



Each Day to the Fullest

A guide to Highgate Senior Living's
unique approach to senior care

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Full Care For All

No two residents are alike. Each with individual life stories, unique interests, different health challenges, and needs. Our approach, Full Care For All, means each person receives as much care as they want and not more than they need.

Preferred Care Partners

Highgate places a high value on the relationships that form between care partners and residents. The close bond care partners and residents form directly impacts each resident's physical, mental, and emotional well-being.

For this reason, we assign a preferred care partner to the same group of residents every day. And on days off, the same person covers their group. We know that continuity of care leads to higher quality of care.

Positive Approach to Memory Care

When it comes to caring for seniors with dementia and memory loss, the quality of care your loved one receives is only as good as the program the community offers.

Guided by Teepa Snow's GEMS Model and Positive Approach to Care® (or PAC), care partners who work at Highgate Senior Living receive extensive training to work with residents who have memory loss.

The PAC program focuses not on what's lost when someone has memory loss but on what's left, concentrating on what can be done rather than what can't.

"No matter where someone is in their journey with dementia, they're still precious and valuable and, given the opportunity, can still shine. We don't define the different stages of dementia by numbers; we define them using Snow's GEMS approach. You're not Stage 4 dementia — you're a ruby. And from that, care partners are better able to understand how best to support

and communicate with each resident. If you're a ruby, that likely means you might need some extra time to respond to a question or choose what you'd like to eat for dinner," says Marcie Suppe, Director of Resident Services at Highgate Senior Living.

Snow's PAC program coupled with Highgate's holistic approach to health care means each resident receives a personalized program of care. "If the resident is up at 3 a.m. because they are sundowning, then we embrace it and start the day with them," says Shelley Phoenix, Sales Specialist at Highgate at Temecula.

"It's a wonderful place to live. The caregivers are wonderful. The staff is wonderful. I cannot complain about one thing. Not one thing. I'm very happy here. Very, very happy. And of course, my daughters are really glad that I'm very, very happy here."

-Mary Lou, resident at Highgate at Temecula

Highgate embraces the unique personality each resident brings with them. And with our in-depth knowledge of dementia and Alzheimer's, we embrace the good along with the not-so-good days.

"When it comes to managing the challenging behaviors that can accompany dementia or Alzheimer's, many communities utilize medications to calm residents. I've been in health care about 20 years and the first time I walked in to a Highgate memory care community, everybody was up, laughing, and engaging with the staff and activities that were occurring. I uprooted my whole life and family from the East Coast to come work at Highgate because I wanted to be a part of that," says Phoenix.

Adds Kathleen Williams, Executive Director at Highgate at Temecula: “In other places, residents who are considered ‘difficult’ might be asked to move to an entirely different community. Not here necessarily. We’ll work with our residents and their families in an attempt to find out what’s going on. We don’t want to give up on them; they’re part of our family. If they ‘act out,’ it usually means that they’re trying to communicate a need.”

Equipped to Handle Complex Medical Issues

When a higher level of care is called for, Highgate’s team of clinical professionals step in to help. They can handle almost anything, even complex medical issues and severe cognitive impairment.

“There’s no reason why someone with high needs should live in a sterile, clinical environment when they can live a beautiful, rewarding life here,” says Suppe.

Services may include:

- **Diabetic care**
- **Oxygen management**
- **Intimate care given privately**
- **Wound dressing**
- **Tube feeding**
- **Catheter monitoring**
- **Ostomy management**
- **Injectable medications**
- **Two-person transfers**
- **Short-term stays**
- **Hospital recovery**

“One of our couples here, Glen and Ruth, celebrated their 65th anniversary last year. Glen lives in assisted living and Ruth lives in memory care. A care partner asked Glen what type of cake they had at their wedding: lemon with toasted coconut frosting. Staff and residents in memory care made the cake together and presented it to the couple at their anniversary dinner.”

-Steve Beaudoin, Executive Director at Highgate at Bozeman

Couples Care

When you’ve lived together for so many years, it’s no surprise that, even when moving to assisted living, couples usually want to stay together. However, in some communities this can be difficult if one spouse needs specialized care.

In most cases, Highgate has been able to keep couples together, living the life their accustomed to, while providing the support that one or both needs.

“I moved here because I can have my wife with me in our assisted living apartment. I wanted her with me, not living in memory care, which is what other communities wanted to do,” says Fred, a resident at Highgate at Temecula.

In some circumstances, living in memory care might be the safer option for a spouse with memory loss, but as much as possible, Highgate attempts to accommodate living together.

In addition to support with activities of daily living or medical needs, Highgate creates unique activities specifically for couples. From romantic dinners to movie nights, outings, and game nights, the variety is endless.



Nutritious, Delicious Food

You can smell it when you walk into a Highgate kitchen. You can see it, too. All the sights, sounds, and smells of a working, restaurant kitchen. Food made from scratch, using fresh produce and herbs, and a variety of menu options to choose from.

The Love Is in the Details

The food and dining experience at each Highgate Senior Living community reflects the passion that Dining Services Supervisors and their teams have for delivering a unique (while nutritional) dining experience to the residents and their families.

Special attention is paid to resident preferences as well. Highgate keeps track of residents' preferences on diet cards. "The chefs are so good," says Bonnie, a resident at Highgate at Temecula. "They get to know what you like. I came to breakfast this morning, and Justin knew that I always have Bran Flakes

with a touch of sugar and a little bit of milk, and as soon as I sat down, he brought those to me. I'm really impressed with the dining program. They even hand-polish the silverware."

Fresh Not Frozen

To the Dining Services Supervisors of Highgate, fresh produce and herbs make all the difference. "If you cook with a tomato that was picked green and shipped five weeks ago, it would need a lot of salt. A fresh tomato has a natural sweetness to it. There's no need to alter it at all," says Khalid Iraqi, Highgate's Director of Dining Services.

Using fresh herbs allows the cooks to cut down on salt without sacrificing any of the flavor. Tomatoes for salads, tarragon for Béarnaise sauce, and a host of other fresh produce and herbs are grown in on-site gardens, lovingly tended to by residents.

Highgate offers many different options when it comes to enjoying a meal in one of their casual dining rooms. In addition to a [seasonal menu](#)¹, Highgate also offers an [anytime menu](#)². Sandwiches and snacks are available around the clock — especially handy for those who enjoy a bedtime snack or wake up hungry in the middle of the night.

Highgate's unique dining program uses vitamin waters and iced teas infused with fruits (rather than added sugars) to keep residents hydrated. All saturated fats have been eliminated by using extra virgin olive oil, and there is no shortage of fresh fruits and vegetables on the menu.

1 https://www.highgateseniorliving.com/wp-content/uploads/2016/01/Highgate_Menu_Seasonal.pdf

2 https://www.highgateseniorliving.com/wp-content/uploads/2016/01/Highgate_Menus_Anytime.pdf

“It’s not just about getting people fed. It looks beautiful. It feels upscale and high quality. It’s about the experience, not just the fuel.”

-Britt Kane, Community Relations Coordinator at Highgate at Bellingham

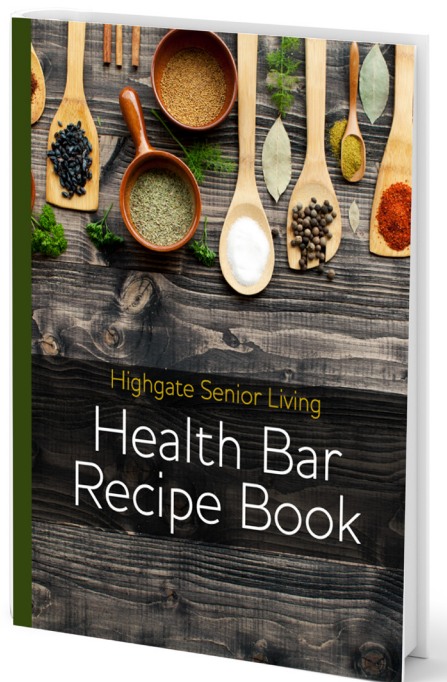
Unique Holistic Approach

At Highgate, we advocate for a holistic health care approach in how we care for our residents, getting to know each person as a whole — mentally, physically, and emotionally. It’s one of the many ways we take senior care to the next level. The goal is not just to address the illness or ailments that may have brought a resident to us but to provide programs that help with health of the mind, body, and soul as a whole.

Promoting Health and Wellness

Finding ways beyond traditional medicine to keep residents feeling healthy and fully engaged in life is part of our unique approach to senior care. Highgate’s health bars promote everything from a stronger immune system to healthy joints and bones and lower cholesterol.

[Click Here to Get Highgate’s Health Bar Recipe Book!](https://info.highgateseniorliving.com/health-bar-recipe-book)³



³ <https://info.highgateseniorliving.com/health-bar-recipe-book>



Highgate also worked with a tea chemist to create four custom-blend teas for Highgate residents.

Aromatherapy and Massage Using Essential Oils

Aromatherapy uses natural oils to enhance well-being. It can reduce anxiety and pain, boost mood and appetite, and promote sleep.

We use lavender throughout the community, including in lotion. It smells great and also helps reduce anxiety. Before lunch and dinner, residents in memory care receive warm washcloths scented with peppermint and citrus. It cleans their hands and increases their appetite, which can reduce or eliminate the need for nutritional supplements.

Aromatherapy lotions coupled with massage can offer some relief from pain or reduce anxiety. Care partners regularly offer hand massages to residents who seem anxious or upset or need a little extra TLC.

Highgate also offers a unique spa bath experience with heated towels, a Highgate bathrobe, and use of our signature aromatherapy scents. Residents enjoy being pampered in this peaceful and relaxing environment.

Advocacy

Advocacy is a key element of holistic health care. It's the process of looking at the impact of treatments prescribed to the residents being cared for and

identifying if the treatments promote overall well-being (mind, body, and spirit).

One of the unique ways we approach resident health is helping monitor medications, ensuring that they're not over- or under-medicated. "Elderly patients are often seeing multiple specialists and returning to the community with new prescriptions from each of them," says Suppe. "The staff at the community are a sort of clearinghouse through which these new medications pass so that there is someone ensuring that your parent isn't needlessly taking excessive drugs."

Highgate care team members will advocate with families and physicians to create and provide a personalized program of care for each resident. "I really love our holistic approach. It's what attracted me to Highgate," says LaTresh Walker, Director of Resident Services at Highgate at Temecula.

Pet Friendly

Everyone knows pets can improve the quality of our lives. We forge lasting relationships with these sweet, loyal creatures, and just thinking of them can



put smiles on our faces. We know the endless benefits that come with having a pet-friendly assisted living community. So, when Mom or Dad (or both) make the move, we invite their fur baby to come, too.



When Jeanette moved into Highgate at Great Falls in Montana after a stroke at 63 years old, she left behind her home and everything she owned, including her dog, who belonged to her now-ex-husband.

Depressed and isolated, Jeanette spent most of her time in her room, foregoing activities and skipping meals.

“Team members and family alike were trying to find a sense of purpose for Jeanette once again,” says Leslie Blum, Executive Director at Highgate at Prescott. “After spending time with Jeanette, she finally told us that the one regret she had was not being able to bring her dog with her. Over the years, this dog had become her daily companion and source of unconditional love

through all the trials that Jeanette faced. Unfortunately, her husband was unwilling to part with the dog.”

Staff knew just what she needed. On Christmas Day 2016, the team at Great Falls surprised Jeanette with Lilah, a calm and loving black Labrador mix who had recently been surrendered by her elderly parents due to medical conditions.

“Her eyes lit up,” recalls the Community Resource Manager at Highgate at Great Falls who drove nearly 200 miles to Bozeman to pick up Lilah from the animal shelter.

These days, Jeanette goes on outings with other residents, meets with a personal trainer twice a week, and spends a lot of time cuddling on the couch with Lilah. “Lilah and Jeanette have become fast friends, spending their days together and filling the void each of them had in their hearts,” Blum says. “Jeanette is still trying to figure who her Secret Santa is.”

Jeanette stated, “No one has ever done something so nice for me in my entire life.”



Purposeful Living

Why is this so important to us? Well, when we're young, we're busy. We're active. We're involved. We're needed. We have friends and family members and employers and people who depend on us. As we age, this can change. Trading in work for retirement, what once made our life purposeful can change. Kids and grandkids have their own busy lives, friends pass away, and some endure the traumatic loss of a spouse. Feeling aimless, disconnected, or even lonely, it can be hard to feel a sense of purpose.

Life Enhancement Interview

When residents move to Highgate, a Life Enhancement Coordinator (LEC) takes time to get to know their life story, family, interests, and passions. What makes them want to get out of bed every day? Whether it's meditation, worship, volunteering, gardening, exercise, art, community, or something else, the Life Enhancement Interview allows LECs to connect each new resident

with other residents who have similar interests and with events and activities that give them purpose and meaning.

“We spend a lot of time, energy, and effort talking about, thinking about, and programming to allow residents to continue to live a life of purpose each day,” says Marjorie Todd, Chief Operating Officer at Highgate Senior Living. “Our in-depth personal interviews with each resident allow us to identify what it is that really makes them feel valuable and important and needed. Every thread of our programming calendar is rooted in what gives each resident a sense of purpose.”

New Life Experiences

Ziplining, hot air balloon rides, and a trip to Yellowstone National Park. Likely not your first thoughts when you think of activities in an assisted living community. But at Highgate, “status quo” isn’t our style.

Sure, there’s Bingo, singalongs, and exercise, but for our more adventurous residents — our residents looking to try something new and our residents who have that one thing on their bucket list they still haven’t marked off — there’s a whole lot more.

It’s up to them how much they want to take part in. Introverts can lean towards small-group activities or time on their own, and extroverts can pack their days with outings and events. Residents’ interests drive the activities calendar.

“I get two or three ideas a day,” says Tiffany Van Heel, Marketing Coordinator for Highgate Senior Living. “We don’t create an events schedule for residents. The residents create the events. They ask for it, and we make it happen. I love it when they can look at the events calendar and say, ‘That event? That was my idea.’”

Adds Christal Seitz, Life Enhancement Coordinator at Highgate at Bellingham:

“Our philosophy is that we can do just about anything. It might be heavily adapted, but if it exists and we can get to it, I’m going to try to get it done.”

“They’re still playful and want to have fun,” Seitz continues. “There’s nothing wrong with Bingo, but there are other things besides Bingo. We’ve done go-karts, ziplining, and indoor skydiving. Residents are proud of themselves. They have bragging rights and can’t wait to tell their grandchildren.”

Living by the motto “A life without dreams can hold no purpose,” Highgate residents are encouraged to dream big. Active Aging Week is a company-wide celebration and partnership with the International Council on Active Aging where Highgate residents have ridden in hot air balloons for the first time in their life, gone ziplining, and flown an airplane just to name a few things.

For some residents, they simply dream of experiencing something they’ve never done before. Residents at Highgate have had the opportunity to feed baby calves, start a Rockette group, or even explore a national park on an overnight two-day excursion.

Using Technology to Stay Connected with Families

Attendance to activities is tracked, and as new residents move in, the activities program is assessed to identify additional activities they can add to the schedule.

Each month the recreation calendar is uploaded and families are able to use an app called Sagely to see what activities their parent is participating in. “Sometimes their families ask, ‘What have you been doing?’ and they might say ‘nothing,’ but the family can say ‘Well, that’s not possible — I saw pictures,’” Williams says.

The Sagely App also helps Highgate collect valuable data. By being able to view what kinds of activities are highly attended or most popular and which

might need some retooling, Highgate has created an agile activities program that grows with each new resident moving into the community. Attendance is tracked per activity and per resident, making modification of the program data-driven.

Highgate believes the secret to living well into old age is engagement and helps residents find meaning and purpose through daily activities.

At Highgate Senior Living, creating a life of purpose is an intentional act. No matter what age or what ailment, Highgate identifies ways they can support their residents in living a meaningful and fulfilling life.

Twice a month Rose Zamudio-Mora, Life Enhancement Coordinator at Highgate Senior Living in Vancouver, fires up the van at 8:15 a.m. in preparation for a trip to the local preschool. Resident volunteers are often already waiting in the lobby. Five residents, including a 101-year-old, spend an hour with preschoolers helping with crafts and playing with Legos and cars.

Conclusion

Whether it's a specialized meal at breakfast, a soothing massage to help ease anxiety, or a hot air balloon ride, we do everything in our power to help our residents make the most of every day. Some elderly adults may believe that they're losing their independence moving to an assisted living or memory care community, when they're really gaining more freedom and beginning to understand that living at Highgate is a better experience than living at home. Let Highgate help you or your loved one live each day to the fullest.



This guide is brought to you by Highgate Senior Living, an industry-leading assisted living and memory care provider offering a holistic approach to care. Pioneering change in the senior living industry, Highgate is committed to creating a unique and desirable living option where each resident can live a life of purpose.

Visit our website at www.highgateseniorliving.com to learn more.

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