

Charlestown Continuing Care Newsletter

A Message from the Director of Continuing Care

Dear Residents and Families,

As we welcome the arrival of spring, we are truly looking forward to seeing more families out and about, enjoying time together with their loved ones throughout our community. Warmer weather brings renewed energy, connection, and opportunities to gather, and we are excited for the months ahead.

I would like to sincerely thank our residents and families for your continued partnership and cooperation throughout the long winter season of cold, flu, and COVID. Because of everyone's commitment to safety, responsibility, and mutual support, we were able to significantly minimize the impact on both residents and staff. Our positivity rates remained drastically lower than those in the surrounding community and were substantially improved compared to prior years.

Building on this progress, we are excited to share two important updates. First, our Skilled Nursing neighborhoods have recently achieved an improved 5-Star Overall Rating. As a direct result of this accomplishment, we have also been approved by the Maryland Board of Nursing as a Nurse Training Site. This designation allows future healthcare professionals to complete their hands-on clinical training alongside our experienced staff. Clinical training will take place on WO1 and WO2, and we are grateful for the opportunity to help mentor and shape the next generation of healthcare professionals.

As we move into spring and summer, we look forward to sharing updates on upcoming seasonal activities and events. We are especially excited to bring back neighborhood cookouts throughout the warmer months and hope families can join us for these gatherings.

Thank you to everyone who participated in the recent Resident Satisfaction Survey. We have already begun implementing our action plan and have successfully hosted two Dining Town Halls. These will continue so we can maintain open dialogue, gather ongoing feedback, and continue improving the dining experience in Continuing Care.

We were also pleased with the strong attendance at our Hospice Coffee and Conversations event. Throughout the year, we will continue offering education-based seminars covering topics such as long-term care insurance and the financial process of transitioning into Continuing Care, navigating medication/pharmacy processes, and aging and dementia education. If there are additional topics you would like us to consider, please feel free to share your ideas.

Thank you for being such an engaged and valued part of our Continuing Care community.

Warm regards,
Maksim Mendelzon

Creating a Safe Environment for Your Loved One with Dementia

Supporting a loved one with dementia begins with ensuring their home environment is safe, comfortable, and predictable. As cognitive changes progress, even familiar spaces can become confusing. Thoughtful adjustments can greatly improve your loved one's independence, while reducing anxiety and accidents.

To simplify their living space:

- Remove clutter, loose rugs, and excess furniture to create clear, wide pathways.
- Use bright, even lighting in hallways and bathrooms to reduce shadows that may cause misperceptions.
- Label doors, drawers, and commonly used items with pictures or large text to support daily routines.
- Lock away medications, chemicals, and sharp items.

To create emotional safety:

- Speak calmly and avoid arguing—focus on redirection and reassurance!
- Offer simple step-by-step instructions and break tasks down into smaller, manageable parts.
- Surround them with familiar photos, comforting objects, and soothing music to reduce agitation.
- Maintain consistent times for meals, activities, and rest to decrease confusion.

Caregivers play a vital role in creating emotional and physical safety. By making these adjustments, you can help your loved one feel more secure and supported, while preserving dignity and comfort throughout their dementia journey.



Proper Storage Tips: Reduce Fire Risk!

Spring is the perfect time to freshen up your space and create a safer living environment! When rooms become cluttered, there is an increased risk of fire and injury.

Follow the storage and safety tips below to reduce fire risk:

- **Check power cords:** Not only can these be trip hazards, but proper cord placement can reduce fire risks. Make sure power cords are not running across doorways or under carpets and furniture.
- **Do not overload outlets:** appliances, like toasters or coffee makers, should be plugged directly into their own receptacles.
- **Clear blocked pathways and exits:** remove obstructions that could hinder escape or prevent first responders from entering.
- **Remove piles of items:** these can weigh on electrical wiring and become dangerous around open flames, like candles.
- **Do not hang things on or near sprinkler heads:** Do not hang anything on the ceiling that could obstruct the sprinkler system.
- **Store cleaning agents and chemicals separately:** keep them in designated, well-ventilated areas that are away from ignition sources.

Small changes go a long way in preventing fires—so take time this season to implement these tips and reduce your risk!



Avoid Costly Surprises When You Leave the Hospital

After a hospital stay, you may need additional care as part of your recovery. Did you know that the number of days you stay in the hospital affects what Medicare will pay?

Erickson Advantage® waives the three-day hospital stay requirement and covers your stay in the skilled nursing care neighborhood at your Erickson Senior Living®-managed community. There may even be times when you can receive care here without a hospital stay. With Erickson Advantage, you may spend less time and money in the hospital, and more time getting back on track.

Get the Facts Today

If you have questions about what the three-day hospital stay requirement means for you, or if you're planning an upcoming surgery requiring hospitalization, now is the time to learn more. Erickson Advantage may help you avoid costly surprises.

Call Jennifer Simon a licensed sales agent at 443-297-3110, TTY: 711, Monday-Friday, 8:30 a.m. to 5:00 p.m. local time or email Jennifer.simon@erickson.com.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. Community residents are not required to enroll in an Erickson Advantage plan. The Community Medical Center also accepts other plans.



Information Security: When Trusted Software Becomes a Threat

Online programs you use and trust can sometimes be turned against you. Hackers can hide behind phony websites or system updates to deliver malware to your devices. Their goal is to take advantage of your sense of security and trick you into sharing sensitive information or installing malicious software.

To protect yourself from these modern threats, pay attention to any changes in online behavior.



Every Day Is Earth Day at Erickson Senior Living!

Every April 22nd, the United States celebrates Earth Day, a special recognition that spotlights the need to protect our planet's natural resources for future generations. At Erickson Senior Living, we are strongly committed to being good stewards of the environment, not just on Earth Day, but all year long. Our enterprise makes sustainability a priority by reducing, reusing, and recycling energy, waste, and water. Just look at these numbers!

- We saved 1,969 single family homes' worth of electricity with the use of VRF which conserves more energy than traditional heating and cooling systems.
- We saved 30.6 million kilowatt hours with the use of LED energy efficient lightbulbs.
- We saved 137.2 million gallons of water with the use of VRF & VRP HVAC systems.
- We recycled 3,060 tons of reusable materials, including paper, plastic, aluminum, and cardboard.



April Cultural Observances

Be sure to add these cultural observances to your calendar this April!

- National Volunteer Month - April 1-30
- Easter - April 5
- Earth Day - April 22



Continuing Care Leadership Corner

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