

## WHY MEMORY CARE RIGHT NOW?

We've Got the Answers.

# MEMORY CARE AT HIDDEN SPRINGS. Certainty During Uncertain Times.

These are uncertain times for all of us, but they can be even more challenging for families caring for loved ones living with memory loss from Alzheimer's disease or another form of dementia. Seniors with dementia need care to remain at home, but their caregivers cannot provide the support that's needed while ensuring the health and safety of themselves, their loved one and their families. It's quite a dilemma.



While memory care communities have proven to be a wonderful solution for these circumstances, the challenges presented by COVID-19 have given many families pause.

We understand. But we want you to know we've been ahead of this challenge since the beginning. After all, providing dignified care within a secure place to live is what we are designed for.

To our already stringent guidelines for maintaining health and safety, we've added precautionary measures, intensive cleaning, disinfecting protocols and a rigorous COVID-19 screening process that records vital health statistics and tracks each person's travel and recent contacts. Our preparedness and strict adherence to our procedures have given our residents and their families peace of mind.

Now more than ever, the residents at Hidden Springs of McKinney are so thankful to be part of a close-knit community. Offering Assisted Living and Memory Care in a rental environment, Hidden Springs may be an option for someone you know and love. A safe yet social (at a distance) place to live, you can be confident your loved one is in good hands with us.

## MEMORY CARE AT HIDDEN SPRINGS VS. LIVING AT HOME

When all is said and done, the decision to move your loved one to Memory Care at Hidden Springs comes down to one important question: *Are you able to properly care for and protect your loved one at home?* 

- Hidden Springs has restricted visitors from entry to decrease exposure to residents.
  Can you guarantee this kind of reduced exposure risk while still getting your loved one all the necessities needed?
- 2. Our staff is closely and carefully monitored. While in the community, all Hidden Springs staff are required to wear medical or cloth face masks that are sterilized in house laundry overnight. We have implemented targeted testing and personal contact tracing. If there is any chance that staff could expose residents to COVID-19, they are not allowed to work. **Could you quarantine a family member if necessary to keep your loved one from being exposed?**
- 3. Hidden Springs has a relationship with a local Dallas diagnostics lab to supply COVID-19 test kits to the community and supply results of collected samples. Testing is done for any resident move-ins, employee new hires and employees exhibiting symptoms consistent with COVID-19. Would you be able to quickly access testing and results if you experienced virus exposure?

- 4. We have transitioned much of what we do to virtual or distanced interactions to reduce the risk of exposure to COVID-19 (while still seeking every opportunity to remain connected), and restricted common areas to give staff time to thoroughly decontaminate the areas. Can you restrict physical contact and still provide life-enriching activity to your loved one?
- 5. Hidden Springs is clean, sanitary and regularly inspected. To our already stringent guidelines, we've added intensive cleaning and disinfecting protocols for the entire building. **Can you sanitize every surface in your home at least on a daily basis?**
- 6. All new residents must have completed COVID-19 testing and received a negative result prior to moving in. Hidden Springs regularly screens residents for virus symptoms. Daily screening can catch cases early and prevent community spread. Can you regularly screen and test your loved one who lives with you and daily screen everyone that comes to your house?

# THERE'S NEVER BEEN A Better Time FOR MEMORY CARE

If recent events have taught us anything, it's that we all need to have a plan in place for the future – a plan that provides the lifestyle that's deserved complemented by the care and financial benefits that are needed.

While these past few months have been challenging, Hidden Springs has adapted to take the evolving preventative actions needed to fight this virus. As a result, there's no better time for your loved one to become a part of our community.

#### SAFETY

Put your fears aside. Many confuse a senior living community offering Independent Living, Assisted Living and Memory Care like Hidden Springs with a skilled nursing center or nursing home. The fact is, senior living communities are very different from nursing homes. Nursing homes are for seniors who need aroundthe-clock skilled care. Senior living communities, while impacted by COVID-19, have not seen anywhere near the cases in nursing homes and many have not had a case of COVID-19.

#### FINANCIAL SECURITY

You can't put a price on the peace of mind you and your loved one will have when you choose the care and lifestyle offered at Hidden Springs.

With the convenience and predictability of an all-inclusive monthly rental fee, Hidden Springs offers everything your loved one could need or want, including a private apartment, 24/7 assistance, rehabilitation therapy, mobility support, chef-prepared meals, recreational activities, medication management, DIRECTV, Internet/Wi-Fi, scheduled transportation, concierge services, maintenance, housekeeping and linen services, the company of peers, life-enrichment programming and off-site excursions, all in an amenity-rich community.

## **COVID-19 Q & A**

### COVID-19 Q: How are you handling dining and activities?

**Response:** While we recognize that the greatest benefit of communal dining and activities is the socialization these events provide, right now we are erring on the side of caution. For the time being, all meals are being delivered right to our residents' apartments. In an abundance of caution, disposable cartons, plates, cups, and cutlery are used for all food delivery. Either saran wrap (or other disposable covers, such as "clam shells") are used to deliver food to the apartments.

At this time, all group activities are suspended. However, we do provide individual activities, such as in-room or hallway bingo and other games to keep us together and engaged while staying safely apart.

# COVID-19 Concern: Are you conducting tours? I would like to see inside your community before I can make a decision.

**Response:** For the time being, in accordance with all state and federal guidance, all nonessential visitation is suspended until further notice. This includes tours of our community. However, we are more than happy to conduct a virtual tour for you via your cell phone, computer or tablet. Through our advanced technology, we can show you every part of our community including the potential apartment for your loved one.



# IS MEMORY CARE Right FOR YOUR LOVED ONE?

Take a moment and review. See if Memory Care at Hidden Springs might be a good choice for your loved one.

Memory Care is a wonderful choice for seniors who:

- are living with dementia or Alzheimer's disease.
- need assistance with activities of daily living, such as bathing, cooking or dressing.
- live alone and have a medical condition that may require urgent attention.
- are living with family members who are unable to social distance or isolate.
- live with any family member who has or will travel to high-risk states or internationally.
- live in a home with other people who are not isolating.
- live home alone and have interaction with visitors who are at risk of contracting the COVID-19 virus.
- are isolated and don't have the ability to socialize independently.



We're Here for You and Your Loved One.

If you have any questions or would like to schedule a virtual tour, we welcome you to call.

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