

Who is Resident Services?



Lisa Roeder, MSW, LCSW-C
Manager of Resident Services

Office Located in Cross Creek Lobby
Ext. 601-8057



Victoria Marie Shirley, MSW
Resident Services Coordinator

Office located Brookside T-Level
Ext. 601-8311

Building Responsibilities:
Brookside, Caton Ridge, and Chapel Court



Robin Clay, LCSW-C
Resident Services Coordinator

Office located near Terrace Café
Ext. 601-8308

Building Responsibilities:
Fountain Hill (Bldg. 1), Maple Terrace
(Bldg. 2), Edgewood (Bldg. 3), New Carroll
(Bldg. 4 & 5), Courtyard Crossing (Bldg. 7),
Arborside (Bldg. 8), Greentree Court
(Bldg. 9), Parkview, and
Harborview (Floors 4, 5, & 6)



Andrea Lanasa, LBSW
Resident Services Coordinator

Office located St. Charles—1st Floor
Ext. 601-8459

Building Responsibilities:
Herbert's Run, St. Charles, and Harborview
(Floors 1, 2, & 3)


Charlestown
BY ERICKSON SENIOR LIVING™

**RESIDENT
SERVICES**



What is Resident Services?



Resident Services is a professional support service designed to assist residents in having a successful life experience here at Charlestown.

We are a department of trained and professional Social Workers/ Resident Services Coordinators. Our philosophy of practice is “to allow individuals to remain at the highest level of functioning and independence.”

Who May Use Resident Services?

All residents of Charlestown and their family and friends are welcome to call on the staff of the Resident Services Department for assistance.

Meetings can take place in the resident’s apartment or in the Resident Services Coordinator’s office. Appointments, although not required, are recommended to assure that adequate time can be dedicated to meet your needs.

What Services are Available?

Resident Services Coordinators can answer your questions and address your concerns about the different levels of care that are available at Charlestown.

These levels range from Home Support Services and the Intermissions Day Program in Independent Living to Assisted Living at Caton Woods to Memory Care in Wilton Overlook to Comprehensive Nursing Care at Continuing Care.

We also provide support to residents and families on issues such as successfully moving into the community, retirement, access to medical care, bereavement, adjustment to physical loss, and interpersonal and family relations.

Resident Services provides an information and referral service, directing and linking residents with other programs and services within Charlestown as well as to those in the local community.

In addition to support services, the Resident Services Department maintains confidential information on each resident regarding their Advanced Directives, Power of Attorney, Resident Information Form, etc. so that we can be of assistance if necessary. Please keep us informed of changes to these important documents so that we may update your file.

What Support Groups are Available at Charlestown?

- Memory Loss Caregiver Support Group
- Parkinson’s Support Group
- Low Vision Support Group
- Hearing Loss Group
- Brain Food Café
- Bereavement Support
- Kidney Support Group

Other support groups can be formed based on the needs and requests of residents. For additional information on support groups and the location and times of the meetings please call your Resident Services Coordinator, listed on the back of this brochure.



Other Available Services:

- Advanced Directives
 - Living Wills
 - Durable Power of Attorney-Health Care
- Facilitating External Services:
 - Medical Equipment
 - Shopping Services
- Facilitating Internal Services:
 - Intermissions
 - Memory Support Program
 - Medicare Certified Home Health Care
 - Private Pay Home Support Services
 - Rehabilitation Services
 - Housekeeping
 - Transportation