

You already know that Asbury Heights is **dedicated** to helping you live your life as independently as possible by providing a wide range of services and **excellent**, personalized **care**.

Now we have created **Asbury At Your Service**, a program that offers additional services from our trained staff, tailored to your individual needs.

Now you may choose **more** non-care and care-related services without giving up your **independence**.



Asbury At Your Service

is available at Asbury Heights, Asbury Place and Asbury Villas. Residents of the Asbury Nursing and Rehabilitation Center are limited to non-care services only.



Asbury Heights

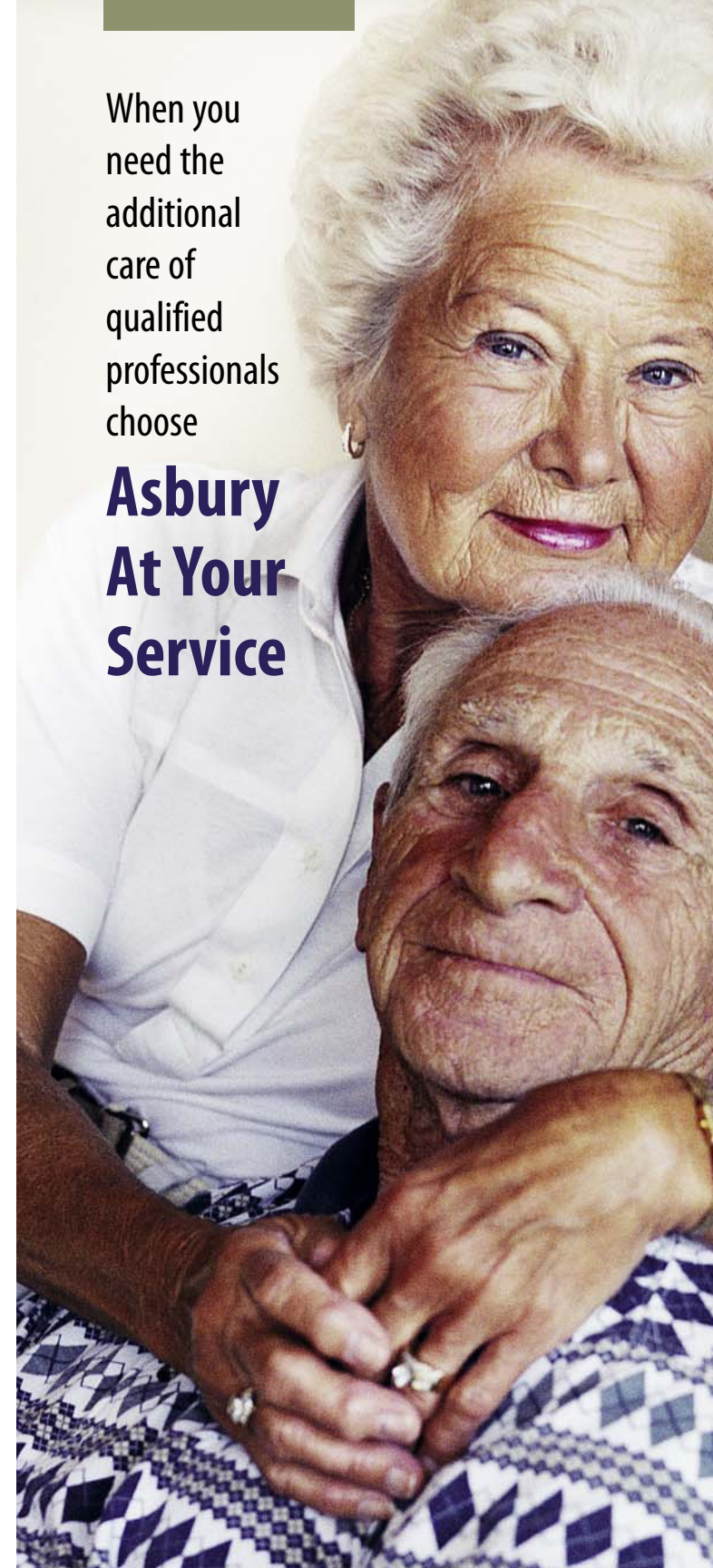
† Operated by United Methodist Services for the Aging

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877-865-9877

www.asburyheights.org

When you need the additional care of qualified professionals choose **Asbury At Your Service**



How does Asbury At Your Service work?

Unlike programs in which you must change your residence or your level of care to begin receiving more assistance, Asbury At Your Service offers an alternative. Through this innovative program, you actually hire Asbury employees to provide the additional assistance in daily living that you need without changing your living situation.

When you choose Asbury At Your Service, you and Asbury's Case Management Team are able to better manage your care. If we cannot fulfill a need, a referral is made to the proper outside agency.

What services are offered?

Asbury At Your Service provides non-care-related services, such as:

- assistance with shopping
- housekeeping
- assisting with checks or correspondence
- escorting to medical appointments
- personal laundry
- financial management
- meal preparation
- companionship

These services are scheduled through Social Services on an

as-needed basis.



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Does Asbury At Your Service provide more extensive assistance?

Yes, Asbury At Your Service also offers care-related services, such as assistance with:

- bathing
- grooming
- dressing
- toileting
- medication management

These services require approval through Asbury's Case Management Team and necessitate a complete nursing assessment and care plan of your needs prior to scheduling a private duty caregiver (PDC). The Case Management Team will make recommendations on the number of care hours needed.

Residents in independent-living facilities who require more than 16 hours of care each day by a PDC or residents who need more than one caregiver at a time cannot remain in their current level of care.

How can I be assured of the best quality of care?

Like all Asbury employees, Asbury At Your Service employees must pass background checks, drug screenings and attend a detailed orientation program. Each Asbury At Your Service employee then receives a resident briefing session with members of the Case Management Team prior to placement with a resident.

By utilizing our own trained staff, we can better ensure that you receive the level and quality of care that you expect from Asbury Heights.

What should I know about financial arrangements?

Asbury At Your Service simply itemizes the extra charges on your Asbury Heights' monthly bill. Rates and fees are always confirmed before the service is provided.

When a resident is residing in a level of care that the Case Management Team deems inappropriate, and in cases where the Health & Wellness Office and Case Management Team are involved in establishing a plan of care to assist you in remaining in that level of care, you will be charged a care management fee in addition to the PDC's hourly rate. This additional daily fee will only be assessed when there is significant intervention required of the Case Management Team and the Health & Wellness Office to keep a resident in their current residence or level of care.



For more information

If you have questions or wish to fill out a request form for Asbury At Your Service, please contact the Administrator of Independent Living and Spring Lane Personal Care at 412-571-5374.