

## Vision

*Live Well San Diego: A region that is Building Better Health, Living Safely and Thriving*

## Mission

To efficiently provide public services that build strong and sustainable communities

## Values

Integrity, Stewardship and Commitment



Information about Edgemoor DP SNF is available on [www.medicare.gov/NHcompare.asp](http://www.medicare.gov/NHcompare.asp)

Edgemoor has been given the highest award for quality, five stars, by the Centers for Medicare and Medicaid Services. Edgemoor DP SNF is the proud recipient of the American Health Care Association National Quality Silver and Bronze Awards for our quality improvement efforts.



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# Visitor's Guide to Sierra

# EDGEMOOR

## DP SNF

# Visitor's Guide to Sierra

Welcome to Sierra! This special part of Edgemoor DP SNF has secured doors where the access to exits is highly monitored and restricted. Residents who live here have conditions that make them confused, aggressive, or at risk for wandering away. Sierra offers a special environment and staffing approaches designed to reduce the risk of aggression.

There are fewer people walking through and visiting on Sierra. This provides a calming and secure environment for residents with difficulties in social situations.

After you sign in at the command center, go upstairs to the Sierra neighborhood. Ring the doorbell to gain entrance to the neighborhood. Please check-in with the nursing staff when you come and go and if you are taking the resident out. The staff at the nursing station can assist you with locating the licensed nurse.

Be careful what you bring into the neighborhood. We have rules on the neighborhood about what residents can have based on safety. If you are bringing food, candy, or money to the resident, we ask that this not be shown to the resident until staff has checked it out.

Let us help you decide whether to visit your loved one on or off the neighborhood. Choices for off-neighborhood visits include; the garden courtyards, the galleria and the lobby. Within the neighborhood, we can find a comfortable place to visit. This might be the great room, the balcony, a conference room, or the resident's room.

It is likely that you will have some interaction with other residents. These residents may be unpredictable or may display some behaviors that will surprise or startle you, such as trying to talk to you, ask you for money, follow you around or yell at you. In some cases, residents have been aggressive. Residents may be suffering due to physical or mental discomfort. Many look for attention and may be drawn to "new faces."

We ask that you be pleasant to the residents as you pass (smile, say "hello"), but don't initiate interactions with those who you are not visiting.

Please move slowly through the neighborhood. Do not pass too closely to residents whom you don't know. Remain alert at all times.

Please keep your voice calm and soft. If a resident seems to be following you around or if they disturb your visit, let staff know.

Please maintain resident privacy by not discussing residents or personal information outside of this facility.

When leaving the neighborhood, tell staff you are leaving and allow staff to open the door. For resident safety, please make sure you are not followed out of the neighborhood.

