

## **Brown Memory Care Pavilion FAQ**

Q. When can my loved one have visitors?

A. Anytime! This is your loved ones home, and they can receive visitors at any time. Staff may notice that certain times work better than others and make suggestions. For example, visitors during mealtimes may distract residents from eating or make them uncomfortable if their visitor is not eating; (meal tickets can be purchased at the front desk for a visitor to join a resident for a meal), but residents have the right to receive visitors whenever they would like.

Q. Can my loved one leave?

A. Yes, but they must have someone with them at all times and be signed out so that we know where they are.

Q. Are there hair and nail grooming services that are offered?

A. We have a beautician that comes in weekly (3<sup>rd</sup> floor on Wednesday, 1<sup>st</sup> floor on Thursday & Friday) and a manicurist that comes every other week. Both of these services are with outside contractors and are at an additional fee. Our front desk can set up a petty cash account that the charges can be drawn from.

Q. Can I bring in outside food?

A. Yes, but all of our public areas are strictly kosher. Any food can be enjoyed in the privacy of one's room.

Q. Can I bring in a pet to visit?

A. Absolutely, but please make sure that they are up to date on their shots and have the proper temperament to visit safely and successfully in this environment.

## How to Have a Successful Visit with a Loved One Living with Dementia:

- Introduce yourself to them (“Hi mom, it’s \_\_\_\_\_. I’m here with your grandkids \_\_\_\_\_.”)
- Reminisce. The past is more familiar at this point than the day to day.
- Keep things upbeat and don’t point out inconsistencies or mistakes in memory.
- Share what’s going on in your family (with cues about who everyone is) without necessarily expecting input.
- Bring something to do with your loved one that they can be successful at, such as old photos to reminisce about, or a simple (but not juvenile) art project, or join them in an ongoing program.
- Just going for a walk, or sitting and holding hands is fine, too! The goal is to keep the experience positive for everyone.
- Keep your visit to about 45 minutes. Longer than that is a strain on their attention span.
- Keep your goodbye brief and upbeat.