

Grace of Douglas New Website Content Build

Home Page

- Rotating Banner (7 slides):
 - Heart-in-Hands Serving You From Our Heart
 - One Stock (“faces”) Image with Text Overlay =
 - “Age in Place: Supporting You Through Levels of Care” [Links to Our Story Page]
 - Two Douglas Facility Photos
 - Two More Stock (“faces”) Images with Text Overlay =
 - “Specializing in Rehab-to-Home Care” [Links to Rehabilitation Page]
 - “Helping You Navigate Assisted Living” [Links to Assisted Living Our Team Page]
 - Truest Caregivers Slide [Links to Employment Page]
- Welcome Text
- Our Services: [Calls to Action] Rehabilitation | Skilled Nursing | Assisted Living
- Multi-Sensory Room Video with Side Text
- Pull-Quote Testimonial(s)
- [Footer:] Satisfaction Surveys | Schedule a Tour | Download Brochure | Photo Tour

[Their PDF brochure is included in the submission]

About Us

1. Our Story
2. Our Team
3. Our Commitment
4. Satisfaction Surveys

Care Options

1. Rehabilitation
2. Memory Care
3. Multi-Sensory Experience
4. Skilled Nursing
5. Long-Term Care
6. Respite Care
7. Comfort Care

Assisted Living [Pages include ALF photos & Testimonials, if possible]

1. Our Team
2. Our Care
3. Our Campus

Our Community

1. Our Philosophy
2. CLASS Acts
3. Rooms & Amenities
4. Health & Wellness
5. Photo Tour
6. Testimonials
7. Awards & Connections

Get Started

1. Admissions
2. FAQ
3. Insurance & Payments

Best Practices

1. Compliance Program
2. Accessibility & Policy
3. Nondiscrimination Statement

Employment

[No sub pgs.]

Contact Us

1. Request Info
2. Rate Our Service

(Home Page) – DONE

[7 **Total** rotating facility & stock images, incl. signature heart-in-hand image]

Hoping we can crop their 2 facility photos for the banner like this:



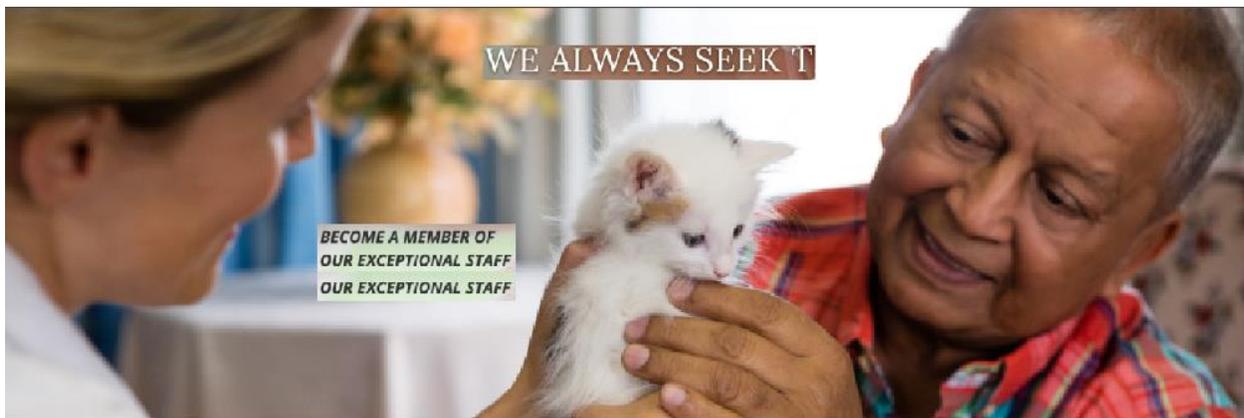
Can we **enlarge** & crop the **Rehab-to-Home** photo (to be closer in scale to other faces banners):



Praying that a text overlay will work on this photo, b/c I love it. For **Helping You Navigate Assisted Living**:



My idea for this banner is to put the “**Age in Place**” at the top (where I screenshot the “We Always Seek”, and then “**Supporting You Through Levels of Care**” in black at the bottom where the other screenshot is. 😊



(Home Page) – DONE

[7 Total rotating facility & stock images, incl. signature heart-in-hand image]

[Left-Side Pull-Quote Testimonial(s)]

[Right-Side Welcome Text]

Grace of Douglas is a licensed 51-bed skilled nursing and post-acute rehabilitation facility located in the *Best Coastal Small Town* of Douglas and Saugatuck, and is within walking distance to picturesque Lake Michigan. The community is a renowned resort area featuring art galleries, wineries, breweries, antique stores, and boating. The region's beautiful scenery helps to create a peaceful culture that is carried through the doors of our facility, where our staff is dedicated to offering personalized care in a safe, warm and home-like environment. We are situated in a park-like setting, surrounded by ravines, streams and wildlife.

Specializing in short-term rehabilitation, we gladly offer physical, occupational and speech therapies seven days a week, allowing residents to reach their optimal health. Our charming center offers private suites, as well as private and semi-private room options, for [post-acute rehabilitation](#) stays, and has a [secure memory care unit](#) in close proximity to our interactive multi-sensory room. Services available also include [long-term care](#), certified wound care, [comfort care](#), and [respite stays](#).

Additionally, our campus includes [Grace of Douglas Assisted Living](#), an integrated care community consisting of all private suites designed especially for residents needing less intensive service in a safe residential environment. We invite you to visit today.

[PAR link to Care Options page 1; SMCU link to Care Options page 2; LTC link to Care Options pg. 5; CC link to Care Options pg. 7; Respite link to Care Options pg. 6; GoDAL link to Assisted Living pg. 1]

Our Services [\[Linking Calls to Action\]](#)

Rehabilitation | Skilled Nursing | Assisted Living



[Miracle Moments Video]

MIRACLE MOMENTS

The [Multi-Sensory Experience](#) [\[link to MSE pg.\]](#)
that awakens the memory from dementia
to gift moments of time.

“Learn more about our memory care services” button [\[link to Memory Care pg.\]](#)

[\[Linking Footer\]](#)

Satisfaction Surveys | Schedule a Tour | Download Brochure | Photo Tour

(About Us Page 1) – DONE

Our Story

Grace of Douglas has happily served southwest Michigan, hometown Allegan County, and all surrounding communities since 2008.

Our staff believes in working together, and with a team approach, we develop and implement care plans that address each resident's needs, including evaluations prior to discharge and assistance after a safe return home. We value strong community connections and opportunities to serve, and feel honored to care for the region's senior population.

Our campus is unique in that it is comprised of several levels of care, from short-term rehabilitation, long-term care, dementia care in a secure environment, palliative and hospice care, and respite stays, to **Grace of Douglas Assisted Living**, offering 28 private suites to a community of seniors needing nursing and care oversight in a safe residential environment. This integrated care community is not only convenient for potential changes in levels of care needed by a resident, but its positive benefits also include working with the same caring staff while avoiding unnecessary stress in moving to another facility outside of ours. The continuum of care in our center is all the more reason to consider us for your or your loved one's needs.

Your questions are welcomed and we are happy to assist families and caregivers with educational material and community resources. It is our pleasure to help.

[Read More about Our Community Connections.](#) [\[Links to Connections Page\]](#)

Our Core Values:

Love. Integrity. Commitment. Respect.

[1 stock photo included in submission]

(About Us Page 2) – DONE

Our Team

Grace of Douglas is proud to have dedicated health professionals as a part of our team. Our skilled nursing and rehabilitation center is well-equipped to meet high demands and provide quality care to every resident.

Receiving clinical monitoring, both short- and long-term resident needs are addressed by an educated, skilled staff. Our caregivers are people of integrity with attitudes that are responsive, delivering reassurance to residents and families.

Grace of Douglas's **Licensed Nursing Home Administrator** leads the following team:

- Activity Professional
- Ancillary Providers –
Audiologist
Dentist
Optometrist
Podiatrist
- Attending Physicians
- Certified Dietary Manager
- Certified Nursing Assistants
- Certified Wound Care Nurse
- Director of Assisted Living
- Licensed Practical Nurses
- Medical Director
- Nurse Practitioner
- Occupational Therapist
- Physical Therapist
- Psychiatrist
- Registered Dietitian
- Registered Nurses
- Respiratory Therapist
- Social Worker
- Speech Therapist

COMMUNITY RESOURCES

We want to help. Your questions are welcomed and we are happy to assist families and caregivers with educational material and community resources. Our team understands the impact of caring for a loved one diagnosed with any condition that impedes quality of life. Our goal is to offer support and care while serving you from the heart.

[1 stock photo included in submission]

(About Us Page 3) – DONE

Our Commitment

Grace of Douglas has a lot of heart and we want it to show! That's why we encourage and trust that every facility employee meets every resident and family member with friendliness, enthusiasm and an attitude that is responsive. Customer relations is a foundational principle that we continually build upon, and we subsequently communicate to others that our collective teams are here to help and serve.

We expect each facility employee to provide the highest quality care to residents and their families. Each expectation is clearly defined in our written program, which outlines the ultimate goal of developing relationships and improving overall resident and family satisfaction. As an employee of Douglas, this commitment to quality care and level of service is essential.

Knowing that positive leadership improves attitudes and results in stronger work ethic, our executive team leads by example to support each facility team member to learn, respect and uphold company standards. Having strong leadership that illustrates compassion creates an overall positive environment that influences and inspires facility employees, which is a key contributor to Douglas's success in terms of how we impact those entrusted into our care.

From orientation training and quarterly learning courses, to role-playing activities and fun ways to showcase our pride for extraordinary service encounters, we recognize that we are never given a second chance to make a strong first, or lasting impression.

Beginning with a greeting on the telephone or in person, we know that our customers deserve a positive first encounter. Additionally, our guests are entitled to environmental cleanliness, fine dining experiences, fun activities, and above all, quality nursing care and sensitivity when it's needed most. Family support is offered during a Graceful End-of-Life Transition and our staff is ready to provide compassionate care. Even a last encounter at Douglas should be positive.

Our Douglas team encourages residents and families to submit their feedback on the level of care received in our facility at any time they would like. Please see our [Resident and Family Satisfaction Surveys](#) online to share your private perceptions, experiences, grievances, and compliments. Paper formats are also available in our facility. [\[Links to About Us pg. 5\]](#)

[\[2 images for this page included in MASTER\]](#)

(About Us Page 4) – DONE

Satisfaction Surveys

Direct feedback from our residents and their families is valuable to us. It is from your experiences that we can address concerns, deliver further personalized care, identify areas for improvement, and celebrate victories of extraordinary service.

ONLINE & PAPER FORMAT

Resident Satisfaction and **Family Satisfaction Surveys** are available online, as well as in paper format in our facility. Our staff is available to assist with completing a survey, if needed.

CONFIDENTIALITY

Both Resident and Family Satisfaction Surveys can be completed in confidentiality without disclosure of names; there are options for providing names if an individual chooses to disclose. Our Facility Administrator and assigned support staff view submissions and respond accordingly.

Thank you for your time and feedback. We grow from the information you share with us.

[\[Links to Resident & Family Satisfaction Surveys\]](#)

[1 stock photo included in submission]

(Care Options Page 1) – DONE

Rehabilitation

Whether recovering from a surgery, stroke, fall, or any other health condition that would benefit from rehabilitation, our Grace of Douglas therapy department provides therapy services for the community for a wide range of diagnoses. Working to gain a clear understanding of personal goals, we are committed to returning our residents and patients to their highest possible level of function and independence.

PHYSICAL, OCCUPATIONAL AND SPEECH SERVICES OFFERED SEVEN DAYS A WEEK.

Most patients will receive rehabilitation at least five days a week. Therapy may take place in both individual and group treatment settings, and sessions will be scheduled for various times throughout the day. Family members are encouraged to provide moral support, observe therapy sessions, and discuss goals, progress and plans for discharge.

Our center specializes in short-term rehabilitation, and features private suites, as well as private and semi-private room options, for post-acute rehabilitation stays. Our therapy room, with an occupational kitchenette, is in close proximity to resident rooms.

Rehabilitation services are provided to Medicare beneficiaries or individuals covered by private pay and most health insurance plans. To learn more about Medicare benefits for rehabilitation services, please visit [Insurance & Payments](#), or contact our Business Office Manager to discuss payment options. [\[I&P link to Getting Started pg. 3\]](#)

REHABILITATION SERVICES

- Short-Term Rehabilitation
- Long-Term Rehabilitation

THERAPY SERVICES

- Electrical Stimulation
- Myofascial
- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Ultrasound Therapy

SPECIALIZED PROGRAMS

- Alternative Approaches to Pain Management
- Aphasia/Dysphagia/Cognition Management
- Cardiac Rehabilitation
- Cardio-Pulmonary Rehabilitation
- Certified Wound Care
- CHF Management
- Communication
- E-Stim Therapy
- Falls Reduction
- Management of Urinary Incontinence
- Medically Complex Patients
- Restraint Reduction & Wheelchair Positioning
- Stroke Recovery & Rehabilitation

THERAPY CARE TEAM

- Medical Director
- Rehab Manager
- Occupational Therapist
- Physical Therapist
- Speech Therapist

We want to get you back to doing the things you love.

[Hover-over definitions for Therapy Services listings]

E-Stim – To prevent atrophy, build strength, reduce muscle spasms, alleviate pain, decrease inflammation, and improve circulation by utilizing electrical stimulation.

Myofascial – To eliminate pain and restore motion by applying gentle sustained pressure into the myofascial tissues, which surround and support the muscles throughout the body.

OT – To improve fine motor skills as well as increase independence with activities of daily living.

PT – To strengthen large muscle groups for increased balance and mobility.

ST – To improve speech, cognition or ability to swallow (often after a stroke).

Ultrasound Therapy – To reduce stiffness, chronic pain and inflammation by applying ultrasound waves to soft tissue to heat and relax the injured tissue.

[Hover-over definitions for Therapy Care Team listings]

Medical Director – A physician that oversees the therapy services.

Rehab Manager – Works with the interdisciplinary team in individualizing and coordinating the patient’s treatment plan.

Occupational Therapist – Helps patients become more independent by teaching new ways to perform life tasks such as making breakfast or getting dressed. Therapists also help patients increase strength and endurance, and provide training in the use of adaptive equipment, such as reachers and long-handled shoehorns.

Physical Therapist – Works with patients to decrease pain and improve strength, endurance, balance, and range of motion. Movement is the main focus for PT; this includes walking, using stairs and/or wheelchair mobility, and moving from the bed to the toilet or a chair.

Speech Therapist – Speech-language pathologists evaluate and treat patients for hearing, language, communication, and swallowing disorders. The focus of ST is improving speech-language expression and comprehension, as well as safe eating and swallowing. Therapists also help with alternative communication methods.

[2 photos – 1 stock, 1 facility – included in submission]

(Care Options Page 2) – DONE

Memory Care

It is our goal at Grace of Douglas to provide compassionate care to those diagnosed with Alzheimer’s disease and other related dementias. Complementary therapies, including use of our multi-sensory room, and non-pharmacological interventions, are encouraged in our secure memory care unit, where our team is focused on the special needs of individuals with cognitive disorders.

CARE WITH AMENITIES

- Safe & Secure Memory Care Unit
- 24-Hour Unit Nursing Supervision
- Fall Safety Programs
- Skin Integrity Initiatives
- Multi-Sensory Room & Mobile Sensory Cart
- Dynamic Activities focused on Cognitive Stimulation
- Specialized Dining
- Safe & Secure Campus Courtyard
- Pet Therapy

CARE TEAM

- Medical Director Oversight
- Psychiatric Nurse
- Memory Care Trained Nurses
- Social Worker
- Registered Dietitian
- Dedicated Activities Professional

Secure Memory Care Unit

We endeavor to provide our residents a home-like setting, offering a calming environment, including soft ambient room lighting, cozy comforters, nostalgic photo gallery wall art, and visits to our beautiful courtyard, as well as activities that provide cognitive stimulation. Our residents can also visit the multi-sensory room for a full sensory experience! [\[MSR link to Care Options pg. 3\]](#)

[\[1 stock photo in submission\]](#)

(Care Options Page 3) – DONE

Multi-Sensory Experience

INCREASES COMMUNICATION & MEMORY THROUGH PERSON-CENTERED CARE

Our multi-sensory room is a specially designed room that provides gentle stimulation of sight, sound, touch, smell, and movement in a controlled way to create a soothing environment.

Multi-Sensory Environments (MSE) are used to boost feelings of comfort and well-being, relieve stress and pain, and maximize a person's potential to focus, all of which help improve communication and memory. We also have a mobile sensory cart for visiting residents unable to experience the room.

[Embed Miracle Moments Video again here]

[1 photo of the Multi-Sensory Room in submission]

CONDITIONS THAT BENEFIT FROM MSE

- Alzheimer's Disease & Dementia
- Psychiatric Diagnosis
- Autism
- Cerebral Palsy
- Profound Multiple Disabilities
- Brain Injury
- Developmental Disabilities
- Chronic Pain Syndrome
- Hearing Impairment
- ADHD & ADD
- Mental Dysfunction
- Stroke
- End-of-Life Transition

MSE FEATURES

- Aromatherapy
- Music
- Projectors
- Nature Scenes
- Bubble Tube
- Rope Lights
- Fiber Optic Strands
- Various Textures
- Reminiscent Videos
- Glider Chair
- Massage Tube
- Mobile Sensory Cart *for residents unable to visit MSR*

OVERALL BENEFITS

- Positive motional memory recall
- Increased balance and reduction in falls
- Reduction in all types of resident restraints and incidents
- Reduction in resident medications (anxiety, pain, antipsychotic, etc.)
- Fewer episodes of anxiety
- Fewer cases of wandering
- Improvement in sundowning behavior
- Better sleeping patterns
- Better family visits
- Better quality of life
- Higher resident satisfaction

(Care Options Page 4) – DONE [1 stock photo included in submission]

Skilled Nursing

Grace of Douglas's skilled nursing services are oriented around provision of specialized care for recovery after hospitalization. Our dedicated team helps residents and family members feel at home while receiving individually focused healthcare. From nursing care and nutritional support for recovery, to the activities of daily living, we focus on an innovative, comprehensive interdisciplinary approach.

Skilled nursing is rehabilitative care provided to Medicare beneficiaries or individuals covered by private pay and some health insurance plans. Residents requiring continued long-term care may qualify for Medicaid benefits.

To learn more about benefits for skilled nursing services, please visit [Insurance & Payments](#), or contact our Business Office Manager to discuss payment options. [I&P link to Getting Started pg. 3] Our campus also includes Grace of Douglas Assisted Living, which provides access to ongoing skilled nursing services in a safe residential environment, if the need should arise.

MEDICAL SERVICES

- BiPAP/CPAP
- Burns
- Catheter Care/Foley
- Colostomy Care
- Diabetes Care
- Dialysis (transportation to)
- Enteral Nutrition –
GT
PEG
PEJ
- Immunizations
- In-House Diagnostic Services –
Ultrasound
Doppler
EKG
- X-Ray
- IV Access Care
- IV Therapy/Antibiotics
- Lab Services
- Nebulizer Treatment
- Orthopedic Care
- Oxygen
- Pain Management
- Psychiatric Services
- Psychological Services
- Respiratory Therapy
- Tracheostomy Care
- Wound Care
- Wound Vacs

ANCILLARY SERVICES

- Audiology
- Dental
- Optometry
- Podiatry

(Care Options Page 5) – DONE [1 stock photo included in submission]

Long-Term Care

Our skilled nursing facility provides long-term care for Grace of Douglas residents who require nursing care and monitoring, and who can no longer function at home. Our team, comprising of nurses, specially trained nursing aides, therapists, a registered dietitian, and social worker, delivers clinical care, assistance with activities of daily living, and a daily activities program to help residents maintain their highest practicable level of function. We also have a registered nurse on staff 24 hours a day to care for residents with complex medical needs, such as enteral nutrition and wound care. Our center has a visiting Medical Director who oversees daily resident care and is available 24/7. In addition, ancillary services including optometry, podiatry, dental, psychiatry, and infectious disease can be arranged for on-site appointments. Our team can also arrange transportation to scheduled off-site appointments.

Long-term care is supportive care provided to individuals covered by private pay, some health insurance plans and Medicaid recipients.

Grace of Douglas is dually certified to provide both skilled nursing and long-term care services. To learn more about long-term care benefits, please contact our Business Office Manager to discuss payment options. [I&P link to [Getting Started pg. 3](#)]

(Care Options Page 6) – DONE [1 stock photo included in submission]

Respite Care

Our team manages a **Respite Stay** program that provides caregivers time off from caring for a loved one at home. Whether for a long weekend or for a few weeks, family members can feel secure knowing their loved one is provided with a safe, home-like healthcare setting where both short- and long-term residents receive clinical monitoring by an educated, skilled staff whose goal is to meet needs quickly. Our Grace of Douglas respite stay guests experience all of the same amenities and activities that our residents enjoy daily.

To learn more about benefits for respite care services, please [contact](#) our Business Office Manager to discuss payment options. [[Contact link to Contact Us page](#)]

(Care Options Page 7) – DONE [1 stock photo included in submission]

Comfort Care

Our **Comfort Care** program, which can include both palliative and hospice care, provides for individual resident wishes based on care without curative intent. Advanced directives are carefully developed with our residents on admission, and we recognize that upholding dignity is vital during this sensitive time. Our team's purpose is to comfort the resident, help them transition through this phase in their life, and support the family in the process.

While palliative care is often associated with end-of-life comfort care, this specialized medical care for providing symptom relief and stress reduction can be administered to a resident at any time during the treatment of a serious illness, whether terminal or chronic. Our palliative care team works with the resident to identify personal goals and then provides treatment options that are a close match for achieving those goals. The ultimate provision of palliative care is to improve the resident's quality of life. Our team communicates with all resident physicians to gain an understanding and continuum of care that aligns with the resident's goals and treatment selections. Residents' families, doctors and nurses benefit, too, as everyone can work together to decrease suffering and stress, and increase knowledge of the illness and diagnosis.

Symptoms often treated with palliative care include pain, poor appetite, anxiety, depression, fatigue, shortness of breath, and digestive issues such as nausea and constipation. Many other distressing symptoms from an illness can be addressed by this type of care.

Our facility's nursing team offers support to the families and loved ones of a resident going through a Graceful End-of-Life Transition. It is our staff's intention to be mindful of when visitors are present and to anticipate their needs.

We are here to help during a Graceful End-of-Life Transition.

- Our staff will check on family members often to assess needs.
- Beverages and snack trays will be available throughout the day.
- Accommodations for pastoral care or religious traditions are available.
- Grief counseling can also be arranged, if desired.

It is our honor to serve those entrusted into our care.

Palliative care is usually covered in full or in part by most insurance plans. To learn more about the costs, please contact our Business Office Manager to discuss payment options.

(Assisted Living Page 1)

Our Team

Grace of Douglas Assisted Living serves a community of seniors in a home-like setting near the picturesque lakeshore, and features 28 private suites with full private bathrooms designed especially for residents needing nursing or care oversight in a safe residential environment. In addition, we have recently begun interior renovations to promote comfortability and well-being. Coming soon, several of the 28 private suites will also gladly offer a luxurious Suite Life of Douglas amenities upgrade package.

Located in an integrated care community under the same roof as Grace of Douglas's skilled nursing and rehabilitation facility, our residents are provided direct access to skilled care needs and a team of dietitians, social workers, therapists, and nursing staff 24/7. Additionally, with intense clinical oversight from a primary Medical Director, psychiatry team, and palliative care team, our assisted living community can also provide for those needing care through an end-of-life transition.

Our staff provides assistance with the activities of daily living, meals, monitoring of medications, housekeeping, and coordination of healthcare services. Imagination, innovation and creativity are encouraged through fun and therapeutic activity exercises to maximize independence and dignity. We have the ability to truly engage and work with you and your loved one to provide the best individualized care possible.

Grace of Douglas's **Licensed Nursing Home Administrator** and **Director of Assisted Living** lead the following team:

- Activity Professional
- Certified Nursing Assistants
- Licensed Practical Nurse
- Medical Director
- Nurse Practitioner
- Nursing Staff Oversight 24/7
- Registered Dietitian
- Trained Medical Assistants & Caregivers

ANCILLARY PROVIDERS

- Audiologist
- Dentist
- Occupational Therapist
- Optometrist
- Physical Therapist
- Podiatrist
- Psychiatrist
- Respiratory Therapist
- Social Worker
- Speech Therapist

SATISFACTION SURVEYS

Direct feedback from our residents and their families is valuable to us. It is from your experiences that we can address concerns, deliver further personalized care, identify areas for improvement, and celebrate victories of extraordinary service. Both [Resident and Family Satisfaction Surveys](#) can be completed in confidentiality, if preferred. [\[Links to About Us page 4 for Satisfaction Surveys for full info. and actual links to surveys\]](#)

[2 photos – 1 stock, 1 facility, included in submission]

(Assisted Living Page 2) [2 photos in submission – 1 stock, 1 facility]

Our Care

Grace of Douglas Assisted Living provides a variety of healthcare services including complete care with activities of daily living assistance, dementia care, palliative care, hospice care, respite stays, and rehabilitative services. Our team wants to be a constant resource for you or your loved ones by offering the following care opportunities in a cozy environment:

- Complete care, if needed, with daily activities such as bathing, dressing, grooming, walking, and transferring, as well as coordinating doctor appointments, shopping, and offering free housekeeping, daily room tidying, and weekly laundry services* (**added fee for more frequent laundering*).
- Three meals daily, as well as snacks.
- Respite care that provides caregivers time off from caring for a loved one at home. Whether for a long weekend or for a few weeks, family members can feel secure knowing their loved one is provided with a safe, home-like healthcare setting. Our respite stay guests experience all of the same amenities and activities that our Assisted Living residents enjoy daily.
- Medication management assistance to include detailed consultations by our local pharmacists, resident doctor and clinical team to oversee that proper medications are administered in conjunction with a proactive treatment plan and focus on providing the greatest possible quality of life.
- Occupational, physical and speech therapies, including short-term rehabilitation services, are available.
- Additionally, our Grace of Douglas Assisted Living residential rooms share the same building as the Grace of Douglas skilled nursing and rehabilitation facility, which provides direct 24/7/365 access to skilled care needs and an extended team, as well as provides a strong continuum of care.
- Clinical assessments and rate evaluations are done regularly to ensure proper levels of care are being administered to our Assisted Living residents.

MEDICAL SERVICES

- BiPAP/CPAP
- Catheter Care/Foley
- Colostomy Care
- Diabetes Care
- Immunizations
- In-House Diagnostic Services –
Ultrasound
- Doppler
- EKG
- X-Ray
- Lab Services
- Nebulizer Treatment
- Oxygen
- Pain Management

ANCILLARY SERVICES

- Audiology
- Dental
- OT/PT/ST
- Optometry
- Podiatry
- Psychiatric

*Intakes & inquiries made easy by contacting our licensed nurse. **Call today.***

(Assisted Living Page 3) [2 photos in submission – 1 stock, 1 facility, plus 1 PDF]

Our Campus

Grace of Douglas Assisted Living has recently begun interior renovations to promote comfortability and well-being, and features 28 private suites with full private bathrooms designed especially for residents needing nursing or care oversight in a safe residential environment. We endeavor to ensure our residents are comfortable, and that all guests feel welcome. Satellite television and Wi-Fi are available, and we also offer engaging daily activities that promote socialization and a sense of community. Our staff values and emphasizes the importance of participation in our activities program, which can positively impact a resident's quality of life. In the coming weeks, several of the 28 private suites will also gladly offer a luxurious Suite Life of Douglas amenities upgrade package. **Check back soon to read more about the Suite Life.** We are also excited to share that we are beginning a Weekly Happy Hour!

Grace of Douglas Assisted Living has a philosophy of service that focuses on maximizing each resident's independence and dignity. We underline flexibility of individualized supportive services, supervision or assistance with activities of daily living, coordination of healthcare services, and monitoring of resident activities to help to ensure their health, safety, and well-being.

In addition, our assisted living is part of an integrated care community under the same roof as Grace of Douglas's skilled nursing and rehabilitation facility. This integrated community provides 24/7/365 access to skilled care needs and an extended team, making the continuum of care that much easier for assisting residents with the services they need. Grace of Douglas Assisted Living does have a separate exterior entrance and a private dining/family room space that residents and families are welcome to use.

IT'S OUR PLEASURE TO OFFER

- Beauty/Barbershop Services
- Community Field Trips
- Daily Activities Calendar
- Daily Baked Goods
- Dining Area Options
- Dining Experiences, including Kosher & Vegetarian Selections
- Exercise Classes
- Family Living Room
- Gardening Opportunities & Resident Gardens
- Great Room with Theatrical Stage
- Historical Photo Package Display
- Holiday Events
- Home-Like Décor
- [IN2L Experiences](#) [PDF included]
- Library
- Live Music Events
- Movies
- [Multi-Sensory Experiences](#) [links to MSE pg.]
- Music Therapy
- Outdoor Courtyard with Walking Paths
- Outdoor Patio with Grilling Station
- Person-Centered Care
- Pet Therapy
- Piano
- Private Suites with Full Private Bathrooms

- Religious Services & Pastoral Care
- Resident Council in Partnership with Grace of Douglas Council
- Separate Exterior Entrance
- Smoking Area
- Suite Life Assisted Living Stay Upgrades Coming Soon!
- Telephone with Free Long-Distance Calling
- Transportation
- TV with Satellite Service
- Weekly Laundry Services* (**added fee for more frequent laundering*)
- Weekly Happy Hour
- [What to Pack Checklist \[PDF\]](#)
- Wi-Fi

In alignment with Grace of Douglas, Grace of Douglas Assisted Living is [committed to customer relations](#) as a foundational principle that we continually build upon, and we subsequently communicate to others that our collective teams are here to help.

Your comfort is our priority and we look forward to serving you. [Schedule a tour today.](#)

[Customer relations links to About Us page 3, Our Commitment; schedule tour to Contact Us]

(Assisted Living Testimonials that you can use on their 3 pages)

“I had been volunteering at Grace of Douglas since it first opened. I’ve lived in Douglas over 55 years, and when it became unsafe for me to live alone, I knew Grace could help meet my needs. I have lived at the [Douglas] Assisted Living for about two years. Grace is warm, homey and the staff are marvelous. I have nothing bad to say about Grace. This is my home.” ~ Pamela

[Shortened: “I have lived at the [Douglas] Assisted Living for about two years. Grace is warm, homey and the staff are marvelous. I have nothing bad to say about Grace. This is my home.”]

“I’ve lived here [Grace of Douglas Assisted Living] one and a half years. When I realized I could no longer care for myself at home, I moved to Grace. My only son lives in Arizona and the staff at Grace have become my family. My rent is reasonable, and I am getting so much more from the loving and caring staff. I enjoy playing chess, and the aides are always willing to take time out to sit and enjoy a game with me.” ~ Charles

[Shortened: “When I realized I could no longer care for myself at home, I moved to Grace [Douglas Assisted Living] ...the staff at Grace have become my family... I enjoy playing chess, and the aides are always willing to take time out to sit and enjoy and a game with me.”]

“I joined the Grace family in January of 2019. Grace of Douglas Assisted Living is a small family-oriented community that serves residents from all different walks of life. The residents and staff have welcomed me with open arms, but more importantly, I see that the staff are dedicated to meeting our residents’ needs. In the short time I have been here, I’ve had the pleasure of laughing with some residents, and crying with others. The connections have been so amazing that it’s as if we are at a never-ending family reunion that I am blessed to be a part of.”

~ DaleTron, Director of Grace of Douglas Assisted Living

[Shortened: In the short time I have been here, I’ve had the pleasure of laughing with some residents, and crying with others. The connections have been so amazing that it’s as if we are at a never-ending family reunion that I am blessed to be a part of.”]

(Our Community Page 1) – DONE

Our Philosophy

Our employees embrace the concept of socialization for every resident and acknowledge that the healing process and long-term health stability relies on Whole Person Care. Our energetic activity staff supplements wellness by delivering opportunities for residents to maintain a fulfilled and pleasurable stay. From one-on-one interaction to group participation, our team strives to utilize tailored activities to meet the individualized needs of our residents. Our compassion is expressed both by how care is delivered by our staff, and how we organize and operate our building and programs.

Consistent Assignments

The practice of having the same staff members consistently care for the same resident benefits both the individual and the caregivers. Residents are more comfortable with a familiar face and appreciate not having to repeat their needs to different people. Consistent caregivers are able to provide individualized care and establish bonds with residents.

Liberalized Dining

Meals play an important role in residential living. Not only are they a means of nutrition, but also of socializing. That's why we focus on the dining experience: tables are often prepared with tablecloths and place settings, and meals can be served rather than delivered on trays. Fruit and baked goods are enjoyed daily. In addition, residents enjoy dining area options, as well as an open dining menu, including kosher and vegetarian diet menu selections. Our Resident Council also votes on one special meal a month. This attention to the environment creates a home-like atmosphere and, in turn, improves nutritional intake and quality of life.

Historical Photo Package

The framed and captioned "classic" black and white photo images displayed throughout our facility are enjoyed by all of our residents as they reminisce about times throughout their lives. These photo packages, of historic figures or events, or movie stars and athletes, give residents a chance to converse and share memorable moments with each other. The classic home-like décor is charmingly nostalgic.

Laundering, Beauty/Barbershop Services & Activities Program

Laundering services are available to all residents. Our center also offers in-house beauty and barbershop services, which promote increased self-esteem and socialization. In addition, we have a daily activities calendar with opportunities for residents to engage in individualized activities and interactive community events. [2 photos – 1 stock, 1 facility – included in submission]

(Our Community Page 2) – DONE

CLASS Acts

The Grace of Douglas team considers it a privileged opportunity to serve residents and their families. Our team understands that the quality of care is dependent on each and every one of our employees and the spirit in which they perform their work. We believe in commending employees who go above and beyond in providing care and improving resident and family experiences.

We utilize the **CLASS Acts** program to applaud those employees.

Everyone in our facility, including team members, residents and families, are encouraged to recognize employees they see performing a CLASS Act. Cards are conveniently and prominently located throughout the facility to make it easy to nominate an individual as soon as they are seen doing something special.

Our team shares the stories of how their team members performed CLASS Acts at least once a month, and these stories inspire us all! [1 photo included in submission, plus the button image that is included in the MASTER now]

COMPASSION

- Displays genuine concern for the welfare of others
- Puts oneself in someone else's shoes
- Is kindhearted, considerate & caring

LEADERSHIP

- Demonstrates “doing the right thing” with actions that set the pace
- Is a positive influence & role model for others
- Inspires others to work hard

ATTITUDE

- Exhibits pride & puts his/her “signature” on their work
- Shows passion, desire & enthusiasm
- Operates with a “can-do” attitude by looking for solutions rather than pointing out barriers

SAFETY

- Prevents a resident or employee incident
- Suggests an improvement in a safety process (this process should actually be implemented and result in resident or employee injury reduction)

SERVICE for others!

- Conveys excellence in follow-up & follow-through

- Demonstrates a commitment to quality of care
- Exceeds customer expectations

(Our Community Page 3) – DONE [2 photos – 1 stock & 1 facility – in submission, plus IN2L flyer]

Rooms & Amenities

As the old saying goes, there is truly no place like home. For this reason, we at Grace of Douglas aim to help our residents feel comfortable during their stay with us. We also aim to ensure residents' families and visiting friends are greeted and feel welcome. Our center offers satellite television and Wi-Fi throughout the building, and residents and guests alike also enjoy our beautiful courtyard, dining options, and spacious great room with a theatrical stage perfect for visiting performers and activities. The comfort in our facility is likened to a home-like environment including the amenities of a Bed & Breakfast stay.

Our campus is comprised of several levels of care including a secure environment focused on the special needs of individuals with cognitive disorders, a specially designed multi-sensory room to boost feelings of comfort and well-being, and a skilled unit with private and semi-private rooms, as well as private suites, for post-acute rehabilitation stays. Our center's therapy room, including an occupational kitchenette, is in close proximity to the skilled unit. [[link MSR to MSE pg](#)]

In addition, **Grace of Douglas Assisted Living** serves a community of seniors in a home-like integrated care setting under the same roof as Grace of Douglas's skilled nursing and rehabilitation facility, and features 28 private suites with full private bathrooms designed especially for residents needing nursing or care oversight in a safe residential environment. Several of the 28 private suites will soon also offer a luxurious Suite Life of Douglas amenities upgrade package. [[link GoDAL to Assisted Living Our Team pg](#)]

IT'S OUR PLEASURE TO OFFER

- Beauty/Barbershop
- Daily Baked Goods
- Dining Area Options
- Facility Newsletter
- Family Living Room
- Flat Screen TV with Satellite Service
- Great Room with Theatrical Stage
- Holiday Events
- Home-Like Décor
- [IN2L Resident Technology System](#) –
Explore the Internet
Send/Receive E-mail
Skype & Share Photos
Engage in Activities [[PDF included](#)]
- Indoor Fireside Sitting Area
- Library
- Live Music Events
- Multi-Sensory Room & Mobile Sensory Cart
- Outdoor Courtyard with Walking Paths
- Outdoor Patio with Grilling Station
- Private & Semi-Private Rooms
- Private Suites
- Sensory Spa with Aromatherapy & Music Available
- Social TV Viewing Areas
- Suite Life Assisted Living Stay Upgrades
- Telephone
- Transportation
- Wi-Fi

(Our Community Page 4) – DONE

Health & Wellness

Our staff values and emphasizes the importance of participation in our activities program, which is offered seven days a week. Social engagement, including dining experiences, religious services, outdoor gardening, and entertainment events, are all excellent opportunities to enhance quality of life for our residents. Our team strives to create a fun, diverse Daily Activities Calendar that is reminiscent of a cruise ship experience, resulting in cognitive stimulation and a positive outlook on all that life has to offer. We want to create pleasurable memories while addressing the needs of each resident. Visiting family and friends are welcomed to join in, too!

Our active Resident Council, overseen by our activities director, meets monthly to discuss new prospective policies, changes in administration and matters of concern. Resident Council also discusses new activities and family night opportunities they would enjoy. Additionally, the council discusses any food-related or dining issues, as well as votes on a resident choice meal of the month, which allows the selection of a meal they would like that may not be typically offered.

IT'S OUR PLEASURE TO OFFER

- Beauty/Barbershop Services
- Coffee Bar
- Community Field Trips
- Cooking Classes
- Daily Activities Calendar
- Dining Experiences, including Special Events
- Fruit-Infused Hydration Station
- Gardening Opportunities & Resident Gardens
- Historical Photo Package Display
- [IN2L Experiences](#) [PDF included]
- Movies
- Multi-Sensory Experiences
- Music Therapy
- Open Dining Menu, including Kosher & Vegetarian Selections
- Pet Therapy
- Piano
- Religious Services & Pastoral Care
- Resident Council
- Sensory Spa Experiences
- Whole Person Care

[2 photos – 1 stock & 1 facility included in submission, plus their IN2L flyer ☺]

**(Our Community Page 5) –
Photo Tour**

[Submitted all new and/or newly edited photos for this page with captions]

(Our Community Page 6) – DONE [1 photo in submission]

Testimonials

“Grace of Douglas is like a family. It’s better than living at home because I’ve got many good friends here. I want more people to come here. It’s such a great place to live.” ~ Anna

“My favorite part about living at Grace of Douglas is the food and people. The best thing about the staff is they know you by your first name. Grace of Douglas is the best place to live.” ~ Billy

“I spent two weeks at Grace of Douglas recovering from a knee replacement. I had therapy twice a day which was the best thing for a fast recovery. The nurses, therapists and staff were great as well as the food. Thank you everyone at Grace of Douglas.” ~ Captain Bob

“I’ve been very pleased with the professional, friendly staff.” ~ Deborah

“I would highly recommend Grace of Douglas as a safe and secure place for a loved one. I was very pleased with the care my husband received while there. I didn’t meet one single staff person who wasn’t kind, friendly and very caring.” ~ Pear

“My husband has been in two other rest homes, and though Grace of Douglas is smaller, I would recommend it over the others. My husband received more personal attention from everyone there. The kitchen people went above and beyond. Tiffany especially was wonderful to make sure he was enjoying his meals. Thank all of you.” ~ Phyllis

[Shortened: “My husband has been in two other rest homes, and though Grace of Douglas is smaller, I would recommend it over the others. My husband received more personal attention from everyone there. The kitchen people went above and beyond... Thank all of you.”]

“I had been volunteering at Grace of Douglas since it first opened. I’ve lived in Douglas over 55 years, and when it became unsafe for me to live alone, I knew Grace could help meet my needs. I have lived at the [Douglas] Assisted Living for about two years. Grace is warm, homey and the staff are marvelous. I have nothing bad to say about Grace. This is my home.” ~ Pamela

[Shortened: “I have lived at the [Douglas] Assisted Living for about two years. Grace is warm, homey and the staff are marvelous. I have nothing bad to say about Grace. This is my home.”]

“I’ve lived here [Grace of Douglas Assisted Living] one and a half years. When I realized I could no longer care for myself at home, I moved to Grace. My only son lives in Arizona and the staff at Grace have become my family. My rent is reasonable, and I am getting so much more from the loving and caring staff. I enjoy playing chess, and the aides are always willing to take time out to sit and enjoy a game with me.” ~ Charles

[Shortened: “When I realized I could no longer care for myself at home, I moved to Grace [Douglas Assisted Living] ...the staff at Grace have become my family... I enjoy playing chess, and the aides are always willing to take time out to sit and enjoy and a game with me.”]

“I joined the Grace family in January of 2019. Grace of Douglas Assisted Living is a small family-oriented community that serves residents from all different walks of life. The residents

and staff have welcomed me with open arms, but more importantly, I see that the staff are dedicated to meeting our residents' needs. In the short time I have been here, I've had the pleasure of laughing with some residents, and crying with others. The connections have been so amazing that it's as if we are at a never-ending family reunion that I am blessed to be a part of."

~ DaleTron, Director of Grace of Douglas Assisted Living

[Shortened: In the short time I have been here, I've had the pleasure of laughing with some residents, and crying with others. The connections have been so amazing that it's as if we are at a never-ending family reunion that I am blessed to be a part of.]"

[1 stock photo included in submission]

(Our Community Page 7) – DONE

Connections

We at **Grace of Douglas** strive to be active community partners and providers of exceptional quality care.

Our connections:

- 2019 Recipient of 22 Pizzas from a Secret Donor and Back Alley Pizza, a Local Pizzeria
- 2019 Community Puppy Parade with Our Partners from Koby's Promise [\[links to another page please\]](#)

Grace of Douglas hosted a Community Puppy Parade on March 23, 2019, with Karin from Koby's Promise, and had a wonderful experience with puppies of all ages! The event was intended as a gift of companionship to our residents, which is in alignment with Koby's Promise, a non-profit organization that pairs community seniors with trained rescue dogs. The event also featured staff and community member's beloved dogs, who paraded through the community spreading adorable amounts of love. Reactions were very positive, so much so that Karin will return monthly to provide Pet Companionship to our Grace of Douglas residents. We are especially excited for this growing partnership! [\[3 photo collages included with this mini-story\]](#)

- 2017 Award of Excellence for Dietary Deficiency Free Survey from Crandall Corporate Dietitians
- 2017 Award of Excellence for Providing Superior Quality Care to Residents, Patients & Families from Great Lakes Caring Home Health and Hospice
- 2016 Proud Member of the American Health Care Association
- 2016 Award of Excellence for Dietary Deficiency Free Survey from Crandall Corporate Dietitians
- 2015 New Renovations Open House Host
- 2014 Grace Healthcare Morning Bell Award (read about our "Survivor Bell" on the [Photo Tour](#) page) [\[link to that page, not necessarily the exact photo\]](#)
- 2013 Award of Excellence for Providing Superior Quality Care to Residents, Patients & Families from Great Lakes Caring
- 2011 Award of Excellence for Providing Superior Quality End-of-Life Care to Residents & Families from Great Lakes Caring Hospice
- 2009 Award of Excellence Award for Providing Quality End-of-Life Care to Patients & Their Families from In-House Hospice
- Annual Spring Dance Host
- Annual Easter Egg Hunt Host

- Annual Mother's Day Tea Host
- Annual Dad's & Donut Day Host
- Annual Summer Community Carnival & Cookout Host
- Annual Fall Festival Host
- Annual Thanksgiving Resident & Family Meal Host
- Annual Christmas Resident & Family Meal Host
- Quarterly Salad Bar Benefiting Alzheimer's Research Sponsor
- Members of the Saugatuck Douglas Area Business Association
- Members of the West Michigan Blue Star Chamber of Commerce
- Partners with Local Alzheimer's Association

[1 stock image in submission]

(Get Started Page 1) – DONE

Admissions

There comes a time when a family or caregiver recognizes that the level of care needed for a loved one surpasses what is possible at home. If both medical and personal care needs become too great for a family or individual caregiver to administer, then it is time to consider alternative living arrangements for the loved one. Additional help is often needed after a recent hospitalization or due to a chronic illness that is worsening.

A **Skilled Nursing Facility** is an option to consider dependent on the level of care required. Chronic illness that is worsening is a reason to consider long-term care in a skilled facility; however, short-term skilled nursing care is also available. For instance, if your loved one needs temporary higher levels of care after a hospitalization, then a skilled facility can provide rehabilitative care to return the patient to home, or to an independent living community or an **Assisted Living Facility**. Assisted living facilities are suitable for loved ones requiring help with the activities of daily living, such as bathing, dressing, grooming, and eating, but do not require long-term nursing care.

Admittedly, choosing alternative living for a loved one can be a stressful experience simply due to recognizing that your loved one has reached this point of care needed in his/her life. It is also a time when the family or individual caregiver admits to having limitations. Learning as much as possible about skilled facilities, assisted living facilities and independent living communities in your area of choice will help greatly to ease worry and help dispel any misconceptions about this transitional time in your loved one's life. Knowing and accepting that levels of personal grief and periods of adjustment are a part of the transition process will also help everyone involved be more confident in the decisions that are to be made.

[2 photos – 1 stock in MASTER included in submission, plus What to Pack PDF]

THE GOOD NEWS

Skilled Nursing Facility teams are specially trained to provide your loved one with the medical and emotional care needed. Trained professionals are available 24 hours a day to assist with all health-related issues, and safety measures are in place to respond to emergency situations.

In addition, your loved one will benefit from health-boosting daily activities, such as exercise classes, music therapy, beauty/barbershop visits, religious services, games of bingo, community field trips, and so much more. Skilled facilities are better known as resorts for seniors with home-like amenities, fine dining experiences, resident pets, and spacious accommodations including private suites and semi-private rooms with cable or satellite TV, Wi-Fi and access to spa-like shower rooms.

The Centers for Medicare and Medicaid Services requires skilled nursing facilities to provide comfortable bedding, rooms with windows, furniture adequate for storage, and opportunities to customize individual living spaces, all of which skilled facility teams are happy to facilitate.

Peace of mind comes to families and caregivers recognizing that their loved one will truly be cared for with trained staff available 24 hours a day and have access to a fun environment focused on fostering an improved quality of life.

CONSIDER BEFORE MOVING IN

During visits to skilled facilities, consider these factors as you make decisions regarding your loved one's move:

- Room layout – Is there enough floor space, especially to accommodate a wheelchair, mobile aid or caregiver assisting your loved one?
- Furniture provided – Is there enough storage space, and if not, can you bring in pieces from home that are compliant with state fire codes?
- What is included in the fee, such as laundry services, phone calls and personal care products?
- What is available at an additional cost, such as beauty and barbershop visits?
- Understand the costs of care - What does Medicare, Medicaid and/or private insurance pay?
- Understand the skilled nursing facility's agreement before moving in.
- Support groups – Does the skilled facility's social worker have information on community resources available to families for addressing any feelings that may come up during this transitional time?

WHAT TO PACK

Noting that it's recommended to leave family heirlooms, items of great value, large amounts of cash, and medications at home, practicalities should influence the packing list.

- View and/or download our [What to Pack Checklist](#) here. [\[Linking PDF\]](#)

PRIOR TO, DAY-OF & AFTER ADMISSION

Before moving your loved one into a Skilled Nursing Facility, plan time with the staff to review what types of care you provided and share what worked well, as well as what did not, what problems exist and therapies that may help, and be sure you know what is expected of you and the family. Ask the staff what to expect on the day of move-in. Also note, it is sometimes easier to designate one family member to receive all information and then communicate that information with others.

On the day of move-in, prepare to stay the day to allow time to address things that may come up or to provide support to your loved one as he/she transitions into the new environment.

Becoming a partner with the staff and an advocate for your loved one's care is a win-win for all. Listen to the staff's input, be reasonable with expectations and communicate any concerns or comments with the facility staff. Be sure to attend scheduled care conferences, and compliment and appreciate the staff for good care delivered.

(Getting Started Page 2) – DONE

FAQ

- **What are the costs of skilled nursing?**
 - Various factors influence the cost, such as where you live, the level of care required, and what type of accommodations you select.
 - A combination of financial support is possible, including private pay, long-term care insurance, health insurance, and government assistance, such as Medicare, Medicare Advantage, and Medicaid.
 - Some plans have a copay or coinsurance that the patient is responsible to pay.
 - The Skilled Nursing Facility's Business Office Manager can review coverage and determine out-of-pocket costs that may exist.
- **Can an individual be admitted from home?**
 - Yes, and an appointment with the Primary Care Physician (PCP) is recommended.
 - The PCP completes paperwork, including list of medications, history and physical, for Skilled Nursing Facility staff review.
 - Note that the individual must have a skilled or medical need, and a three-day qualifying hospital stay, in order for Medicare or certain insurances to pay for the skilled care.
- **Does an individual have to have a physician's referral for admission?**
 - Yes, a physician's certification is required.
- **Does an individual have to be a certain age for admission?**
 - Resident ages vary in range, but Skilled Nursing Facilities do not have pediatric rehabilitation programs; each facility reviews referrals with consideration of the clinical need of the individual and also the current population receiving care.
- **Can an individual see his/her Primary Care Physician (PCP) during their stay?**
 - Attending physicians are assigned to new residents upon admission.
 - The Admissions office can provide a list of physicians with privileges and if your PCP is not listed, the office can contact them about becoming credentialed to see our residents.
- **How are medications received?**
 - The Skilled Nursing Facility staff will offer to order medications through a contracted pharmacy and administer at the prescribed times.
 - Medications are not allowed to be kept in resident rooms.
- **What is skilled nursing care?**
 - Licensed, comprehensive care for short-term rehabilitation or long-term nursing care and monitoring, both under direct physician oversight with nutritional support for recovery; services include but are not limited to, diabetes management, ostomy care, tracheostomy care, IV management, enteral nutrition, post-surgical care, and wound care.
- **How long does an individual receive short-term rehabilitation?**

- Times vary, depending on progress/response to therapy, as well as medical conditions and history; however, short-term patients average 2-6 weeks in skilled care.
- **What is an interdisciplinary care plan?**
 - A plan designed to provide a continuum of care for the individual with a team of dedicated professionals, including the nursing and dietary teams, social worker, activities department, and physical, occupational and speech therapists. Our staff collaborates to provide support for the individual's goal.
- **What is a physical therapy modality?**
 - Modalities, such as heat, ice, ultrasound, and electrical stimulation, are typically used in conjunction with other procedures to help relieve pain, improve circulation, reduce muscle spasm, and deliver medication.
- **What are the visiting hours?**
 - You are welcome anytime.
- **Can a resident go out for a day visit or home for holidays and weekends?**
 - Restrictions may apply depending on a resident's current medical condition, as well as the payer source for care. Therefore, it's advised to speak with the social worker to arrange a leave of absence.

[1 stock photo included in submission]

(Getting Started Page 3) – DONE

Insurance & Payments

Grace of Douglas makes payment options easy.

WE ACCEPT

- Private Pay
- Medicare
- Aetna
- BCBS
- BCBS Advantage
- Blue Care Network of MI
- Humana
- Priority Health
- Medicaid

[What is Medicare?](#) | [What is Medicaid?](#)

There is a 30-day window following a three-day qualifying stay in a hospital when patients can be directly admitted to a skilled care facility. Let our team assist you today.

ADMISSIONS ACCEPTED 24 HOURS A DAY / 7 DAYS A WEEK

[1 stock photo in MASTER]

(Best Practices Page 1) – DONE

Compliance Program

Every employee is responsible for compliance. Frequent training is conducted and a 24-hour Hotline is available for employees and residents, as well as family members, to report concerns. When reporting concerns to the Hotline, callers have the option to provide their personal contact information or to remain anonymous. We follow-up on all concerns reported to the Hotline, and directs corrective action as appropriate.

Compliance has always been and always will be a priority for **Grace of Douglas**. We stress the importance of compliance and the responsibility of every employee to support our efforts to meet or exceed our standards of conduct, as well as state and federal regulations. The multitude of rules and regulations governing the long-term care profession often makes compliance an intimidating topic. Focusing on a few basic principles of compliance can make this critical aspect of our business much easier for our leadership, and perhaps more importantly, for our direct caregivers to understand. The most important principles are presented below.

- **Always practice honesty and integrity.**
- **Do what's best for the resident.** This imperative includes safety, comfort, courtesy, and respect for our residents and their family members. Medical and clinical services are directed by “reasonable and necessary” standards based upon the needs of our residents as determined by their medical provider, industry standards, and specific regulations. Our medical professionals must understand and consistently apply these professional standards.
- **Document appropriately.** Appropriate documentation is complete and clear, and timely sets forth the services rendered and should demonstrate the medical necessity of those services. We document so that different shifts and disciplines know the treatment each resident has received, and to ensure that each resident's status and history is readily available to guide their care.
- **Make compliance a priority and a personal responsibility.** Every employee must accept responsibility for compliance. An environment of trust and openness must be preserved so that employees are comfortable expressing concerns to their supervisor and/or the Compliance & Ethics Hotline.

We participate in the Federal Office of Inspector General's **Compliance Program**, which is a federally approved plan, whereby healthcare companies set up their own internal program, sanctioned by the federal government, to promote and uphold recognized ethical and legal

standards in the conduct of business. We support these initiatives, and regularly inform and train our employees in the adherence to these program standards.

Our **Compliance Program** has as its central goal the provision of quality care to the residents of our facility; to the end that each may reach their highest practicable level of physical and psycho-social well-being, consistent with each resident's fulfillment of their individual resident's rights, as defined by OBRA 1987. Our **Compliance Program** and **Code of Conduct** are strict requirements of employment, and violations by any employee of the policies that govern this program and code will subject that individual to discipline, up to termination of employment.

If you encounter any situation that causes concern, please contact our **24-Hour Compliance & Ethics Hotline at 1-800-481-9686**.

Grace of Douglas prohibits any retaliation against individuals who report compliance issues in good faith.

(Best Practices Page 2) – DONE

Accessibility & Policy

Our goal for this website is to provide information and access to services to all visitors. We understand that not everyone experiences web content the same way. Some have impaired vision and/or hearing, inability to use a mouse, or other disability. As part of our commitment to universal access, we make it a priority to take these differences into account by organizing our site and presenting our content in ways that are usable by visitors with disabilities and the assistive technologies they rely on.

Here is more on web accessibility and this website:

USER TIPS & TOOLS

Your Internet user experience is shaped by more than just the design and content features built into the sites you visit. You also have a growing number of alternative settings available in your computer's operating system and browser that can improve the clarity and accessibility of any site you visit. For example, many operating systems and browsers offer settings to change background colors, increase contrast, increase text and icon size, choose a preferred font, magnify your computer screen, and activate a screen reader that lets you listen to content you are unable to read.

ACCESSIBILITY SETTINGS FOR OUR SITE

- Text size selector
- High contrast selector

ACCESSIBILITY SETTINGS YOU CAN MAKE GLOBALLY

- **Your Computer's Operating System**
 - Microsoft Windows - to learn more, visit [Accessibility in Microsoft Products](#)
 - Apple - to learn more, visit apple.com/accessibility
- **Your Mobile Device**
 - Here are links to help you learn about built-in accessibility options available on your mobile device or tablet:
 - [IOS Devices: iPhone/iPads](#)
 - [Android Devices](#)
 - [Windows Devices](#)
- **Your Browser**
 - To learn about accessibility options on various browsers:

- Internet Explorer
- Mozilla Firefox
- Google Chrome
- Safari

PDF DOCUMENTS

Our site content may include PDF documents that we or other sources have created. Most older PDFs, as well as many newer ones, are not compatible with screen reader technology. Our goal is to reduce and eventually eliminate PDF content that is not recognizable by most screen-readers. Until we reach that goal, if you have difficulty accessing a PDF document at our website and would like information or assistance regarding its content, we will assist you. Please use our **Feedback & Questions form** to request assistance.

Accessibility Policy

This website is designed to provide information and access to services to all visitors, including those with disabilities.

OUR ACCESSIBILITY COMMITMENT

Grace of Douglas is committed to meeting the accessibility standards known as Web Content Accessibility Guidelines (YWCAG) 2.0 AA. These have been adopted by W3C, the World Wide Web Consortium, as part of its Web Accessibility Initiative.

TESTING FOR ACCESSIBILITY PROBLEMS

Our web team tests our web pages using an online testing service to find and fix accessibility problems. From time to time, our web team also asks persons with various types of disabilities to visit our site – or other sites with similar design and functionality – and provide their feedback and suggestions for changes we can make that will improve accessibility for all.

YOUR FEEDBACK & QUESTIONS

We also recognize the importance of feedback from ordinary visitors to our site. We invite you to give us feedback based on your experience visiting our site. And, let us know if you have questions or would like additional information.

Feedback & Questions

We'd like to hear from you about our site. In providing feedback, please be specific about:

- the page, content or function you are commenting on.

- the difficulty you are experiencing; and
- your suggestions for improving our site.

You may contact us. We want to help.

Grace of Douglas

- Call: 269.857.2141
- E-mail: doadmi@gracehc.com
- Complete and submit:

[Form]

- Name:
- E-mail:
- Phone:
- Comment:
- Question:
- Suggestion:

[Submit button]

(Best Practices Page 3) – DONE

Nondiscrimination

Our commitment is to provide care and services that are accessible to all and free of discrimination. We invite you to review our Nondiscrimination Statement. We also provide information on Language Assistance for individuals not proficient in English. If at any time you feel our actions have not lived up to our nondiscrimination statement, we invite you to take advantage of our Grievance Procedure.

NONDISCRIMINATION STATEMENT

Grace of Douglas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Nor will we exclude people or treat them differently because of race, color, national origin, age, disability, or sex. As part of this commitment:

- We provide free aids and services to people with disabilities to communicate effectively with us. For example, this includes:
 - Qualified sign language interpreters, and
 - Written information in other formats, such as large print, audio, and online.
- We provide access to free language services to people whose primary language is not English, such as:
 - Qualified interpreters, and
 - Information written in other languages.

If you need any of these services, please contact our Administrator, who serves as our designated Nondiscrimination Coordinator at:

Grace of Douglas

Attn: Administrator

243 Wiley Road

Douglas, MI 49406

Fax: 269.857.1802

E-mail: doadmi@gracehc.com

If you believe that we have not provided these services or that we have discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with our Nondiscrimination Coordinator. Please see our Grievance Procedure and Form. You may file a grievance by mail, fax or email. If you need help filing a grievance, our Nondiscrimination Coordinator will be glad to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone directed to: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <https://www.hhs.gov/ocr/filing-with-ocr/index.html>.

Grievance Procedure

Grace of Douglas has adopted an internal grievance procedure providing for prompt and fair resolution of complaints based on alleged discrimination prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations are available to you in the office of our Administrator, who serves as our designated Nondiscrimination Coordinator at:

Grace of Douglas

Attn: Administrator

243 Wiley Road

Douglas, MI 49406

Fax: 269.857.1802

E-mail: doadmi@gracehc.com

As an alternative, grievance complaints can be made to the facility's Director of Compliance by calling the **24-Hour Compliance & Ethics Hotline Number at 1-800-481-9686**.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. Persons who allege discrimination, file a grievance, or participate in investigating a grievance may not be punished or retaliated against for doing so.

OUR PROCEDURE:

- Grievances must be submitted to our Nondiscrimination Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.

- A complaint must be in writing, containing the name and address of the person filing it. The complaint must also state the problem or action alleged to be discriminatory and the remedy or relief sought.
- Our Nondiscrimination Coordinator (or another person he or she names) shall investigate his or her complaint. This investigation may be informal, but it will be thorough, giving all interested persons an opportunity to submit information or evidence relevant to the complaint. Our Nondiscrimination Coordinator will maintain our files and records relating to such grievances. To the extent possible, and in accordance with applicable law, our Nondiscrimination Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- Our Nondiscrimination Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of our Nondiscrimination Coordinator by writing to our designated Director of Compliance within 15 days of receiving the Nondiscrimination Coordinator's decision. Appeals should be directed to the following address. A written decision in response to an appeal will be provided no later than 30 days after receipt.

Grace Healthcare Support Services

Attn: Director of Compliance

801 Broad Street, Suite 300

Chattanooga, TN 37402

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person may file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201. Complaint forms are available at: <https://www.hhs.gov/ocr/filing-with-ocr/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

We will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such

arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. Our Nondiscrimination Coordinator will be responsible for such arrangements.

Language Assistance Taglines

The following are published here pursuant to Section 1557 of the Affordable Care Act and implementing regulations, 45 CFR 92.8(d)(1).

[PDF from IlluminAge is included in content submission.]

(Employment Page) – DONE

Employment

We are continuously seeking staff who serve from the heart. Our recruitment goal is to hire long-term care team members who focus on quality care, promote and execute exceptional customer relations and foster positive employee interactions.

Ministering to the need of our country's ever-growing senior population requires caring, dedicated employees. In addition to serving our senior population, our newly defined **Employee Relations Leaders** aim to serve all levels of personnel through three fundamentals: **Education, Empowerment and Experience.**

Our philosophy is administered by well-trained, enthusiastic teams who strive to provide high-quality, loving care in comfortable, home-like environments. The Employee Relations Leader serves as a resource for continuing education and career opportunities.

At **Grace of Douglas**, we empower our facility staff to fulfill this mission each and every day.

The employee experience is among the most important aspects of our business. We believe if we invest in employee education, empowerment of each individual to live up to their potential, and respect and care for them as a family, then a cohesive, productive and enjoyable work environment is produced.

If you are interested in helping us realize our vision to enrich the lives of all we serve, please take a moment to review our [available employment opportunities](#).

Grace of Douglas is an equal opportunity employer and is committed to hiring and maintaining capable and devoted workforces. EOE/M/F/D/V

[2 stock photos, plus ER graphic/logo in MASTER]

(Contact Us Page) – DONE

Contact Us

Grace of Douglas

243 Wiley Road

Douglas, MI 49406

Phone: 269.857.2141

Fax: 269.857.1802

[Form]

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[1 facility photo in submission]