



I Tell the Staff, "You Have to Go the Extra Step."

"I take great pride in the dedicated professionals who make up our staff in our assisted living community,"



*Pat D'Agostino,
General Manager*

said Pat D'Agostino, General Manager at The Harbors at Independence Village. "These are all caring individuals who are dedicated to making a difference in your parent's life."

Part of the job is being aware of the special needs of our residents and seeing that they are healthy and happy. That means going the extra

step, no matter what the situation may be.

Pat recalled the story of Louise, 89, who had a cute little West Highland White Terrier named "Scottie" that she simply adored. "Louise took Scottie out for walks two and three times a day. Unfortunately, Louise began sleeping in late each day, past the time Scottie needed to go out for his walk. It was unthinkable to find another home for Scottie. The prospect of Louise not having her beloved Scottie with her would have been too much for her to bear. So our staff shared the responsibility of taking Scottie out for her

morning and late evening walks."

Walking Scottie may have not been in their original job description when these thoughtful individuals began working at Independence Village, but that is what going the extra step is all about at The Harbors.



Harbors' Assistance Programs

Level I

All Harbors' residents receive these special services and amenities:

- Three meals daily in our dining room
- 24-hour staffing
- Emergency call system
- Wellness Center & Staff Nurse
- Full activities calendar
- Scheduled transportation
- Daily housekeeping
- Weekly personal laundry service
- Utilities
- Apartment maintenance



Level II

All Level I services & amenities plus:

- Bathing assistance
- Medication reminders
- Personal care assistance
- Assistance to meals & activities

**Any Level II service can be individually contracted for by Level I residents.*

**Inquire about 2nd person supplements, carpools, & pets.*