



# Welcome

## The Village at Rockville Health Care and Pre-Settlement Details

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*Kyle Hreben*, LNHA

Executive Director

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*Lauren Lankford*

Sales Director

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*Health Care*

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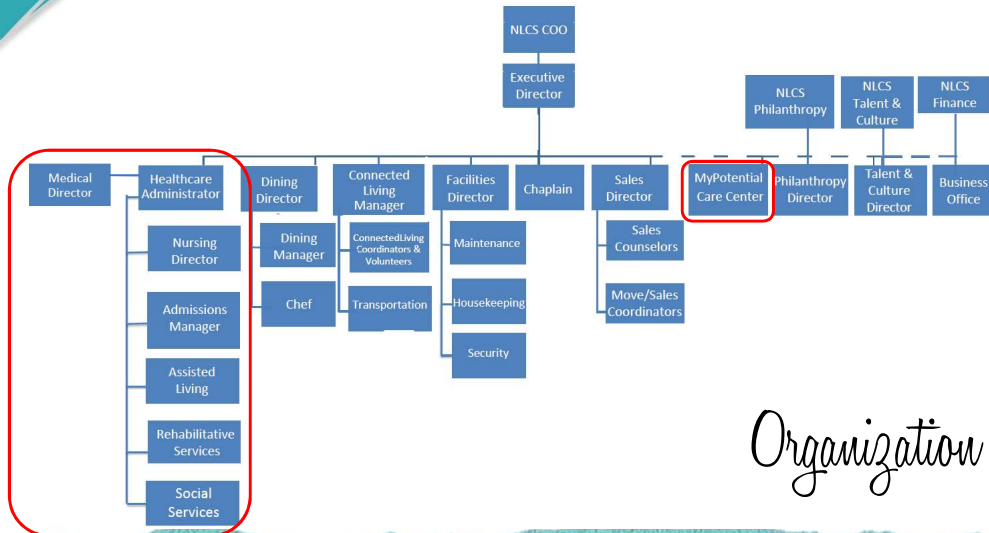
# Erin Wheeler, LNHA

## Healthcare Administrator

301-354-8423

[ewheeler@thevillageatrockville.org](mailto:ewheeler@thevillageatrockville.org)

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Organization Chart

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# Dr. Ravi Passi

## Medical Director

- Oversees physician services, standards of practice, medical and healthcare policies
- On-site/virtual each week; available to us at any time
- Focused on policy updates and healthcare practice and procedures at The Village at Rockville



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## *Additional Health Care Leadership*



**Erin Wheeler**  
Health Care Administrator  
301-354-8423



**Lara Popoola, MSN RN**  
Director of Nursing  
301-354-8425

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## Additional Health Care Leadership



**Kokouvi Addeh-Adodo, RN**  
Assistant Director of Nursing  
301-354-8406



**Stephanie Winters, RN**  
Quality Assurance Manager  
301-354-8459

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## Health Center Overview

- All rooms or suites are private to our residents and guests
- Several common area spaces for all to enjoy
- Vibrant activities to accentuate lifestyle and overall well-being
- Residents and guests live in neighborhoods, promoting further relationships and sense of community

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# Assisted Living

Health Center | 1<sup>st</sup> Floor

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## Assisted Living

- 50 private Assisted Living suites
- Vibrant programming and the ability to connect with others
- Living life with just the right amount of help
- Licensed nurses available 24/7
- One neighborhood specifically for residents needing memory support



*Ocelia Sar*  
Assisted Living  
Program Manager

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## Assisted Living Guidelines

- Who makes the rules for our Assisted Living?
  - No federal oversight for Assisted Living neighborhoods
  - Maryland State regulations
  - Montgomery County regulations
  - The Village at Rockville policies

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## Long-Term Care

Health Center | 2<sup>nd</sup> Floor

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## DID YOU KNOW?

Skilled nursing facilities have more regulations than NASA; they are second in regulation only to nuclear energy.

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## *Long-Term Care Guidelines*

- Who makes the rules we must follow at The Village at Rockville?
  - Federal guidance comes from The Centers for Medicare & Medicaid Services (CMS)
  - Maryland state regulations
  - Montgomery County regulations
  - The Village at Rockville policies
- Resident and resident representative

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## Long-Term Care

- 94 all private rooms; one neighborhood specifically to support residents for memory care
- Designed for residents with 24-hour access to nursing care, plus vibrant programming accentuating daily life
- Residents and families are highly involved in quality of life and care

Dr. Sangeeta Simlote



Dr. Charles Karesk

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## Short-Term Rehabilitation

Health Center | 3<sup>rd</sup> Floor

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## Short-term Rehabilitation

- 66 all private rooms
- Terrific rehabilitation gym
- Typically after a recent hospital stay or significant medical or health change
  - Stays vary based on individual needs; average length is 15-30 days

**myPotential**<sup>SM</sup>  
rehabilitation at The Village at Rockville

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## Short-term Rehabilitation

- Rehab is scheduled per physicians orders
- Rehab for The Village at Rockville residents utilizing Medicare A benefits, or other applicable insurances, is scheduled during inpatient hours.

**myPotential**<sup>SM</sup>  
rehabilitation at The Village at Rockville



*Dr. Sandeep Sharma*

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## Social Services

- Licensed social workers interact with short-term rehabilitation guests and long-term care residents
- Helps with internal transitions and transitions to the greater community
- Looks to assure positive well-being
- Participates in planning of continued care



*Shontel Gaskin*  
Social Services Manager



## Additional Support Services

Health Center | Terrace Level








A National Lutheran Service

- Staffed with a nurse practitioner, doctors and various specialists
- Offers a variety of examinations (well-check and sick visits), vaccinations, testing and screening opportunities
- Routine scheduling of appointments available
- Advanced care planning services available



*Millie Jarrell, CRNP*  
 Nurse Practitioner  
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A National Lutheran Service

Additional Wellness and Health Care Services	
Audiology	Pain Management/Physiatry
Dental Services	Podiatry
Dermatology	Psychiatric Services
Lab services available	Radiation Physics (x-ray services)
Optometry (coming soon)	Wound Specialist

If you do not have a provider myPotential Care Center is able to provide care.

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- Offers in-home wellness, personal care and private duty home care services
- Creates added comfort while enabling you to remain in your home



**Aryla Alviorguese, BSN-RN**  
 Director of Clinical Services  
 301-354-4566  
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Sampling of services available with myPotential at Home	
Grocery shopping/household errands	Assistance with everyday tasks
Meal preparation	Medication management/prescription refills
Pet and houseplant care	Diabetes management and education
Laundry assistance	Doctor's appointment coordination

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# myPotential<sup>SM</sup>

Outpatient Therapy

- Offers physical, occupational, cognitive, and speech and language therapy
- Additional programs focusing on maintaining strength and abilities (i.e. balance therapy)
- Available on-site, as tele-therapy or within an individual's home setting



*Rebecca Bond*  
 Director of Rehabilitation,  
 Functional Pathways

301-354-8490

[villageatrockvilleop@fprehab.com](mailto:villageatrockvilleop@fprehab.com)

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## Nutrition Care Managers



*Janie Gramling*, RD, LDN  
 301-354-8408

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*Brittany Kuhl*, MS, RD, LDN  
 301-354-8405

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What do I do if I need  
to discuss health care?

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## Admissions

- Located on the 1<sup>st</sup> floor of the Health Center
- Assists all who have questions about health care offerings
- Oversees admission of all new residents of the health center



*Rochelle Clarke*  
Admissions Manager  
301-354-8442

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## Care Navigator

- Provides opportunity for residents to discuss health and wellness plans that promotes healthy communication and honors choice
- Acts as a resource for residents experiencing changes that might alter the ability to maintain independence
- Access to additional resources in and outside our community (i.e. adult day programs, senior centers)



Laura Lee, RN

Care Navigator

301-525-1496

[hlee@thevillageatrockville.org](mailto:hlee@thevillageatrockville.org)

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## Questions?



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# Pre-Settlement Details

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## Timeline to Move In

- November 2020** → Pre-settlement documents received
- 60 days prior to move-in** → Pre-settlement documents completed
- Two-weeks prior to move-in** → Walk-through and pre-settlement meeting
- 1-3 days prior to move-in\*** → Settlement/Closing
- Moving Day** → WELCOME HOME!

\*determined with your Sales Counselor as you see fit

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## Pre-Settlement Documents

- Information to complete prior to residency
- General, health, financial information
- Required 60-days prior to move-in
- Physically return, mail, e-mail, and e-fax submission available
- Sales Coordinator, Abby Estwick, available for all questions

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*Abby Estwick*  
Sales Coordinator

301-354-8493

[aestwick@thevillageatrockville.org](mailto:aestwick@thevillageatrockville.org)

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## Let's talk documents...

- A checklist is provided to help make sure you've completed all applicable documents
- Couples/partners will see where both need to complete their own document, or if one is appropriate for both

The Village at Rockville A National Lutheran Community	RESIDENT WELCOME CHECKLIST - COUPLE
Please use this list to assist you in submitting all requested pre-settlement paperwork. Items with two check boxes require one for each resident.	
All pre-settlement documents are due no later than 60 days prior to Move Date.	
<b>Forms to be Completed for Pre-Settlement</b>	
<input type="checkbox"/>	<input type="checkbox"/> Acknowledgment of Receipt of Notice of Privacy Practices
<input type="checkbox"/>	<input type="checkbox"/> Acknowledgment of Requirement of Rental Insurance
<input type="checkbox"/>	<input type="checkbox"/> Acknowledgment of Receipt of Resident Handbook
<input type="checkbox"/>	<input type="checkbox"/> Emergency Response Information Form
<input type="checkbox"/>	<input type="checkbox"/> Fitness Consent Form
<input type="checkbox"/>	<input type="checkbox"/> Media Release Form
<input type="checkbox"/>	<input type="checkbox"/> Resident Financial Update Form
<input type="checkbox"/>	<input type="checkbox"/> Pre-Admission Health Information Form
<input type="checkbox"/>	<input type="checkbox"/> Maryland Medical Orders for Life-Sustaining Treatment (MOLST)
<input type="checkbox"/>	<input type="checkbox"/> File of Life (Please complete in pencil)
<input type="checkbox"/>	<input type="checkbox"/> Automobile Registration Form, if applicable
<input type="checkbox"/>	<input type="checkbox"/> Pet Registration Form, if applicable
<input type="checkbox"/>	<input type="checkbox"/> Dog Park Code of Conduct, if applicable

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## Acknowledgement of Receipt of Notice of Privacy Practices

- Notice of Privacy Policy located in additional references section of these documents
- Also available online or through the Privacy Officer
- This form is an acknowledgement that you have received this document

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## Acknowledgement of Requirement of Rental Insurance

- Rental insurance is required within 30 days of residency
- Combined single limit coverage on both bodily injury and property damage at a minimum of \$300,000
- This form acknowledges you understand this requirement

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## Acknowledgement of Receipt of Resident Handbook

- It is essential that everyone familiarizes themselves with the handbook as it provides an overview of general knowledge of the community
- This form recognizes that you have read and received your handbook



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## Emergency Response Information Form

- Includes basic and emergency contact information
- Each resident completes their own form

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## Fitness Consent Form

- Provides overview of general risks associated with fitness and aquatics programs
- Asks that you recognize these risks and provide informed consent to participate
- Form must be completed before participating in these activities

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## Media Release Form

- Asks permission to record your voice and/or image
- Asks permission to use these recordings for purposes that support the mission of NLCS
- Acknowledges revocation is always permissible
- Each resident completes their own release

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## Residential Financial Update Form

- Asks for information regarding finances and insurance coverage
- Similar to what you have received prior, this is an update form
- Reach out to your financial planner, banker or other trusted advisor if necessary
  - Your sales counselor is happy to do this on your behalf, if requested.

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## *Pre-Admission Health Information Form*

- Form for your health care provider to complete
- Reviews assessment of various aspects of your health
- Includes documentation of required tuberculosis testing

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## *Maryland Medical Orders for Life-Sustaining Treatment*

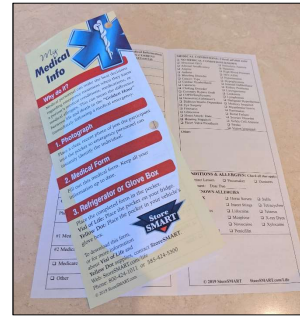
- Form for your health care provider to complete
- Form includes medical orders for life-sustaining treatment options
- Also known as MOLST

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## File of Life

- May change over time; please complete in pencil
- Will reside in magnetic folder in an inconspicuous place on your refrigerator; MOLST will also be stored here.
- If needed, emergency personnel will refer to this folder upon entering your residence.



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## Automobile Registration Form (if applicable)

- Asks for basic car information and disability placard/license plate details, if applicable

TO NOTE: All spaces in the garage are assigned, other than the electric vehicle stations (3).

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## Pet Registration Form (if applicable)

- Asks for basic pet, veterinarian and alternate care information
- All pet owners must provide copy of pet inoculations regularly
- All pet owners must review pet information in handbook and sign the dog park code of conduct

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## Dog Park Code of Conduct (if applicable)

- Provides a structured code of conduct so dog park can be used safely and enjoyably for all
- Asks you to recognize you have read and will comply
- Only applicable for those with pets to sign

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# Additional Needs

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# Additional Documents for Submission

- ✓ Durable Power of Attorney, Financial
- ✓ Durable Power of Attorney, Health Care
- ✓ Ancillary Required Financial Documents (per Resident Financial Update Form)
- ✓ Pet Inoculation Records, per pet (if applicable)
- ✓ Medicare Card (provide updates, if applicable)
- ✓ Supplemental Insurance Card (provide updates, if applicable)

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# Additional Inclusions

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## Additional References

- ✓ Apartment Home Technology Services Options
  - Please reach out to your preferred service provider directly
  - Please alert Dawn McKee, Facilities Director, to all installation appointments

Updated Recommendation: Call preferred provider approximately one-month prior to move to coordinate service/installation.

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## Additional References

- ✓ The Village at Rockville Notice of Privacy Practices
  - Also available online at [www.thevillageatrockville.org](http://www.thevillageatrockville.org)

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## Walk-Through & Pre-Settlement Meeting

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## What to expect

- This is an approximately 3 hour long event
- We will be touring various spaces so please plan to be on your feet a good amount of time. Please just share if you'd prefer to skip any portion.
- This meeting has already been scheduled.
  - It occurs approximately two-weeks from your move date and can be found on your Moving Checklist.

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## Pre-Settlement Meeting Overview

- Review any outstanding pre-settlement document requirements
- Review needs for upcoming settlement
- New resident photo taken for identification badge

**Held in conjunction with pre-scheduled walk-through;  
no added appointment required.**

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## Walk-Through Overview

- Tour Glenmere community spaces
- Tour apartment home
- Moving support person permitted, if necessary, pending unknown COVID-19 restrictions. Fewer people is recommended.

**Held in conjunction with pre-settlement;  
no added appointment required.**

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## Handbook

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# Handbook Overview

- Designed in three sections:
  - Departments
  - Independent Living Community Spaces
  - General Information



**Aquatic Center**  
 Situated in a lush, natural environment, the Aquatic Center is a place of wellness and serenity. Featuring a two-lane lap pool, large whirlpool and therapy pool, this space provides opportunity for fitness, relaxation and joy.

**Creative Arts Studio**  
 A beautiful space can spark creativity. Our Creative Arts Studio is a large, open space developed in nature, providing a dedicated space to create. The abundance of natural light flowing in through the numerous windows provides an ideal place to be inspired.

**Engage Cafe**  
 Located adjacent to the Engage Center, the Engage Cafe offers a variety of grab and go options to include sandwiches, salads, and specialty items. A multitude of beverage choices and Starbucks® coffee are available for purchase as well.

**Fitness Studio**  
 Physical wellness is a key aspect of continued health, and the Fitness Studio provides a spacious retreat to help yourself moving and motivated. The fitness space features mirrored walls, ballet bar, and equipment to enhance your small class/studio experience. A colorful wall mural completes this important space.

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# Handbook Overview

- Will be available on the online Resident Information Center
- Community Services Concierge, Chelea Butler, is a resident's contact for any general information questions

### COMMUNITY SERVICES CONCIERGE

Located on the first floor of Glenmere West, the Community Services Concierge is dedicated to assisting the independent living community with quality, timely service. Partnering with residents, the Community Services Concierge acts as a liaison between our independent living community and our community services.

Requests the Community Services Concierge can assist you with include, but are not limited to:

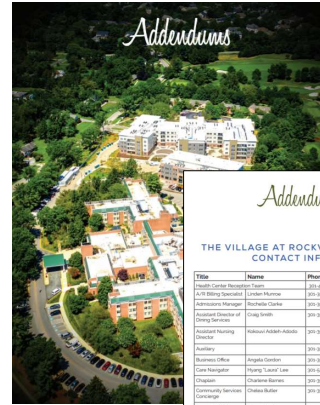
- Dry cleaning
- Faxing documents
- Forms management (various independent living documents)
- General information
- Guest suite and room reservations
- Key duplication
- Maintenance/handyman/landscaping work order requests
- Pet registration
- Records management (ex: resident directory)
- Scheduling housekeeping services

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# Handbook Addendums

- Provides most up-to-date information for items that may change over time
- Includes many phone numbers, hours of operations, fees, and more



*Addendum One*

**THE VILLAGE AT ROCKVILLE TEAM MEMBER CONTACT INFORMATION**

Title	Name	Phone	Email
Health Center Reception Team		202-262-9875	
6-11 Village Reception	Lenora Mearns	202-262-9842	lenora@thevillageatrockville.org
Administrative Manager	Michelle Clarke	202-262-9842	mclarke@thevillageatrockville.org
Assistant Director of Dining Services	Greg Smith	202-262-9842	gsmith@thevillageatrockville.org
Director	Michael Adair-Adair	202-262-9842	madair@thevillageatrockville.org
Residency		202-262-9875	
Residence Office	Angela Gusten	202-262-9842	agusten@thevillageatrockville.org
Case Navigator	Hoping "Lucy" Lee	202-262-9875	hlee@thevillageatrockville.org
Chaplain	Cherlene Barnes	202-262-9842	cbarnes@thevillageatrockville.org
Community Services	Cheryl Butler	202-262-9842	cbutler@thevillageatrockville.org
Concierge			
ConnectedLiving Coordinator	Shawn Harrison	202-262-9842	sharrison@thevillageatrockville.org
ConnectedLiving Manager	Melissa Blackstone	202-262-9842	mblackstone@thevillageatrockville.org
Dining Director	Jason Lane	202-262-9842	jlane@thevillageatrockville.org
Concierge Assistant	Phyllis Weaver	202-262-9842	pweaver@thevillageatrockville.org
Director of Care	Debra Szymanski	202-262-9842	dszymanski@thevillageatrockville.org
Executive Director	John Hadden	202-262-9842	jhadden@thevillageatrockville.org
Executive Director	Elizabeth "Gaele" McKee	202-262-9842	emckee@thevillageatrockville.org
Gift Shop		202-262-9875	

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# Handbook Addendums

Addendums included in latest version of The Village at Rockville Independent Living handbook	
Team Member Contact Information	ConnectedLiving Additional Information
Dining Additional Information	Environmental Services Additional Information
Ancillary Services	The Village at Rockville Beauty Salon Information
Independent Living Association Representatives	Organizational Chart
General Local Resources	Comcast Basic Channel Line Up
Pet Guidelines and Policies	

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## Won't you be my neighbor?

- Refer a friend who has not made a commitment to move to The Village at Rockville
- \$5,000 for both parties once living in the community
- Contact your Sales Counselor to submit a referral.



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## Questions?



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## December Educational Series Event

### The Village at Rockville ConnectedLiving & Environmental Services

In this event we'll learn more about the expanded ConnectedLiving programs, spaces and offerings that Glenmere will bring. We'll also chat with the Environmental Services team as they share details on procedures that help with daily living, such as scheduling house cleaning, how to report maintenance issues, being abreast of emergency preparedness procedures, and more.

Tuesday, December 15  
2 – 4 p.m.

Zoom webinar  
No RSVP required

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*Thanks for attending!*

Visit us at

[www.thevillageatrockville.org/letsgomove](http://www.thevillageatrockville.org/letsgomove)

for the latest event calendar and  
links to all previous documents and videos.

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