

Resident Handbook



THE LUTHERAN HOME AT TOPTON

A DIAKON SENIOR LIVING COMMUNITY



Tradition. Trust. Integrity.



THE LUTHERAN HOME AT TOPTON

® A DIAKON SENIOR LIVING COMMUNITY

Many Hands. One Heart.™

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WELCOME

Welcome to The Lutheran Home at Topton (LHT). We are honored and delighted that you have made the decision to become a part of our community and we want your life here to be an enjoyable experience. With that thought in mind, we have prepared this handbook for you with information that will be helpful for you to reference about services on the campus.

DIAKON ETHICAL PRINCIPLES, MISSION AND VALUES

The Diakon Lutheran Social Ministries Board of Directors has adopted the following **ETHICAL PRINCIPLES** under which the organization operates:

- Whereas Diakon Lutheran Social Ministries values all people as unique gifts of God, we uphold fair treatment and non-discrimination with regard to people we serve and the persons who serve them.
- Whereas Diakon Lutheran Social Ministries affirms the whole person as a beloved creature of God, we strive to enhance the physical, social, spiritual, intellectual, vocational, and developmental potential of the people we serve and those who serve them.
- Whereas Diakon Lutheran Social Ministries affirms both the integrity of the individual and the importance of the community for which God made us, we encourage and assist those we serve to make decisions about their own futures together with staff, family, clergy, and community representatives (for example, legal, medical, and judicial).
- Whereas Diakon Lutheran Social Ministries recognizes our call to be faithful stewards, we make ethical decisions in the dynamic tension created by limited resources and unlimited needs.
- Whereas Diakon Lutheran Social Ministries is a member of Lutheran Services in America through affiliation with the Evangelical Lutheran Church in America, we strive to conduct our corporate life consistent with our identity as a faith-based organization.

The organization operates under these ethical principles to carry out the **MISSION and VALUES OF DIAKON LUTHERAN SOCIAL MINISTRIES:**

MISSION: In response to God's love in Jesus Christ, Diakon Lutheran Social Ministries will demonstrate God's command to love the neighbor through acts of service.

VALUES:

Respect

All people are unique gifts of God to be valued.

Stewardship

We are responsible to God, the church, and society for the use of all our precious resources.

Service

All work that affirms God's creation has worth and dignity.

Quality

Teamwork, continual learning, and innovation enhance the quality of service.

THE LUTHERAN HOME AT TOPTON HEALTH AND WELLNESS PHILOSOPHY

The health and wellness philosophy of the community is to assure the highest quality of medical, nursing and personal care possible in order to promote the total well being of residents. Residents are entitled to achieve the highest level of independence in a supportive, Christian atmosphere. The community respects and encourages the right of all residents to take an active role in the decision making process regarding their health care.

The community aspires to enhance the psychosocial, mental, and physical well being of all residents. The health and wellness philosophy of the community strives to maintain/enhance the independence of each resident so that he/she may function at the highest possible level. This philosophy permeates all levels of care within the community.

A BRIEF HISTORY OF OUR COMMUNITY

On October 16, 1894, the question was posed, “What can be done on behalf of the orphans of our congregations or Sunday schools being deprived of their homes and means of Christian education?” The Lutheran Churches of Berks County quickly took action. A 105-acre farm was purchased on October 12, 1896, and “the Lutheran Orphan’s Home in Berks County, Pennsylvania” was established. Ground was broken for the main building in June of 1897. The building, known today as Old Main, housed hundreds of orphaned children over the years.

The Rev. John H. Raker, D.D., superintendent from 1901-1909, accepted the call to The Lutheran Orphan’s Home. Raker inherited \$50,000 of debt and 24 children. Even with the cost of construction of a new reservoir in 1902, the Home was debt-free by 1904 and Raker had begun to raise money for his vision of an “old folks home at Topton.” Upon Raker’s retirement, Rev. J. O. Henry, D.D. became superintendent for 37 years, retiring in 1946.

Raker’s vision of The Lutheran Home providing for older adults finally materialized in the 1940’s. To reflect the expansion in service, the official name was changed to “The Lutheran Home at Topton.” In 1941, the Annie Lowry building was converted into a cottage and became the home of Mrs. Fyanna Flicker, 79, of Dryville, the first senior resident.

The Rev. Webster K. Reinert, D.D., superintendent from 1946 to 1975, and his wife Mary replaced the retired Henrys. As The Lutheran Home celebrated its 50th anniversary, it was changing very quickly and soon, adult residents would outnumber children.

During Reinert’s tenure, the number of elderly on the waiting list skyrocketed. The following facilities were opened to meet the growing need of serving older adults:

1950 – Heilman Cottage – housing for 17 older adults.

1956 – Caum Memorial Home was purchased through a bequest of Elizabeth B. Caum. It was renovated into a personal care facility. Three years later, a 12-room infirmary was added.

1962 – Luther Haven – The Rev. Rufus Kern, a retired Lutheran minister and long-time board member, and his wife became the first occupants of Luther Haven, a single-family cottage on the north end of the campus. During the two decades under the direction of The Rev. Paul L. Buehrle, D.D., President 1975-1995, The Lutheran Home increased the number of older adults it housed ten-fold, expanding

into four more counties; including the construction of three new buildings at Topton, one in Allentown, one in Wyomissing, and one in Pottsville:

1982 – Luther Meadows & 1990 Heilman House, Topton – two rent-subsidized 50 unit apartment complexes for people over 65 and people over 18 with disabilities.

1983 – Luther Crest, Allentown – a 310-unit residential living apartment complex with skilled nursing and personal care services.

1989 – The Highlands at Wyomissing – 275 apartments, 30 personal care beds and 60 skilled nursing beds established in a joint venture with the Reading Hospital and Medical Center.

1990 – Luther Ridge, Pottsville – an 84-bed independent and personal care community serving seniors in Schuylkill County.

1994 – Renovation of a portion of the retirement facility to become the Buehrle Center for Assisted Living.

1996 – The Timothy M. Breidegam Center – a center to provide special care for personal care residents with Alzheimer’s disease and other cognitive impairments.

In addition to services for children and older adults, Pastor Buehrle was charged with establishing services to the community. Many programs initiated or undertaken by The Lutheran Home during this time are still active today. They include home health services, volunteer home care, physical therapy; Meals on Wheels, senior neighborhood centers, retired senior volunteer program, Prime Time Health, and more. In 1977, Family Life Services was formed in response to need expressed by Lutheran Churches in the Schuylkill Mission District. Family Life Services still provides counseling and support to families and individuals, including educational programs, consultation, pastoral care teams, and more.

Answering the call to lead The Lutheran Home at Topton into a new century of changing needs, continued growth and expanded experiences, The Rev. Daun E. McKee, Ph.D., was installed as president and chief executive officer in September 1995.

With the ever-changing needs and challenges to the health and personal care industry, The Lutheran Home at Topton and Lutheran Welfare Services of Northeastern Pennsylvania affiliated to form Lutheran Services Northeast in 1997. This affiliation allowed both organizations to spread their mission to more people than ever before.

In 1998, the board of directors began talks with the board of Tressler Lutheran Services, an organization started in 1868 for the same fundamental reasons of The Lutheran Home, to “provide a home to poor, orphaned children.”

That led to the January 1, 2000 affiliation that created Diakon Lutheran Social Ministries, an expanding agency that today continues those ministries begun in the 1800's.

2009 – Daun McKee, Diakon's CEO announces he will retire at the end of the year.

2009 – The Highlands at Wyomissing, a senior living community located in Reading, was sold to Reading Hospital. The Highlands was a joint venture between The Lutheran Home at Topton (the corporate entity in 1989 when the joint venture took place) and Reading Hospital.

2009 – Diakon's first "Smart Home" was constructed at The Lutheran Home at Topton and will serve as the sales model to help sell 70 new homes in Phase I of LHT's repositioning.

2009 – Mark Pile, Diakon's COO was named as Diakon's new CEO effective January 1, 2010.

ADVANCEMENT DEPARTMENT

The Advancement Office is located in the Old Main Building on campus. The Advancement Department is available to assist residents and their family members to make gifts to The Lutheran Home at Topton as well as to any of Diakon's other programs and services. It is customary for the Advancement Department to call on residents to request visits and make suggestions for fundraising opportunities on the campus and across Diakon's service area. They also facilitate a fundraising committee to benefit the needs of the campus.

The Advancement Staff provides donors assistance with making gifts of cash, appreciated assets, charitable gift annuities, trusts, and bequests that benefit our ministry of service.

For additional information please contact the Advancement Department at 610-682-1354.

AFFINITY MEMBERSHIP CLUB

Diakon's Affinity Membership Club allows you to be involved in campus events, trips, lectures, meet and develop friendships with others who already call our retirement community their home, and enjoy campus amenities such as the Brandywine Community Library and a Fitness Center.

Benefits include, but are not limited to, personal invitations to campus events and activities, one meal per month at either The Front Porch or Tower Court's Countryside Inn and Tavern, and a quarterly membership newsletter with notification of upcoming events. In addition there is recognition at semi-annual membership events, and streamlined access to other Diakon services and outpatient therapy if the need should arise. All of these benefits are available for a one-time fee of \$125 and an annual renewal fee. Minimum age to join is 55.

To learn more about the Diakon Affinity Membership Club, please call contact the Marketing Department at 610-682-1413.

ALZHEIMER'S SUPPORT GROUP

Caring for a person with Alzheimer's disease can be physically demanding, emotionally exhausting and spiritually draining. As your loved one's condition progresses, you may feel increasingly isolated, angry, and guilty. Job stress and financial worry can make matters worse. Without support, you can put your own health at risk.

To keep yourself going, you need to balance your needs with those of your loved one who has Alzheimer's. When it comes to caring for someone with Alzheimer's disease, nobody can do it all. Support groups are one way to ease your burden. They can be a source of valuable information and can give you an opportunity to talk about what you and your loved one are going through.

A support group can provide you with up-to-date information and ongoing education about the disease and its management, allow you to verbalize your thoughts and feelings about care giving, teach you various methods of coping, identify community resources, such as day and respite programs, that give you a break from care giving, help you anticipate changes in your loved one's condition and plan accordingly, and give you the opportunity to meet other people who can empathize with you.

The Lutheran Home at Topton serves as a host location for an Alzheimer's Support Group, sponsored by the Alzheimer's Association, held on the first Thursday of every month from 6:30 to 8:00 p.m. in the Multi-purpose room of the Henry Health Care Center. For more information on this Support Group please contact the Alzheimer's Association at 610-375-4990 or The Lutheran Home at Topton at 610-682-1400.

AMBULANCE SERVICES

Ambulance services are arranged depending on the medical condition of the resident. It is important that any ambulance association memberships be reported at the time of admission. Ambulance memberships are non-transferable and as a resident of the Topton community, you should join the Topton Ambulance Association. For information about membership in The Topton Ambulance Service, please contact the ambulance service at 610-682-4333.

BANKING SERVICES

Wachovia, a Wells Fargo Company, is pleased to offer on-site banking at The Lutheran Home at Topton. The on-site financial center is available to handle your entire consumer banking needs including checking and savings accounts, establishing an estate plan, applying for a personal loan, or buying and redeeming certificates of deposit. The on-site Specialty Banker is available for teller transactions and personal customer appointments for complicated transactions. The on-site financial center hours are Monday, Wednesday, Thursday, and Friday from 10:00 a.m. – 2:00 p.m. for teller transactions. Appointments are available after scheduled teller hours and on Tuesdays from 9:00 a.m. – 5:00 p.m. Please contact the Specialty Banker, at 610-682-7392 for additional information or to schedule an appointment.

BENEVOLENT CARE

Older adults are living longer and healthier lives and sometimes, an individual's resources are not sufficient to pay the cost of care and services. If a resident in personal care or residential living needs financial assistance, they should contact the Director of Social Services at 610-682-1343 for review of the options available. Residents will need to provide a comprehensive listing of all income/assets, as well as their living expenses (monthly, quarterly, annual) as part of the application process for Benevolent Care. Residents are also required to apply for other sources of assistance, for which they may qualify, such as veterans benefits, Supplemental Security Income, PACE, or medical assistance. With the information provided, a Benevolent Care Program application will be completed and then reviewed with the resident. Once the application is approved by the Executive Director, it will then be forwarded to the Finance Department in Mechanicsburg for processing and then to the Senior Vice President of Senior Living Services for final approval. Annual reapplication is required to determine the ongoing need for this program.

BENEVOLENT CARE ENDOWMENT FUND FOR LHT/SENIOR LIVING SERVICES

The Lutheran Home at Topton has established an endowment fund specifically for providing benevolent care to residents living in our licensed personal care areas as well as our residential living areas. If you would like to know more information about the endowment fund, or how to make a donation to the fund, please contact the Advancement office at 610-682-1354.

BILLING/FINANCIAL SERVICES

The Financial Services Office (FSO) is located in the Henry Health Care Center off the Rotunda at the entrance to B-wing. The FSO is open for business Monday through Friday as follows:

Monday – Friday 8:00 a.m. – 1:00 p.m. – by appointment only

Monday – Friday 1:00 p.m. – 4:00 p.m. – walk-ins welcome

Monday – Friday 8:00 a.m. – 4:00 p.m. – residents making withdrawals from their RFMS accounts

Every month each resident will receive a statement which includes two types of charges: the monthly fee due for the current month's room and board and any ancillary charges from the previous month. Full payment on your account is due before the 23rd of the month. Payments are to be mailed in the envelope enclosed with your statement or you may deliver your payment to the FSO. The address on the enclosed envelope is to Wachovia Bank's lock box in Philadelphia.

If you are interested in using "Automated Withdrawal" to pay your monthly statement, please contact the FSO at 610-682-1204.

The FSO provides petty cash services Monday through Friday from 8 a.m. to 4 p.m. This service is available only for residents who maintain a Resident Funds Management Account (RFMS) with the FSO. In order to open/inquire about an RFMS account, please contact the FSO at 610-682-1204. RFMS accounts are interest bearing and free of charge.

BRANDYWINE COMMUNITY LIBRARY

The Brandywine Community Library is located in Old Main. Hours are posted at the library. All residents are welcome and encouraged to obtain a library card. Residents may contact the library at 610-682-7115 for additional information.

The Buehrle Center has a library in the second floor lounge and is maintained by resident volunteers.

CHAPLAIN SERVICES AND RELIGIOUS LIFE

As a resident of The Lutheran Home at Topton, the services of the staff chaplain are available to you as an integral part of the life of the community. While we are a Lutheran-related organization, we serve residents of all faiths with inter-denominational worship services, Bible study, discussion groups and individual visits.

Residents who are able are encouraged to continue to attend their home church. For those residents who are not able to worship in their home congregation, a variety of worship opportunities are available to all residents. Worship is held in the Multi-purpose Room of the Henry Health Care Center on Sundays and during the week, usually led by the staff chaplain. Grace Congregation, a recognized congregation of the Evangelical Lutheran Church in American, holds worship services on the campus in the Henry Auditorium. This congregation is served by a rostered leader of the ELCA. A regular worship service is held each Sunday afternoon in the Timothy Breidegam Center. Services are also regularly held on the Henry Health memory support unit (D3).

A relationship has been established with a local Roman Catholic parish for Mass to be said on campus on the first Friday of every month. In addition, Eucharistic Ministers from that parish distribute the sacrament to Roman Catholic residents weekly.

Bible studies are held in the Henry Health Care Center as well as the Buehrle Center and the Timothy Breidegam Center each week led by the staff chaplain and area clergy.

Ministers and members of the resident's home congregation are encouraged to visit and be a continuing part of the resident's spiritual life while they are in residence at LHT. The staff chaplain is also available to offer spiritual support and guidance to residents and families. The chaplain makes regular visits to residents in their rooms and participates in care plans for residents as an integral part of the interdisciplinary team. At the request of the family, memorial and funeral services may be led by the staff chaplain. If you would like more information about spiritual programming and chaplaincy services, please contact the chaplain at 610-682-1334.

COMMUNITY LIFE

Community life on The Lutheran Home at Topton campus offers many opportunities to become engaged in experiences that enhance the quality of life and encourage the pursuit of lifelong interests.

Community life events are communicated through a *month at a glance* calendar, a more detailed weekly bulletin or daily on Touchtown via channel 9. Touchtown is a digital signage system that posts events of the day on the TV screen in any resident's home or living area and is available to all residents. Touchtown can also be accessed under "events" on The Lutheran Home At Topton website. The viewer will see a shortened slide presentation of special campus events and announcements, and is able to click on "calendar" to bring up the monthly HHCC activity calendar. Hard copies of the monthly calendar and the weekly bulletin are available based on how community life events are published for specific areas of the campus. Any family member that would like to receive community life event calendars can call the numbers listed below under each specific area.

The *Campus Corners* newsletter contains articles submitted by residents and staff as well as information about campus events and other items of interest to our residents. All residents receive this publication bi-monthly. On a quarterly basis, Campus Corners will contain *The Hourglass column*, a special feature with pertinent information for caregivers and family members. These special issues will be mailed to responsible parties for residents who reside in the Henry Health Care Center, the Buehrle Center, and the Timothy Breidegam Center.

Henry Health Care Center

Residents living in the HHCC are offered a full scope of community life events every day. Scheduled programs are offered in the Fireside Lounge, HHCC Multi-Purpose Room, as well as in our Rehab Unit and our Memory Support Unit dining rooms and lounges. The Henry auditorium provides an area in which we can bring the community into our Community with special entertainers and larger group functions. When weather conditions permit, the grounds of our campus are also utilized. Trips off campus are arranged to attend special school events, dine in local restaurants, shop at malls, and for sightseeing. Computers with internet access are provided for residents and family members and are located in the Rotunda and D2 lounges. The Dakim "m Power" Cognitive Fitness System is available in the Fireplace Lounge for use by individual residents and weekly by the Memory Group. Community Life staff endeavor to provide individualized recreational programs and support as well as social and sensory room visits and a pet visit

program to all units. Specialized, structured programming is provided for our residents living in our Memory Support Unit. For more information on Community Life in the Henry Health Care Center, phone the Activity Director at 610-682-1425.

The Buehrle Center for Personal Care

Residents from the Buehrle Center can be found in the lower level Terrace Activity Room or the second floor Library Lounge enjoying cooking, baking, gardening, creative arts, card games, physical activity classes, and more. Off campus trips are scheduled to restaurants, shopping malls, country rides, and sightseeing. A computer with internet access is provided for residents and family members in the Terrace Activity Room. The Dakim “m Power” Cognitive Fitness System is also available in the Terrace Activity Room for use by individual residents. For more information about Community Life in the Buehrle Center, phone the Activity Supervisor at 610-682-1398.

The Timothy Breidegam Personal Care Memory Support Center

Residents are provided opportunities to participate in both structured and unstructured programming throughout their day. Group events such as sing-alongs, exercise classes, and games, as well as one-on-one program time is offered on a daily basis. An enclosed patio area is utilized for outside activities and gardening when weather conditions are favorable. For more information about Community Life in the Timothy Breidegam Center, phone the Activity Supervisor at 610-682-1398.

Tower Court and Luther Haven

Line dancing, physical activity classes, book club, Wii gaming system, theatre group, discussion groups on faith/religion, creative arts, and computer classes, are just some of the favorite events that the residents take part in on campus. A variety of bus trips to dinner theaters, sightseeing, and cultural events are also scheduled throughout the year. The Dakim “m Power” Cognitive Fitness System is also available in two locations for use by individual residents: the copy room located in Old Main, and in the card room on the second floor of Tower Court. A computer is available for resident use in the second floor lounge of Tower Court. The Community Life Trexler Room, located on the lower level of the Buehrle Center, is used for small groups and houses a pool table, shuffleboard table, dartboard and Wii gaming system for resident use.

For more information about Community Life in Tower Court or Luther Haven, phone the Residential Activity Coordinator at 610-682-1422.

CONSTRUCTION PROJECTS ON THE CAMPUS

There will be construction projects occurring on a regular basis throughout the campus. When construction is underway, signs will be posted alerting individuals to “keep out” due to safety concerns. All construction areas are considered “hard hat” areas and only authorized individuals are permitted in those “hard hat” areas.

CULINARY SERVICES

Diakon Lutheran Social Ministries partners with Morrison Senior Living (MSL) to provide culinary services at all Diakon communities. Morrison’s culinary staff prepares all food in our own kitchens. We pride ourselves on the variety of dishes and homemade baked goods, soups, and salads that are offered. Special menus are served as an observance of holidays and theme meals are scheduled for and around special events. Consultation with our registered dietician can be arranged to discuss provisions about a special diet or any questions or concerns a resident might have about their diet. Special events or parties can be arranged and accommodated for residents and their family members. Arrangements for any of these services can be made by calling the Culinary Services Department at 610-682-1339 or 610-682-1411.

Bistro-To-Go Meals (Home Delivered Meals)

Meals are available daily to residents of Luther Haven for lunch and supper. The Culinary Services Department will provide the meals and they will be delivered by staff or volunteers to your door by 1:00 p.m. If you are interested in receiving Bistro-To-Go meals, please contact the Culinary Services Department at 610-682-1340 or 610-682-1339.

The Timothy Breidegam Center

Meals are served in the dining room for breakfast, lunch, and supper. Times are as follows: breakfast – 7:45 a.m., lunch – 11:45 a.m. and supper – 4:45 p.m. Residents will be offered a dining room seating assignment upon moving to the community. All residents are expected to come to the dining room for all meals. With physician approval, trays are served to those residents who are unable to come to the dining room for a short period of time due to an acute illness. Residents are offered snacks routinely at scheduled times throughout the day or upon request by the resident.

The Buehrle Center

Meals are served in the dining room for breakfast, lunch, and supper. Two seatings are offered for each meal. Times are as follows: breakfast - 7:15 & 8:30 a.m., lunch - 11:45 & 1:00 p.m. and supper - 4:45 & 6:00 p.m. Residents will be offered a dining room seating assignment upon moving to the community. All residents are expected to come to the dining room for all meals. With physician approval, trays are served to those residents who are unable to come to the dining room for a short period of time due to an acute illness.

Residents are able to request snacks at the nurses' office that they can enjoy at their leisure. Residents may also store well-marked personal items in the refrigerator located in the Terrace Activity Room. These items must be boldly marked with the resident's name and the date that the food item is placed in the refrigerator.

Catering Services

Catering services for any occasion are available and may be arranged by contacting the Culinary Services Department at 610-682-1339 or 610-682-1411. Catering guides are distributed upon request.

Dining Dollars for Luther Haven Residents

If a Luther Haven resident elects to purchase Dining Dollars, they can purchase Dining Dollars in \$25.00 increments at the Financial Services Office (FSO) and the resident will be provided a debit card/key fob. When purchasing Dining Dollar increments, a 10% discount is provided when the Dining Dollars are purchased. Sales tax is applied at the point of sale/cash register locations when making your food/meal purchase. Dining Dollars can be used at The Countryside Inn and Tavern located within Tower Court, at The Front Porch, and for the Bistro-To-Go program.

The Dining Dollars debit card cannot be used as a credit card. For instance, if your balance is getting low on your Dining Dollars debit card/key fob, you must purchase more Dining Dollars at the FSO. You do not have to spend your Dining Dollars by a certain time period. The balance may be carried over from month to month or into the next year as the case may be.

When using Dining Dollars, after each meal or when you order your food, The Countryside Inn and Tavern wait staff or Front Porch staff will swipe your debit card/key fob and you will receive a detailed receipt of what you spent and your remaining Dining Dollars balance. This will help you keep track of your spending.

If you should lose your debit card or key fob, you will be charged \$5.00 for replacing the debit card and \$10.00 for replacing the key fob.

Dining Dollars for Tower Court Residents

Dining Dollars is the meal plan available to all Tower Court residents. Each resident using the plan is given a predetermined monthly debit balance that is used towards the purchase of meals in The Countryside Inn and Tavern and in The Front Porch. Residents are issued key fobs that identifies them, and will keep track of the debit balance as the account is accessed. Additional Dining Dollars can be purchased as needed. This program allows each resident the flexibility that best suits their dining needs.

If a Tower Court resident is away from the campus or is in another area of the community for a short-term stay, the resident's monthly Tower Court bill will be credited \$11.00 per day for each day that the resident is absent starting after the seventh day. The resident's key fob will also be debited at the same time.

Gernert Private Dining Room

A formal private dining room is located on the first floor of the Henry Health Care Center and is available for use by residents to entertain family and friends. Reservations for the room may be made by contacting the switchboard operator at 610-682-1400. Catering arrangements may be made by contacting the Culinary Services Department at 610-682-1339 or 610-682-1411.

Henry Health Care Center

The schedule of meal times is posted at or near the nurse's station. Meals are served in the dining rooms or in resident rooms via tray service. Upon admission residents are offered the opportunity to participate in our selective menu program and offered a dining room seating assignment. The rehabilitation unit (D-2) offers a breakfast plan that is designed to provide a quality dining experience. The expectation for breakfast is to attend the dining room where the varied menu for point of service dining with the hot food options will be provided. If a resident chooses to have breakfast in their room, the offer is cold food options meeting the same nutritional standards and any individual requirements.

Nourishments and snacks are offered by nurse aides to all residents in the evening. A pantry is located in the Rotunda Dining Room, as well as in each dining room on the Rehab Unit and the Memory Support Unit, and is open at all times. Residents are invited to help themselves to snacks and drinks. Residents may also store well-marked personal items in the refrigerators in the pantry. These items must be

boldly marked with the resident's name and date that the food item is placed in the pantry refrigerator.

Personal Chef in your Home

Would you like to have a professionally prepared meal in your home, without the hassle of doing all of the shopping, cooking and cleaning? Are you having a special gathering in your home, and you wish to add a little flair? If you answered yes to either of these questions, then consider booking one of our professionally trained chefs to come to your home and prepare your meal or party for you! For a moderate charge, one of our chefs will come to your apartment or cottage and he/she will prepare your event for you, in your kitchen. We can help you plan your event from beginning to end, and prepare it for you in the comfort of your own home.

For more information, please contact the Director of Culinary Services at 610-682-1339, and we will be glad to answer your questions and assist you with your special event!

The Front Porch and The Back Porch

The Front Porch is located in the rotunda of the HHCC and is open Monday – Friday from 8:00 a.m. to 4:00 p.m. and weekends from 10:00 a.m. to 4:00 p.m. The Front Porch offers a complete menu for both breakfast and lunch. You can "grab-and-go", or have something made to order. Stop in at The Front Porch, "Where Friends Gather"!

The Back Porch is our outdoor dining spot of choice in the warmer months. Order a fresh grilled burger with your choice of fixings, as you sit with your friends and enjoy our outdoor patio seating!

The Countryside Inn and Tavern

The Countryside Inn and Tavern is open to all members of the community and their guests. A full menu is available offering appetizers, entrées, and lighter fare as well. The dining room is open daily from 12:00 p.m. to 2:00 p.m. and from 4:00 p.m. to 6:30 p.m. Reservations are recommended. The last reservation will be taken for 5:45 p.m. daily. Reservations can be made by calling 610-682-1327. If reservations are not made, seating is on a first come, first serve basis.

A light fare menu is offered from 12:00 p.m. to 2:00 p.m. and from 4:00 p.m. to 6:30 p.m. in The Tavern. The menu includes both savory and sweet items. If you wish to enjoy a relaxing glass of wine or other alcoholic beverage, you are

welcome to bring your own. Culinary staff can chill and serve these beverages for you. The Tavern area is unlocked and is available daily from 6:00 a.m. to 6:30 p.m. for residents to gather with friends to play cards, or just to sit in front of the fire and read.

The Countryside Inn and Tavern Take-Out Menu

If you want to dine with guests in your apartment or cottage, or are looking for a light meal in the evening, please allow your Culinary Team of The Lutheran Home at Topton to prepare a meal for you. All you may need to do is reheat once you get home. For your convenience, all food will be packaged in disposable microwavable containers. A full menu is available. You can enjoy an assortment of salads, soups, entrées, and desserts of the day. Or, you may enjoy a light meal of just soup and a sandwich. We will prepare and package the soup of the day, along with a sandwich selection, for you to pick up. To order, call The Countryside Inn and Tavern hostess at 610-682-1327 between the hours of 11:00 a.m. and 6:15 p.m.

DIAKON BOARD OF DIRECTORS SELECTION PROCESS

The Lutheran Home at Topton is owned and operated by Diakon Lutheran Social Ministries ("DLSM"), a subsidiary of Diakon. DLSM's Board Development Committee is charged with recruiting directors who have requisite experience, skills, professional expertise, and familiarity with health and human services organizations, and who are committed to their communities. Because DLSM is affiliated with the Evangelical Lutheran Church in America, 51% of DLSM's board must also be active members of a Lutheran congregation. Names of potential directors are obtained from current directors, synod bishops, pastors and DLSM staff. The bishops of five synods in Pennsylvania, Maryland and Delaware (DLSM's service territory) elect 51% of DLSM's directors; the DLSM board elects the remaining directors. DLSM directors are elected for three-year terms and may be re-elected twice (for a total of three consecutive terms). After three terms, directors must have a break in service of at least one year.

DIAKON HELP AT HOME PROGRAM

Diakon Help at Home is the latest progress in Diakon Lutheran Social Ministries' long history of providing services to seniors. Diakon Help at Home offers a wide variety of non-medical in-home services provided by carefully screened and well trained caregivers. Services are available on short or long-term basis and can include companionship, running errands, transportation, meal preparation, housekeeping, daily check-up calls, case management, and providing assistance

with items such as bathing, dressing, and incontinence care. A specialized plan of care is created to keep customers safe and secure wherever they call home.

To find out more about how seniors can maintain their independence with Diakon Help at Home, please call 877-718-3787.

DIAKON HOME HEALTH

Diakon Home Health offers home health care to patients of any age who are homebound and experiencing conditions that are complex, difficult to manage, and affect their quality of life.

Our goal is to enable patients to remain in their home setting. We focus on disease management, support services, and health care education to improve the quality of life and respect the dignity of patients with complex advanced illnesses.

Diakon Home Health services may be appropriate for those persons experiencing cancer, memory-related conditions, heart disease, stroke/coma, pulmonary disease, liver disease, HIV disease, renal disease, or any condition that impacts quality of life.

Our services can be provided in private residences or personal care homes. In accordance with all federal and state requirements and standards, Diakon Home Health specializes in comfort care, symptom management, education on disease management and care options, and arranging for individual care based on each patient's goals for care and his or her physician's orders. Diakon Home Health takes pride in treating each person with compassion, dignity, and respect.

To find out more about Diakon Home Health Services, please call 888-882-4530.

ELECTRICAL APPLIANCES, SAFETY CORDS AND DECORATIONS

In order to ensure the safety of our residents and staff at all times the following precautions are to be followed concerning electrical outlets, appliances, safety cords and decorations.

Henry Health Care Center and Personal Care

All furnishings must be appropriate for the room, as well as for the resident and roommate, if applicable. Items must meet the minimum space requirements for the

room and exit/egress routes. The community reserves the right to inspect all items and remove inappropriate items from resident rooms.

No extension cords are allowed at any time. Surge protection power strips are allowed and can be used to protect a television, VCR or DVD player. Other low wattage items may be plugged into a surge protection power strip, e.g. clock, small light, or radio. Small refrigerators and ceramic Christmas trees are allowed if plugged into a surge protector. All items must be plugged into proper receptacles. Surge protection power strips are not to be used in lieu of installing receptacles.

The following items are **NOT** allowed in resident rooms at any time:

- Toasters
- Toaster ovens
- Two-prong fans
- Electric blankets
- Heating pads
- Outlet adapters

Microwaves must be approved by administration for use in resident rooms and evaluated on an individual basis.

No live Christmas trees are permitted in resident rooms. Fire retardant artificial trees are permitted in areas where someone is always present and may not be plugged in 24/7. Open flames, including candles, are not permitted at any time in any area of the HHCC or Personal Care.

Fire retardant decorations are permitted. Christmas lights in resident rooms are limited to those on ceramic decorations. Several strands of lights are permitted on a temporary basis if they are plugged directly into a surge protector and not plugged end to end. This is limited to 90 days. A responsible person must be designated to unplug decorations or a UL approved timer must be used. Decorative electrical lighting is not permitted in oxygen enriched atmospheres. Lights that flicker improperly must be unplugged and removed immediately.

Fire retardant decorations may not at any time:

- Be hung from sprinklers or smoke detectors
- Present a tripping hazard
- Obscure any line of sight to exit signs
- Completely cover doors

Be hung in such a manner that water coming from sprinklers would be deflected
Protrude from the door beyond the doorway
Obstruct stairwells/exits

Luther Haven and Tower Court

All electrical appliances and unnecessary lights should be turned off before leaving your residence. Doing so will enhance safety, preserve the equipment, and reduce electricity costs.

Electrical appliances or cords should not be placed near your bathtub. Three-prong grounded extension cords are recommended. Surge protection power strips are allowed and can be used to protect a television, computer, VCR or DVD player. Living areas should be free of excessive clutter. Storage of flammable liquids is not permitted.

In Tower Court each resident has an area around the front door of their apartment that they are able to decorate with personal furnishings. Except for a few apartment entrances, this area is defined by an indented space at the apartment entrance. Residents are asked to limit the amount of furnishings for this space to the following:

- Place no more than two pieces of furniture in the recessed area outside the resident's apartment door (1 large piece or 2 small pieces).
- Placing items on the walls or on the floor should be limited to 4 feet around the apartment door in the recessed area.
- Limit the number of knick-knacks placed on the furniture pieces to 5-7 pieces and limit those placed on the floor to 1-2 items.
- Apartments that do not have a clearly defined recessed area outside their apartment door are requested not to place furniture outside their apartment door and are also asked to keep wall hangings and small floor items within a 4 foot area around the apartment door.
- Residents may still park their motorized wheelchairs and scooters outside their apartment door in the recessed alcove. However, if there is damage done to the walls, the resident will be charged for the repair. You will be notified in advance of the repair by Plant Operations and the amount for the repair will be placed on your LHT monthly bill.
- Floor mats at your doorway are not allowed due to safety concerns e.g trip hazard for you and others.
- We will provide one electrical outlet outside of each apartment door.

If you have any questions, please contact the Executive Director at 610-682-1355.

EMERGENCY COMMUNICATIONS TO COMMUNITY RESIDENTS

Residents' safety is our priority. When notifying residents of an emergency situation affecting the campus, LHT Management will take steps to communicate information to the residents. One of the avenues we may use is our emergency alert system outlined below:

- A. If there is an external disaster in the independent living community (Luther Haven, Tower Court, Heilman House or Luther Meadows), the supervisor in charge will implement a door to door and bullhorn announcement throughout the community as staff become available to aid in the disaster response.
- B. If staffing does not permit a staff designee for this job, assignments will be made as outside sources become available.
- C. The bullhorns will be kept in the First Aid bag located in the Nursing Office and IL Unit Manager's Office. Two additional bullhorns will be provided by Maintenance / Security. The Maintenance and Security team will provide transportation to the Luther Haven Cottages, Heilman House and Luther Meadows.
- D. An Emergency Information Sheet will be filled out prior to staff or outsource agency notification assignment. This sheet will be handed to the person making the announcements. This form is to insure accurate and precise information is provided to all residents.
- E. Once the emergency is over, the same procedure will be followed to notify residents if necessary of the conclusion of the emergency situation.

An announcement will also be posted on the campus television channel 9 and the campus digital signage.

If you have any questions or concerns about the above information, please feel free to contact the Plant Operations Department Secretary at 610-682-1430.

EMERGENCY MEDICAL SERVICES

Henry Health Care Center and Personal Care

Resident rooms are equipped with an emergency pull cord system. In the event of an emergency, use your pull cord to alert staff that you are in need of help.

Trained staff will respond to your needs 24 hours a day, seven days a week to provide necessary care and treatment. Staff will act under the direction of the Unit Manager/Nursing Supervisor (registered nurses) and your attending physician.

Luther Haven

Luther Haven residents are supplied with a red magnetic packet, containing File Of Life Information which is to be completed and kept on your refrigerator. This will help staff make appropriate decisions and communications in the event of an emergency.

1. If emergency medical attention is needed, call 911 to dispatch help immediately.
2. Contact nursing personnel on campus at 610-682-1400. Maintenance/security staff will respond along with nursing personnel to assist and provide support with emergency situations.

Tower Court

Tower Court residents are supplied with a red magnetic packet, containing File Of Life Information which is to be completed and kept on your refrigerator. This will help staff make appropriate decisions and communications in the event of an emergency.

1. Tower Court apartments are equipped with an emergency pull cord system. In the event of an emergency you may use your pull cord to alert nursing personnel that you need help.
2. If you are unable to access the pull cord you may dial 911 to dispatch help immediately or call 610-682-1400 and nursing personnel along with maintenance/security will respond.

Medical Alert System

A medical alert system is available, at no additional cost, to residents in Luther Haven and Tower Court. The system consists of a pendant device that is worn by the individual and a base that operates through the telephone line. In the case of an emergency, the individual activates the medical alert system by pushing the button on the pendant. This sends an automatic call to 610-682-1400 and alerts Maintenance/Security and Nursing staff of the need to respond.

Staff from the Plant Operations Department are responsible for installing the system and educating the resident about its use. The resident is responsible for completing a monthly check of the system on a day designated by the Plant Operations Department. Please contact the Plant Operations Department at 610-682-1430 for further information about the system or to arrange for installation.

FIRE PREPAREDNESS

Henry Health Care Center and Personal Care

Fire drills are conducted one per shift per quarter. Staff will provide assistance and direction to residents during the fire drill procedure.

Luther Haven

Luther Haven residents should phone 911 in case of fire.

Tower Court

Upon admission, residents will receive a copy of the fire drill procedure for Tower Court. Please familiarize yourself with the instructions in the procedure. For more information, please contact Plant Operations at 610-682-1430.

FIREARM REGISTRATION

If residents choose to have firearms in their Luther Haven cottage or Tower Court apartment, residents are expected to comply with all federal and state laws and store weapons in a locked, secure location within their home. Residents must provide The Lutheran Home at Topton with an inventory of all firearms in your possession upon signing the resident's agreement.

Firearms, ammunition, and other weapons are **NOT** permitted in the HHCC or personal care areas of the community.

FISHING POND

For the enjoyment of residents, fishing is permitted in the pond located near Luther Meadows. All residents who would like to fish need to obtain and wear a permit while fishing. The permits are free and are available by contacting the office of the Executive Director at 610-682-1350. Residents may obtain guest permits for children or grandchildren. All children who fish must be accompanied and supervised by the resident or a family member. Residents who fish will also need a

Pennsylvania fishing license. All fishing regulations of the Commonwealth of Pennsylvania apply to fishing on our campus.

FITNESS CENTER

The Lutheran Home at Topton Fitness Center is located on the lower level of The Buehrle Center. Exercise benefits everyone, regardless of age. Exercise can help you take charge of your health and maintain the level of fitness necessary for an active, independent lifestyle. The Fitness Center offers state of the art exercise equipment and a variety of opportunities to increase aerobic activity, strength, balance, and flexibility. The Fitness Center is open 7 days a week, 24 hours a day for LHT residents and staff. The Fitness Center is staffed during posted hours. During these times residents can receive instruction on the equipment, fitness evaluations and personalized fitness programs or choose to work out with supervision. Membership to the Fitness Center is included in your monthly service fee. Membership to the Fitness Center is also available to Affinity Club members as well as to employees of Diakon and LHT (employees pay a nominal fee to belong). For additional information, please contact the Director of Community Life at 610-682-1542.

GARAGE AND YARD SALES

For safety and security reasons, garage sales and yard sales are not permitted on The Lutheran Home at Topton property. Please contact Plant Operations at 610-682-1430 if you need assistance in removing items from your residence for disposal. Also, if you would like to contact an auctioneer in the local area, please contact the office of the Executive Director at 610-682-1350 for more information.

GARDENING

Gardening is a popular summer activity for many residents. The Lutheran Home has set aside a large parcel of land for this purpose east of Home Avenue. Plots are available to all interested residents. A tool shed, located next to the garden area, is available for storage of gardening tools.

Luther Haven residents and first floor residents of Tower Court may plant flowers in the immediate vicinity of their residences. However, the planting of vegetable plants i.e. tomatoes, etc. around the cottage or apartment patio is discouraged due to concerns about pests and rodents. Residents are expected to take care of the

general upkeep of their flower beds/plantings. For additional information please contact Plant Operations at 610-682-1430.

GIFT POLICY

Individual employees of The Lutheran Home at Topton may not solicit, request or accept money, gift certificates, resident's personal possessions, etc. from residents or their families. An employee may accept a box of candy, etc. to be shared among their department. However, employees may not accept cash gifts. If residents/family members wish to make a contribution to the employee activity/appreciation fund, your contribution will be acknowledged and will be used to sponsor appreciation events for employees.

GRACE LUTHERAN CONGREGATION

Grace Lutheran Congregation, located on The Lutheran Home at Topton campus is a recognized congregation of the Evangelical Lutheran Church in America. Grace's ministry is provided for all residents to join if they so desire. The Grace Lutheran Congregation worship service is held every Sunday morning at 10:30 a.m. in the Henry Auditorium.

GUEST MEALS

Guest meal tickets are available for purchase in The Front Porch for guests wanting to dine with a resident in one of our HHCC or Personal Care dining rooms. Guest meal tickets can be purchased just prior to the meal or they may be purchased in bulk and in advance of use. When dining with a resident, just provide your guest meal ticket to a member of the Culinary Department at the point of service location e.g. Rotunda Dining Room, D2 Dining Room, D3 Dining Room, Breidegam Center Dining Room and Beuhrle Center Dining Room.

Guests in The Countryside Inn and Tavern are not required to purchase a meal ticket. Guests dining in the Inn may order off the menu and pay cash.

GUIDELINES FOR RESIDENT ASSESSMENT AND PLACEMENT (GRAP)

The GRAP is a tool used to describe the admission and discharge criteria for each type of living arrangement within The Lutheran Home at Topton (LHT) senior living community. Prior to admission / move-in to each living area, members of a

team known as the Interdisciplinary Team (IDT), review applications for admission and assessments completed by physicians, nurses, and other professionals to determine the level of services/care needed. The GRAP is used as a guide to help the team determine appropriate placement. This team is also involved with determining appropriate placement after individuals become residents within our community as their needs change and transition to another living area becomes necessary. (The GRAP can be found at the end of the handbook.)

HOSPICE

Hospice care provides physical and emotional comfort and support to individuals and their families in the final stages of a terminal illness. These services are provided in your personal residence, in personal care, or in the health care center. Hospice care may be provided by any accredited hospice agency, including Diakon Hospice Saint John. Diakon Hospice Saint John provides hospice services to health care center residents under a contractual arrangement. Residents in residential living and personal care have access to hospice services through Diakon Hospice Saint John as well as a number of agencies in Berks and Lehigh counties. Residents should discuss these options with their family physician. If you have questions about hospice services, contact the Director of Social Services at 610-682-1343, the Personal Care Unit Manager at 610-682-1281, or the Independent Living Unit Manager at 610-682-1471.

HOSPITALITY SERVICES

Housekeeping

Our goal is to provide a warm, home-like environment that is clean and safe. Housekeeping services are scheduled on a regular basis for all public areas to maintain a pleasant environment.

Henry Health Care Center

It is the responsibility of the housekeeper assigned to each area to keep resident rooms and bathrooms clean. Monthly, all furniture will be moved and a thorough housecleaning will be done. Any suggestions or concerns regarding housekeeping should be brought to the attention of our staff on the units or please contact the Director of Hospitality Services at 610-682-1320.

Personal Care

It is the responsibility of the housekeeper assigned to each area to keep resident rooms and bathrooms clean. Annually, all articles will be removed from resident rooms so that a thorough housecleaning may be done. Any suggestions or concerns regarding housekeeping should be brought to the attention of our staff on the units or please contact the Director of Hospitality Services at 610-682-1320.

Tower Court and Luther Haven

Residents of Tower Court receive housekeeping/linen services as stated in the resident agreement. LHT's housekeeping services are also available to provide additional cleaning services to Tower Court and Luther Haven residents for a fee. Personal laundry services are provided for a separate fee for Tower Court residents. Residents may obtain a fee schedule and make arrangements for these services by contacting the Director of Hospitality Services at 610-682-1320.

Hospitality Services Hotline

This hotline system is available to answer your calls and address your housekeeping and or laundry needs as expeditiously as possible. The hotline can be reached by dialing extension 21211 or by calling 610-682-1211 and is to be used for housekeeping and laundry requests only. It is no longer necessary to call extension 21239 or 21320 for housekeeping or laundry requests. We ask that you be as specific as possible with your request and leave your name and phone number where you can be reached for our follow-up call or for any questions we may have. Also, when calling the Hospitality Services Hotline, please leave information clarifying the building location, floor, unit, room number or house number so we know where assistance is needed.

This hotline connects directly to the Hospitality Services Department and the hotline will be checked once each hour from 5:00 a.m. to 10:00 p.m. Monday through Friday and from 6:00 a.m. to 2:00 p.m. on holidays and weekends. As always, a safe, clean and healthy environment delivered with gracious service is our priority.

For more information or if you have questions about this procedure, please contact the Hospitality Services Director at 610-682-1320.

Laundry Services

Henry Health Care Center

Personal laundry services are provided for a separate fee for the Health Care Center. Nametags placed in all personal items are required to ensure proper identification.

While we offer laundering of personal clothing on campus, any items requiring special requirements (e.g. dry cleaning, ironing and hand washing) are not the responsibility of our community. We take every care with our residents' clothing, but regret that we cannot be responsible if losses or damage occur to clothing of a delicate nature (e.g. wool, angora, lace, dry clean only items). We do ask that when purchasing your resident's garments that care is taken not to purchase clothing items of a very delicate nature, and we also ask you to look at replacing clothing at regular intervals as our laundry uses commercial machines and chemicals, thereby considerably reducing the life span of garments.

Personal Care

You or your family may wash your personal clothing in the laundry room facilities provided at no charge. Laundry rooms are located on both floors of the Buehrle Center as well as in the Timothy Breidegam Center. Resident Assistants or our laundry department will wash your personal laundry for an additional charge. Flat linens (sheets) and towels will be changed weekly, as needed, or upon request. For more information, please contact Hospitality Services at 610-682-1211.

Luther Haven

Washers and dryers are available to residents in their cottages. As cottages are renovated, clothes lines are removed and we request that residents do not add clothes lines upon moving in, and that clothes are not put out to dry on a line. Cottages that have not gone through a renovation after January 1, 2006 may still have clothes lines up in the yard and are still permitted to hang clothes out to dry.

HOUSE GUESTS FOR LUTHER HAVEN AND TOWER COURT RESIDENTS

The residence shall only be occupied by the resident(s). You shall be permitted to have guests stay at the residence in accordance with the resident agreement and the following procedures:

- Notify the Office of the Executive Director if you are planning to have house guests overnight, as well as the number of nights your guests are expected to stay.

- Extended visits (more than seven nights) must be approved in advance by the Executive Director.

For additional information please contact the Executive Director at 610-682-1355.

HOUSING AND URBAN DEVELOPMENT (HUD)

Heilman House and Luther Meadows Apartments are home to 100 residents on The Lutheran Home at Topton campus. These apartment buildings are managed and operated by Diakon's Housing and Community Development. For more information on Heilman House and Luther Meadows, please contact the on-site HUD Manager at 610-682-1450 or 610-682-1533.

HUNTING

Hunting is not permitted on The Lutheran Home at Topton property. No Hunting/No Trespassing signs are posted on the perimeter of our property.

LAB SERVICES

The Lutheran Home at Topton contracts with a lab service company and their office is located between the Medical Office Suite and The Timothy Breidegam Center within the Henry Health Care Center on the first floor. Every Friday the laboratory will be open for services from 7:30 a.m. to 11:00 a.m. It is not necessary to make an appointment or call prior to arrival. At the time of service, residents will need to provide the lab technician with the lab request from their doctor and the resident's insurance card. If others are being served upon arrival at the laboratory, please feel free to wait in the main lobby of the Henry Health Care Center and the lab technician will come out to greet you.

Physicians may fax a request to the lab at 610-682-1599 or a resident that has Medicare coverage and a physician's order may call the lab at 610-682-0765, Monday through Friday, and leave a message for the lab technician. The technician will call residents to schedule a time to come to the resident's home to perform the needed lab service, e.g. blood draw, fasting blood sugars, etc. Lab work for residents living in the Henry Health Care Center or in personal care is coordinated by the nursing staff.

LEAVE OF ABSENCE FROM THE CAMPUS

LHT is your home and you are free to come and go as you wish. However, if you plan to be away overnight, staff would like to be notified. Luther Haven and Tower Court residents are asked to notify the Plant Operations Department at 610-682-1430. Henry Health Care Center, personal care residents and/or the resident's responsible party are asked to sign in/out at the nurse's station/nursing office whenever residents leave/return to the campus.

Also, if you or a spouse are admitted to the hospital, please contact the IL Unit Manager at 610-682-1471 or the Nursing Supervisor at 610-682-1400. We would like to be notified so we can provide support upon your return.

MAIL DELIVERY (U.S. MAIL AND CAMPUS MAIL)

Henry Health Care Center / Timothy Breidegam Center

U.S. and campus mail will be delivered to the resident's room. Outgoing mail may be left at the nurse's station and our staff will see that it is placed in the outgoing mail.

Buehrle Center and Residential Areas

U.S. mail for persons living in The Buehrle Center and Tower Court is delivered to individual locked mailboxes in the main lobby of each building. All U.S. mail for Luther Haven residents will be delivered to each resident's home. The U.S. Post Office delivers mail Monday through Saturday.

Campus Mail

Boxes for campus mail are located in the main lobbies of The Buehrle Center and Tower Court. These boxes are used for internal campus communications. Campus mail for Luther Haven residents is delivered by the Transportation Department on Fridays. The Transportation Department is available to pick up and deliver Luther Haven residents' campus mail upon request by contacting the Maintenance Work Order Hotline at 610-682-1212.

Mail Room Services

The mail room, located at the intersection of the HHCC A wing and the ground floor of the Buehrle Center, is available to all campus residents and staff. Staff will be present to assist residents at regularly scheduled times except for the following observed holidays: New Year's Day, Easter Monday, Memorial Day,

Independence Day, Labor Day, Thanksgiving, and Christmas. Mail room hours of service are as follows:

Monday	8:00 a.m. – 8:30 a.m.	and	3:30 p.m. – 4:00 p.m.
Tuesday			3:30 p.m. – 4:00 p.m.
Wednesday			3:30 p.m. – 4:00 p.m.
Thursday			3:30 p.m. – 4:00 p.m.
Friday	8:00 a.m. – 8:30 a.m.	and	3:30 p.m. – 4:00 p.m.

The following services are available:

- Purchase of stamps
- Metered postage for letters and packages
- Packaging for items to be mailed
- Certified mail

Services are provided on a cash or personal check only basis. Money orders or credit/debit cards are not accepted. We cannot accept bills larger than \$20.

If you have any questions, please call the mail room at 610-682-1438.

MAINTENANCE AND REPAIRS

The Plant Operations Department is responsible for emergency problems, i.e. electrical, plumbing, etc., and for routine repairs of LHT property and equipment throughout the campus.

Maintenance Work Order Hotline

The Work Order Hotline can be reached by dialing 610-682-1212. Be assured a staff person checks this extension frequently and your information will be logged and completed in a timely manner. Leave your name and phone number where you can be reached and a detailed message about the maintenance request. If we have a question about the work order request, we will call you prior to the work being completed.

Tower Court and Luther Haven

The Plant Operations Department of The Lutheran Home at Topton has compiled a schedule of services (those included in your monthly service fee and those that could be provided for an additional fee) provided by Maintenance, Grounds and our Security staff. The schedule is outlined below:

Items included in monthly Maintenance Fee:

Maintenance

Hanging of mirrors, pictures, etc. upon initial move-in to the community

Trash collection

Water and sewage system monitoring

Pest control

Street lighting and road maintenance

Lawn care, including:

- Routine mowing
- Weed control in the yard
- Shrub trimming
- Provide and spread mulch one time per year
- Tree and shrub replacement as required

Snow removal, including:

- Plowing of roadways
- Plowing/shoveling of individual driveways, porches and walkways
- Application of salt and cinders as needed
- Roof shoveling if needed

Building repairs internal/external

Building/fix equipment repair and replacement

Appliance* repair or replacement (owned/supplied by Diakon)

* Appliances are listed as:

dishwasher, washer, dryer, kitchen refrigerator, garbage disposal,
installed microwave, dehumidifier, stove

10-year refurbishment

Picture hanging

Light fixture bulb replacement

House checks when resident is away (by resident request)

House safety check – every other year

Preventive maintenance items:

<i>Appliance</i>	<i>Frequency</i>
Gas furnaces	Every two years
Change filters	Annual
Smoke detectors	Annual
Carbon monoxide detectors	Annual
Garage doors	Annual
Water heaters	As requested
Dryer vents	Every three years

Service A/C units	Every three years
Gutter cleaning	Two times in the fall
Dehumidifiers	As requested
Electric baseboard heaters	As requested, resident to move furniture
Electric forced air heaters	As requested, resident to move furniture
Refrigerator coils	At resident request or during renovation
Clean A/C ducts in attic	At resident request if determined by maint.
Bathroom exhaust fan	As requested
Work orders	As requested

Security

- Evening and nightly rounds
- Emergency responses from Maintenance, Security, and Nursing

Fee for Service Items for Luther Haven/Tower Court:

Grounds

- Plant flowers (single plants)
- Weed flowerbed
- Install / mount flag pole

Maintenance

- Assemble furniture
- Remove / discard furniture
- Remove belongings (discarded at cost to resident)
- Re-arrange furniture in rooms (whole room)

Contracted Grounds Services

- Plant tree
- Install special outdoor lighting

Contracted Maintenance Services

- Custom build shelves / bookcases
- Custom Cabinetry
- Install walk in shower
- Install wallpaper border
- Install chair rail

Items not mentioned on this list are subject to approval by the Director of Plant Operations. A meeting must be scheduled in advance to discuss the scope of work. If the project is approved, a completion time frame will be discussed with you. For

projects that are sub-contracted, all fees will be discussed with the resident in advance and will be put in writing and approved by both the Director of Plant Operations and the resident. Resident has the right to cancel in writing no later than sixty (60) days prior to the start of work.

The fee for service work that is over and above what is included in your monthly fee is based on an hourly rate that is established each year, and is charged per half hour per staff person plus cost of material. Time starts upon staff person's arrival to begin work. The fee for service work must be requested and approved by the Director of Plant Operations prior to start of the project. A deposit for the materials must be received in advance of scheduling the work. Checks can be made payable to The Lutheran Home at Topton and must be given to the Director of Plant Operations or Plant Operations Secretary. Once your deposit is received, you will receive a phone call from a member of our Plant Operations staff to schedule the work. The time frame of the work may depend on supply availability.

If you have questions or concerns or would like to schedule work for completion, please call the Director of Plant Operations at 610-682-1421.

Repairs of personal property are the responsibility of the resident. Painting, construction of shelving, and other restructuring of cottages and apartments is carried out by our Plant Operations Department after approval by the Director of Plant Operations. The expense for these services will be billed to the occupants. For any additional work that needs to be done, please contact the Maintenance Work Order Hotline at 610-682-1212.

Landscape lighting in all residential areas must be approved by Plant Operations prior to installation. Unauthorized lighting will be removed at the resident's expense.

MASSAGE THERAPY

Massage therapy services are provided by a Certified Massage Therapist in the massage therapy room located on the lower level of The Buehrle Center on a fee for service basis. For additional information please call 610-682-1542.

MEDICAL ASSISTANCE

Medical Assistance is a state health insurance funded by federal and state monies. It covers nursing facility care for individuals who meet medical and financial

eligibility criteria. Since the application process may take a few months, it is important to file the application in a timely manner. We require continued payment on the account during the application process. Use of the applicant's funds, in ways other than those allowed by the Medical Assistance Program, may result in delay and or denial of the application, which could ultimately result in discharge of the resident from the facility due to non-payment. Questions about use of assets should be directed to someone who specializes in elder law. Suspected misuse of the applicant's funds (financial exploitation) will be reported to the Berks County Office of Aging's Protective Service unit for investigation. Information about the Medical Assistance application process is available by contacting the Director of Social Services at 610-682-1343.

MEDICARE HEALTH PLANS

Original Medicare

The Original Medicare Plan is a fee-for-service plan managed by the Federal Government. In general, with the Original Medicare Plan:

- You can use your red, white, and blue Medicare card when you get health care.
- You can go to any doctor or supplier that accepts Medicare and is accepting new Medicare patients, or to any hospital or other facility.
- You pay a set amount for your health care (a deductible) before Medicare pays its part. Then, Medicare pays its share, and you pay your share (your coinsurance or copayment) for covered services and supplies (unless you have a Medigap policy or other supplemental insurance that may pay for these costs.)
- You may have a Medigap policy or other supplemental coverage that may pay deductibles, coinsurance, or other costs that aren't covered by the Original Medicare Plan.

Medigap Policies

Medigap policies are health insurance policies sold by private insurance companies to fill “gaps” in Original Medicare Plan coverage. In general, with a Medigap policy:

- You get help paying for some of the health care costs that the Original Medicare Plan doesn't cover.
- You also get benefits not covered by Original Medicare, like emergency health care outside the United States.

- You pay a monthly premium to the private health insurance company that sells you the policy. Medicare and the Medigap policy both pay their shares of covered health care costs.

Medicare Health Plans (like HMOs and PPOs)

Medicare Advantage Plans are health plan options that are approved by Medicare but run by private companies. They are part of the Medicare Program, and sometimes called “Part C.” When you join a Medicare Advantage Plan, you are still in Medicare. With Medicare Advantage Plans:

- Some of the plans require referrals to see specialists.
- In many cases, the premiums or the costs of services (co-pays and deductibles) can be lower than they are in the Original Medicare Plan or the Original Medicare Plan with a Medigap policy. Medicare Health Plans charge different premiums and have different costs of services, so it is important to check with the plan before you join.
- The plans provide all of your Part A (hospital) and Part B (medical) coverage and must cover medically-necessary services.
- They often have networks, which means you may have to see doctors who belong to the plan or go to certain hospitals to get covered services.
- They generally offer extra benefits, and many include prescription drug coverage.
- In many cases, your costs for prescription drug coverage can be lower than in the stand-alone Medicare Prescription Drug Plans.
- Some of the plans coordinate your care, using networks and referrals, more than others. This can help manage your overall care and can also result in savings to you.
- You don’t need to buy a Medigap policy.

Medicare Health Plans include:

- Health Maintenance Organization (HMO)
- Preferred Provider Organization (PPO)
- Private Fee-for-Service (PFSS) Plans
- Medicare Medical Savings Account (MSA) Plans
- Medicare Special Needs Plans

Medicare Prescription Drug Plans

Medicare Prescription Drug Plans are offered by insurance companies and other private companies approved by Medicare. They add coverage to:

- The Original Medicare Plan

- Some Medicare Cost Plans
- Some Medicare Private Fee-for-Service Plans
- Medicare Medical Savings Plans

With a Medicare Prescription Drug Plan:

- Generally, you pay less for your prescriptions.
- You will get a plan member card after you enroll. You use this card when you go to the pharmacy to get your prescriptions filled.
- You will pay the copayment, coinsurance, and/or deductible, if any.

If you have limited income and resources, you may get extra help to pay for your Medicare drug plan costs.

For further information about Medicare Health Plans, please contact The Centers for Medicare/Medicaid Services (CMS) at 1-800-633-4227 or visit their website at www.medicare.gov.

MOTORIZED WHEELCHAIRS/CARTS AND SCOOTERS

Henry Health Care Center, Buehrle Center, and Tower Court

We recognize that motorized wheelchairs/carts and scooters are at times medically necessary (as determined by the resident's physician) and/or can enhance a resident's ability to remain independent with transportation around the campus. All residents who have these types of carts must be assessed and determined to be able to operate the carts safely. Due to safety precautions/space restrictions, residents residing in the HHCC are permitted to use motorized wheelchairs/carts operated with a joystick but are not permitted to use motorized scooters (operated with a handlebar steering mechanism). Residents living in the Buehrle Center and Tower Court are permitted to use motorized wheelchairs and scooters but are only allowed to use motorized wheelchairs in the personal care dining room or in The Countryside Inn and Tavern. Please contact the Therapy Services Department at 610-682-1478 to inquire about use of motorized wheelchairs/carts and scooters.

NATURE TRAIL

A nature trail is located for your enjoyment and exercise on the western edge of The Lutheran Home property, behind the Luther Meadows parking lot. Residents are encouraged to walk with a friend on the trail. The trail winds through woods and across bridges over Toad Creek. Several benches are located at scenic locations along the way.

NEWSPAPER DELIVERY

The Reading Eagle and the Allentown Morning Call will deliver directly to your door. Arrangements for delivery and payment may be made by calling the Reading Eagle office at 610-376-0303; and the Allentown Morning Call office at 610-820-6601.

NOTARY PUBLIC SERVICES

For the convenience of residents and their family members, notary public services are available at The Lutheran Home at Topton. Many legal documents, including Power of Attorney arrangements, require notarization by a notary public. Please remember that all such documents must be signed in the presence of the notary or they cannot legally be notarized.

For more information, or to make an appointment for this service, please call the Administrative Assistant to the Executive Director at 610-682-1350 or call the HHCC Office Manager at 610-682-1517.

NURSING SERVICES

The Henry Health Care Center and the Buehrle/Timothy Breidegam Centers provide 24-hour nursing services to all residents through the collaboration of Nursing Management, Nursing Supervisors, Nurses, Nurse Aides, and Resident Assistants throughout three shifts each day. Call cords are provided in resident rooms and bathrooms to use if assistance is needed from the nursing staff. Monday through Friday during regular business hours, RN Unit Managers are responsible for the day to day clinical operations of the resident living areas of the HHCC as well as the Buehrle and Timothy Breidegam Centers.

During evening and night time hours (on the 3:00 p.m. – 11:00 p.m. and 11:00 p.m. – 7:00 a.m. shifts) as well as weekends and holidays, a Nursing Supervisor (RN) is on duty to manage clinical operations and resident emergencies in the HHCC, Buehrle/Timothy Breidegam Centers, Tower Court, and Luther Haven. During normal business hours Monday – Friday, the IL Unit Manager provides nursing assessments, emergency assistance, and helps to set up home care services as needed for Tower Court and Luther Haven residents. The Unit Manager for Independent Living, who is a registered nurse, can provide services, considered professional nursing services, on a “Fee for Service” basis to Tower Court and Luther Haven residents. The services available would include injections,

monitoring of blood pressure, assistance with pill box refills, dressing changes, and physician ordered nursing assessments. Such services are available Monday through Friday 8:00 a.m. – 4:30 p.m. If you have questions about these services, please contact the IL Unit Manager at 610-682-1471.

If you should have questions about nursing services, please contact the Director of Nursing at 610-682-1436.

OMBUDSMAN

The Long-Term Care Ombudsman Program serves all residents of long-term care facilities. The duties of an Ombudsman are to “identify, investigate, and resolve complaints that are made by or on behalf of residents...that relate to action, inaction, or decisions that may adversely affect the health, safety, welfare, or rights of residents” and “provide services to assist the residents in protecting the health, safety, welfare, and rights of the residents.”

The Lutheran Home at Topton is committed to delivering a high standard of care and responds seriously to concerns expressed by residents and/or families. When our efforts to resolve concerns have not been satisfactory, we support the involvement of the Ombudsman from the Berks County Office of Aging. The Office of Aging may be reached by calling 610-478-6500.

ORGANIZATIONAL STRUCTURE

The current organizational structures for Diakon Lutheran Social Ministries and for The Lutheran Home at Topton are included to help residents understand the reporting structure within the organization and within the community. (See end of handbook.)

PACKAGE DELIVERY

Luther Haven and Tower Court

Packages delivered by United Parcel Service (UPS) to Tower Court residents are delivered to the reception desk in the apartment building. Packages for Luther Haven residents are delivered directly to the cottages.

Henry Health Care Center and Personal Care

All packages are delivered to the nurse’s station. Staff will then deliver the packages to resident rooms.

PARKING

Resident Parking

Tower Court and Buehrle Center residents who own cars are provided designated parking spaces. You are asked to provide a spare set of keys to your car to the Plant Operations Department. These keys are kept in a locked box in the Plant Operations Department and are used during snow removal or in an emergency if your car needs to be moved.

Parking Stickers

Upon admission, parking stickers are issued to residents in Luther Haven and Tower Court. Replacement stickers are available by contacting the office of the Executive Director at 610-682-1350.

Visitor Parking

Visitor parking is located in several locations on the campus:

- In back of the Old Main Administration Building
- Rotunda entrance parking area serves Tower Court, BC, and HHCC visitors
- HHCC main entrance

Parking for Additional Vehicles or Recreational Vehicles

If you are a resident of Luther Haven or Tower Court and have more than one car, a golf cart or a recreational vehicle and require additional parking away from your residence, please contact the Director of Plant Operations at 610-682-1421.

If you have any other questions about parking, please contact the Plant Operations Department at 610-682-1430.

PETS / PET VISITATION

Because we understand the benefits of “pet companionship”, we promote pet visitation as well as pet ownership for our residents. Due to the size of our campus, we have developed detailed rules and procedures about pet ownership and pet visitation. For more information about our pet program, please contact the Community Life Department at 610-682-1542.

PHARMACY SERVICES

A pharmacy, Continuing Care Rx (CCRX), is located on campus on the ground level of the Henry Health Care Center, across the hall from Physical Therapy. Residents are welcome to use this pharmacy if they wish. CCRX performs their own billing and residents make payment directly to the pharmacy.

Henry Health Care Center and Personal Care

The pharmacy will pick up all medication orders in the Nursing Supervisor's office Monday – Saturday at 9 a.m. Medications are delivered to the nursing units at 11 a.m. and again at 5 p.m. Monday – Friday. There is only one delivery on Saturdays at 1 p.m. A staff member must be present to sign for all medications being delivered.

Luther Haven and Tower Court

The pharmacy will provide door-to-door delivery for any medications daily Monday – Friday between 9 a.m. – 10:30 a.m. For next day delivery, medications must be phoned into the pharmacy the previous business day before 4 p.m. The pharmacy will not leave medications unattended; therefore, residents must be home to sign for their delivery. In the event a resident is not home, the pharmacy will leave a notice that the resident should contact the pharmacy to make alternate arrangements. For additional information, please contact the pharmacy at 610-682-1278.

PHYSICIAN SERVICES

Every resident of the HHCC and the personal care area must be under the care of a physician. All residents living in the licensed nursing areas (HHCC) must select an attending physician who has been granted privileges at LHT. Federal regulations spell out specific requirements that must be met by a physician who provides medical services to a resident living in a licensed nursing facility. Residents residing in the personal care areas may select a physician who has been granted privileges at LHT or they may choose to see physicians off campus who are not considered LHT attending physicians. The Department of Public Welfare outlines the expectations for medical services for personal care.

Dental, podiatry, psychiatry, psychology, ophthalmology, optometry, and audiology services are available for residents of the LHT community and these services are located within the HHCC. Please contact the Unit Manager about these services or contact the IL Unit Manager at 610-682-1471.

PLAN OF CARE AND SUPPORT PLAN REVIEWS

The Lutheran Home at Topton encourages residents and their representatives to participate in the review and evaluation of care and services we provide. In order to accomplish that goal, we offer regularly scheduled meetings with the interdisciplinary team. Meeting via conference call is also available when work schedules and distance prevent attendance in person.

A Plan of Care meeting is held for each resident of the health care center within three weeks of admission and quarterly thereafter. Meetings are scheduled through the Social Services Department. Meetings generally occur in one of the conference rooms in the health care center.

A Support Plan meeting is held for each resident living in personal care within 30 days of admission and twice per year thereafter. Meetings are scheduled through and held in the Personal Care Administrator's office.

There is no formal schedule of meeting for residents who live in Tower Court or Luther Haven. Supportive Living Plan review meetings are scheduled as needed to review changing needs, care, or services.

Residents and families do not need to wait for a meeting to be scheduled in order to have questions answered or concerns addressed. In fact, we encourage residents and their representatives to address issues, as they arise, with their unit manager, their social worker, or administration. We appreciate the opportunity to resolve concerns as soon as possible.

RESIDENT ASSOCIATION/RESIDENT COUNCIL AND TOWN MEETINGS

The Henry Health Care Center and the Buehrle Center have monthly council meetings to discuss resident concerns, to offer suggestions for improving current services, and to offer input into planning for future services. Residents are encouraged to attend and participate. The dates and times of these meetings may be found on the Event Calendars located on each unit in the Henry Health Care Center. In the Buehrle Center, calendars are located in the Rotunda, Laundry Room, and Terrace Activity Room.

Luther Haven and Tower Court

Luther Haven and Tower Court residents are members of the LHT Resident Association and meetings are held every other month to discuss their current operations and to hear from key members of the LHT Management Team as well as Diakon Senior Management. The meetings are organized and chaired by the Association president. The Association may establish resident committees to carry out the business of the Association. For a copy of the LHT Resident Association by-laws or for more information, please contact the current Association president or you may contact the office of the Executive Director at 610-682-1350. (Please see the back of the handbook for the association structure.)

Town Meetings

Town meetings are planned and held as needed to present information and updates on current and future plans for building and renovation projects as well as changes in operations for the community. Town meetings are also great opportunities for family members to ask questions and offer suggestions for improving services. The schedule for town meetings is posted on Touchtown/Channel 9 as well as advertised in the Campus Corners newsletters. For more information about town meetings, please contact the Executive Director at 610-682-1355.

RESIDENT RIGHTS

Individuals who reside in nursing and personal care facilities have rights defined by federal and state laws and regulations. Residents are informed of these rights upon admission. Rights are also posted. In the nursing facility, the notice of rights is posted on each unit and at the main entrance. In the Buehrle Center, they are posted near the dining room. In the Timothy Breidegam Center, they are posted near the common area telephone.

Resident rights in the nursing facility include: privacy, confidentiality, choice, admissions, transfers and discharges, grievances, access to care and visitors, personal funds, advance directives, restraints, use of drugs, accommodation of needs, participation in groups and activities, and medical assistance.

Residents in personal care have rights in these areas: grievances, abuse and neglect, dignity and respect, privacy, rules of the facility, communication, religion, access to services, clothing, personal records, room and possessions, transfer and discharge, restraints, visitors, and personal funds.

LHT Management expects all employees and the staff of contracted services to uphold resident rights. Any questions or concerns about these rights may be directed to the Director of Social Services at 610-682-1343.

SAFETY

Hazardous Items

The Lutheran Home reserves the right to regulate any hazardous items. The use of portable electric heaters is prohibited in the Henry Health Care Center and in Personal Care. Use of portable heaters in Luther Haven and Tower Court is discouraged, as they can be a fire hazard. If a resident living in Luther Haven or Tower Court needs to use a portable heater, the heater must be checked and approved by Plant Operations. Scatter rugs or rugs placed over carpet can be hazardous. Flammable materials are not to be stored in residences or garages. For more information, please contact Plant Operations at 610-682-1430.

Safety Inspections

In an effort to provide a safe and secure environment for all residents on our campus, The Lutheran Home at Topton Safety Committee conducts room, cottage, and apartment safety inspections. Each room/cottage/apartment will be inspected every two years. A staff member from The Lutheran Home will call you in advance to coordinate a time that is convenient for you. After the inspection, we will review our findings with you and determine a plan of action as necessary to maintain or improve the safety of your residence. If you have any questions or concerns about the safety inspection process, please feel free to contact the Director of Plant Operations at 610-682-1421.

Luther Haven and Tower Court Safety Measures

As an additional safety measure for residents, we ask that residents use the following systems to alert our staff if assistance is needed and a call for help is not possible:

In Luther Haven, residents are to turn their security cards in their windows by 10:00 a.m. each day. When two odd dates fall together at the end of one month and the beginning of a new month (i.e. 10/31 and 11/1), the card should be turned on end with the odd color showing on the first day of the new month.

In Tower Court, residents are to slide the indicator on the outside of the door to its correct daily position, as the arrow on the indicator shows by 11:00 a.m. each day.

On even number days (i.e. 2, 4, 6, 8, etc.) slide the indicator to the “even” side. On odd number days (i.e. 1, 3, 5, 7, etc.) slide the indicator to the “odd” side.

When two odd dates fall together at the end of the month, the indicator should be placed to the “odd” side on the last day of the old month and in the middle on the first day of the new month.

If the indicator (slide bar) or security card is not placed properly for the day, staff will knock on the door. If there is no answer, a phone call will be placed and in the event of no answer or explanation, staff will then enter the apartment or cottage to check on the well being of the resident. A note will be left by your telephone indicating our visit.

Please remember to call the Plant Operations Department at 610-682-1430 if you plan to be away overnight. Before leaving for an overnight visit, please remember to slide the indicator to the middle position indicating no one is in the apartment. In Luther Haven, please remove the security card from the window, indicating no one is in the cottage.

SALON SERVICES FOR MEN AND WOMEN

The New Wave salon is located on the ground floor of the Henry Health Care Center. Salon hours are 8:30 a.m. to 4:30 p.m. Monday through Friday. Appointments are made by contacting the salon at 610-682-1325. Please see the current fee schedule for the cost of services. The Financial Services Office will include charges for services on your monthly statement. Please be aware that our staff cannot accept tips!

SECURITY

Daily during normal business hours, the Maintenance and Grounds staff serve as security for the campus. After normal business hours a security guard is on duty for your safety. The security guard makes walking rounds in the buildings as well as driving rounds throughout the property. Please report any unusual disturbances on the campus or if you feel individuals are trespassing. You may contact security by dialing the LHT main phone number at 610-682-1400.

SMOKING AND USE OF TOBACCO PRODUCTS

The Lutheran Home at Topton is a smoke free environment in all public buildings. Smoking is permitted in residential apartments/cottages (Tower Court/Luther Haven) as well as in designated outside smoking areas on the campus. Residents who reside in personal care and in the HHCC must make the nursing staff aware if they wish to use tobacco products so a support plan or care plan can be established.

SOCIAL SERVICES

The Lutheran Home at Topton has social workers who are available to provide services to residents throughout the campus. Henry Health Care residents may contact their social worker in the Social Services Department or through the Nursing staff. Residents in personal care and independent living may call the Director of Social Services at 610-682-1343. The Social Services office is located on the first floor of the Henry Health Care Center across from the outpatient therapy area. Office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.

A social worker is assigned to each resident in the health care center. The social worker's duties include, but are not limited to: orientation to services and programs, assessment of social and emotional problems and needs, education about resident rights, information about and assistance with financial issues, counseling, discharge/transition planning, and referral to community services.

Social work services are available, on a consulting basis, to residents and their families in personal care and residential living. Referral to the social worker is indicated when there are concerns about: managing current living arrangements, the need for other Diakon or community services such as Diakon Help at Home, visiting nurse services, LHT Bistro-To-Go Meals, or Office of Aging, paying for medications or health care services, paying for Diakon services, adjusting to life's challenges such as caring for a spouse, death of a family member, change in medical/physical status, change in living arrangements, mood or behavior issues such as depression, anxiety, or dementia, and relationships with others.

SOLICITATION

No solicitation is permitted on the campus of The Lutheran Home at Topton. If someone should approach you and attempt to solicit, e.g. request money, sell a product or service, request to post flyers in the building, please contact the office of the Executive Director at 610-682-1355.

SPEEDING ON CAMPUS

The Lutheran Home at Topton is private property and the speed limit on the campus has been set at 25 mph on Home Avenue and 15 mph on all other roadways of the campus. Driving speed is monitored with a radar gun on a regular basis. Any individuals clocked over the speed limit will be stopped and issued a warning. If appropriate, follow up may occur with a member of LHT management. Please promote safety and follow our campus speed limit!

STORAGE

Additional storage areas are provided for residents residing in the HHCC, the Breidegam Center, the Buehrle Center and Tower Court. If HHCC residents or their responsible parties wish to inquire about additional storage space, please contact the resident's social worker. If a personal care resident or responsible party wishes to inquire about additional storage space, please contact Hospitality Services at 610-682-1320. Tower Court residents or responsible parties should inquire with the office of the Executive Director at 610-682-1350.

Luther Haven residents are not provided additional storage space outside of their residence. If a Luther Haven resident has an attic area within their cottage, attic storage is prohibited effective 1/01/2011. Residents who do have items stored in their attic may contact the Plant Operations Department at 610-682-1430 for assistance in retrieval of items in their attic as well as disposal of items from the residence.

SUPPORTIVE LIVING SERVICES

Supportive Living Services are services that can be provided in the resident's cottage or apartment to help the resident maintain a safe and healthy lifestyle even if the resident or the resident's spouse is experiencing incremental decline in physical or cognitive abilities. Supportive type services may include but are not limited to meal preparation and / or delivery to home, grocery shopping, transportation and accompanying to doctor appointments, financial affairs management, companion services, housekeeping services, coordination of multiple types of services by a case manager and the list goes on. If you feel that you or your family member may benefit from supportive services, please contact the Director of Social Services at 610-682-1343 or call the Supportive Living Hotline at 610-682-1214.

TELEPHONE SERVICES

There are two types of telephone services available to residents living at LHT:

- Traditional telephone service provided by the local telephone company (D & E Communications is the local company in this area).
- Diakon's Telecommunications Department can provide telephone services to the HHCC, Personal Care, and Tower Court residents if they so desire. Once a telephone number is established for a resident, that telephone number can remain with the resident wherever they live on the campus. The monthly fee for this telephone service will appear on your monthly LHT statement.

If you receive services from D & E Communications, contact them at 800-462-1015 for repair and service calls. If you receive services through Diakon's Telecommunications Department (Prelude Services) and have repair or equipment needs, or are interested in learning more about this service, contact Prelude Services Help Desk at 717-441-2411.

For those residents who have the Diakon Phone Service, if you are dialing a number in the 484 area code, you must dial 9-1-484 and then the 7 digit number. If you are dialing a number in the 610 area code, you do not have to dial 1 or the area code, just the 7 digit number.

A campus telephone directory is provided to all residents and is updated periodically. The directory contains an alphabetical listing of employees with telephone numbers, a departmental listing, and a Diakon mission support telephone listing (corporate support staff and senior management). For more information, please contact the Office Manager at 610-682-1517.

The main switchboard number for LHT is 610-682-1400. Most employees with offices and extensions on the campus can be reached directly by dialing 610-682- and their four-digit extension.

THERAPY SERVICES

The Lutheran Home at Topton has a highly regarded Therapy Services Department staffed by licensed Physical, Occupational, and Speech Therapists, as well as licensed assistants. A referral from a physician is necessary for any therapy treatments. The department is equipped with state of the art treatment facilities, modalities, and exercise equipment. The therapists can also assist in recommending adaptive equipment and mobility devices as well as perform home

safety evaluations. The department is open to individuals from the campus and surrounding local communities from 7:30 a.m. to 4:00 p.m. or by appointment Monday through Friday. Seven days a week therapy is provided in the skilled nursing facility. The Therapy Department is Medicare approved and accepts Medicare and will also bill private health insurers. For more information on how the Therapy Services Department can help you, please call 610-682-1478.

TRANSPORTATION SERVICES

A reservation must always be made in advance for any trip to assure the availability of space on the vehicle. Reservations must be made as soon as the appointment is received, no later than (5) business days prior to the appointment. It is recommended not to schedule appointments on Wednesdays, if possible. If transportation is not available for the requested time, the resident will be notified and the appointment must be rescheduled.

Off Campus Medical Appointments (Chargeable Services)

Transportation via The Lutheran Home vehicles (wheelchair vans and mini-van) is provided in the Allentown/Reading vicinity for residents requiring off campus medical appointments, hospital testing, hospital admissions, and return trips from the hospital to the campus. Drivers are on-call for return trips from the hospital during evening and night time hours and on the weekends. Contact the LHT Nursing Supervisor at 610-682-1400 if arrangements need to be coordinated from the hospital. Transportation services are provided Monday through Friday from 8:00 a.m. to 2:30 p.m. within the area noted on the map on page 53. Departure times will depend on the number of people being transported and the location of the appointments. Transportation will be provided evenings and weekends for hospital discharges or other situations as determined by the resident's physician or Nursing Supervisor.

The transportation charges are from The Lutheran Home at Topton, to your destination and back. All charges are round trip. There will be no charge for extra time spent on the van due to pick up of residents at other appointments. There is no charge for volunteers, friends, or family members accompanying you. There will be an escort charge if staff needs to accompany you on your appointment. These charges also apply for return trips from the emergency room. The driver will assist the resident in and out of the vehicle. Independent living and personal care residents are strongly encouraged to have a family member or volunteer escort accompany them to their appointment if additional assistance is required. Volunteer escorts can be requested by contacting the receptionist at 610-682-1400.

Volunteer escorts are assigned on a first come, first served basis and there may be limited availability. If you request a volunteer escort and none is available, a staff member will contact you to discuss other options. Due to fire/safety regulations, the driver is not permitted to leave the Diakon vehicle unattended. Therefore, the driver can only escort a resident to the door of the building. The resident is responsible for signing any medical documents.

Pick up locations for off campus appointments are as follows:

Luther Haven – your residence

Tower Court – Main entrance at canopy, B wing entrance, Fountain entrance

Buehrle Center – Main entrance at automatic door, Auditorium canopy entrance

Timothy Breidegam Center/Henry Health Care Center – Rotunda entrance

Off Campus Transportation Charges

This is a general list of provided areas of transportation. Specific questions about a particular doctor/group/location may be directed to the Plant Operations Department at 610-682-1430.

0 to 6 miles round trip

<u>Location / Address</u>	<u>Doctor's Name</u>
Washington Street, Topton	Dr. Blasiol and Dr. Jones
Topton Professional Building	Dr. Carter
Home Avenue, Topton	Dr. Miller
Brandywine Medical Center, Mertztown	Dr. Moss
Brandywine Dental Clinic, Mertztown	Dr. Burfeind and Dr. Phillips
Mertztown Medical Center, Mertztown	Dr. Shah/Dr. McGee

7 to 20 miles round trip

<u>Location / Address</u>	<u>Doctor's Name</u>
FMC Dialysis Center, Kutztown	Dialysis
15050 Kutztown Road, Kutztown	Various
333 Normal Avenue, Kutztown	Various

21 to 40 miles round trip

<u>Location / Address</u>	<u>Doctor's Name</u>
560 Van Reed Road, Wyomissing	Various
Bern Township, Reading	St. Joseph Hospital
301 South 7 th Avenue, West Reading	RHMC Doctor's Building
Reading Hospital, West Reading	
401 Buttonwood Street, West Reading	Various

2201 Ridgewood Road, Wyomissing	Various
Penn Avenue, West Reading up to 1340	Various
2600-2605 Keiser Blvd, Wyomissing	Various
Lehigh Valley Hospital, Cedar Crest, Allentown	
Cedar Crest Professional Park, Allentown	Various
1605 North Cedar Crest Blvd, Allentown	Various
Lehigh Valley Hospital, 17 th and Chew Sts, Allentown	
400-501 North 17 th Street, Allentown	Various
798 Hausman Road, Allentown	Various
3131 College Heights Blvd., Allentown	Various
Trexlerstown Medical Center, Trexlerstown	Various
St. Luke's Hospital, Hamilton Street, Allentown	
Sacred Heart Hospital, Allentown	
1981 State Hill Road, Wyomissing	Various

41 to 60 miles round trip

<u>Location / Address</u>	<u>Doctor's Name</u>
455 Penn Avenue, Sinking Spring	Dr. Pearah
11 Fairlane Road, Exeter	Various
Exeter Surgicenter	
DeMoss Street, Exeter	Various
Hearthstone Court, Exeter	Various

61 to 100 miles round trip

<u>Location / Address</u>	<u>Doctor's Name</u>
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Medical appointments in this round trip range must be pre-approved by the Director of Nursing and/or the Director of Plant Operations.

On Campus Shuttle Service

On campus free shuttle service is provided Monday through Friday at 9 a.m., 11:30 a.m., 1 p.m., and 3:30 p.m. for residents of Luther Haven, Luther Meadows, and Heilman House. The drop off and pick up points include the Conference/Computer Center, Rotunda entrance, main entrance of the Henry Health Care Center, and the Tower Court main entrance. Please call 610-682-1430 for shuttle service.

Shopping and Non-Medical Services

Bank

Transportation for the monthly bank run is available to residents of Luther Haven, Tower Court, and the Buehrle Center. Banks are limited to the campus branch bank

and the Topton area. Check your weekly bulletin or shopping schedule for dates. Please call 610-682-1430 to make a reservation for banking

Grocery Shopping

Transportation for one scheduled grocery trip per week is available to residents of Luther Haven, Tower Court, and the Buehrle Center. Check your weekly bulletin or shopping schedule for dates and destinations. Call 610-682-1430 to make a reservation for shopping.

Mall Shopping

Transportation for trips to area malls is available to residents of Luther Haven, Tower Court, and the Buehrle Center. Check your weekly bulletin or shopping schedule for dates and destinations. Please call 610-682-1430 to make a reservation for shopping.

Sunday Church Pick Up (for Luther Haven only)

If you would like to attend the church service held in the Henry Auditorium on Sunday mornings, you can use LHT van for transportation to the service. If you would like to use the van for church service, please call the Work Order Hotline at 610-682-1212 by 7:00 a.m. on Sunday morning. Your name will be added to the pick up list. If you decide to regularly use the van for church service, please leave a message that you would like to be added to the regular pick up list. You will only have to call if you choose not to attend. If you would like to occasionally use the van for church pick up, please make sure you call the Work Order Hotline by 7:00 a.m. Sunday mornings on the days you wish to use the van.

Voting

Transportation will be provided for general and primary elections for all residents. Check your weekly bulletin for date and departure time. The campus of The Lutheran Home at Topton is located in Precinct #1, Longswamp Township, Berks County, and voting takes place at The Topton Volunteer Fire Company. Please call 610-682-1430 to make a reservation for voting.

Motorized Carts

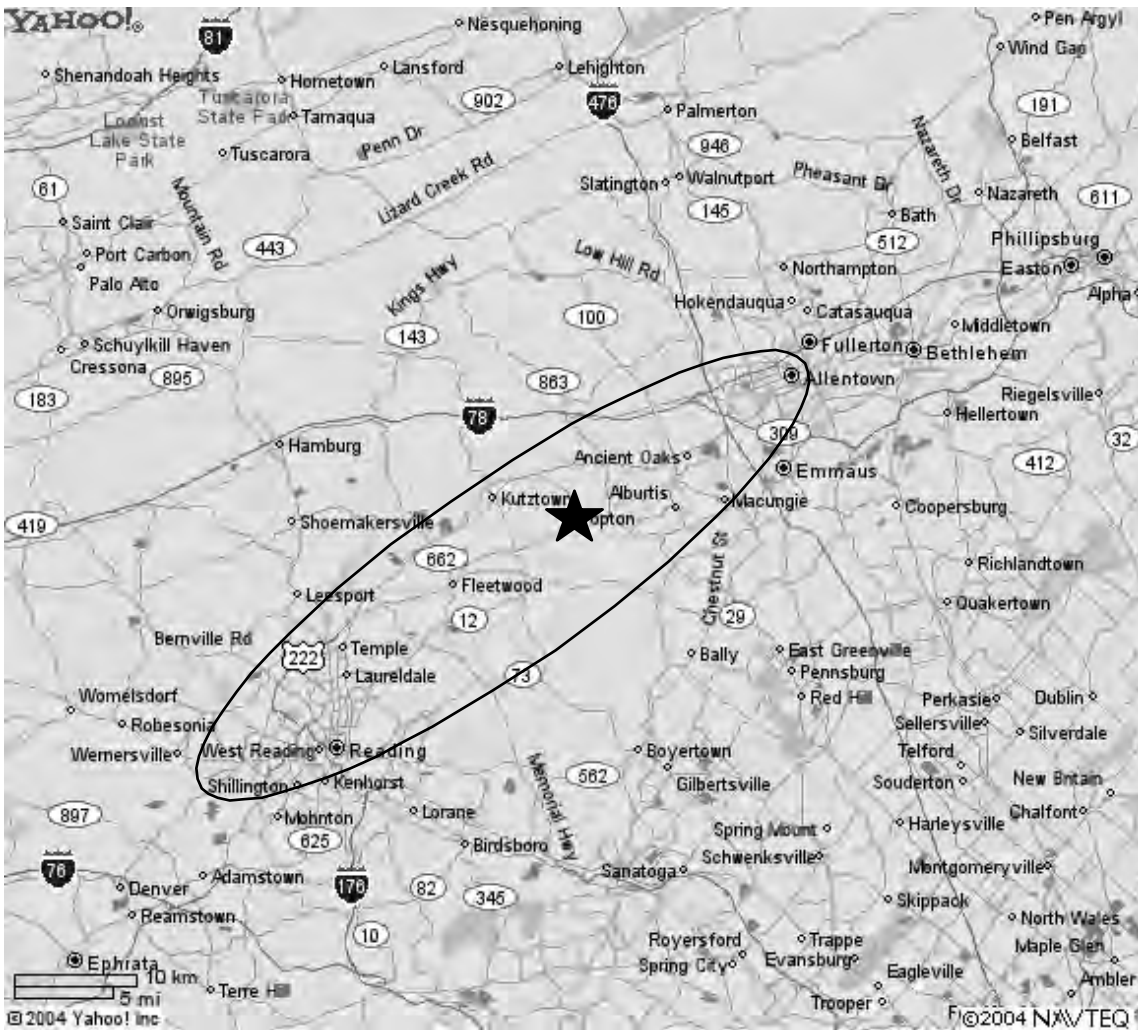
We recognize that there may be occasions when a motorized cart/electric wheelchair is necessary to maintain independence. Motorized carts/electric wheelchairs are permitted on The Lutheran Home wheelchair vans only if the following criteria are met. The motorized cart/electric wheelchair cannot have a single post seat. It must be able to have a four point secure tie down with wheelchair restraints, a seat belt is recommended. Residents wishing to use a

motorized cart/electric wheelchair on the LHT vehicles must have their cart/wheelchair approved by the Plant Operations staff prior to using it on the van. If your cart/wheelchair does not meet our safety requirements, you will be informed at the time of the site visit. If it does not meet our safety requirements, you will not be permitted to use it on our vans. In those cases, you must use a standard wheelchair and a friend, family member or volunteer escort must go with you on your appointment. Due to space limitations, if you choose to use your approved motorized cart/electric wheelchair on a grocery shopping trip, you will be taken to the grocery store on another day and separate from the scheduled shopping trip. This will be scheduled based on the transportation schedule for the week. Most grocery stores have motorized carts available at the store and are available first come, first served. You may use your approved motorized cart/electric wheelchair on the mall shopping trips. Any questions regarding motorized carts/electric wheelchairs or to schedule an evaluation, please call the Plant Operations Department at 610-682-1430.

Other Transportation Services

Public transportation: The Bieber Bus Service in Kutztown provides daily bus service to Reading, Allentown, Philadelphia, Atlantic City and New York City from Kutztown. For information call 610-683-7333 or 610-435-6691. The Lutheran Home at Topton does not provide transportation to the bus terminal.

Berks Area Reading Transportation Authority: The Berks Area Reading Transportation Authority (BARTA) provides specialized transportation for seniors age 60 and over and who meet certain eligibility criteria. To receive information on BARTA or to register for BARTA please call 610-921-0601.



Indicates transportation service area

TRASH COLLECTION AND RECYCLING

Luther Haven

Trash collection is made each Monday in Luther Haven with curbside pickup. The following recyclable items may be commingled for collection (all items should be rinsed and clean):

- Aluminum and metal cans
- Glass bottles and jars (green, brown, clear)
- Plastic beverage containers

If a holiday falls on a Monday, trash collection will be on Tuesday. If the holiday is on a Friday, trash collection will be on Monday's regular schedule. The time for

trash collection may vary. Please make sure all of your trash is on the curb Sunday night.

Tower Court

In Tower Court, trash must be bagged, securely tied, and placed in the trash containers in the first floor trash room or put down the trash chute in the second floor trash room.

There are two blue recycling totes located in the trash rooms on both floors. One recycling tote is for commingled plastics, cans, and bottles. The other recycling tote is for newspapers, office paper, mail, and cardboard. The recycling totes are clearly marked for the appropriate items. Trash and recycled items are removed from the trash room by the Hospitality Services Department on a regular basis.

Biohazard Waste

If you self-administer injections of any kind, please purchase a bio-hazard sharps container to dispose of used needles. Do not use old containers or boxes of any kind to dispose of these types of bio-hazardous waste. Sharps containers may be purchased at the CCRX Pharmacy, located on the ground floor of the HHCC, or you may purchase them from most local pharmacies e.g. CVS, Rite Aid, etc. If you have questions about this, please contact the Independent Living Unit Manager at 610-682-1471.

Other Recycling/Environmental Friendly Programs at LHT

Outlined below are the resident living areas and departments on campus that participate in recycling/environment friendly programs and the types of programs that are supported by residents and departmental operations:

All Senior Living Services and Family Community Ministries Departmental Operations

- All paper is recycled
- Our letterhead is made up of 25% recycled material
- Commingled glass, plastic, aluminum and steel cans
- Ink cartridges from printers
- Cardboard

Tower Court Residents

- Co-mingled glass, plastic, aluminum and steel cans
- Newspapers, magazines and cardboard

Luther Haven Residents

Commingled glass, plastic, aluminum and steel cans
Newspapers, magazines and cardboard

Plant Operations

Maintenance records and recycles all refrigerant and fluorocarbons
Clean metals are stored at the barn and picked up by a local businessman and recycled
Leaves are deposited at the end of the fields and a local farmer plows them into the soil
Appliances are deposited at the barn and a local businessman recycles them
Batteries purchased from East Penn Manufacturing are returned for recycling
Rechargeable batteries and used cell phones (from staff and residents) will be collected in Plant Operations and are delivered to a site that recycles these batteries
Low flow shower heads and toilets are installed in all living areas
Used motor oil is given to a local automotive service who uses it to heat their building
Incandescent bulbs are replaced with florescent bulbs as the bulbs burn out
Designated lights are turned off at night or are placed on automatic timers

Culinary Services

Fat is recycled by Mopac, Inc.
Culinary Services' Farm Source Program purchases food from local farmers which helps save on delivery charges, e.g. gasoline and labor
Food delivery dates are combined to reduce the number of deliveries to campus and to save on gasoline

Community Life

Plastic bottle caps are recycled and used for Bingo chips

Local Businesses

East Penn Manufacturing in Lyons will take all car, truck, boat, and motorcycle batteries for recycling
Weis Market will accept plastic grocery bags for recycling
Radcliffe's Great Value in Mertztown will accept plastic grocery bags for recycling

VISITING HOURS

Preferred visiting hours to the HHCC and to the personal care areas are from 10:00 a.m. – 9:00 p.m. Family members should contact the Unit Manager if these visiting hours do not meet the needs of the resident or family member.

VOLUNTEER SERVICES

Volunteers contribute to the spirit and work of The Lutheran Home at Topton! Adults and teenagers support our residents through individual visits, assisting with in-house events, escorting for physician appointments and shopping trips, distributing ice water, or assisting with clerical work and data entry. If you can share your vocational talents by leading a special interest group (exercise class, art class, writing, travelogue, music, etc.) or are interested in participating in a volunteer program, please contact the Director of Community Life at 610-682-1542.

Volunteer Escorts of the Lutheran Home at Topton

Volunteer escorts are available to accompany residents to off-campus medical appointments on the agency van. Volunteer escorts can be requested by completing a Transportation/Volunteer Request form and submitting it to the receptionist in the main lobby of the Henry Health Care Center or by calling 610-682-1400. Requests should be made as soon as the medical appointment is scheduled but no later than five (5) days before the medical appointment date. If your appointment is canceled, please notify the receptionist immediately.

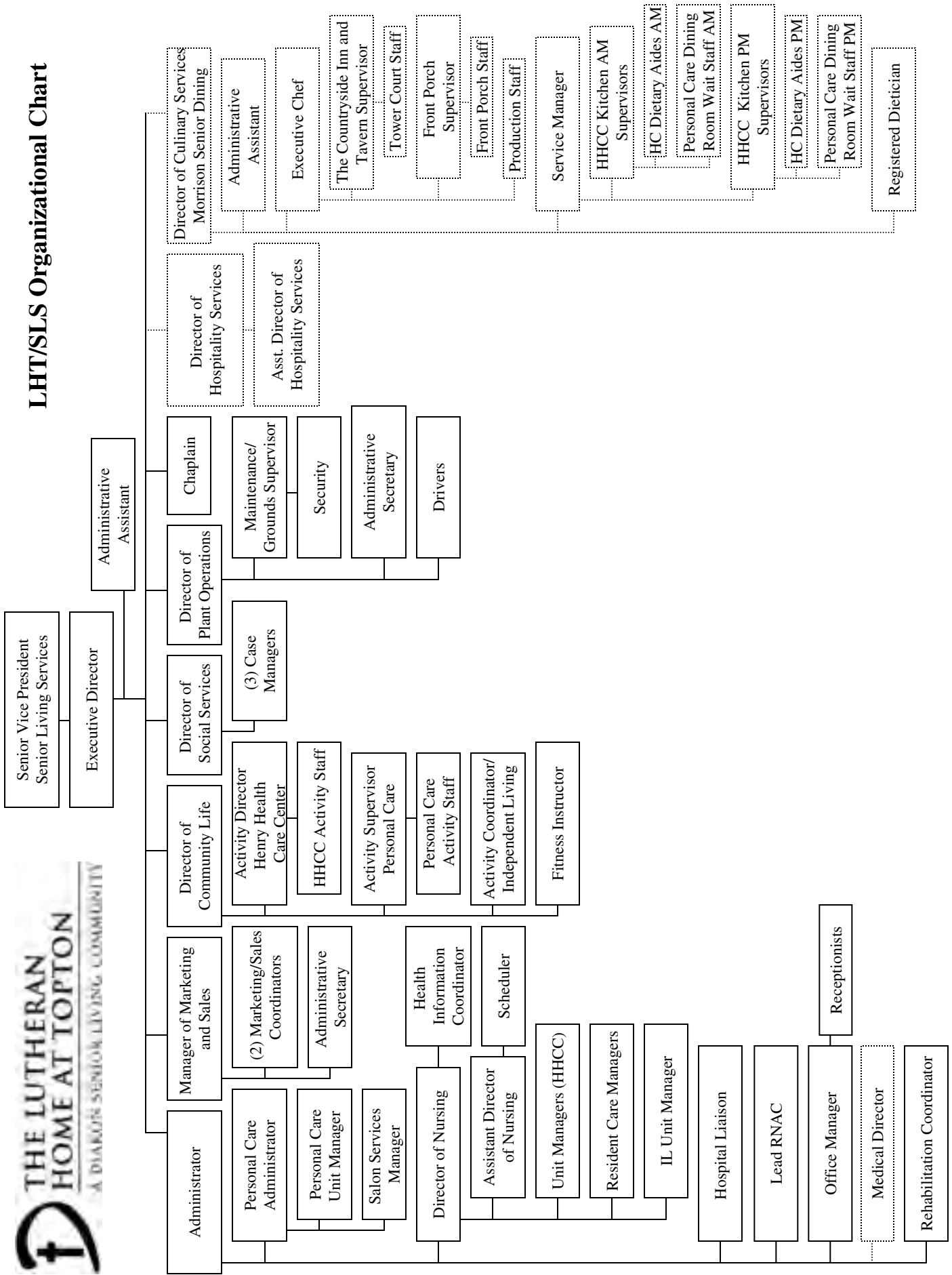
WEBSITE

Diakon Lutheran Social Ministries' website address is: www.diakon.org

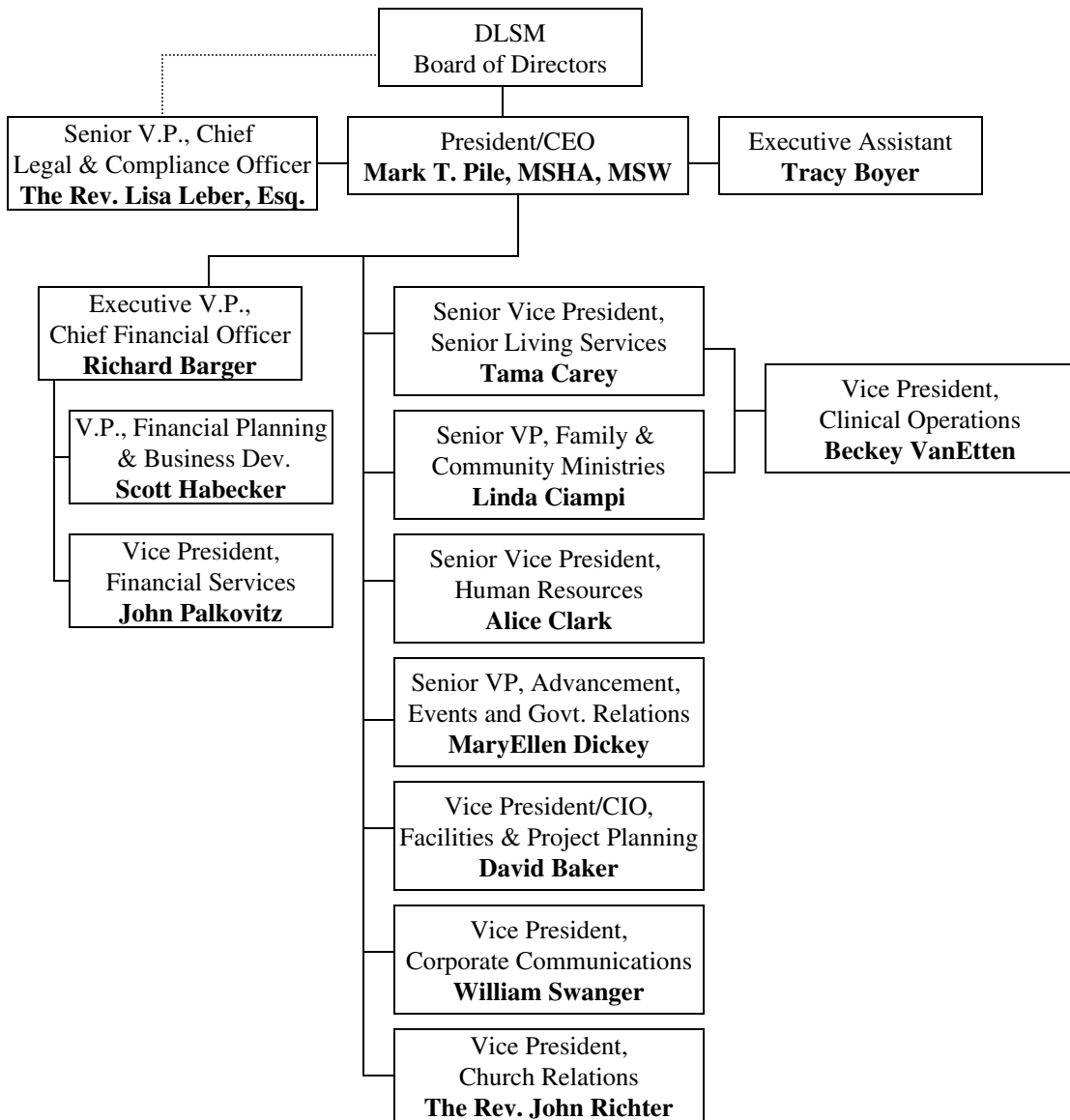
When you access this site, click on "Site Map" to locate The Lutheran Home at Topton and a comprehensive listing of services and amenities on the campus. If you have questions about the website, contact Diakon's Vice President of Corporate Communications at 717-795-0308.



LHT/SLS Organizational Chart



Diakon Administration



**THE LUTHERAN HOME AT TOPTON
 RESIDENT ASSOCIATION
 COMMITTEE STRUCTURE**

The Lutheran Home at Topton
Resident Association Executive Committee
 Charles Gelbach, President Staff Members
 Rudy Kroc, Vice-President Sue Lippy, ED
 Ellamae Rowe, Secretary
 Audrey Gougler, Treasurer
 Amelia DalMaso, Chairperson
 Phil Raymond, Chairperson
 Howard Fahner, Ex Officio

Finance Committee
 Charles Gelbach,
 Chairperson
 Rudy Kroc
 Herman de Haan
 Howard Fahner
Staff Members
 Sue Lippy, E.D.

Culinary Services Committee
 Amelia DalMaso, Chairperson
 Mae Gerhart
 Grace Harner
 Peggy Grossman
 Helen Miller
 Carole Fiori
Staff Members
 Jeff Imboden, Director of
 Culinary Services
 Chris Werley, Service Mgr.
 Greg Cordova, Executive Chef
 Carlos Nunez, Countryside Inn
 and Tavern Chef
 Sue Lippy, ED

Community Life Committee
 Phil Raymond, Chairperson
 Ted Jentsch
 Ruth Kemp
 Helen Murdock
 Marion Henne
 Joyce Hoffner
 Nancy O'Rourke
Staff Members
 (Vacant), Director of
 Community Life
 Sue Fogel, Activity
 Coordinator

Plant Operations/Hospitality Services Committee
 Rudy Kroc, Chairperson
 Mary Raymond
 Ruth Kemp
 Mike Phillips
 Howard Fahner
 Walter Jones
 Chuck Roeder
Staff Members
 Paul Moriarty, Director of
 Plant Operations
 Sue Lippy, Executive Director
 Julie Wojs, Asst. Director of
 Hospitality Services

The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
<p>Philosophy Of Care</p>	<p>Independent Living Philosophy The Lutheran Home at Topton is committed to the desire of individuals in the independent living residences to “age in place.” Towards that end, medical, rehabilitation, and psychosocial assessment services are available to assist with the development of care plans designed to support the resident in the least restrictive setting.</p> <p>The Lutheran Home at Topton, through an interdisciplinary* process, reviews the ongoing viability of these specialized care plans. When a plan of care can no longer sufficiently maintain the resident’s safety, health, and well-being, the resident will be required to transition to another level of care.</p> <p>*Includes, but is not limited to, medical director, family physician, administration, nursing, rehab services, social services, the</p>			<p>Dementia Philosophy The Lutheran Home at Topton offers a continuum of services to residents who experience the cognitive and functional limitations associated with a dementia process. Our program of care focuses on meaningful activities and relationships that are based on resident preferences and abilities, and meet the complex and changing needs of residents in the mild through end stages of dementia. Staff are chosen for their commitment to dignity and respect, creativity in developing plans of care that promote the highest possible levels of functioning, and ability to develop solid and caring relationships with residents and families.</p>			

**The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)**

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
	resident, and the resident's representative.						
<i>Description of level of care and admission criteria</i>	Residential ranch style homes for individuals that are independently mobile, alert, oriented, and physically, socially and mentally capable of independent management of daily activities.	Residential style apartments for individuals that are independently mobile, alert, oriented, and physically, socially and mentally capable of independent management of daily activities. Individuals may benefit from additional services provided in this setting, e.g. housekeeping and linen services, meal plans etc., 24-hour emergency call system, intermittent	Licensed personal care providing 24-hour supervision with intermittent ADL (Activities of Daily Living) assistance, activities, housekeeping services and three meals per day. Residents' cognitive and physical functioning may range from full independence to minimal assistance. A Medical Evaluation must be completed prior to admission as well as all other Diakon required assessments and the level of care tool.	Licensed personal care providing a homelike/supportive environment for those with a diagnosis of dementia and in the early to middle stages of the disease. 24-hour supervision is provided with moderate, intermittent ADL assistance, a structured activities program, housekeeping services, and three meals per day. The resident requires moderate to extensive assist with IADL (Instrumental Activities of Daily Living) e.g. using the telephone,	Licensed skilled nursing care providing 24-hour nursing care including a structured plan of care initiated, monitored, and evaluated by a professional interdisciplinary staff. Physician's order must be obtained for admission. Resident must meet level of care requirements set by the state of Pennsylvania. Resident must have a diagnosis of a dementing illness. Must have a Global Deterioration Scale score >=6. Must	Licensed skilled nursing care providing 24-hour nursing care including a structured plan of care initiated, monitored, and evaluated by professional interdisciplinary staff. Physician's order must be obtained for admission. Resident must meet level of care requirements set by the state of Pennsylvania.	Licensed skilled nursing care focusing on short-term rehabilitation. Physician's order must be obtained for admission. To be admitted for rehabilitation, patient must meet criteria for skilled nursing care under Medicare guidelines or a managed care plan. Goal is to rehabilitate the individual and enable them to return home or back to the highest level of functioning possible.

***The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)***

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
		companion support.		traveling, shopping, preparing meals, housework, medications, money. A Medical Evaluation must be completed prior to admission as well as all other Diakon required assessments and the level of care tool.	have a score on the Diakon Dementia Screening Tool which disqualifies the resident for Independent Living or Personal Care.		
Discharge criteria	A resident would be discharged if they could no longer live independently and support from family and community resources are not sufficient to meet the resident's health and safety needs. Discharge may also occur due	A resident would be discharged if they could no longer live independently and support from family and community resources are not sufficient to meet the resident's health and safety needs. Discharge may also occur due	A resident would be discharged if the continued presence of the resident is deemed detrimental to the health and safety of the residents or others. The resident is incapacitated, either physically or mentally, to the point that his/her removal or transfer is deemed to be in his/her best interest. The Lutheran Home	A resident would be discharged if the continued presence of the resident is deemed detrimental to the health and safety of the residents or others. The resident is incapacitated, either physically or mentally, to the point that his/her removal or transfer is deemed to be in his/her best interest. The Lutheran Home	The facility may transfer or discharge the resident if: 1) the transfer or discharge is necessary for the welfare of the resident and the resident's needs cannot be met within the facility 2) the resident's health has improved sufficiently so that they no longer	The facility may transfer or discharge the resident if: 1) the transfer or discharge is necessary to meet the resident's welfare and the resident's welfare cannot be met in the facility 2) the resident's health has improved	The facility may transfer or discharge the resident if: 1) the transfer or discharge is necessary to meet the resident's welfare and the resident's welfare cannot be met in the facility 2) when patient is no longer progressing in

***The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)***

Luther Haven (IL)									
Tower Court (IL)									
Buehrle Center (PC)	representative impairs ability to meet financial obligation or withholds funds to meet financial obligations. Discharge may also occur due to non- payment and ineligibility for the Benevolent Care Program due to misuse of funds. The facility ceases to operate.								
Timothy Breidegam Center (PC/Memory Support)	transfer would jeopardize the health or safety of the resident or others in the facility, as certified by a physician, DPW or both, the required 30-day time period for notice does not have to be observed. Resident or resident's representative impairs ability to meet financial obligation or withholds funds to meet financial obligations. Discharge may also occur due to non- payment and ineligibility for Benevolent Care Program due to misuse of funds. The facility ceases								
Henry Health Care Center Memory Support Unit (D3)									
Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	appropriate notice, to pay for a stay at the facility or 7) the facility ceases to operate.								
Henry Health Care Center (Short-Term Rehab) (D2)									

The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
<i>Mobility</i>	Capable of moving about independently in the home. Able to seek and follow directions. Independent with transfers but may be ambulatory with assistive devices or independent with w/c or electric wheelchair. Able to evacuate residence independently in an emergency. May arrange for home health services up to 24 hours a day.	Capable of moving about independently in the apartment. Able to seek and follow directions. Independent with transfers but may be ambulatory with assistive devices or independent with w/c or electric wheelchair. Able to evacuate residence independently in an emergency. May arrange for home health services up to 24 hours a day.	Mobile with or without the use of assistive devices. Physically and mentally capable of vacating the building independently or with minimal assistance. Can transfer independently. If using a wheelchair for mobility, must be able to transfer in and out without assistance and must be able to use the wheelchair without assistance from staff for ambulation. May need occasional assistance due to a short-term, acute illness.	Mobile with or without the use of assistive devices. Physically capable of vacating the building independently or with minimal assistance. Can transfer independently. May need occasional assistance due to a short-term, acute illness. May not use a motorized wheelchair/scooter.	Mobile with or without an assistive device including cane, walker, wheelchair, or specialized wheelchair. May require assistance from one or two persons or use of mechanical lifting device to transfer. May need the assistance of one or two persons to ambulate. May not have the cognitive ability to understand physical limitations. May not use a motorized wheelchair/scooter.	Mobile with or without the use of assistive devices. May require assistance of one or two persons to ambulate. Assistive devices may include a gait belt, a cane, a walker, a wheelchair, or a motorized wheelchair.	Requires assessment of rehab needs and potential. Therapeutic exercise/activity, gait training, safety, energy conservation and use of assistive devices to return to prior level of functioning or the highest level of independence.

The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
<i>Mental status</i>	Individual is alert and oriented, able to reason, plan and organize daily events. Has the mental capacity to identify environmental needs and meet them (awareness of personal safety) and manage routine personal financial tasks. Able to maintain safe home environment and respond appropriately to emergency situations. In the presence of cognitive impairment must have	Individual is alert and oriented, able to reason, plan and organize daily events. Has the mental capacity to identify environmental needs and meet them (awareness of personal safety) and manage routine personal financial tasks. Able to maintain safe home environment and respond appropriately to emergency situations. In the presence of cognitive impairment must have	Alert and oriented to the daily routine of the Buehrle Center. Exhibits safety awareness. Exhibits ability to participate in decision making about ADL's. May need occasional reminder due to a short-term, acute illness.	Diagnosis of Dementia. Unaware of unsafe areas. Tends to wander, may get lost. Moderate cognitive impairment. Communication abilities may range from limited capabilities to high functioning.	Must have a diagnosis of a chronic dementing illness with moderate to severe cognitive impairment. May require frequent reminders. May constantly be in a state of altered awareness of their surroundings. May be unable to understand and follow simple instructions or answer simple questions. May wander and have impaired safety awareness.	Requires occasional reminders to complete ADL's. May be alert and oriented.	May have temporary deficits associated with admitting diagnosis. Expectation is that deficits will improve with treatment. Individuals admitted for rehab program and who have a diagnosis of dementia must be able to follow one step instructions and recall therapy techniques. Lethargy associated with admitting diagnosis may be present. Expectation is that lethargy will decrease.

The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
	adequate support to meet health, safety, and care needs. May arrange for home health services up to 24 hours a day.	adequate support to meet health, safety, and care needs. May arrange for home health services up to 24 hours a day.					
Medication and treatment	Responsible for self-administration and ordering of all medications, including eye drops. Independent in use of medicine, and follow up with treatments, dressing changes etc. IL Unit Manager available to assist with medication instruction. May arrange for home health	Responsible for self-administration and ordering of all medications, including eye drops. Independent in use of medicine and follow up with treatments, dressing changes, etc. IL Unit Manager available to assist with medication instruction. May arrange for home health	Must be medically stable. Compliant with physician's orders. Manages medication/treatment independently or staff manages medication administration per DPW regulations. Minor treatments can be provided on a short-term basis. Refusal of medical treatment does not inhibit care of the resident.	Must be medically stable. Needs assistance with medication administration and treatments. Minor treatments can be provided on a short-term basis. Refusal of medical treatment does not inhibit care of the resident.	Unable to administer own medications or complete treatments. May or may not be compliant with medication and/or treatment regime. Unable to understand education regarding medication compliance. Medical treatment ordered by a physician to address medical needs of the resident.	Usually unable to administer own medications as prescribed by physician. Inability to explain medications and what they are for. Newly ordered medications require resident education. Medical treatment ordered by a physician to address medical needs of the	Able to learn/relearn medication administration independently or with some assistance. If returning home with home health assistance, modifications will be made.

***The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)***

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
	services assistance in this area if resident can not manage safely.	services assistance in this area if resident can not manage safely.			Dressings, involving prescription medication and/or aseptic technique. Treatment of decubiti or other wide-spread skin disorders. IV's and tube feeding can be administered.	resident. Dressings, involving prescription medication and/or aseptic technique. Treatment of decubiti or other wide-spread skin disorders.	
Hygiene	Awareness in all care including bathing and personal laundry. May utilize home health services when occasional assistance is needed. May arrange for home health services up to 24 hours a day.	Awareness in all care including bathing and personal laundry. May utilize home health services when occasional assistance is needed. May arrange for home health services up to 24 hours a day.	Independent, or supervision, or minimal assist with bathing 2x/week.	Minimal to moderate assistance is provided with bathing or partial bathing.	May require a range of assistance from staff to total dependence on staff to complete and maintain personal hygiene.	May require a range of assistance from supervision from staff to total dependence on staff to complete and maintain personal hygiene.	Requires skilled services from therapy in relearning ADLs with or without assistive devices. Level of Nursing involvement based on level of functioning and therapy direction.
	Independent in	Independent in	Independent or	Requires up to	May require a	May require a	Requires therapy

***The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)***

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<i>Dressing</i>	dressing and dresses appropriately in public areas. May arrange for home health services up to 24 hours a day.	dressing and dresses appropriately in public areas. May arrange for home health services up to 24 hours a day.	minimal assistance with buttons, zippers, TED (Thrombo Embolism Deterrent) stockings, etc. and dresses appropriately in public areas.	moderate assistance with dressing or undressing of upper or lower extremities, assistance with clothing selection, assistance with prosthetics, and cueing.	range of assistance from supervision from staff to total dependence on staff to complete dressing and grooming. May need assistance in choosing appropriate clothing.	range of assistance from supervision from staff to total dependence on staff to complete dressing and grooming. May need assistance in choosing appropriate clothing.	to assess abilities and work towards most independent level. Assistance from Nursing based on level of care needed and will vary as therapy progresses.
<i>Toileting</i>	Continent and/or independent in incontinence management. Home environment is kept odor free. May arrange for home health services up to 24 hours a day.	Continent and/or independent in incontinence management. Apartment environment is kept odor free. May arrange for home health services up to 24 hours a day.	Continent or independently cares for incontinence needs.	Continent or may require minimal to moderate assistance for incontinence needs. Occasional bowel incontinence due to a short-term, acute medical condition.	May be continent or incontinent of both bladder and bowel. May be able to toilet self independently or may be dependent on staff for assistance getting on and off the toilet. May require a catheter and be unable to care for it. May need a scheduled toileting	May be continent or incontinent of both bladder and bowel. May be able to toilet self independently or may be dependent on staff for assistance getting on and off the toilet. May require a	Assessed by team and plan developed to address incontinence. May require consultation by a specialist in order to determine on-going plan of care.

The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
<i>House-keeping</i>	Able to keep the home odor free, orderly and clean with or without additional service. Accommodation is free of fire and safety hazards.	Housekeeping services completed by the Hospitality Services Department. Able to keep the apartment odor free, orderly and clean in between housekeeping visits. Accommodation is free of fire and safety hazards.	Housekeeping services completed by the Hospitality Services Department. Accommodation is free of fire and safety hazards.	Housekeeping completed by the Hospitality Services Department and / or Resident Assistants as part of support plan.	Requires complete housekeeping, linen changes, room cleaning on a routine basis.	Requires assistance with housekeeping, bed linen changes on a routine basis. Would not be able to maintain a clean environment.	May require assistance at this time with housecleaning due to admitting diagnosis. Ability to complete housekeeping tasks may be part of treatment/therapy plan.
<i>Laundry</i>	Capable of doing personal	Capable of doing personal	Personal laundry done independently,	Personal laundry completed with staff	Unable to care for personal laundry.	Unable to care for personal	May not be able to perform

**The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)**

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
	laundry or may arrange for laundry services for convenience.	laundry or may arrange for laundry services for convenience.	by family or by Hospitality Services.	assistance as part of Support Plan, by family or completed by Hospitality Services.		laundry.	laundering of clothes due to need for rehab. Doing laundry may be part of therapy program.
Nutrition	Able to maintain a healthy diet for optimal functioning. Resident is able to prepare own meals. Resident is able to do grocery shopping, either by own transportation or campus store trips. Resident is able to arrange for grocery delivery, either by family, friends or paid service. May arrange for	Able to maintain a healthy diet for optimal functioning. Resident is able to manage the Dining Dollars Program. Resident is able to do grocery shopping, either by own transportation or campus store trips. Resident is able to arrange for grocery delivery, either by family, friends or paid service. May	Independent or requires occasional reminders/assistance getting to dining room. Must have good eating skills and socially acceptable eating habits. Able to select appropriate food choices to meet dietary and health needs.	Requires assistance with cutting food and menu selection. Willing and able to eat in dining room with appropriate staff assistance and verbal & non-verbal cueing. Capable of feeding self. Modified diets can be accommodated as prescribed.	No ability to follow prescribed diet or prepare meals. May be able to state food and beverage preferences. May have unexplained weight loss or gain. May require assistance from supervision from staff through total dependence on staff to eat and drink. May have difficulty chewing, and swallowing due to impaired functioning caused by dementia illness.	May require assistance to follow prescribed diet. May be able to state food and beverage preferences. May have unexplained weight loss or gain. May require assistance from supervision from staff through total dependence on staff to eat and drink. May have difficulty chewing, and	Diet according to ability and upgrades with therapy involvement. Expectation is that patient eats in the dining room for all meals as part of their treatment plan. Nursing, Culinary, dietitian and Therapy Services work closely together. Family and resident training provided. Uses select menus. May require feeding tube.

***The Lutheran Home at Topton
Guidelines for Resident Assessment and Placement (GRAP)***

	Luther Haven (IL)	Tower Court (IL)	Buehrle Center (PC)	Timothy Breidegam Center (PC/Memory Support)	Henry Health Care Center Memory Support Unit (D3)	Henry Health Care Center (LTC) A,B,C Wings (Rotunda)	Henry Health Care Center (Short-Term Rehab) (D2)
				facility support groups.	from consulting psychiatrist or psychologist if needed. May require medications to aid mood or behavior.		

Legend:

- IL = Independent Living**
- PC = Personal Care**
- LTC = Long Term Care**
- DPW = Department of Public Welfare**
- NF = Nursing Facility**
- ADL = Activities of Daily Living**
- IADL = Instrumental Activities of Daily Living**
- IDT = Interdisciplinary Team may consist of Attending Physician, Unit Manager, Social Worker, Therapist, Dietician, Administrator, Executive Director, Medical Director.**

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OUR MISSION



In response to God's love
in Jesus Christ, Diakon Lutheran
Social Ministries will demonstrate
God's command to love
the neighbor
through acts of service.



Many Hands. One Heart.™



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