

# Caregiver Survival Kit



**Compliments of:**

  
**ACTIVCARE<sup>®</sup>**  
*Residential Memory Care*

*Enhancing Life for Those with Memory Loss*

- CAREGIVER SURVIVAL KIT -

**W**elcome to your personal caregiver survival kit. This notebook will become a working file of the most important health information for both you and your loved one. Having your contact information, medications, Durable Power of Attorney, and other important papers in one place will give you peace of mind especially in case of emergency. Fill it with the information and tools you gather to cope and be a healthy caregiver.

*This caregiver handbook was created by ActivCare Living, Inc., a pioneer in providing dementia care in a safe and secure residential setting.*

## IMPORTANT MEDICAL INFORMATION FOR YOUR LOVED ONE

Place Your  
Loved One's  
Picture Here

Name: \_\_\_\_\_

Social Security #: \_\_\_\_\_

Medicare #: \_\_\_\_\_ Part A & Part B (circle)

Birth Date: \_\_\_\_\_

Allergies: \_\_\_\_\_

### EMERGENCY CONTACTS

1) Name: \_\_\_\_\_ Relation: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

2) Name: \_\_\_\_\_ Relation: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

3) Name: \_\_\_\_\_ Relation: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Durable Power of Attorney: \_\_\_\_\_

(Please include a copy)

Primary Care Physician: \_\_\_\_\_ Phone: \_\_\_\_\_

Specialist: \_\_\_\_\_ Phone: \_\_\_\_\_

Specialist: \_\_\_\_\_ Phone: \_\_\_\_\_

Specialist: \_\_\_\_\_ Phone: \_\_\_\_\_

Eye Doctor: \_\_\_\_\_ Phone: \_\_\_\_\_

Dentist: \_\_\_\_\_ Phone: \_\_\_\_\_

Home Care: \_\_\_\_\_ Phone: \_\_\_\_\_

Insurance Coverage: \_\_\_\_\_ Policy #: \_\_\_\_\_

Phone: \_\_\_\_\_ Contact: \_\_\_\_\_

Secondary Insurance: \_\_\_\_\_ Policy #: \_\_\_\_\_

Phone: \_\_\_\_\_ Contact: \_\_\_\_\_

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**Social History:**

Smoker: No Yes (How long?) Alcohol: No Yes (How often?)

Organ Donor: No Yes \_\_\_\_\_

Siblings: \_\_\_\_\_

Children: \_\_\_\_\_

Please include a copy of your Advance Directive/Living Will.

**Medical History:**

Date	Diagnosis or Problem	Tests/Remarks

**Surgical History:**

Date	Surgery	Notes

**- CAREGIVER SURVIVAL KIT -**

**MEDICATION LIST FOR YOUR LOVED ONE**

NAME: \_\_\_\_\_

DOB: \_\_\_\_\_ AGE: \_\_\_\_\_

ALLERGIES: \_\_\_\_\_

Medication	Dose	Prescription	Reason	Physician



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**HEALTH MAINTENANCE FOR YOUR LOVED ONE**

<b>YEAR</b>	Past	2013	2014	2015	2016
Height					
Weight					
<b>LABS:</b>					
Cholesterol					
HDL					
LDL					
Triglycerides					
Glucose					
Hematocrit/ Hemoglobin					
B-12 level					
TSH (thyroid)					
Urinalysis					
Stool Panel					
<b>OTHER:</b>					
<b>EXAMS:</b>					
Physician Exam (yearly)					
Specialist Exam					
Dental Exam (every 6 months)					
Optometric Exam (yearly)					
<b>IMMUNIZATIONS:</b>					
Pneumovax (Once)					
Flu (Yearly)					
dT (Every 10 years)					

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**IMPORTANT MEDICAL INFORMATION  
FOR THE CAREGIVER**



Name: \_\_\_\_\_

Social Security #: \_\_\_\_\_

Medicare #: \_\_\_\_\_ Part A & Part B (circle)

Birth Date: \_\_\_\_\_

Allergies: \_\_\_\_\_

**EMERGENCY CONTACTS**

1) Name: \_\_\_\_\_ Relation: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

2) Name: \_\_\_\_\_ Relation: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

3) Name: \_\_\_\_\_ Relation: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Durable Power of Attorney: \_\_\_\_\_

(Please include a copy)

Primary Care Physician: \_\_\_\_\_ Phone: \_\_\_\_\_

Specialist: \_\_\_\_\_ Phone: \_\_\_\_\_

Specialist: \_\_\_\_\_ Phone: \_\_\_\_\_

Specialist: \_\_\_\_\_ Phone: \_\_\_\_\_

Eye Doctor: \_\_\_\_\_ Phone: \_\_\_\_\_

Dentist: \_\_\_\_\_ Phone: \_\_\_\_\_

Home Care: \_\_\_\_\_ Phone: \_\_\_\_\_

Insurance Coverage: \_\_\_\_\_ Policy #: \_\_\_\_\_

Phone: \_\_\_\_\_ Contact: \_\_\_\_\_

Secondary Insurance: \_\_\_\_\_ Policy #: \_\_\_\_\_

Phone: \_\_\_\_\_ Contact: \_\_\_\_\_

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**- CAREGIVER SURVIVAL KIT -**

**Social History:**

Smoker: No Yes (How long?) Alcohol: No Yes (How often?)

Organ Donor: No Yes \_\_\_\_\_

Siblings: \_\_\_\_\_

Children: \_\_\_\_\_

Please include a copy of your Advance Directive/Living Will.

**Medical History:**

Date	Diagnosis or Problem	Tests/Remarks

**Surgical History:**

Date	Surgery	Notes





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**CAREGIVER HEALTH MAINTENANCE**

<b>YEAR</b>	Past	2013	2014	2015	2016
Height					
Weight					
<b>LABS:</b>					
Cholesterol					
HDL					
LDL					
Triglycerides					
Glucose					
Hematocrit/ Hemoglobin					
B-12 level					
TSH (thyroid)					
Urinalysis					
Stool Panel					
<b>OTHER:</b>					
<b>EXAMS:</b>					
Physician Exam (yearly)					
Specialist Exam					
Dental Exam (every 6 months)					
Optometric Exam (yearly)					
<b>IMMUNIZATIONS:</b>					
Pneumovax (Once)					
Flu (Yearly)					
dT (Every 10 years)					

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## CAREGIVER SUPPORT GROUPS

<b>North San Diego County</b>	
<p><b>When:</b> 2<sup>nd</sup> Tuesday of Each Month  <b>Time:</b> 10:00 am to 11:30 am  <b>Where:</b> <b>ActivCare at Bressi Ranch</b>                      6255 Nygaard Street                      Carlsbad, CA 92009                      (760) 603-9999</p>	<p><b>When:</b> Meets Every Wednesday  <b>Time:</b> 10:00 am to Noon  <b>Where:</b> <b>The Glenner Memory Care Center</b>  <i>In Silverado Senior Living – Encinitas</i>                      335 Saxony Road                      Encinitas, CA 92024                      (760) 635-1895</p>

<b>Central San Diego</b>	
<p><b>When:</b> Meets Monthly  <b>Time:</b> TBD  <b>Where:</b> <b>ActivCare at Mission Bay</b>                      2440 Grand Avenue                      San Diego, CA 92109                      (858) 270-8000</p>	<p><b>When:</b> 2<sup>nd</sup>/4<sup>th</sup> Thursday of each month  <b>Time:</b> 5:30 pm to 7:00 pm  <b>Where:</b> <b>Southern Caregiver Resource Center</b>                      3675 Ruffin Road, Suite 230                      San Diego, CA 92123                      (858) 268-4432, ext. 108</p>
<p><b>When:</b> Meets Every Wednesday  <b>Time:</b> 3:00 pm to 4:30 pm  <b>Where:</b> <b>The Glenner Memory Care Center</b>  <i>Hillcrest Center</i>                      3702 Fourth Avenue                      San Diego, CA 92103                      (619) 543-4704</p>	<p><b>When:</b> 2<sup>nd</sup>/4<sup>th</sup> Thursday of each month  <b>Time:</b> 10:00 am to 11:30 am  <b>Where:</b> <b>Alzheimer’s Association – San Diego Chapter</b>                      6632 Convoy Court                      San Diego, CA 92111                      (858) 492-4400</p>

<b>South San Diego County</b>	
<p><b>When:</b> 2<sup>nd</sup> Thursday of each Month  <b>Time:</b> 3:00 pm to 4:30 pm  <b>Where:</b> <b>ActivCare at Rolling Hills Ranch</b>                      850 Duncan Ranch Road                      Chula Vista, CA 91914                      (619) 482-8000</p>	<p><b>When:</b> Meets Every Wednesday  <b>Time:</b> 3:00 am to 4:30 pm  <b>Where:</b> <b>The Glenner Memory Care Center</b>  <i>South Bay Center</i>                      280 Saylor Drive                      Chula Vista, CA 91910                      (619) 420-1703</p>

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## RESPITE CARE/ADULT DAY CARE

<b>North San Diego County</b>	
<b>ActivCare at Bressi Ranch</b> 6255 Nygaard Street Carlsbad, CA 92009 (760) 603-9999	<b>The Glenner Memory Care Centers</b> <i>In Silverado Senior Living – Encinitas</i> 335 Saxony Road Encinitas, CA 92024 (760) 635-1895
<b>Central San Diego</b>	
<b>ActivCare at Mission Bay</b> 2440 Grand Avenue San Diego, CA 92109 (858) 270-8000	<b>The Glenner Memory Care Centers</b> <i>Hillcrest Center</i> 3686 Fourth Avenue San Diego, CA 92103 (619) 543-4704
<b>South San Diego County</b>	
<b>ActivCare at Rolling Hills Ranch</b> 850 Duncan Ranch Road Chula Vista, CA 91914 (619) 482-8000	<b>The Glenner Memory Care Centers</b> <i>South Bay Center</i> 280 Saylor Drive Chula Vista, CA 91910 (619) 420-1703

### **Respite Care - First two days of stay are on us!**

When you're a caregiver for an elderly parent or relative, it is sometimes difficult to get away for a long weekend or summer vacation. Consider Respite Care at ActivCare. The first two days are free when you pay for a one-week stay. Call for details.

#### **ActivCare Respite Care offers:**

- Secure environment safe for residents who wander, pace or suffer memory loss
- Engaging activities appropriate for those with memory loss
- Medication disbursement and incontinence care programs
- Assistance with bathing, dressing and grooming



**Advance reservations required due to limited space.**

*This coupon must be presented at admission - minimum stay is one week. Valid until 12/31/2016.*

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**RESEARCH**

Visit the people in your community that can help you. Be prepared.  
Take the time to explore and tour long-term communities in your neighborhood.

<b>Dementia Care Facility &amp; Contact Name</b>	<b>Address/Phone</b>	<b>Notes</b>

Should a surgery, accident or illness occur, know where you want your loved one to rehabilitate.  
Before a crisis, learn about the offerings of nearby Skilled Nursing facilities.

<b>Skilled Nursing Facility &amp; Contact Name</b>	<b>Address/Phone</b>	<b>Notes</b>

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Adult Day Care can provide appropriate, stimulating activities for those with dementia and Alzheimer's keeping them socially active and providing a respite for the family caregiver.

<b>Dementia Day Care</b>	<b>Address/Phone</b>	<b>Notes</b>
Glenner Day Care	Tel: 619.543.4700 for your local site.	

List the things that bring you joy and meaning to your day, both as individuals and as caregiver / loved one: (religion, hobbies, walks, ice cream, etc.)

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*Caring for Someone with Alzheimer's or Dementia?*

**IF YOU DO NOTHING ELSE,  
DO THESE 5 THINGS**

- 1. Establish Legal Responsibility.** Create legal documents that will be helpful to you and to your loved one. Establish your legal rights to make decisions on behalf of your loved one and make sure that there is someone legally designated to do this for you. This includes creating Powers of Attorney for health care and finances for your loved one and for yourself.
- 2. Get a Second Opinion.** Always seek more than one medical opinion on diagnosis and an established course of medication treatment. Obtain a professional geriatric cognitive assessment to determine a baseline functioning level, and have it explained in detail.
- 3. Care for Yourself.** A healthy, rested caregiver is an effective caregiver. Consider your typical weekly schedule, and look for concrete ways that family/friends could help you; what tasks can you delegate?
- 4. Join a Support Group.** You need support, advice and an empathetic ear from those who have walked in your shoes and understand your challenges. Explore the possibility of a support group for your loved one, too, if they are in the early stages of the disease.
- 5. Plan for the Future.** Alzheimer's and related dementias are progressive diseases. Do your research and know what lies ahead to plan accordingly. Register your loved one with MedicAlert/Safe Return (national) and the Take Me Home registry (if in SD County). Become familiar now with the in-home and residential-based resources that you may need to access in the future; don't wait until a crisis to learn what's available.

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## **10 WAYS TO EFFECTIVELY COMMUNICATE WITH DEMENTIA RESIDENTS**

1. Speak to the individual in a clear, warm and pleasant manner.
2. The tone of your voice may have more impact than your message when communicating with someone with Alzheimer's disease. Lower the pitch, a lowered pitch is more comforting and less threatening.
3. Speak slowly and avoid long complex sentences.
4. Deliver only one instruction at a time. Wait until the first instruction is processed before delivering the next. A single task may need to be broken down into several steps.
5. Do not talk about the person in the presence of others as if they were not there. A person with Alzheimer's disease many times understands and can be humiliated or embarrassed.
6. Lower your body to their level and look directly at the person when communicating. You may be able to read their eyes for signs of frustration, distress or anger.
7. Make use of comforting gestures: touching a hand or back, pointing to an object or handing an object to the resident.
8. Show the Alzheimer's resident a pleasant smile and show affection where appropriate.
9. Respond to the feeling content of the message from the Alzheimer's resident. Recognizing the resident's feelings and offering reassurance, even if you can't fix the problem, provides comfort.
10. Always treat the person with dignity and respect. Do not call older adults "Honey," "Pops," "Sweetie," etc. Ask them what they prefer to be called and follow their preference.

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## **4 STEPS TO CREATING A SUCCESSFUL ENVIRONMENT FOR THOSE WITH DEMENTIA**

Environments for those with dementia become very important in the overall well-being and success of each day when providing support and care of those whose reality orientation re-sets frequently. Some of the keys to a successful physical surrounding may sound simple, but are many times overlooked both at home and in larger senior care communities. To create a secure and comfortable environment, follow these four straightforward rules.

- 1. Simple is always better.** One central gathering area for meals, activities and exercise is much better than three separate rooms in various locations for each event. For someone with dementia, a small achievement such as getting somewhere on their own can lead to fulfillment.
- 2. Provide visual cues.** With dementia, it is easy to get disoriented. Large, colorful, familiar pictures or signs along traveled corridors help guide those with dementia. These visual cues are very effective and can identify bathrooms, sleeping rooms and closets.
- 3. Create a safe environment with freedom of movement.** We all need room to roam. Those affected by dementia are no different. Being in one room or one location for long periods of time makes us restless. Create a safe zone both indoors and outdoors for roaming. If the house has a fence surrounding the yard and has front and back gates make sure the gates are locked, but allow the doors to the yard to remain open or unlocked. Clear unnecessary clutter from regularly traveled walking paths to bathrooms, through hallways and leading to patios. Provide free and easy access to the inside and outside within that safe zone. Stopping the resident who needs to meander and walk will only cause confrontation and conflict. Prepare a protected environment for them to walk and meander safely.
- 4. Be consistent and predictable.** Routine and consistency with meals, baths, and bed time breed familiarity. Effective activity programming can be broken down in tasks by 30 to 60 minute increments. From getting up in the morning to getting ready for bed at night, the day is planned and programmed. Exercise is held in the same location and meals at the same tables. This is another visual trigger for the brain that has lost the short-term recall. A table set with plates and silverware means meal time and that familiar music means time for exercise.

Simple cues and routines can make a world of difference in creating resident comfort and decreasing anxiety. We want those afflicted with dementia to always feel safe, comfortable and in control of their involvement. If we create an environment that is simple, warm and appealing then there is less to interpret or figure out. Smiling faces, familiar greeting and warm touch can then be a bridge to moving into the next routine or task.

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## **REDIRECTION: THE ART OF MOVING FOCUS TO A BETTER PLACE AND TIME**

One of the most effective techniques in dementia care is probably one of the least discussed and documented. Caregivers and professionals alike rely on redirection to accomplish many tasks each day that otherwise would be impossible to complete.

Redirection is the simple act of acknowledging and distracting in order to redirect focus to a more productive or safer topic or activity.

An individual with dementia may become overly obsessed or fixated with returning to a past home, speaking to a family member who is no longer living or catching a train or bus that is not coming. Using reality orientation with individuals with dementia or correcting them is no longer recommended, rarely effective and may create painful emotional periods. It only serves to create a continuous loop of sadness, frustration and confusion.

Redirecting, when performed appropriately and effectively, can comfort and move individuals away from episodes of anxiety, fear and confusion. Follow these three simple, but critical, steps when employing redirection techniques:

- 1. Acknowledge.** Genuinely acknowledge that you hear and realize their request, concern, problem or fear. Tell them you understand why they feel the way they do.
- 2. Ask for their permission to assist them.** Don't offer to solve the problem or assume responsibility, offer to help the person. The goal in step 2 is to reach a sense of calm and establish trust.
- 3. Gently redirect.** Once you have received a level of attention, calm and trust then you can redirect. Engage them by asking for a favor or for their assistance. Let them know that you would like them to join you in solving a different issue or completing a task together. The new focus needs to be physically and substantively different than the issue they were fixated on. Many times a new view and a change of scenery helps the redirection.

You may feel like you are telling little white lies, and you are. What is important is that you are moving them away from emotionally raw and painful feeling to a place of comfort, purpose and involvement. It may last or it may need to be re-focused and redirected multiple times. The important thing is to be genuine, follow each of the steps and stay engaged.

- CAREGIVER SURVIVAL KIT -

## HIRING FOR HEART

Regardless if you are hiring a private duty caregiver to assist the family with a loved one at home 20 hours a week or hiring a full staff of caregivers and nurses for a newly constructed Memory Care community for 60 residents, there is nothing more important than ‘heart.’

Caring for those with dementia and related memory loss issues takes special skills and talents that are not taught in a classroom or learned from a book. Compassion, kindness and positive attitudes are the most important characteristics when hiring caregivers.

The technical attributes of quality memory care can be taught. Over the past 25 years, ActivCare has developed an Alzheimer’s Academy with more than twelve modules that address everything from aggressive behavior to proper toileting skills to re-directing repetitive questions. We have experienced a better outcome with training to these unique skills than re-training certified nursing aides who are trained how to care for those in nursing homes.

Direct hands-on care for those with Alzheimer’s and related dementias is hard work. Caregivers who are not prepared, trained and in the right frame of mind will not succeed and will certainly not enjoy their job. If we provide comprehensive training correctly and consistently, our best caregivers will also be the most confident and happiest employees. They will know their job, feel confident in their abilities and truly understand what to expect and how to react to the issues they face every day as a dementia caregiver.

The frustration experienced by many family caregivers at home is rooted in the ever changing nature of the disease progression and the effect on their loved one’s behavior, many times within the same day. Knowledge is power and having informed expectations can serve to relieve the tension and allow caregivers to respond with patience and appropriate responses.

Caring for a senior who has lost judgment, memory and inhibitions takes special training, but more importantly a special individual who really cares. Unfortunately, there are no fail-safe tests to gauge or measure ‘heart.’

Hiring for heart takes practice. Here are some tricks we’ve learned over the years.

**Getting to Know You.** During an interview, get to know what caregivers are passionate about, how do they spend their time off, what are their hobbies and why do they want to take on this difficult job. You cannot fake compassion and passion. Ask them questions about their passions so you can see how they light up, how they smile and what their enthusiasm looks like when talking about things they truly love.

**Getting to Know All About You.** Next ask them about caregiving and taking on the job of caring for those who have forgotten. See how that compassion and response measures against the previous answer.

In your search, if you don’t believe that potential caregivers want the job because they are genuinely caring individuals and have a ‘heart’ for it, they are not the right person.

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## **TECHNIQUES FOR MAINTAINING SKILLS AND ABILITIES**

### **Keep a healthy mind & body.**

1. Eat a brain boosting diet full of Omega 3s, folic acid, vitamin B12 and antioxidants.
2. Drink plenty of water, which makes the red blood cells more active giving you more energy.
3. Moderate exercise increases oxygen to the brain.
4. Get enough sleep allowing your brain to recharge.

### **Use it or lose it.**

1. Exercise your brain by challenging hand-eye coordination, sequencing, and creativity. Activities such as playing a musical instrument, knitting or ping pong.
2. Boost the mind by doing simple math problems, gardening, coloring, and bingo.

### **Engage in these daily activities.**

1. Stop and smell the roses...literally! On your daily walk, absorb your surroundings and notice something you haven't before.
2. Use all of your senses throughout the day. Enjoy smells, textures, tastes, sounds and sights everywhere.
3. Challenge yourself: write left handed, close your eyes while showering, listen to a movie in a different language.

## IMPORTANT DOCUMENTS

Important personal documents should be assembled and stored in a secure yet accessible location. Use this checklist to keep track of where you keep important documents.

### **Personal Documents**

### **Where Kept?**

- Birth Certificates
- Marriage/Divorce Documents
- Death Certificates
- Military Records / Dates of Service / Discharge Papers
- Driver's License
- Passport / Citizenship Papers
- Education degrees

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### **Insurance, Financial & Legal**

- Life / Disability / Long-Term Care Insurance Policies
- Health Insurance
- Medicare / Medical Info
- Safety Deposit Box Info
- Financial Documents
- Financial Power of Attorney
- Medical Power of Attorney
- Trust Documents
- Living Will
- Wills

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### **Friends & Final Arrangements**

- Address Books
- List of Community / Church Memberships
- Care Plan for Family Pets
- Funeral & Burial Instructions

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## **THE ACTIVCARE STORY**

Since first opening in 1988, ActivCare has pioneered residential memory care and has provided compassionate care for more than 4,000 residents. Our mission is to enhance the quality of life for those with memory loss by building on their individual personalities and strengths.

Each ActivCare community provides personalized memory care for residents in a secure environment with a supportive, loving atmosphere; stimulating activities; and specially trained, caring staff that promote self-esteem and individual dignity.

ActivCare cares for individuals throughout the different stages of memory loss with proven programs and an experienced staff by enhancing the quality of life for its residents and families.

- A secure environment, created for the safety of each resident.
- Each community has a licensed nurse on site 24-hours a day, 7 days a week.
- Stimulating and rewarding daily activities.
- Specifically trained, loving caregivers.
- Family involvement. Family members are welcomed and encouraged to participate in daily programs with their loved ones.
- A comprehensive evaluation and follow-up plan conducted by our staff to assess the specific needs of each resident.



- CAREGIVER SURVIVAL KIT -



9619 Chesapeake Drive, #103  
San Diego, CA 92123  
(858) 565-4424

**ActivCare – Residential Memory Care Locations**  
*Enhancing life for those with memory loss.*

**ActivCare at Bressi Ranch**

6255 Nygaard Street  
Carlsbad, CA 92009  
(760) 603-9999

**ActivCare at Brittany House**

5401 E. Centralia Street  
Long Beach, CA 90808  
(562) 421-4717

**ActivCare at Mission Bay**

2440 Grand Avenue  
San Diego, CA 92109  
(858) 270-8000

**ActivCare at Rolling Hills Ranch**

850 Duncan Ranch Road  
Chula Vista, CA 91914  
(619) 482-8000

**ActivCare at 4S Ranch**

10603 Rancho Bernardo Road  
San Diego, CA 92127  
(888) 636-5677  
*Opening in 2015*

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