



# North Hill

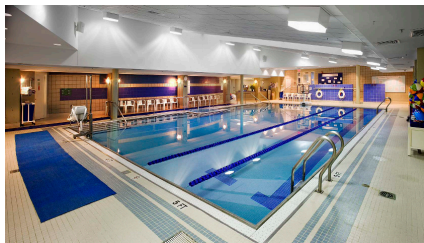
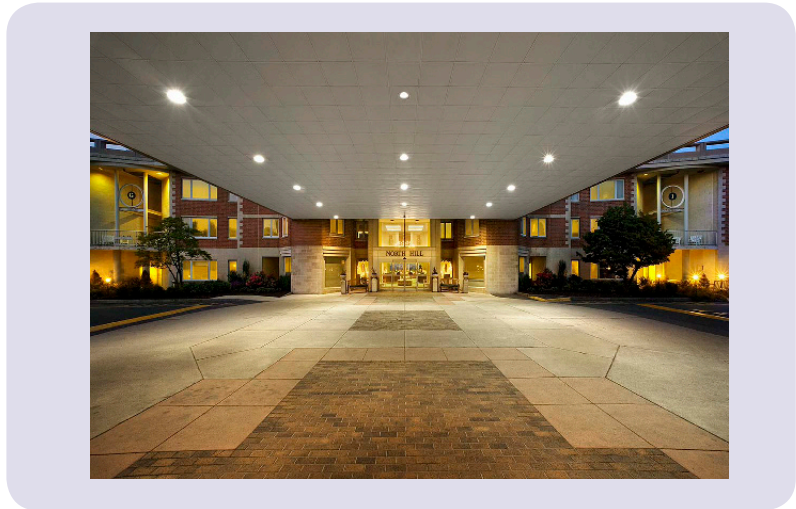
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# *The View*

Greater Boston's Premier Retirement Community

September 2008 Issue Two

 **North Hill**  
865 Central Avenue  
Needham, MA 02492  
(781) 433-6524  
(toll-free) (877) 736-4371  
[www.northhill.org](http://www.northhill.org)



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## **Life Care now ... and for life**

**W**hen you are welcomed to North Hill Independent Living and Life Care Retirement Community, you are assured of receiving friendly, thoughtful and superior care from our dedicated specialists – now . . . and for life.

Life Care is a financial model where almost all long term care services are included in your monthly fee. This offers community members the assurance that their long term care expenses are covered, while also preserving their estates.

Included in this continuum is residential living, access to home health services, and 24-hour skilled nursing care in our state-of-the-art Health Center. Ten percent of your entrance fee is tax deductible, as well as approximately 10 to 15 percent of the monthly fee. Out of the monthly fee, 28 to 38 percent is allocated to healthcare.

### **Residence Health Services**

- Medicare-certified RNs are on duty 24/7.
- Emergency care or referrals to hospitals, if required.
- In home post-hospital or post-surgical care are available.

*Continued on page three*

# A Healthy, Happy Home for the Dolans

Visiting North Hill - one quickly senses the friendly atmosphere. Residents greet one another by name. The staff is pleasant and accommodating. It is a warm and caring culture - just what a home should be. But there is another reason to love North Hill - it is a place where each residents' health is a priority. North Hill's motto is "We Take Care of You for Life."

Cornelia and John Dolan have lived at North Hill for 10 years. This gracious couple - married for 70 years - have a lovely apartment on the fourth floor. Cornelia points to her small balcony, which is covered with pots of geraniums. "We love flowers," she says "and this little garden is just enough for us."

John explains that when they first came to North Hill, they participated in many activities - from symphony to the wellness center to outings into the city. Now - both 97 - the couple is content to simply enjoy their apartment and the North Hill environment. "And I love duplicate bridge," adds Cornelia. Cornelia and John feel well cared for and secure.

The Dolans spoke about health care at North Hill. At different times, they have each had to go to the Skilled Nursing Facility (residents fondly refer to it as SNI<sup>F</sup>). SNI<sup>F</sup> is across from the main portico - literally 30 second away.

Explaining how health care works at North Hill, Cornelia uses the example of someone having a sudden medical problem. "We all wear call buttons so if there is an emergency, you push the button," she says. "Within minutes, a nurse and staff person comes to your apartment." Depending on the medical concern, a resident may be taken by ambulance to a local hospital. Once released from the hospital, the resident is brought back to SNI<sup>F</sup> where he/she spends whatever time is needed to recuperate. Cornelia adds: "There is a staff of nurses and health aides in the building at North Hill, so when you get back from



SNI<sup>F</sup>, there is a program wfor the nurses to come to your apartment, as often as needed. Having nursing staff in this building enables the residents to return to their homes sooner from the hospital or skilled nursing."

"One time we were sick at the same time and both went to SNI<sup>F</sup>, but they wouldn't let us share a room," complains John with a smile. "However, we could be together in the SNI<sup>F</sup> dining room." John says of SNI<sup>F</sup>: "It is as good a facility as any in the area, maybe better." John speaks highly of the nursing and pharmacy staff at SNI<sup>F</sup>.

John adds that North Hill also provides its residents with transportation to doctor or dentist appointments.

## The North Hill Team Members

Ask any resident about the North Hill staff - and you'll see an immediate smile. From the nurses to the wellness center trainers to the ground keepers, the staff at North Hill is outstanding. North Hill is proud of the life enrichment - and health care - that its team members provides residents.

The Director of Human Resources, Lee Pledger, explains. "North Hill has about 250 full-time employees. We're very careful in our selection process of team members. Once someone is hired, we have an orientation that

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North Hill believes in Life Enrichment, both for residents and team members:

“We recognize, celebrate and support the whole person in all aspects of life including spiritual, emotional, social, intellectual, occupational, cultural, environmental and physical wellness.”

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always includes a talk from our CEO. We ensure that every job description includes a customer service standard. We also have annual mandatory training which includes corporate compliance, residents rights, the code of conduct and so on.”

Lee adds that NorthHill does not contract employees for its Skilled Nursing facility. All of the medical staff is employed by North Hill.

There is very little turn-over in the North Hill staff. “There are many reasons for our high retention rate,” says Lee, “but a key reason is that our staff is proud to work here. We’ve done satisfactions surveys with our team members and we meet and exceed all benchmarks.”

Lee adds that she personally likes to think of North Hill team members as offering “A little health care and a little hospitality.”

## North Hill Services

*These services are part of our Residents’ Life Care contract.*

24/7/365 Nursing Care  
Rehabilitative Medicine  
Nutrition Services  
Respite Services  
Mental Health Services  
Radiology  
Pain Management  
Specialized Diets/Dining  
Pastoral Care  
Transportation  
Daily Physical and Occupational Therapy  
Speech and Language Therapy  
Licensed Independent Clinical Social Worker for Patient/Family Services  
Restorative Nursing with Exercise Program  
Extensive Recreation Program  
Full-time Music Therapist  
Assessment Prior to Returning Home  
Certified Medicare provider

### Consultants:

Audiology  
Pharmacy  
Psychiatry  
Dentistry  
Podiatry  
Vision Services

## Life Care *continued from page one*

- Medical supervision of medication (if desired), also blood pressure monitoring.
- Chronic care handled in apartment or transfer temporarily to Skilled Nursing.
- Twelve hours of home health services per year per resident, with the opportunity to receive more, if needed.

### Skilled Nursing Facility

- Accredited 72-bed facility, as well as an accredited Home Health care nursing staff – all on campus.
- Short-term care with emphasis on returning to apartment.
- Rehabilitation services by North Hill physical or occupational therapists.

- Long-term care with permanent placement. Visitors encouraged. Direct access from the residential apartments.
- No additional costs except for price of two daily meals to use the Skilled Nursing Facility dining room, which serves lunch and dinner.
- Activity programs.

### Wellness/Fitness Center

- Five certified trainers.
- A pool for maintaining and improving good health.
- Free classes both in the wellness center and the pool.
- Free use of the fitness equipment 7 days a week.
- Personal training.
- Podiatry, massage therapy.



## Fire Prevention Video at NH

Recently, North Hill took on the appearance of Hollywood East during the filming of a video produced by the National Fire Prevention Association. Hollywood veteran Tom Bosley (*Happy Days* and *Father Dowling Mysteries*) took on the lead role in the video, which will be distributed to full-service residential communities and fire stations throughout the country. Several North Hill residents participated as extras in the production. The video will be completed in time for an Autumn 2008 release.



### Visit us at North Hill

North Hill is located west of Boston in the lovely suburb of Needham on a 59-acre campus. It is close to Wellesley, Dover, Weston, Sherborn, Newton and Greater Boston

If you would like to know more about North Hill or schedule a tour, please call us at (877) 736-4371.

Visit our website at [www.northhill.org](http://www.northhill.org)

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