



Welcome home to Magnolia Trails™

Specialized memory care in a
homelike environment.



Our excellent amenities,
active social opportunities
and delicious culinary options
create genuine, meaningful
experiences.



A person-centered approach



A community crafted to foster joy



Moments that matter happen
around the table

Care with dignity and respect

At Magnolia Trails™, we understand the range of emotions that comes with caring for a loved one with dementia. It can be a tough, challenging time, but we believe it can have smiles and laughs too. When you put your trust in us to care for your loved one, we dedicate ourselves to partnering with you and your family along the journey. This guide is the first step. It explains what it means for your loved one to experience life in an environment of dignity and respect.

Our approach is a unique one. Our caregivers go beyond the typical management of dementia to work with families and their loved ones' health care providers to care for the whole person—mind, body and spirit. We spend a lot of time getting to know your loved one so we can tailor the days to meet them where they are in the moment. From daily interactions and activities to the environment and food, your loved one drives every aspect of the experience we provide.

Discover the difference at Magnolia Trails™.



Five pillars of Magnolia Trails™

Magnolia Trails™ focuses on five pillars of care that create a distinct approach to our memory care program. The pillars guide us as we provide residents with a tailored care plan designed to meet them where they are on their journey at any given moment. This determines how we interact, the activities we propose, the environment we create and the type of food we provide.





PILLAR 1

Focusing on Care First

The care of your loved one comes first. This means that our residents drive every aspect of the experience we provide from physical layout and design of the facilities to dining options, programs and activities.

You can count on supportive and nurturing care in a safe and comfortable environment that includes:

- ❖ A dedicated, certified team that includes a Magnolia Trails™ Director
- ❖ Highly trained and knowledgeable staff and caregivers
- ❖ Strong staff-to-resident ratios
- ❖ Multiple daily meetings between caregivers and other staff for updates on residents' activities and behaviors
- ❖ Daily structured programming and customized activities to engage residents
- ❖ Personalized service plans for each resident
- ❖ Strong safety protocols and strict cleaning regimens to help protect the health of our residents





PILLAR 2

Creating the Environment

We understand how physical elements of design can impact your loved one's emotional well-being. Because of this, we take great strides to create physical spaces that feel fresh and familiar where our residents are engaged and calm. By adjusting the decor, sounds, smells, touch and taste, we strive to make your loved one feel as comfortable as possible.

Ways we create the right environment include:

- ❖ Hallways, bathrooms and common areas are well-lit; interior lighting coincides with the time of day to help maintain circadian rhythms
- ❖ Most exit doors are disguised as bookshelves or other images to prevent residents from focusing on the exit point
- ❖ Fabrics and materials are calm patterns, soothing to the touch and easy to clean
- ❖ Background music in common spaces aligns with the generation of the community
- ❖ Individualized shadow box outside each resident room adds a personalized touch and helps residents find their rooms, while sparking positive memories





PILLAR 3

Embracing Moments

We love to give your loved one choices and control. Our programming is responsive and offers flexible timing for residents, enabling them to choose their activities throughout the entire day. Creativity Boxes offer engaging activities, and Interactive Stations are always available. This style of engagement meets residents where they are, and it gives staff ongoing opportunities to learn the personal traits and histories of the residents.

We offer the following ways to embrace the moment:

- ❖ All-day programming
- ❖ Residents' preferences and values are incorporated into each month's calendar
- ❖ Memory care employees engage with residents throughout the day individually and in groups
- ❖ Programming is created to meet the individual needs of the residents, including daily brain stimulation, creative engagement and physical exercise
- ❖ Entertainment, group outings and spiritual opportunities are offered throughout the month





PILLAR 4

Making Family Connections

We are in this journey with you. Along the way, we are committed to providing family members with tool kits and guides to help you understand dementia and the care that is needed. You can count on ongoing collaboration and consistent communication regarding your loved one's care.

Each family receives:

- ❖ Welcome kits complete with move-in resources, an FAQ guide and staff contact information
- ❖ Ongoing and clear communication from staff including frequent check-ins to see what your loved one is doing
- ❖ Monthly family gatherings and education sessions





PILLAR 5

Providing Food and Nutrition

We believe a lot of the moments that matter most happen around the table. That's why our dining program focuses on proper nutrition, dignity and a welcoming environment. We provide fresh ideas for food choices, seating options and atmosphere, and we are dedicated to ensuring your loved one receives healthy, nourishing meals and snacks to optimize their health.

Our nutrition program offers:

- ❖ Flexible seating options
- ❖ Real, reusable plates and utensils
- ❖ Soft music and inviting aromas that create ambiance and a calm, relaxing environment
- ❖ Scented, warm and wet wash cloths for residents before each meal
- ❖ Service with a focus on dignity such as cutting up bite-sized pieces prior to serving
- ❖ A dynamic menu with options for those with diet restrictions, and alternative choices are always available
- ❖ A variety of fresh snacks throughout the day, including our signature Magnolia Trails high protein bar





*Magnolia Trails*TM

THE WATERFORD AT SHAVANO PARK

As you embark on this new journey with your loved one, we understand it may come with apprehension and anxiety. Rest assured, when you put your trust in us, you can feel confident and at peace that your loved one is getting the high-quality, personalized care they deserve. As a premier leader in memory care, we'll handle the details of daily living so you can focus on sharing moments with your loved one.

**Contact us today to learn how
we can serve you and your loved one.**

Find your joy here.TM

4096 De Zavala Rd, San Antonio, TX 78249

tel 210-806-7398 | fax 501-851-2530 | thewaterfordatshavanopark.com

