



# PATTEN TOWERS

*REVITALIZATION PLAN*

JUNE 2013



PK Management, LLC

## Social Services & Community Relations

### Service Coordination

A new hire Service Coordinator will be in place by July 15, 2013. Joyce Walker and Paula Edmunds will train this new hire. Sonya-Lee Zezza will be direct Mentor who will monitor daily. Goals will be set quarterly for achievement.

### Start-Up

Upon hire date, a meeting will take place between Service Coordinator and Property Manager (moderated by Walker/Edmunds) to clarify individual roles, overlapping roles and to agree upon clear and concise communication pathways.

### Case Management Strategy

The Service Coordinator will begin intensive case management with a 100% assessment plan within first 6 months of hire. A look at available help via college intern will be worked upon.

### Partnerships – Past/Recent

Make immediate contact with the following agencies that were recent partners/sponsors of onsite programs to check on continued interest and set up programs:

Incare (Durable Medical Equipment)  
 Five Star Home Health  
 Strategies for Life  
 Southern Adventist University R.N. Students  
 Southern Adventist University Missionary Program  
 Woodland Park Church  
 Strategies for Life  
 River of Life Church  
 Chattanooga Cares  
 PRM, Inc.  
 First Bank (onsite banking)  
 Resurrection Ministry  
 Hope Unlimited  
 PACE/Alexian Brothers (offsite program)  
 Chattanooga Fire Department (fire safety)

### Partnerships - New

New partnerships will be explored by Service Coordinator to bring programs in related to the following:

Computer Classes  
 Housekeeping Classes  
 Laughter Therapy or Related Programs  
 Spiritual Journaling  
 Sobriety Support  
 Women's Support Group  
 Men's Support Group  
 Art Therapy  
 Health and Wellness Programs  
 Glucose Testing and Diabetic Counseling & Education  
 Podiatry Clinic  
 Visiting Physicians Clinic  
 Renters Insurance Program

### Volunteer Networks

Service Coordinator will establish volunteer positions for residents and implement/monitor. This will have positive social psychological effects, buffer stress, induce a sense of pride, control and achievement, help people connect and have an overall positive impact on the community. A Volunteer Recognition Program will take place at the end of each year.

### Community Relations

Joyce Walker will work on Community Relations via monthly contacts and meetings as needed with HUD, Fire Chief, Mayor's Office, City Councilman, Chattanooga Neighborhood Enterprise, Urban League and more. Consideration of a Patten Tower Task Force will be explored.

Goals:

1. Demonstrate sensitivity to community concerns
2. Redefine relationships towards positivity between PK, Patten and City of Chattanooga
3. Elevate Patten to become a 'neighbor of choice'
4. Showcase good highlights of things happening at Patten via a 1-page newsletter to the community

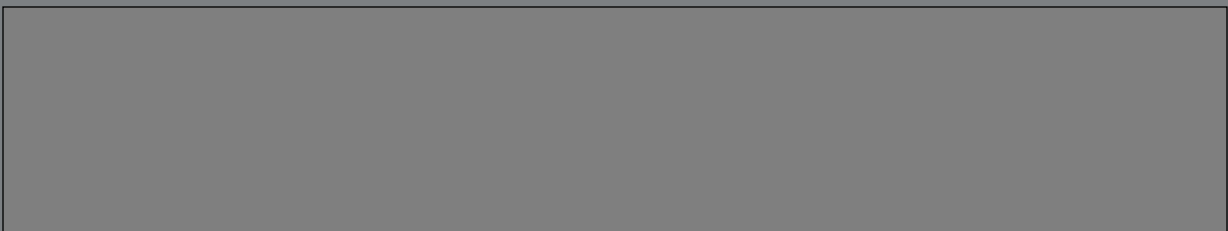
## **New Build**

### **Wellness Center**

A private and updated Wellness Center/Clinic will be housed outside of the Service Coordinator office which is currently a large empty atrium of unused space. This will better service the high needs of residents to have a private clinic environment for Podiatry, Audiology, Glucose Testing, Cholesterol Checks, Blood Pressures, Flu Shot Clinic, Pneumonia Shot Clinic, Shingles Prevention Clinic, Visiting Physicians Clinic and Private consultations as needed. This Wellness Center will provide an improved professional arena for providers as well as the residents. It may lead to healthier lifestyles and diminish some current problems with self-neglect in regards to health.

## **Focus Groups**

A Focus Group will be formed with meetings conducted once a quarter by the Service Coordinator. Focus groups will consist of a diverse set of representatives from Patten Towers. The purpose of the group is to allow the residents to voice their wants and needs so that they have a 'voice' in the community. Group members will rotate each year. The final goal of the focus group is to get residents to take ownership and increased pride in the building and it's programs and to increase positive communication between staff and residents.



## Fire Safety and Prevention

### Smoke Detectors Changed to Thermal Detectors

Advantages of Thermal detection:

- Lower cost than smoke detector units
- More reliable than smoke detector units
- Not affected by dusty or dirty environments
- Minimal maintenance
- Fewer False Alarms

### Fire Safety Program

Continue Fire Safety Program with City of Chattanooga Fire Department but increase this program to two times a year and add a 'practice evacuation'.

### Flyers, Postings and Newsletter Changes

Distribute the following flyers annually at different intervals: '*Ten Ways to Avoid Setting off the Smoke Alarm when Cooking*', '*Alcohol & Smoking, A High-Risk Mixture*', '*Careless Smoking Education*'. Post the PK '*Did you Remember to Turn off your Stove*' laminated flyer on each floor and all Bulletin Boards; Add a Fire Safety Tips section to the monthly newsletter.

### Housekeeping Inspections and Education

The Service Coordinator will conduct Housekeeping Inspections Bi-Annually and pay special attention to potential fire hazards (frayed electrical cords, unsafe smoking patterns, greasy stoves/ovens, etc.). A follow-up plan will be completed for every resident that does not meet housekeeping standards.

### Vials of Life

Require residents to participate in this program to better avoid any impediment on 9-1-1 service.

### Continuation of Post-Alarm Counseling by Service Coordinator

The current practice is as follows and will continue: Each time a smoke-detector goes off and 9-1-1 is called, a follow-up report goes to the Service Coordinator. The Service Coordinator meets with the resident to determine cause (ie: unclean stove top or pots/pans; falling asleep while cooking, etc.); advise and/or refer and complete report. This report will be placed in both the PM file and the SC file.

## Move In Plan

- Charter buses will begin pick up at hotels on the day of the move-in at approximately 10:30a.m.. Residents will be notified 24 hrs. in advance of the pickups. PK Management Social Service teams will be stationed at each hotel of pickup direct residents movement to the transportation.
- Request is being made to Lisa McNano- Assistant Executive Director of CARTA to utilize the CARTA Caravan for transportation of residents from Microtel Inn and Suites (which is where the physically challenged residents are staying).
- Arrangements have been made with local social service agency to purchase a 30 day supply of food (perishable and nonperishable) for each resident. This food will be delivered directly after move-in is accomplished.