

## ILU PROSPECTIVE RESIDENTS - QUESTIONS

### HEALTHCARE

**I have a doctor's appointment. How do I schedule transportation?**

Call the Unit Manager in the second floor reception area, Extension 5735, one week in advance; call between 8:00 a.m. and 4:00 p.m. Monday through Friday.

**I need to get a prescription filled or refilled. Can I have that done through The House of The Good Shepherd?**

Yes, call the residential nurses, second floor at Extension 5732.

**Does the House of The Good Shepherd accept my insurance for prescriptions?**

One needs to submit claims directly to his/her insurance company. However, Bach's Pharmacy will submit a claim for a resident if they have a copy of the resident's insurance card.

**Can I make an appointment to use the in "House" doctors?**

There are weekly clinic hours; call Extension 5732 to check or make an appointment.

**Can I use the physical therapy services here at the House of The Good Shepherd?**

Yes, by order of your doctor.

**What sort of services does the Social Worker provide?**

Referrals.

**My doctor says that I need to see a nurse regularly for a dressing change, blood pressure check, or other health care service. Can this be done at "The House"?**

Yes, check with the residential nurse at Extension 5732.

**What hours/days are a resident physician, etc., available for appointments, emergencies, etc. (if any)?**

Weekly clinic hours; emergency decisions are made by the charge nurse.

**Are there charges for nurse or CNA to come if there is an emergency in apartment?**

None.

**Charges for ear cleaning, blood pressure check, etc?**

None.

**Is there a regular monthly BP check scheduled?**

No.

**Flu, pneumonia shots scheduled and administered free yearly?**

Yes, Medicare Part B

**Will I find a good M.D. who will respect our wishes to die a "natural death"? Our children all agree: "NO lifesaving measures." Daughter has the authority to withhold nutrition, liquid, oxygen, tubes, etc.**

The House and New Jersey honor one's advance directives.

### DIETARY

**I would like to have a guest(s) for dinner. How do I make the arrangements and is there a fee?**

Call the dietary dinner reservation number, Extension 5926. Please refer to the ancillary fee schedule.

**I would like to reserve the private dining room for a family function? How do I make the arrangements?**

Call (0 – Operator) at the Front Desk Monday through Friday 9:00 a.m. – 5:00 p.m. to make reservations.

**I am going to be away for vacation. My meals are included in my monthly service fee. Do I get credit for missed meals?**

Yes, with advance notice and if you are away for 14 consecutive days or more.

**I need to be on a special diet. Can this be arranged?**

Consult with our dietician. Leave a message with the first floor receptionist; the dietician will contact you.

**The main meal of the day is included in my monthly service fees. Can I receive other meals?**

Yes.

**Other meals there? Where? What times?**

Dinner is included in rent; other meals are available for a fee.

**What meals can I get? Dining room? Snack bar? Cost? Times?**

Dinner is included in rent; see Fee Schedule for other times

**I would like to bring a bottle of wine to dinner in the Lodge; is this acceptable?**

Yes.

### **MISCELLANEOUS**

**Need apartment cleaned once/month (floors, bath, kitchen). Can this be done by House personnel?**

Yes, for an hourly fee – see Fee Schedule.

**When is the annual housekeeping done?**

Spring

**Is there a certain time and day for moving into the house?**

Yes, Monday thru Friday from 9:00 a.m. to 2:00 p.m.

**Do you hang my pictures, mirrors, etc., or do I?**

At your request, Maintenance will do this – no fee.

**Is a wheelchair available to transport?**

Wheelchairs are not an option in Independent living.

**Mail Delivery (where, what times?)**

Daily; Administration lobby

**Bring my toaster, microwave? Yes**

**Can you affix microwave to the bottom of a cupboard?** Yes, after Maintenance checks equipment.

**Is there an ironing board?**  
Please bring your own.

**Mini-storage? Padlocked? Where?**  
Yes, on the first floor; resident supplies their own padlock.

**Where do I put boxes when I unpack?**  
Place them outside your apartment in the corridor.

**How do I get rid of trash, garbage, newspaper, etc?**  
Twice weekly, pick-up at your apartment door.

**Free transportation? When? To Where? Reserve ahead of time?**  
Local transportation at no charge on the day the bus is going into town. Advance reservation required.

**Activities**  
Daily, weekly.

**Are Maintenance people available when needed (to put in ceiling light bulbs, move a chair?)**  
Yes, upon receipt of a written work order request.

**Fire measures-actions? Sprinklers where?**  
State-of-the-art life safety system.

**Any system for checking apartment residents 1-2 times/day for safety, such as a ring on the doorknob at night, take it in the morning?**  
Daily reassurance call; nurse call system.

**Where do I park, nearest to my apartment?**  
Resident parking spaces are assigned.

**Do I take a driver's test at Motor Vehicle place (Where?) if my current license expires 11/06?**  
Washington, New Jersey is the closest Motor Vehicle Office – 10 miles away.

**Is an emissions test required in New Jersey?**  
Yes.

**Where do I get New Jersey license plates?**  
N. J. Division of Motor Vehicles, Washington, New Jersey. 908-835-0572

**Extra charge if (when) I may move into a different (more desirable) apartment?**  
Yes, if it is at your request.

**Who has a key to my apartment besides me? Are buildings locked at night?**  
The Management staff (3) and the charge nurse. Exterior doors are locked at night.

**Can I get cable right away? When? Within a week?**  
Satellite dish; one day

**In my use of laundry (if in hallway) scheduled? Any time?**

Each ILU apartment has its own washer/dryer.

**Is there a weekly/monthly schedule of events?**

Yes.

**What is the female to male ratio?**

1.7 to 1 in ILU and 4.2 – 1 in AL