



Heartfelt Connections

A Memory Care Program™

An **LCS** Signature Experience





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With Heartfelt Connections – A Memory Care Program®, you don't have to be the caregiver anymore. Instead, you can go back to being who your loved one wants you to be: a daughter, a son, a grandchild, or a spouse.

Many communities offer the basics of memory care. It takes a community like Havenwood of Richfield to give back the control you lost when your loved one was diagnosed with Alzheimer's disease or another form of dementia. More than just a protective environment where residents are well taken care of, our memory care neighborhood is filled with individuals who are purposefully engaged in programming and living each day with as much meaning as possible.

Take a closer look at the program at the heart of it all – Heartfelt Connections. You'll learn more about how it promotes physical and emotional well-being; supports daily functioning; and maintains a sense of purpose, satisfaction, dignity, and quality of life.

Our Heartfelt Care Philosophy

To fully understand how the program works, consider these simple yet powerful core beliefs that underscore our care philosophy:

- » We recognize that what capabilities remain are far more important than what is lost
- » We make each moment meaningful and purposeful
- » We focus on each resident's unique abilities
- » We create success stories, one small victory at a time



This highly individualized program starts with truly getting to know each resident.

Capturing Your Loved One's Life Story

Using your loved one's social history, along with reminiscence tools customized specifically for us, we capture a lasting legacy of details about your loved one: family, friends, career, hobbies, likes and dislikes. While memories fade, we know that past relationships and experiences continue to shape your loved one's life. Our skilled, trained and compassionate team uses the insights gained from each life story to develop person-centered activities and programming for each resident. Your loved one's life story is at the heart of Heartfelt Connections. We engage with our residents and their family members to accomplish the following:

- » Record life achievements, events, and special occasions to celebrate
- » Capture memories and collect pictures to provide comfort and pleasure
- » Identify key memory cues and triggers
- » Promote and support mental, physical and emotional stimulation
- » Aid conversation with friends and family

Creating a Sense of Balance

Individuals with memory loss often experience agitation or frustration if they don't have balance in their lives. Subconsciously we all require three things to lead a balanced and active daily life. For residents with memory loss, incorporating specific routines in a familiar environment minimizes anxiety.

At Havenwood of Richfield, we incorporate the three key components of active daily living.

Routine Self-Care

It's often been said that when we look better, we feel better. So little things like getting dressed, washing our face, and combing or styling our hair play a big role in maintaining self-esteem. We help residents be successful at those self-care tasks each day and celebrate their abilities to accomplish them.

Vocation & Productivity

Most of us have had a vocation or career – work and daily tasks that have given our lives a sense of purpose. We learn about your loved one's past career or vocation and find ways to incorporate or simulate some of those routine activities into daily life.

Recreation/Leisure

By nature, we tend to look forward to weekends and vacations. We engage our residents in recreational and leisure activities that are familiar and similar to those they have always loved.

The 24-Hour Brain

When you visit the memory care neighborhoods at Havenwood of Richfield, there's a very specific reason our residents appear calm, content and confident. We understand dementia and the 24-hour brain. Essentially, individual activities pair best with the functioning level of the brain at specific times of the day.

To reduce frustration, restore confidence, and build self-esteem among residents, we schedule more challenging activities and tasks at appropriate times in the day to maximize remaining abilities. For example, your loved one might tackle puzzles or painting in the morning and wind down toward sunset with a quiet walk or soft music before bedtime.

When it comes to success stories, it's not just a matter of what we do but also when we do it.

Life Stations

Your loved one might enjoy our outdoor and indoor gardening spots, music station with instruments, business desk, or an art workstation. These unique Life Stations placed throughout our memory care neighborhoods are designed to attract the attention of former green thumbs, business people, artists and hobbyists. These spots offer areas for spontaneous interaction.

In addition to exceptional programming, this memory care program offers a perfect setting.

Points of Interest

Points of Interest bring simple joy to memory care residents, allowing them to sit and take in the sights, sounds and smells that create a peaceful and relaxing moment. They also provide the perfect environment for conversation.



Benefits at a Glance

Here are just a few advantages of this innovative program at Havenwood of Richfield.

For Your Loved One

- » Provides a success-focused, highly individualized program of care in a warm, caring environment
- » Promotes dignity and a sense of pride and accomplishment in day-to-day activities
- » Supports improved self-worth, self-esteem, and overall health and well-being
- » Reduces fear, anxiety and frustration

For You

- » Provides greater comfort knowing that your loved one is enjoying the best quality of life possible
- » Helps you step back into your role of simply being a loving spouse, daughter, son or grandchild
- » Offers Points of Interest and Life Story tools for better connections and conversation between your loved one and you
- » Allows you to make the most of your time together – relaxed and comfortable

With memory loss, life comprises moments of opportunity for meaning and purpose. Each time your loved one accomplishes a task successfully, it builds confidence, self-esteem and self-worth. So every day at Havenwood of Richfield is dedicated to creating success stories, one small victory at a time.



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