



Decision Guide

ERS

Episcopal Retirement Services



Jennifer Gomez,
grateful daughter

Joe Ann Fenley,
resident since 2016

Researching your retirement options?

This Decision Guide is intended to give you information about who we are, what we do, and why we have been successful in improving the lives of older adults for over 65 years.

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Can you give me some background about Episcopal Retirement Services?

Episcopal Retirement Services (ERS) is a not-for-profit, financially sound organization dedicated to improving the lives of older adults through innovative, quality senior living environments and older adult services. Established in 1951, ERS owns and operates Cincinnati's two premier continuing care retirement communities, Marjorie P. Lee and Deupree House and Episcopal Church Home in Louisville. ERS also owns or manages 26 affordable housing properties throughout Ohio, Kentucky and Indiana and provides services to the greater community such as Parish Health Ministry, Deupree Meals on Wheels, and Living Well Senior Solutions geriatric care management.

What are the major reasons for considering a move to an Episcopal Retirement Services' Community?

There are good reasons ERS has been a successful, financially sound leader in senior adult services. Evidence of this can be found not only in our financial statements but also by our high resident satisfaction scores, our consistently high Medicare ratings for our care centers, our Top Workplace awards, our staff turnover that is among the lowest in the country, and our consumer awards for being among the best senior living communities in the Tri-state.

Checklist for Evaluating CCRC's

(Adapted from the American Association of Retired Persons website: www.aarp.org)

As with any community, you and your loved one should visit several continuing care retirement communities before making any decisions. During this visit, plan ample time to tour the grounds, talk with residents and get a guided tour by the staff. Ask questions such as, are there private balconies? Do you offer walking paths on your private grounds? And, do you accept Medicare or Medicaid for skilled nursing? Also, build in at least an hour to sit down and go over any questions or concerns you and your loved one have. To help, here is an outline of what to observe and what to ask during your visit:

GENERAL COMMUNITY QUESTIONS

- How many homes/apartments are there?
- How many homes/apartments are available at this time, and can you see specific spaces?
- Are there general visiting hours, or are they broken down by type of residence?
What are they?
- Is there a waiting list? If so, how long may it take to be accepted and admitted?
- Do they accept Medicare/Medicaid or are they private pay?

THE GROUNDS AND FACILITY LOCATION

- Are the facility's grounds well maintained, manicured and easy to navigate?
- Is the facility located in a desirable area?
- Do they have balconies in each apartment?
- Are there outdoor spaces to enjoy?
- Are there safe places to walk surrounding the community?
- Are there ample conveniences in and around the community (i.e. grocery stores, cleaners, a shopping mall)?
- Are your loved one's doctors within close proximity?
- Is there a hospital nearby?
- Is there bus or mass transit available nearby?
- Is this a smoke-free facility? Are there designated spots for smokers?

INITIAL IMPRESSIONS OF STAFF AND COMMUNITY

- Are you greeted upon entering?
- Is the main office easy to find?
- Is the staff professional and happy to help?
- Do residents seem happy and well-cared for?
- Are residents social and interacting with one another?

THE STAFF

- What credentials do staff members hold?
- What is the hiring procedure for staff, doctors and nurses?
- Are staff, doctors and nurses required to take continuing education classes?
- What hours do facility administrators work, and are they usually available for questions throughout the day?



Nick Price,
grateful grandson

Marcella Hamner,
resident since 2015

THE RESIDENTS

- How long have you lived here?
- How do you like living here?
- How are the services?
- How is the care?
- Is the staff attentive without being intrusive?
- Are the doctors and nurses helpful and accommodating?
- Is there anything missing?
- Is it worth the cost?

HOUSING

- Do the housing options meet your loved one's needs?
- Are there different floor plans available and options to choose from?
- Are both single- and double-occupancy homes available?
- Are residences equipped with modern conveniences (laundry, dishwasher, etc.), full kitchens and individual thermostats?
- Are common areas properly cooled/warmed, furnished and clean?
- Do homes/units have outdoor living space for residents to enjoy?
- Is there ample light, and are rooms/homes equipped with sprinkler systems and emergency exits?
- Are the assisted living and nursing facilities clean and modern?
- Are layouts in all types of housing wheelchair and walker friendly?
- Are floor plans efficient and pleasing to your loved one?
- Is each residence equipped with handicap bars, non-slip floors and other safety features?
- Do multi-level residences have elevators?
- Can rooms/homes be painted? Are there decorating rules?
- How is security addressed in each type of facility?
- Are rooms in the assisted and nursing facilities private? Does each room have an en-suite bath?
- Are units/houses set up for cable and telephone service? Are these utilities included in monthly fees or paid separately per unit/house?
- Is parking available to residents? And is additional parking easy to find for visitors?
- Are pets allowed?

What can I expect from life at Episcopal Retirement Services?

You can expect to live each day on your terms in an engaging and enriching community where we provide the options and you make the choices. A satisfying lifestyle for discriminating tastes doesn't just happen. Thoughtfully designed surroundings and a professional staff make it easy for you to pursue your interests, make new friends or just relax on your own. Residents describe life here as a combination of a luxury resort, summer camp, and college. That's because our concierge services, transportation desk, housekeeping staff, personal fitness trainers, wellness staff, physical therapists, maintenance team, administrative team, chaplains, dining staff, medical teams, life enrichment managers and the executive management team are all at your service!





What is Person-Centered Care? Why is it important?

Person-Centered Care (PCC) is the common thread running throughout all of ERS's communities and programs. Driven by a desire to exceed normal care giving practices and service levels, PCC provides us with the tools needed to interact with people on a higher level of empathy and understanding. An example of PCC in practice can be found in our nursing care centers where our quality of care is excellent but we do away with traditional institutional living and instead encourage our residents to continue living with the freedom, choice, and purpose they have always known for everything from wake-up times to selecting favorite foods, to going on fun field trips of interest to them. PCC is also exemplified with our independent living residents through our Council for Life Long Engagement (CLLE). Participants interact with students from local schools and talk about their career experience, or demonstrate practical uses of math and science, or maybe they make history come alive using period costumes or handmade tools.

What can I expect in the way of a continuum of care as my health needs change?

With ERS, you have access to three premier Continuing Care Retirement Communities (CCRCs): Marjorie P. Lee and Deupree House in Cincinnati and Episcopal Church Home in Louisville. All offer a full continuum of care including services and amenities for fully independent residents as well as assisted living and Enriched Living for folks who need some assistance with certain daily tasks within their independent living apartment. We also provide skilled nursing care centers and memory support neighborhoods. Priority is given in our long term nursing care, rehabilitation centers, and memory support to residents already living in our independent or assisted living neighborhoods. Our community relations team and medical staff can provide you with the right information to ensure you understand all the options so you can choose the right living situation for you or your loved one.



Joe Lewis & Lee Langford
residents since 2019

Tracy Graham,
staff member since 2002



Arnie and Mary Austin,
residents since 2014

Do I have to be an Episcopalian to live at an ERS Community?

No. ERS welcomes people of all faiths. Our residents come from a variety of religious backgrounds. We offer a full time chaplaincy team, and interdenominational services are held in the chapels on our campuses. Transportation is also available to local churches and synagogues. At Episcopal Church Home our friends from local synagogues also provide periodic Shabbos and services, High Holy Day services and visits to our residents.

What is the Wellness Program and why is it so important?

ERS has adopted the holistic philosophy of health as manifested through six dimensions of wellness: physical, social, emotional, intellectual, vocational, and spiritual. Inherent in a philosophy of this nature is respect for the whole person (whether it be residents, staff, volunteers, family members, community visitors) that creates a caring, integrative culture. We offer holistic, evidence-based classes and programs that are directed toward achieving and maintaining health and independence throughout the continuum of care at ERS communities. In keeping with our person-centered culture, the residents' function, quality of life, promotion of healthy aging, and aging in place desires are taken into account in developing individualized plans that help our residents and staff live well into the future.



Pat Greulich,
resident since 2016

Gini Tarr,
staff member since 1997

Do you offer services for seniors who have decided to live in their own homes rather than move to a retirement community?

Yes, we offer a variety of services for non-residents. For older adults who are recovering after surgery, or who may need rehabilitation care after a hospital stay, our Care Transition team have an excellent reputation based on the high level of quality care and positive outcomes we achieve. Our goal is to get you back home and living your life as quickly as possible. Please note that because our track record of success is so strong, our nursing care communities are often full. Priority is given to residents from our ERS communities. In Cincinnati, for seniors who require assistance while living in their own homes we provide professional guidance and services through our Living Well Senior Solutions geriatric care management service. We provide as much or as little care management as you want and our services span everything from providing answers to insurance questions, 24 hour nursing care, or even accompanying you or a loved one on a doctor's visit. We will also act as your personal advocate during a hospital or nursing care stay and manage the transition back to your home. In short we help you navigate the maze of health care options with an experienced, compassionate team of advisors and care experts. Our Center for Memory Support and Inclusion creates safe & welcoming spaces, provides care, support and education for those living with cognitive loss and their care partners. And the Deupree Meals On Wheels provides healthy meals for seniors throughout the community.

[Deupree Cottages](#)

[Shaw Rehabilitation](#)

[Living Well Senior Solutions](#)

[Deupree Meals On Wheels](#)

[Center for Memory Support and Inclusion](#)



Gay Bain,
back to living her life

Cathy Koloc,
Physical Therapist since 2012

Contact Us

We're ready to help you as you consider your future living options. Contact us today and let us provide you an opportunity to tour our communities, answer all your questions, and introduce you to our best resource of all: our residents. Join us for dinner or come stay in one of our guest accommodations and get a feel for what it's like to be part of our community. New adventures are exciting at any age – we can't wait to help you get started on yours!

Email us:

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Follow us on Facebook:

facebook.com/ERSCincinnati

facebook.com/DeupreeHouse

facebook.com/EpiscopalChurchHomeKy

facebook.com/MarjoriePLee

Visit our website:

episcopalretirement.com

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episcopalchurchhome.org

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PREMIER SENIOR LIVING



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IN-HOME AND COMMUNITY SERVICES



Deupree Meals On Wheels



Living Well Senior Solutions



Parish Health Ministry

ERS

Episcopal Retirement Services

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