

# A.G.Rhodes

COMMUNITY • WELLNESS • CARE

.....ATLANTA.....

## Welcome

*Admission and Helpful Information*

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## Welcome from the Administrator

### Dear Friend,

Welcome to A.G. Rhodes Atlanta, and thank you for choosing our community for your nursing and rehabilitation needs. We are committed to providing you with high-quality health care, and an excellent quality of life.

This admissions booklet includes helpful information about A.G. Rhodes, and addresses frequently asked questions when entering a long-term care community. Please keep this booklet, along with the packet you signed during the admissions process, in a convenient location.

Whether you're here for a short time or longer, we want your stay with us to be as comfortable as possible. If you have any questions or concerns, please let us know and we will do our best to accommodate you.

Sincerely,



Kristie Davis,  
Administrator

## About A.G. Rhodes

A.G. Rhodes is one of Atlanta's oldest nonprofit organizations and has set the standard for serving an aging community since 1904. As one of only a few mission-driven, nonprofit nursing home providers in Georgia, we believe our nonprofit status is a fundamental difference in our approach to care.

We're able to direct more resources into the care we provide, including our state-of-the-art therapy and rehabilitation services, our innovative programming, and our diverse activities and events. Our nonprofit status also allows us to recruit and retain exceptional employees, resulting in lower staff turnover, and higher staff and resident satisfaction.

As a nonprofit, mission-driven organization, we are guided by what is best for those who stay with us. Their physical, social and psychological well-being is our chief concern. Our mission is to provide expert and compassionate rehabilitation therapy and residential care to seniors in metro Atlanta.

## History

Amos Giles Rhodes came to Atlanta in 1875 and soon began the furniture company that would make him a successful businessman. Through his generosity and dedication to the community, Mr. Rhodes provided the land and funds to rebuild the Hospital of the Atlanta Circle of the King's Daughters and Sons, an organization that was founded in 1897 for patients suffering from incurable diseases.

The new building, which was eventually named after Mr. Rhodes, opened in 1904 at the corner of Boulevard

and Woodward Avenue where our flagship location near Grant Park sits today. A.G. Rhodes was one of the first nursing organizations to be licensed in Georgia.

In 1974, the home was reconstructed, bringing the total resident capacity to 138. With the addition of two homes, one built in 1992 in Cobb County that can accommodate 130 residents, and one built in 1997 on Emory's Wesley Woods campus that can accommodate 150 residents, A.G. Rhodes can accommodate up to 418 residents.

The family of Amos Giles Rhodes has never wavered from its commitment to the organization. In fact, the fifth generation of the A.G. Rhodes family currently serves on our Boards of Trustees and Advisors. Throughout the years, we have adapted extremely well to the times while remaining true to our roots as a family-oriented operation that serves the larger community. We treat residents, their families and each other as part of our own family. This personal touch guides us in every aspect of the care that we provide.

## Person-Directed Care

Recognizing that the nursing home of the past is no longer an acceptable option for the growing number of people who need our services—particularly those living with dementia—we are transforming our model of care to one that promotes a better quality of life in a more home-like environment. A.G. Rhodes became one of the first organizations in the state to embrace a person-directed approach to senior care.

Person-directed care is the kind of care that we all want for our loved ones and for ourselves as we age. It means that choices and actions consider the individual's

unique personality, history and interests, and it puts decision-making in the hands of the resident, or in the hands of those closest to him or her. Person-directed care has become a best practice, and we demonstrate the importance and effectiveness of this model in the A.G. Rhodes communities.

## **Policies & Procedures**

The policies and procedures that we have in place are to ensure the safety and comfort of our residents, patients, staff and visitors.

### **Personal Items**

We encourage residents and patients to personalize their space with their belongings and style, but please do not bring certain items including, but not limited to: prescription and over-the-counter medications, spray air-fresheners, plug-in air-fresheners, rugs, candles, incense or any flammable materials, laundry hampers (unless the family will be doing the resident's laundry), electric blankets, scissors, nail polish and nail polish removers, cleaning supplies, tobacco, electric outlet strips or extension cords, microwaves, coffee makers/pots, heating pads, poisonous plants or any heating apparatuses.

### **Medication**

Do not bring in any type of medication into the building without a physician's order as well as proper medication packaging. Please do not bring in mainstream over-the-counter medications such as pain relievers, antacids, eye drops, etc., or vitamins, as they could inadvertently cause harm. See the Director of Nursing if you have medications or vitamins you think you need to bring, or if you have questions.

### **Tobacco-Free & Vape-Free**

The A.G. Rhodes communities are tobacco-free and vape-free campuses.

### **Weapons-free**

With the exception of law enforcement, weapons, knives and guns are not permitted inside our communities.

## **Your Room**

At our Atlanta home, we offer private and semi-private rooms to accommodate up to 138 residents. We don't just think of them as rooms. Whether you're here for a few days, or longer, we want this to be a comfortable place for you to stay so we encourage you to bring items that make you feel at home.

Every time we enter a resident's room, we knock on the door to make sure it's okay to come in. We respect your personal space. Privacy curtains are used, if needed, and nurse call systems at every bedside are answered in a timely manner. Our specially-equipped bathrooms are complete with whirlpool baths and hydraulic lifts to enable our residents and patients to maintain independence while getting assistance, if necessary.

## **Visitation Information**

We encourage as much interaction with family and friends as you'd like. With our convenient location, free parking and a welcoming environment, we make it easy for guests to visit. We ask that all visitors—including family members, volunteers, vendors, health care providers and others—sign in and out at the kiosk. When you sign in, you'll get a name badge and we ask

that you wear the badge during the duration of your visit. This system helps us identify guests who are in the building, and all un-badged visitors will be redirected to the kiosk to sign in. Please be sure to sign out as you leave the building. Children who are accompanied by an adult do not need to sign in separately.

As a reminder, if your loved one stays at A.G. Rhodes and you are escorting them offsite, please notify the charge nurse.

### **Primary Visiting Hours**

For the safety, security and well-being of our residents and staff, we ask that family members and others visit their loved ones during our primary visiting hours of 8 a.m.-8 p.m.

**6** Sleep is a critical component of a resident's quality of life. The presence of overnight visitors has the potential to be disruptive, to infringe on the rights and privacy of residents, and to interfere with staff's ability to properly care for residents.

Visiting circumstances that need to occur outside of the primary visiting hours should be coordinated and approved by Administrator, Director of Nursing or designee.

In order to provide the safest home and work environment, we implement after-hours access outside of primary visiting hours. During these times, please enter the community by the A Wing sliding glass doors. Ring the bell at the door and a staff member will let you in and escort you to your loved one's room.

### **During Your Visit**

During your visit, we encourage you to participate in activities, meals, celebrations, holidays and special events. We also have a range of volunteer opportunities available for family and friends. Our activities calendars and volunteer opportunities are available on our website at [www.agrhodes.org](http://www.agrhodes.org).

Our therapy gym can get very full with patients so we ask that you please coordinate with the Therapy and Rehabilitation Department ahead of time if you wish to visit your loved one and observe them during a therapy session.

Because we care for many elderly and at-risk people, we ask that you not visit if you are feeling sick or experiencing flu-like symptoms. Please also practice good infection control such as washing your hands with soap, and using the hand sanitizer stations located throughout the building.

### **Pets**

You may bring your pet to visit, but we ask that pets be up-to-date on vaccinations, on a leash, and that you check in with the front desk to review our pet policy.

### **Business Hours**

Our front desk receptionist is available to assist you Monday-Friday from approximately 9 a.m. to 5 p.m. If you need assistance during non-business hours, please talk with the Nursing Supervisor.

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## Services & Fees

Most of the services provided are included in the room rate. Some services are available at an additional charge. The cost and availability of some services not listed, such as transportation to and from medical appointments, may vary. Visit [www.agrhodes.org](http://www.agrhodes.org) to see the most current room rates.

### **Services in the room rate include:**

- Nursing services
- All social services and activities
- All meals and snacks, including special diets
- Laundry service, including linens, bedding, towels and clothes
- Administration of medications and access to consulting pharmacists for review of medications
- Dietary review
- Wireless internet access
- Spiritual care

### **Services available at an additional charge include:**

- Telephone service
- Cable television service
- Beauty/barber shop services

## Admission, Payment & Billing

We provide service and care to anyone regardless of race, creed, sex, national origin, sexual orientation and/or gender identity. We accept Medicare, Medicaid, private insurance and private pay resources. Costs and coverage of services will vary based on your payer source's rules, guidelines and eligibility requirements. Upon admission, staff will review your billing and payment requirements and options with you based on your situation and services needed.

## Resident Rights

Nursing home residents have rights and protections under the law. It is required that nursing homes display these rights and give new residents or their representative a copy. A.G. Rhodes is committed to not only following the legal requirements for residents' rights, but also setting the standard for the industry for excellence in care. We don't simply adhere to guidelines for caring for residents, we constantly evaluate our approach to ensure everyone is treated with respect at all times.

## Social Services

Our Social Services Department helps residents and patients function at their highest possible level of social and emotional wellness. Our team will work with residents and family members to facilitate a smooth transition from a previous living environment, and will involve residents and their families in care planning as a resident continues to receive care at A.G. Rhodes, prepares to transfer elsewhere, or discharges home.

Social Services can also help arrange appointments for in-house podiatry, optometry, psychiatry and dental visits, as well as assist with outside physician appointments and transportation information. Contact Social Services to learn more about fees and physician schedules.

## Activities, Events & Programs

We understand the critical importance of nurturing one's physical, mental and spiritual wellbeing, and we continuously seek research-based programs and activities that will engage residents by incorporating

animals, art, children, music, plants and technology. We provide nationally recognized programs including our signature Horticultural Therapy and Music Therapy programs, and we use the latest technology to enhance person-directed care.

We are committed to giving each person who stays with us the opportunity to engage in activities that they love. Having opportunities to choose, especially from meaningful options, can significantly influence a person's well-being and quality of life. That's why our Certified Activity Director and activities staff work hand in hand with residents and their families to develop a calendar filled with fun and interesting on-site and off-site events and outings. We also offer a variety of religious services. Many of our activities give residents, patients, family members, staff and volunteers an opportunity to participate together.

Monthly activity calendars are posted throughout our building, and online at [www.agrhodes.org](http://www.agrhodes.org).

### **Music Therapy & Songs for Seniors**

Within our Music Therapy department, our *Songs for Seniors* program promotes the use of personalized music through iPods that are distributed to residents with music tailored to their interests. If you would like to become involved in the program and borrow an iPod, email [MT@agrholders.org](mailto:MT@agrholders.org) or visit [www.agrhodes.org/songsforseniors](http://www.agrhodes.org/songsforseniors) to learn more.

### **Horticultural Therapy & Seeds for Seniors**

*Seeds for Seniors* within our Horticultural Therapy program promotes gardening and nature contact throughout the day. If you would like to learn more or become involved, email [HT@agrholders.org](mailto:HT@agrholders.org) or visit [www.agrhodes.org/seedsforseniors](http://www.agrhodes.org/seedsforseniors).

## **Transportation**

A.G. Rhodes provides transportation for planned off-site activities such as a trip to a restaurant, ballgame, movie, museum and more. Fees may be associated with other transportation requests such as to medical appointments. Please talk with Social Services if you have a transportation request.

## **Therapy & Rehabilitation Department**

A.G. Rhodes partners with Aegis Therapies to provide innovative therapy and rehabilitation programs available for individuals at various levels, whether they are recovering from surgery, from an injury or they are working to improve their strength.

Licensed therapists tailor programs for each individual and provide comprehensive treatment using the latest techniques and equipment. Our key programs include:

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Aquatic Therapy
- Horticultural Therapy
- Music Therapy
- Vital Stim Therapy
- Wii-Hab/X-Box Therapy
- Surgical Recovery
- Long-Term Care
- Wound Management
- Disease Management/Complex Medical Care
- Nutritional Support & Management by Onsite Dietician
- IV Therapy
- Pain Management

Some therapy and rehabilitation services are provided based on medical need and physician's order. The coverage of these services will vary based on your payer source's rules, guidelines and eligibility requirements. If you have questions about what services you're eligible for, contact the Business Office.

## **Resident & Family Councils**

Groups of residents and family members meet periodically to discuss concerns, suggest changes, and identify and plan for social activities and events. If you would like to become involved in our resident or family councils, contact our Social Services Department.

## **Shift Changes**

Shift changes take place daily at 7 a.m., 3 p.m. and 11 p.m., and you may notice increased activity as more employees are entering and exiting the building.

## **Dining & Dietary**

Our dining services partner is Unidine, and chefs prepare delicious meals and snacks, with a balanced range of options tailored to residents' likes and dislikes. We also prepare meals for those with special dietary needs. Meals are served in the dining room or we can bring them to you, even when you're relaxing outside.

### **Meal times in our main dining room are:**

Breakfast begins at 8 a.m.  
Lunch begins at 1 p.m.  
Dinner begins at 5:30 p.m.

*Additional time may be needed for proper transportation of meals outside of the dining room.*

We invite family and friends to purchase a meal ticket and dine with us. Tickets are \$4 each and you can purchase them from the front desk receptionist. Meals will only be served to guests with meal tickets. Guests will receive the main entrée as we are unable to accommodate special requests for guests. Please wait for the dietary aide to serve you your meal, which will be done after residents have been served. Please do not enter the kitchen or step behind the serving tables.

We ask that everyone refrain from using cellphones in dining areas during dining and meal times.

## **Resident Trust Fund Account**

We offer the option of setting up a resident trust fund account, which is a secure, interest-bearing financial account where money can be deposited to pay for various expenses such as care-related costs, or incidentals such as haircuts. Talk with the front desk receptionist if you wish to set up an account.

## **Beauty & Barber Shop**

Our on-site Beauty and Barber shop offers affordable services for those who stay with us. The shop is open every other Monday with fluctuating hours. Services include shampoo and set, haircut, permanent and more. Services can be paid out of a resident's trust fund account. For pricing information, and to set up an appointment, please see the front desk receptionist or the Activities Department.



## Telephone Service

Many people who stay with us bring their own cellphones and there are landline phones throughout our building, such as at the nurse stations, that may be used. Family members and friends who call their loved ones at the building may call the nurse station located on the resident's floor.

Telephones are provided in the Garden Wing short-term rooms by paying a \$25 monthly fee for local-area service. See the Admissions Department or Business Office Manager to set up service. Other residents may bring their own telephones and set up service through AT&T by calling 1-800-288-2020.

## Television

We hope that residents will engage in the activities that we offer, and socialize with others outside of their rooms. Our rooms have televisions, and we have a television in our Shallenberger activity room and in our common areas. Each room has basic television service with local channels or you can set up and pay for premium cable service through our Admissions Department or Business Office.

## Internet & Computers

We offer free wireless internet for those who stay with us and their guests. See the front desk for the username and password. We also have two computer stations set up near the Garden Wing activity room that may be used.

## Communications, News & Updates

We often demonstrate our commitment to metro Atlanta's seniors by highlighting members of the A.G. Rhodes team through communications and outreach efforts using channels such as our e-newsletter, website, social media channels, and marketing and advertising materials. We encourage you to visit our website, [www.agrhodes.org](http://www.agrhodes.org), where you can link to our social media channels and sign up for the e-newsletter. We use these methods to update you on the latest news and information in our communities.

We also work with print, broadcast and online media outlets who wish to feature elders at A.G. Rhodes, or other members of the A.G. Rhodes team such as staff or volunteers. In using various communications channels, efforts will be made to ensure that the people being photographed, videoed, recorded or interviewed agree to being included in the resulting communications content. While A.G. Rhodes cannot be held liable for any photo and/or media recordings that may be initiated by third parties, we will make every reasonable effort to avoid using content that may violate one's privacy or permission, or that may be perceived as embarrassing or inappropriate.

## Laundry, Clothing & Other Personal Items

Here are some frequently asked questions and answers concerning laundry, clothing and other personal items.

### **Who does the laundry and how long does it take?**

We offer laundry services free of charge, or family members may choose to launder resident clothing. Laundry is done daily, and normally there is a 24-hour turnaround. Occasionally it may take up to 48 hours.

If you choose to launder your loved one's clothing, let the Admissions Director, Social Worker, or a nurse know so that we can put a sign on the closet door. Also, supply a hamper to put in the room for dirty clothes. Even if you launder items, put your loved one's full name on them so they can be identified in case an item is mistakenly picked up by our laundry service.

### **Should clothes and items be identified or marked?**

Yes, all items must be properly labeled whether they are laundered at the facility or elsewhere. This includes clothing, underwear, shoes, slippers, blankets, comforters, pillows, etc.

You may label items, including first and last name, on each piece of clothing brought in, or our laundry department can assist in labeling items. Place all items you wish to be labeled in a disposable bag with the resident's name and room number clearly printed on the bag or on a sheet of paper placed inside of the bag.

In addition to clothing, other items should be labeled with first and last name, including TVs, cell phones, personal communication devices, toiletries and other personal items. Labeling personal possessions may assist in avoiding lost items. It is the responsibility of the resident, patient and/or family to replace any missing or lost items.

### **What type of clothing and other items should I bring, and how much?**

We encourage everyone to bring clothes that are comfortable and that fits personal preference and style. Sweat suits and loose fitting tops and slacks work well, especially for those who are recovering from surgery or an illness. Unless a resident is bed bound, all residents are encouraged to be fully dressed every day. Our

nursing staff will assist residents and patients who need help getting dressed.

Those who have physical limitations, such as limited arm or leg movements, should have clothing that is easy to put on and take off. Some people benefit from adaptive clothing to help them be more independent. Information on how to purchase adaptive clothing is available from the Social Services Department.

We recommend clothes that are colorfast, have the ability to be washed in very hot water, and that do not need to be ironed. Do not bring items that need to be dry-cleaned or that require delicate handling as we are unable to launder these items.

The amount of clothing needed for each person will vary based on personal needs. We suggest 5-7 outfits for new residents along with comfortable rubber-soled shoes, and personal toiletries.

### **What about closet space?**

Closet space is limited so we suggest swapping out clothing as the seasons change.

### **How does your laundry service affect clothing?**

We recommend that you take advantage of our laundry service as our commercial laundry system complies with industry standards that are necessary to kill germs and prevent infections. Because we do use a commercial system, water temperatures and strengths of detergents used may cause fading and increased wear. We have found that blended, colorfast fabrics seem to withstand these conditions better.

### Whose keeps track of clothing and laundry?

Nursing staff and the Laundry Department are responsible for the general maintenance of clothing and they will notify appropriate staff when new clothing is needed. However, those who are alert and oriented look after their own clothing and keep track of their own items. When someone needs help, nursing staff will assist with clothing and dressing, as well as bathing and grooming.

### What is done to make sure clothing or items don't get misplaced, mixed up or lost?

While we make every effort to minimize lost or misplaced clothing and items, it occasionally happens. The main reason is lack of identification. Sometimes the label wears off, becomes faded or is too difficult to read. We will relabel items when this happens, but please check items periodically to ensure you can still read the identification.

We provide regular staff training on how to care for laundry, we monitor residents who may borrow or take others' clothing, and we allow residents and families access to unclaimed laundry to check for missing items. When we have complaints, we investigate and look for ways to improve our systems. Please report missing laundry or items to the Nursing Supervisor as soon as possible.

## Housekeeping & Environmental Services

Newer approaches to cleaning, disposal and ventilation have made tremendous improvements in the atmosphere at nursing communities. Our Environmental Services Department of housekeepers and maintenance staff takes exceptional care in

providing a safe, clean and comfortable environment, including rooms, hallways, common areas, restrooms and more. If you encounter an area that needs attention, let us know so that we can take care of it.

## Mail

To send mail, simply address it to your loved one, mail it to our main address and we will distribute it.

## Safety

We are committed to providing a safe and secure environment for residents, staff and visitors.

### Protecting Those We Serve

We promote a culture of respect and dignity, and our employees are expected uphold the highest moral and ethical integrity. We maintain a comprehensive abuse prevention program, and provide frequent and robust education to ensure employees are familiar with our policies and procedures. We expect honesty and transparency, and we often reinforce clear instructions for employees to follow if they suspect abuse.

### Security & Emergency Preparedness

We take many steps to prepare for emergencies and natural disasters, including frequently reviewing and updating safety procedures, and implementing training and emergency drills. Our security systems include cameras and monitoring, controlled access systems, sprinkler systems and fire extinguishers strategically located in the building.

In the event of an emergency, we keep several days' worth of food and supplies in case vendors can't

deliver, and we have a backup generator in case of power outages. We maintain close contact with local authorities and first responders to ensure they will support us if a situation were to require their response.

If you are in the building during an emergency, please remain calm and follow instructions and directions from the nearest staff member. We will help those who need assistance and we will use our intercom system to provide instructions and give updates.

Please note the emergency exits located throughout the building. They are marked with a red EXIT sign and our evacuation routes are posted on each floor. If you have questions, contact the Nursing Supervisor, or one of our managers on staff.

We may use phone, email, signage and mail to communicate about severe weather or emergencies, as well as our website and social media sites.

## **Discharge Information**

We assist many people back into their communities once rehabilitation is completed at A.G. Rhodes. Our Social Services Department will assist with the discharge process, and identify options and service providers that may be best suitable for your situation.

Many people are able to return to their homes or independent living communities with assistance from home health care agencies that offer skilled services, and if qualified for skilled services, are billed through Medicare. If appropriate and ordered by a physician, therapy and nursing services can be arranged through home health agencies in accordance with Medicare guidelines. Other residents need a bit more assistance

with their activities of daily living upon discharge. Assisted Living Facilities or Personal Care Homes can provide prepared meals as well as housekeeping and laundry services. If appropriate and ordered by a physician, home health care agencies can provide home visits from nurses and therapists. For residents who require additional assistance that surpasses home health coverage through Medicare, private duty home care may also be an option. Some agencies offer private duty sitters and companions that can provide assistance with activities of daily living.

While our Social Services Department will help you during the discharge process, these services may incur additional charges, or may only be available with private pay resources. For additional discharge information, contact our Social Services Department.

## **Expressions of Appreciation**

Many of our residents, patients and their families are grateful for the high-quality care at A.G. Rhodes, and wish to express their appreciation in meaningful ways. A.G. Rhodes provides various opportunities to recognize extraordinary efforts and to say, "Thank you". You can make a donation, support the employee bonus program, write a note of appreciation, write an online review or become a volunteer. For more information, visit [www.agrhodes.org/appreciation](http://www.agrhodes.org/appreciation).

## **Comments or Questions**

We hope you have a positive and enjoyable experience with us, but if you have concerns, please talk with our Social Services staff. We will make every effort to resolve issues, and formal complaints or grievances will be investigated and resolved within a timely manner.

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