

## **Memory Care Move Q and A's: Nursing and Rehab Center Staff**

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 Natalie Wynegar, NRC Administrator, at (540) 776-2616 or by email at [nwynegar@vlhnet.org](mailto:nwynegar@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 that you do not intend to move with your loved one. 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. These rooms are all private and of similar size to your loved one's current room at the NRC. All personal items in their current room will be moved to their new space. You do have the option to bring in other furniture including a dresser and other items that will fit their new space.

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

- We have identified your loved one as being a candidate for Memory Support and feel they will thrive in this new environment. It is a brand-new space with all private rooms and 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 your loved one.

*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 residents will take place over the course of a few 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 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 their current unit at the NRC, to a brand-new Memory Support Unit (Shenandoah) within the same building, the Nursing and Rehab Center.

*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.

*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.