

GRACE POINTE CARE

CARE • ASSESS • REPORT • EMPOWER

report

The Grace Pointe Senior “C.A.R.E.” Report serves to showcase the efforts put forth by Grace Pointe to care for its residents during COVID-19.





Catherine Mancha

MEMORY CARE COORDINATOR

- Testimonial -

"I've lived here for nearly 5 months. I moved here because I only wanted to move once and knew that I could get more care later if I needed it. I feel secure here and Grace Pointe now feels like home. My kids are relieved that I'm here and close to them and they love to visit. There is always a lot of activities going on and I love the beautiful gardens, comfortable library and attractive dining rooms. The staff is outstanding, they go above and beyond and give great service. They really listen and are helpful and from the day I moved in have always greeted me and my family by name, it helped me feel comfortable here from the beginning."

- Beverly

Meet Catherine Mancha

Grace Pointe's Memory Care Coordinator

Q: Tell us about your role at Grace Pointe

My role involves working one-on-one with residents, developing their care plans, and managing the caregivers who work in Memory Care. I provide continued training and education to our Memory Care team so that they are equipped with the best ways to care for those who have dementia and other memory care needs. I also get to be a resource for the families and loved ones of our residents and I provide them with ongoing updates about their family members, even more frequently now due to COVID.

Q: Why is Memory Care so important at Grace Pointe?

One thing that was really lacking when my own father was going through his 10-year journey with dementia was education for my mother and me. As the primary caregivers for a great part of his journey, we didn't know what to expect. There was no 'Google' and we always wished there was someone we could rely on as a resource. With Grace Pointe and our professional Memory Care team, I know that my residents and their families are both being cared for to make the journey as smooth as it can be for everyone.

Q: What's different about Grace Pointe?

It's easy to sound cliché given we're all in the caregiving industry, but when you see and experience Grace Pointe for yourself you realize that everyone truly does care here, you can just feel it. For me, it's important to know that my role and the residents and families we serve are fully supported. Noting that memory care historically hasn't had a voice in senior communities, I'm proud to say that isn't the case here at Grace Pointe. There is an overwhelming amount of support from everyone here including the leadership team, other care departments, and even from unexpected people and places! Here, if there's a need, someone is always on it no matter their official role or title.



**Tracy Mossman**

DIRECTOR OF ADMISSIONS

- Testimonial -

"The staff in itself is amazing, it's as if our mother is taken care of by family. The Doctors, nurses, therapists, cooks, the front desk staff and drivers personalize everything they do for her and us from the heart, we couldn't ask for more!"

- Jody Brewer

Assessing Care Using the "Three C's"

As Told by Grace Pointe's Director of Admissions, Tracy Mossman

Committed to Community

Grace Pointe values the sense of togetherness as a locally owned family business. We take pride in knowing we can serve members of our community and that they will likely find a familiar smiling face during their time with us!

Motivated by Making Connections

We are relationship-oriented by nature. When there is an opportunity to reunite residents, we always make sure that connection is made. Even if a resident is new to our team and community, there is always a welcoming environment at Grace Pointe that provides a sense of lifelong connections to build those new relationships on.

Caterers of Comfort

During transition phases like admission or off-site medical care, comfort is a critical focus for us. First and foremost, we provide comfort through building personal relationships with residents and their loved ones. Equally as important, we utilize our resident-centered approach to ensure that the continued care services we provide are as comfortable as possible. Finally, we take extra special steps to make our community comfortable for everyone who calls Grace Pointe home.

**Mike Akers**

DIRECTOR OF OPERATIONS & FACILITIES

- Testimonial -

"If and when it becomes time for my parents to look for senior housing I can only hope I find a place as beautiful and welcoming as Grace Pointe. The people who work there truly take the mission of serving others to heart and is exemplified every single day in their compassion and dedication to their residents. What a wonderful facility!"

- Michael Akers

Grace Pointe At-a-Glance Report

From Director of Operations & Facilities, Mike Akers



15 Air Scrubbers Installed in Common Areas That Disinfect the Air by Needlepoint Bipolar Ionization



3 UV-C Light Fixtures Installed that Disinfect any Surface that the Light Touches



2x/Day Resident Vitals Monitoring



Introduced New Equipment, Processes and Services for Enhanced Safety



Launched a Series of Socially Safe Events to Ensure Resident Connection and Health During COVID-19



7 Internal Team Meetings on Best Practices During the Pandemic



Received excellent feedback on our Infection Control and Emergency Preparedness Programs Survey for the Systems we have in Place

**Dawn Simmons**

ALZHEIMER'S ASSOCIATION
PROGRAM MANAGER

- Testimonial -

"My father is loved, cared for, and made to feel like he is part of a family at Grace Pointe. He is taken care of by a top-notch physician, caring nursing and CNA staff, and a trusted rehabilitation team. My father's life was changed forever by a stroke, and we will always be truly grateful for the support that was given to my father and our family during that difficult time by the staff at Grace Pointe."

- Jo Hilzer

What Makes Grace Pointe a Memorable Partner

Alzheimer's Association Program Manager, Dawn Simmons, Shares Her Insight

Let's Talk Memory Care

At the Association, our role, much like Grace Pointe's, is to help families and family caregivers the best we can once a loved one begins experiencing signs of dementia. It's never easy to receive confirmation of a diagnosis as impactful as dementia, so being able to be a part of someone's story and journey in a positive way is what motivates everything we do.

There's a lot of stigma around dementia. It is already known as an isolating diagnosis and yet can be further isolating when surrounded by others who don't fully understand what you and your loved ones are going through. So being able to make that connection with either a support group, medical professional, or care community like Grace Pointe can be very empowering and provide much-needed hope.

What About Grace Pointe Stands Out to You & the Alzheimer's Association?

It really comes down to Grace Pointe's ability to recognize the best practices in working with both the person who has been diagnosed and their family and loved ones. They make sure to follow what we call 'Evidence-Based Practices' for person-centered care, which is really at the root of memory care. When care facilities like Grace Pointe are able to center care around the specific preferences, routines, and characteristics that are unique to each of their residents, it can really change the dynamic between the person and the care provider for the better.

Grace Pointe's willingness to include the Association in things like Family Council Meetings and utilizing us for continued education for staff, and more allow for a true partnership where we can help provide residents and families with our insight and support alongside the unique care that Grace Pointe provides.

On top of that, while Grace Pointe works to bring us in, they also stand out as a community partner by supporting and sponsoring initiatives we lead like The Walk to End Alzheimer's. By Grace Pointe stepping up to support programs that motivate our goals, it shows how dedicated they are to our vision and mission.

How Has the Pandemic Impacted Your Partnership?

We communicate often with Grace Pointe and provide guidelines on the best practices to implement to help keep residents and staff safe. For example, when caring for someone with memory loss, it's not possible to tell them to wash their hands at certain increments or to wear a face mask just once, it requires a greater level of focus and a repetitive approach to care.

How is Grace Pointe Supporting Positive Change in the Senior Care Industry?

Now more than ever, there's the opportunity for families to really compare services. There are so many options, for example, Grace Pointe offers a full spectrum of services with its Continuum of Care that offers a wide range of care levels from Independent and Assisted Living, to Rehabilitation, to Memory Care, and more. This evolution in the senior care industry allows families to explore more customized paths that meet both the needs and the wishes of their loved ones.





Our Mission is to Serve Others.
Serving is Our Highest Calling.



Call to Schedule a Tour Today!

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