

Memory Care Move Q and A's: Memory Support Center Families

Please find a list of questions and answers below to frequently asked questions about the move to the new memory support unit. If you have any additional questions, please reach out to Jessica White, AL Administrator, at (540) 776-2600 or by email at jwhite@vlhnet.org.

Who is moving?

- Residents currently in Memory Care on the first floor of assisted living. Also, other residents currently in the NRC have been identified as needing memory support services.

Who is moving my loved one?

- We are contracting out with a professional moving company to safely move your loved one's items to their new space. More information, like your loved one's move date will be provided when new admission paperwork is completed.

Who can help my loved one move? Can I help?

- We will handle the moving of the items that your loved one will take with them to their new room. We will be asking that you, or another family member, remove any remaining items in the apartment. If you are out of town, we can discuss options with you to assist. You are also welcome to organize and label items that you would like your family member to take with them.

What can my loved one bring with them?

- All rooms will be equipped with a bed and a movable over-the-bed table. Room sizing will vary and will dictate what furniture can move with your loved one. You will be notified of the size of your loved one's room closer to the move date in order to assess what can move with them.

What if I don't want my loved one to move?

- All residents in the Memory Support Center have a diagnosis of memory impairment and are in the level of care that is safest for them. Therefore, they will need to continue to stay in that level of care which will be moving to the Nursing and Rehab Center in this newly renovated space that is specifically designed for memory impaired residents. There are so many incredible improvements both safety and quality of life changes that will make the new Memory Support unit ideal for residents.

What will be so great about this new MSC unit?

- We have worked with an architecture firm who specializes in designing living spaces for healthcare and memory care centers. From common space and room design, to colors and flow of the unit, the safety and quality of life of memory impaired residents has been the driving factor in these design decisions. Additionally, all staff will be trained in a revolutionary memory support program created by Teepa Snow, a world-renowned Memory Care expert.

When is the move? Will it happen in one day?

- Moving of Memory Care residents will take place over the course of three days at the beginning of December. You will be notified of your loved one's exact move date when you are contacted to complete new admissions paperwork.

When can I come and get my loved one's extra things?

- Our AL staff will work with you to schedule dates and times to move your loved one's extra belongings out of their apartment.

When will I know what room my loved one will be in?

- This has been provided to you in your loved one's move notification letter.

Where is my loved one moving? Can I pick their room on the new unit?

- They are moving from the Memory Support Center, currently on the first floor of Assisted Living, to a brand-new unit at the Nursing and Rehab Center. We have assigned residents rooms on the unit in an effort to provide residents with some familiarity, we will keep them near their current neighbors on the new unit. These assignments will also be based on their current proximity to the nurses' station in the existing MSC unit.

Why is the memory support unit moving?

- Due to increased demand for memory support services, for both our current residents and the community, we saw an opportunity to create a specialized space for those with memory impairments. We have worked with an architecture firm who specializes in designing living spaces for healthcare and memory care centers. From common space and room design, to colors and flow of the unit, the safety and quality of life of memory impaired residents has been the driving factor in these design decisions. Additionally, all staff will be trained in a revolutionary memory support program created by Teepa Snow, a world-renowned Memory Care expert. This new unit will provide the ideal living space for memory impaired residents to thrive.

Why can't my loved one just stay in AL?

- They are at a higher care level above Assisted Living. The current unit is within Assisted Living but is licensed at a higher care level specifically for memory care needs.

How will the move be paid for? Will my loved one be charged?

- Your loved one will not be charged for the move to the new unit. Any remaining items will be the family's responsibility but we do have an Auxiliary that accepts certain items for resale to benefit the community.

How strict are the restrictions in the new location?

- Visitor restrictions are the same as in the Nursing and Rehab Center.