



Welcome!

The Vista
REHABILITATION



CC YOUNG
SENIOR LIVING

Welcome!

We are honored that you have chosen CC Young for your rehabilitation. When Reverend Christopher Conley Young set out to create a supportive environment for aging women, he never dreamed of the thriving community it would become. Almost 100 years later, we offer the same caring and compassion that Rev. Young felt when he set out on his journey. Our goal is to serve you and assist in your recovery so you can return to *wherever* you will call home.

In this newsletter, you will find information about the day-to-day operations within our Nursing and Rehabilitation Teams.

If you have any questions about anything, please ask! We're here to help!

About CC Young

CC Young is a non-profit, faith-based, senior living community whose vision is to enhance the quality of life for all we serve. Established in 1922, we offer a full continuum of care: everything from Independent and Assisted Living to Short-Term Rehabilitation, Adult Day Center, Long-Term Care, and Memory Support on campus. We also offer Home Healthcare, Home Services and Hospice both on-campus and also in the 13 counties in North Texas.

For more information, visit: www.ccyoung.org

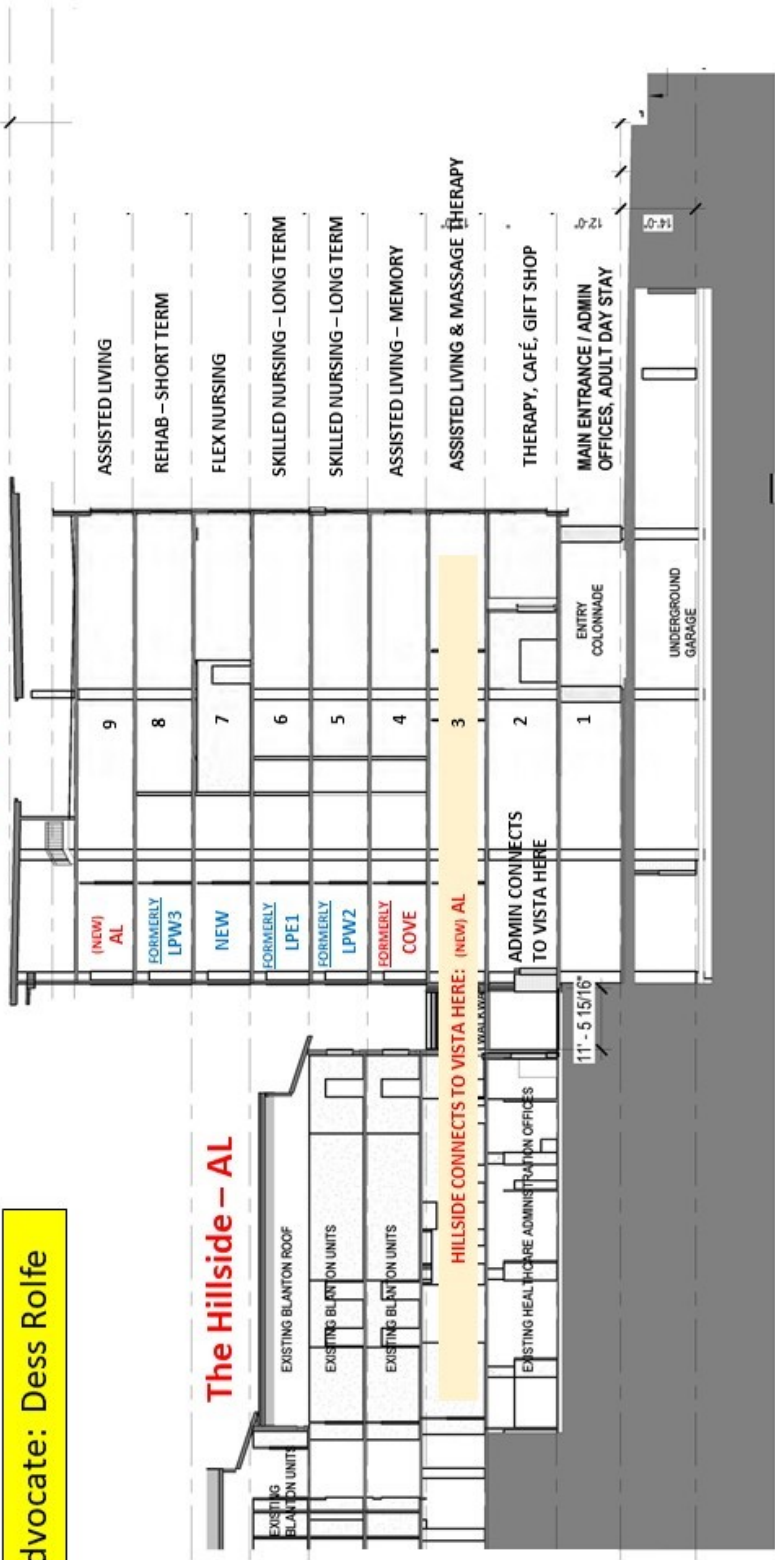
INSIDE THIS ISSUE

- **P3: Vista Schematic**
- **P4: Phone Numbers**
- **P4: Life Enrichment**
- **P5: Care Plans**
- **P5: When It's Time to Go Home**
- **P5: Routines**
- **P6: Meal Times**
- **P6: Therapy Info**
- **P7: Leaving the Building**
- **P7: Location**
- **P8: Uniform Colors**
- **P9: TV Channels**
- **P12: Campus Map**

Nursing Administrator: Sondra Showels
Director of Nursing: Marie Wester
Hillside/AL Administrator: Chastity Love-Barnes
Asst. AL-MS Administrator: Shana Thompson

Resident Advocate: Dess Rolfe

The Vista



ADON: Ifeoma Ude – 5th floor
ADON: Damaris Needham – 6th floor
ADON: Natalya Garcia – 7th floor
ADON: LaToya Nelson – 8th floor
(“ADON” = Assistant Director of Nursing)

Director, Therapy: Jeremy Morgan
Assistant Director, Therapy: Joel Duran

Director, Maintenance: Tod Pettit
Manager, Maintenance: Kip Paris

Director, Housekeeping: Raul Cabello
Assistant Director, Housekeeping: Josie Little

The Vista's Important Phone Numbers

Inside line: press the five-digit extension. Outside line, press "9" then dial the number.

To contact 911 emergency services, simply dial "911."

Key: DON: Director of Nursing

ADON: Assistant Director of Nursing

Name/Role	Office Direct	Internal #	Cell
Receptionist	214-827-8080	68080	n/a
Administrator: Sondra Showels	214-841-2849	62849	832-623-8988
DON: Marie Wester	972-201-3570	63570	972-515-9594
5th Fl S Nursing Station (501-515)	214-258-4032	64032	n/a
5th Fl N Nursing Station (516-531) <i>*NOT YET OPEN*</i>	214-370-2805	62805	n/a
5th Fl ADON: Ifeoma Ude	972-201-3566	63566	214-815-3140
6th Fl S Nursing Station (601-616)	214-841-2828	62828	n/a
6th Fl N Nursing Station (617-631)	214-370-2846	62846	n/a
6th Fl ADON: Damaris Needham	214-841-2949	62949	214-793-8927
7th Fl S Nursing station (801-815)	214-874-7446	67446	n/a
7th Fl N Nursing Station (816-830)	972-591-1910	66461	n/a
7th Fl ADON: Natalya Garcia	214-258-4093	64093	972-358-1945
8th Fl S Nursing Station (801-816)	214-370-2823	62823	n/a
8th Fl N Nursing Station (817-832)	214-370-2822	62822	n/a
8th Fl ADON: LaToya Nelson	972-201-3568	63568	214-883-7603
Admissions (After Hours: 214-803-3461)	214-989-4527	64527	n/a
Business Office	972-701-3576	63576	n/a
Dietitian: Valarie Breaux	972-996-1460	61460	972-849-7434
Dining: Chef Sean Frye	469-828-3924	63924	n/a
Gardens Salon	972-755-1832	81832	n/a
Hillside Beauty Salon	214-841-2990	62990	n/a
Hillside Kitchen	214-258-4082	14082	n/a
Life Enrichment/Activities: Hayley Moseley, Team Mgr.	214-273-9653	69653	214-274-3876
Life Enrichment/Activities: Deborah Gabler, LTC (5&6)	469-999-3649	n/a	469-999-3649
Life Enrichment/Activities: Marneca Hodge, Rehab (7&8)	469-828-3454	62901	469-925-8713
Move Coordinator: Jennifer Benson	214-370-2817	82817	214-356-3738
Senior Life Ministry: Rev. Kellie Sanford	972-755-1837	11837	972-361-3015
Senior Life Ministry: Rev. Mike Nichols	972-201-3650	13650	469-400-2858
Resident Advocate: Dess Rolfe	972-638-8788	68788	214-205-2380
Social Services: Long Term Care, Davlin Campbell	214-841-2980	62980	214-929-9267
Social Services: Short Term/Rehab, Naziha Bensalah	214-841-2940	62940	214-491-9252
Therapy Reception	972-638-8795	68795	n/a
Therapy Director: Jeremy Morgan	469-828-3481	63481	214-437-4968
Therapy Asst. Director: Joel Duran	972-638-8784	68784	321-439-7506
Transitional Care Case Manager: Nicole Walker	214-258-4019	64019	870-680-2194

SHOWERS

Each patient is assigned a shower schedule for three days a week. If you'd like to be bathed more often, less often, or want a different time, please discuss with your Nurse.

The type of shower provided to you will be based on your specific needs. If you have a preference, please let us know.

DOCTORS & NURSES

The Assistant Directors of Nursing (ADONs) & the Social Workers do frequent rounds. These are great people to talk to if you have a concern. Be sure to mention any issues so our team can be proactive for you.

The attending Physician assigned to your care will be by to see you. If you are unavailable, they may speak to your nurse instead. Let the staff know if you want to speak directly to the Physician.

If you have any questions, please ask the Nursing team!

LOOKING FOR SOMETHING TO DO?

We have a robust calendar of TV programming available for you. We also have games, puzzles, crossword books, art supplies, and other items that you can enjoy in your room when you're not in therapy.

**If interested,
call Hayley:
214-273-9653**

Care Plan Conferences

CC Young's Social Worker will set up a meeting with you after your arrival.

This meeting is for you to ask questions about your specific care and for us to review your treatment plan and discharge plans for going home.

The Social Worker, Therapist, Nurse, Transitional Case Manager and possibly Dietitian will be present to discuss their component of your care.

You are welcome to invite a family member to attend this meeting.

Discharge Information

Before you are discharged:

1. Your inter-disciplinary team (doctors, nurses, and therapists) has determined that you are near your "maximum level of functioning."
2. The Social Worker is notified and confirms your plan for continued care. This could mean arranging Home Healthcare services, outpatient therapy, ensuring admission to another facility, and ordering any equipment you might need.
3. Your therapist, our Transitional Care Manager, and the Social Worker will discuss the plan with you and/or your family.
4. You will discharge with at least 3 days of medications and a list of current medications to show your doctor.
5. When it is time to discharge, you may be eligible for Home Healthcare or return home to an independent setting.

NOTE: Be sure to follow up with your Primary Care Physician or Specialist within 2 weeks of discharge.

HAND HYGIENE

Washing your hands with soap and water or using hand sanitizer is the most important way to prevent the spread of infections. Residents & guests are strongly encouraged to wash/scrutinize hands frequently.



Daily Routine

Each room is equipped with a Nurse call light system. Press the **red** button on the cord coming from the wall and a Team Member will be with you shortly.

For your safety, please use the call light for assistance getting out of bed and going to the restroom, *especially* if you have recently had a medical procedure done on your

hips, legs, knees, or feet.

Our goal is that the call light will be answered in 3 minutes or less. If wait times are longer than 3 minutes, please let your Nurse know.

Our Team will be coming by your room to check on you every few hours throughout the day and night.

MEAL INFO

Dining Room Times:

Breakfast—8am

Lunch—12pm

Dinner—5pm

The Dining Room is a great place to get to know your neighbors and get out of your room for a while. We encourage you to give it a try!

If you prefer to eat in your room, you may. Just let the Nursing Team know.

We begin service in the Dining Room. Meal service to rooms follows once the Dining Rooms are served.

Your Options:

Our daily menu comes with two Entrée choices. We have several other items on our “always available” menu.

Note: Families may request meals from daily menu or always available menu which can be charged to your room. Breakfast & Lunch are \$7 per person. Dinner is \$8 per person.

Snacks are available 24/7. Simply press your call light if you'd like something brought to you.

Vending and Bistro Dining are available on the 2nd floor.

Enjoy!

CC Young's Rehabilitation program provides a comprehensive suite of services designed to promote independence and well-being.

Therapy

We offer physical, occupational, and speech therapy. With The Vista's opening, we will offer aquatic therapy as well! For all therapies, you must be evaluated by one of our therapists before you receive treatment.

Our goal is to complete your evaluation within 24 hours of admission. Typically, you will be seen 5-7 days a week, depending on your doctor's orders.

Therapy sessions will be on 2nd Floor of The Vista.

Please speak with your therapist directly if you have any questions about your treatment.

Massage Therapy Suite is located on the 3rd floor of The Vista.

Call **972-755-4259** to confirm availability.

LEAVING THE BUILDING (N/A DURING COVID-19)

For your security, we ask that you let the Nursing Team know you are leaving your floor. Please sign out at the front desk on Vista's 1st floor/main entry even if you're just going to another location on campus so that we can locate you if necessary.

If you are going out to a doctor that is related to your reason for stay ("I'm here to recover from my foot surgery and I need to see the foot surgeon"), please tell the Nursing Team about your appointment. We will be able to assist with transportation for you at no charge. If you have an appointment not related to your stay ("I'm here to recover from my shoulder surgery but I have an appointment with my dentist"), there may be a charge if we provide transportation.

You are welcome to go out to visit family, go to a restaurant, go to the store, or do whatever you need to do provided you arrange your own transportation. There are a few things to keep in mind:

- Remember therapy is of utmost importance. Too many missed therapy sessions may impact qualification for your stay.
- If leaving campus, ask your therapist if he/she feels it would be safe for you to get into and out of a vehicle.
- Consider what will happen when you get where you're going. Will you be able to sit for long periods of time? Get to the bathroom?

Please consider these factors when leaving the building!

The Vista's intentional design was to create a residential, home-like feel in senior living. This new building is "home" for our residents.

Nurses and Certified Nurse Aides may be found throughout each neighborhood and are often near the family rooms at the end of each hallway.



- **Home Healthcare:** You may need assistance as prescribed by your physician after receiving a new diagnosis, or after surgery, rehab or stroke. Our Home Healthcare Team is available with the skilled services you need, delivered by our experienced team.

- **Home Services:** You want to live in your home, but may need a little assistance to make things easier. We're here for you, with a wide range of solutions including companionship, light housekeeping, meal preparation, laundry, medication assistance, fitness and wellness.
- **Hospice:** Hospice is a type of healthcare that focuses on the palliation of a terminally ill patient's pain and symptoms while attending to their emotional and spiritual needs. Hospice care has a palliative focus without curative intent and involves an interdisciplinary team coordinating care. It covers medications, medical equipment, supplies and support to the patient and family.

You Are Here:

CC Young

The Vista, 8th Floor
4849 W. Lawther Dr
Dallas, TX 75214

Parking is available underneath and around the building.

There is additional parking around our Central Park and at the western end of campus.

Call 214-841-2825 for assistance.



Review us on your favorite platform

Our website: ccyoung.org/reviews

Facebook: facebook.com/ccyoungageless

Twitter: twitter.com/ccyoungageless

Google: search "CC Young" - Then [write a review](#)

KNOW YOUR TEAM CC YOUNG

UNIFORM COLORS



Assisted Living & Memory Support
(Red)



Community Services
Home Healthcare,
Home Services, Hospice
(Purple)



Nursing
(Dark Teal)



Therapy
(Steel Grey)



Life Enrichment
(Teal / Tan)



Housekeeping & Porters
(Royal Blue / Black)



Cooks & Diet Aides
(White / Black)
Servers
(Black)



Maintenance
(Tan / Black)



Transportation
(Burgundy / Black)

We're here to provide radiant hospitality!

17

RESIDENT ADVOCATE



At CC Young, we created a special position to assist residents with any compliments or concerns you may have about your stay with us.

Dess Rolfe is that special person who is here for you! She will listen to your concerns and contact the appropriate team member to assist resolving those issues. More importantly, she will follow up with residents, family members, and team members to make sure things are running smoothly for you.

If you are having any issues, call Dess at 972-638-8788 for assistance.

Cable Lineup

1 On Demand Portal	41 Fox News Channel HD	80 CCY Information
2 C-SPAN	42 MSNBC HD	81 CCY Campus Broadcast
3 Discovery Channel HD	43 CNBC HD	82 Hallmark
4 FOX (KDFW) HD	44 TBS HD	83 Hallmark Movies
5 NBC (KXAS) HD	45 TNT HD	84 FX Retro
6 C-SPAN 3	46 USA HD	85 Spectrum Sports
7 MyTV (KDFI) HD	47 truTV HD	86 SEC
8 ABC (WFAA) HD	48 FX HD	87 Longhorn TV
9 CW (KDAF) HD	49 E! HD	88 Velocity
10 Telemundo(KXTX) HD	50 AMC HD	89 LMN
11 CBS (KTVT) HD	51 Lifetime HD	90 Fox Bus. Network HD
12 KTXA HD	52 Food Network	91 American Heros
13 PBS (KERA) HD	53 HGTV HD	92 Gameshow Network
14 MundoMax(KFWD)	54 A&E HD	95 Public Access
15 Liquidation Channel	55 History HD	96 Government Access
16 Government Access	56 Fox Sport 1 HD	97 EDUC
17 TBN (KDTX)	57 TLC HD	98 EDUC
18 EWTN	58 Animal Planet HD	99 EDUC
19 Daystar	59 Nickelodeon HD	101 USA HD
20 UniMas (KSTR) HD	60 Disney Channel HD	102 A&E HD
21 Azteca Amer.(KAZD)HD	61 Freeform HD	103 TNT HD
23 Univision (KUVN) HD	62 Cartoon Network HD	104 TBS HD
24 KTXD HD	63 CMT HD	105 AMC HD
25 WGN America	64 Comedy Central HD	105 HBO Zone
26 ION	65 Syfy HD	106 Discovery Channel HD
28 C-SPAN 2	66 TV Land	107 History HD
29 EstrellaTV(KMPX)HD	67 Investigation Discovery	108 FX HD
30 Galavision HD	68 TCM HD	109 FXX HD
31 NBCSN HD	69 MTV HD	110 BBC America
32 Spike HD	70 VH1 HD	111 Syfy HD
33 ESPN2 HD	71 TV One HD	112 truTV HD
34 ESPN HD	72 BET HD	113 Comedy Central HD
35 Golf Channel HD	73 Oxygen HD	114 Esquire HD
36 Fox Sports SW HD	74 Travel Channel HD	116 Spike HD
37 The WeatherChannel HD	76 Bravo HD	117 VH1 HD
38 National Geographic	77 Inspire	118 MTV HD
39 HLN HD	77 QVC	119 MTV2
40 CNN HD	79 OWN	120 MTV Classic

(continued)

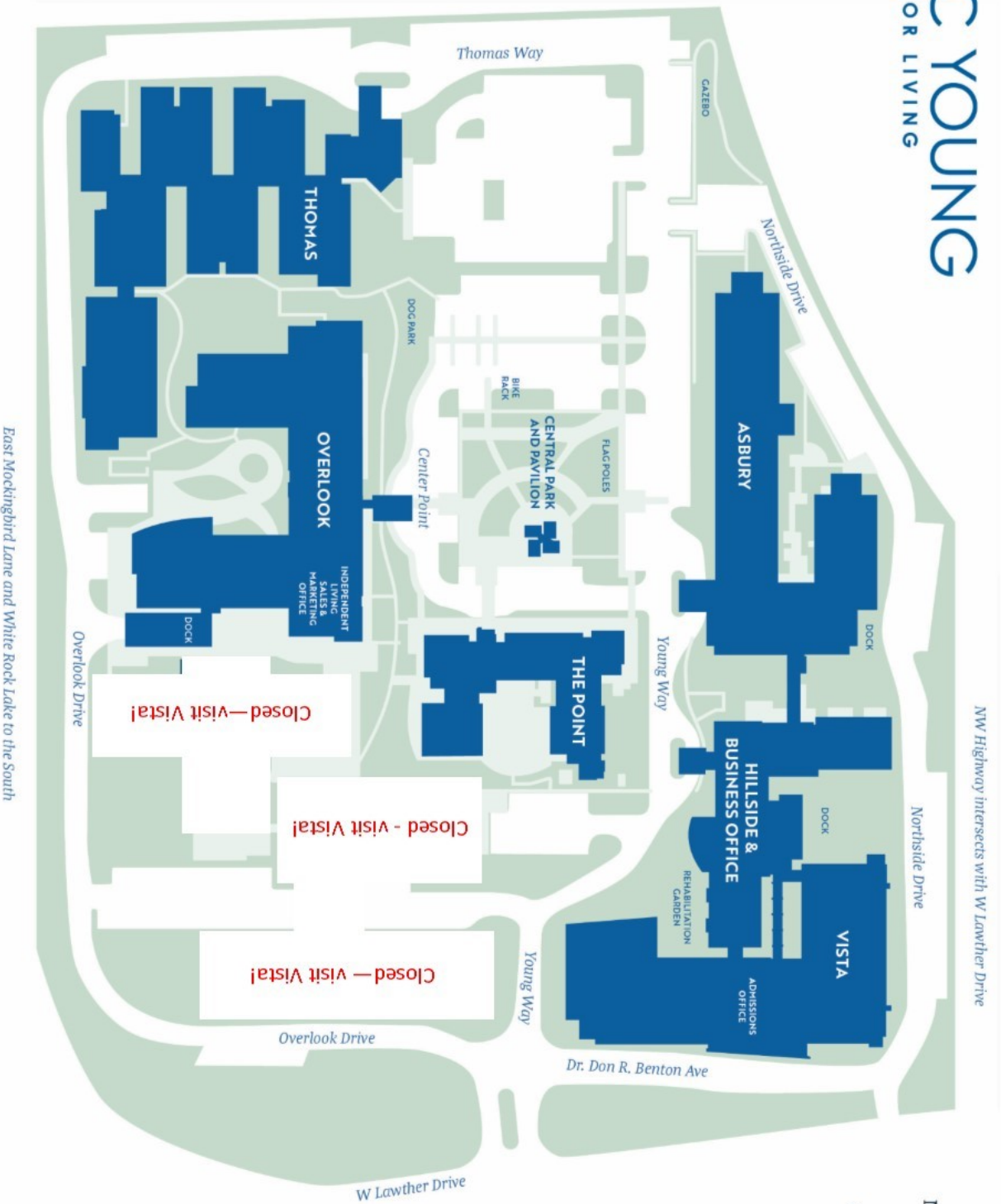
Cable Lineup

121 TV Land	187 Ovation HD	297 RFD TV
122 Freeform HD	201 CNN HD	300 ESPN HD
123 Hallmark Channel HD	202 Fox News Channel HD	301 ESPN 2 HD
126 WGN America	203 MSNBC HD	302 ESPNNews HD
127 Chiller	204 HLN HD	306 MLB Network
128 Reelz Channel HD	205 CNBC HD	308 NBA TV HD
129 National Geographic HD	206 Fox Bus. Network HD	310 NFL Network HD
130 Nat Geo Wild HD	207 Bloomberg TV HD	314 NBCSN HD
131 Smithsonian	208 CNBC World	315 CBS Sports Network
132 Animal Planet HD	209 BBC World News	318 Fox Sports SW HD
133 Viceland	211 The Weather ChannelHD	319 Fox Plus Dallas Sports
134 FYI	216 CNN International	323 TWC Sports TX HD
135 Destination America HD	225 C-SPAN	370 ESPNU HD
136 Science Channel HD	226 C-SPAN 2	375 PAC 12
138 Investigation Discovery	227 C-SPAN 3	376 PAC 12
139 Cloo	251 Disney Channel HD	377 PAC 12
140 American Heros HD	253 Boomerang	378 PAC 12
145 El rey HD	254 Disney Junior	379 PAC 12
159 QVC	255 Sprout HD	380 PAC 12
160 HGTV HD	256 BabyFirst TV	381 PAC 12
161 DIY HD	257 Nick Jr. HD	383 Longhorn HD
162 Food Network HD	258 Nickelodeon HD	384 SEC Network HD
163 Cook	260 Nick 2	385 College Football
165 Traverl Channel HD	262 Nicktoons HD	400 Fox Sports 1 HD
166 TLC HD	263 TeenNick	401 Fox Spots 2
167 Bravo HD	264 Cartoon Network HD	402 MAV HD
168 E! HD	265 Disney XD HD	403 Velocity HD
169 Fuse HD	266 Discovery Family HD	405 Golf Channel HD
170 Lifetime HD	268 Disney OnDemand	406 Tennis
171 Oxygen HD	286 MTV Live	440 ESPN Deportes HD
172 WE TV HD	287 Bet Jams	442 FOX Deportes HD
173 OWN HD	288 Nick Music	443 beIN Sports Esponal HD
174 Lifetime Real Women	290 BET Soul	444 Univision Deportes HD
176 HSN HD	291 Revolt HD	460 EWTN
182 Centric	292 FM HD	461 INSP
184 TV One HD	293 CMT HD	462 The World Network HD
185 ASPIRE	294 CMT Music	463 Daystar
186 Youtoo	295 Country Music Video	464 TBN (KDTX)

(continued)

Cable Lineup

465 BYU TV	804 UniMas (KSTR) HD	
468 Family Net	806 Azteca America (KAZD)	
480 QVC	807 MundoMax (KFWD)HD	
481 QVC Plus	811 Estrella TV (KMPX) HD	
482 Shop Zeal 1	825 Canal de Tejas	
483 HSN HD	900 Fuse HD	
484 HSN2 HD	1200 WFAA HD	
485 Shop Zeal 3-Lifestyle	1203 KXAS HD	
486 Shop Zeal 4-Lifestyle	1206 KDFW HD	
487 EVINE Live HD	1209 KTVT HD	
488 Shop Zeal 5-News&Info	1212 KDAF HD	
489 Shop Zeal 2-Information	1215 KDFI HD	
493 Gem Shopping Network	1218 ION (KPXD) HD	
499 Jewelry Television	1221 PBS (KERA) HD	
510 HBO On Demand	1230 CBS (KTVT) HD	
511 HBO HD	1212 CW (KDAF) HD	
512 HBO2 HD	1215 MyTV (KDFI) HD	
513 HBO Signature HD	1230 KTXA HD	
514 HBO Family HD	1231 TBN (KDTX)	
515 HBO Comedy HD	1240 ABC AccuWeather	
516 HBO Zone HD	1241 Justice Network(WFAA)	
517 HBO Latino HD	1245 Cozi TV (KXAS)	
518 HBO West	1256 Antenna TV (KDAF)	
520 HBO Signature West	1260 Movies! (KDFI)	
521 HBO Family West	1268 World (KERA)	
522 HBO Comedy West	1269 Create (KERA)	
623 Flix West	1277 Get TV (KSTR)	
625 Sundance TV HD	1280 Bounce	
627 IFC HD	1901-1950 Music TV	
629 Hallmark Movies HD		
630 LMN HD		
631 TCM HD		
632 FX Movie Channel		
633 MGM HD		
634 Universal		
640 HD Net Movies		
801 Univision (KUVN) HD		
803 Telemundo (KXTX) HD		



East Mockingbird Lane and White Rock Lake to the South

Asbury: 4831 W Lawther Dr, Dallas, TX 75214

Hillside: 4847 W Lawther Dr, Dallas, TX 75214

Overlook: 4833 W Lawther Dr, Dallas, TX 75214

Thomas: 4835 W Lawther Dr, Dallas, TX 75214

Vista: 4849 W Lawther Dr, Dallas, TX 75214

CC Young Mailing Address: 4847 W Lawther Dr, Ste 100, Dallas, TX 75214 | www.ccyoung.org | 214-827-8080