



 **Heartfelt Connections**
A Memory Care Program™
An LCS Signature Experience

You don't have to be the caregiver anymore.
Instead, you can be who your loved one wants
you to be: a daughter, a son or a spouse again.

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.

Many communities offer the basics of memory care. It takes a community managed by Life Care Services 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 communities are filled with individuals who are purposefully engaged in programming and living each day with as much meaning as possible.

Our Heartfelt Care Philosophy

To fully understand how the program works, consider these simple, but 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



Capturing Your Loved One's Life Story

Using your loved one's social history, along with other reminiscence tools, 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.

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 our community, 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.

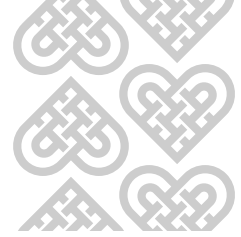
To reduce frustration, restore confidence and build self-esteem among residents, we schedule more challenging activities and tasks at appropriate times in the day to maximize remaining abilities. For example, your loved one might tackle puzzles or painting in the morning and wind down towards sunset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

LIFE STATIONS

You might spot a laundry station, a business desk or an art workstation waiting to attract the attention of former executives, housewives, artists and hobbyists. The unique Life Stations offer areas for spontaneous interaction.

POINTS OF INTEREST

From interactive wall art to a raised garden or a bench near a small fountain, Points of Interest bring simple joy to memory care residents, by creating opportunities for stimulating engagement, meaningful conversation and that create a peaceful and relaxing moment.



Benefits at a Glance

Here are just a few advantages of this innovative program at a community managed by Life Care Services.

FOR YOUR LOVED ONE	FOR YOU
<ul style="list-style-type: none"> ■ Provides a success-focused, highly individualized program of care in a warm, caring environment 	<ul style="list-style-type: none"> ■ Provides greater comfort to know that your loved one is enjoying the best quality of life possible
<ul style="list-style-type: none"> ■ Promotes dignity and a sense of pride and accomplishment in day-to-day activities 	<ul style="list-style-type: none"> ■ Helps you step back into your role of simply being a loving spouse, daughter, son or grandchild
<ul style="list-style-type: none"> ■ Supports improved self-worth, self-esteem and overall health and well-being 	<ul style="list-style-type: none"> ■ Offers Points of Interest and Life Story tools for better connections and conversation between your loved one and you
<ul style="list-style-type: none"> ■ Reduces fear, anxiety and frustration 	<ul style="list-style-type: none"> ■ Allows you to make the most of your time together—relaxed and comfortable

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

