying of washable items, responsibility for dry cleaning will lie with the resident or their family. In addition, each person's hair will be **shampooed and set weekly**, if so desired. If a resident requests a permanent wave for their hair, they will pay the beautician directly who does this. ***Professional haircuts are given at no extra cost.*** **Housekeeping services** are provided daily to assist all residents as needed in keeping their rooms clean, tidy, and comfortable. Also, telephones for occasional usage by residents are available. Of course, a resident may choose to have in their room a private telephone for which they will be financially responsible.

MONTHLY FEES

Although there is **no lump-sum admission fee**, payments for our services are expected in advance on a monthly basis. The monthly fee for a particular resident depends on that resident's specific care requirements and covers all the services that we provide, as described above. Considering the resident's expected care requirements and the room to be occupied, an estimate for the monthly fee can be developed prior to moving into Vienna Village. Then during the first month's occupancy, this estimate is reviewed and adjusted to be sure that it accurately reflects the staff efforts being devoted to the residents proper care. At any subsequent time, if the resident's condition changes, the monthly fee is again reviewed and changed accordingly. Thereafter, each resident's fee is reviewed annually as above and may be adjusted if there have been inflationary changes in our operating expenses.

We appreciate your interest in Vienna Village. We hope this brief introduction will lead you, or someone you know, to visit and become better acquainted with our facility and services.

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