



## AGE of Central Texas

# Thrive Social and Wellness Center **FAQ**

The following includes answers to the most frequently asked questions about AGE's Thrive Centers.

*You will see in this document that individuals enrolled in the program are referred to as “members” because they are more than clients - they are members of the AGE Family, contributing to a community rooted in friendship, love, and compassion.*

### **How would the Thrive Centers help my family?**

Thrive Centers empower families to keep their aging loved one at home longer by offering the following-

- Valuable respite for family caregivers to recharge, attend to other responsibilities, or simply rest, knowing their loved one is in a safe, engaging environment.
- Routine designed to help older adults, particularly those with dementia or other cognitive illnesses, with daily functions like regular eating schedules, sleeping at night, and more.
- Daily and monthly medical monitoring and assessments to ensure that changes in a member's physical or mental health don't go unnoticed. Thrive Center nurses even offer caregivers guidance on how to work with their medical team to get answers and receive the best care possible.

Contact us at [SouthThrive@AGEofCentralTX.org](mailto:SouthThrive@AGEofCentralTX.org) or 512-614-6081 to speak with our expert staff about more ways this program can help your family.

### **What is the enrollment process?**

Enrollment formally begins with an inquiry and submission of an eligibility form, either online or with a staff member. Once this step is complete the process is as follows-

- **Step 1:** AGE reviews the information and contacts the doctor for required physician's orders. (If there are delays, AGE may request your assistance in contacting the doctor's office.)
- **Step 2:** Once orders are received, a formal assessment will be conducted to determine if the Thrive Centers are able to meet all of your loved one's needs.
- **Step 3:** The final step in enrollment is the completion of a free half-day trial to ensure that the Thrive Centers are the best fit for your loved one and you.

*\*Tours are available anytime during the enrollment process.*

At AGE, people come first which means we prioritize helping older adults and their families find the care option that is best for them. If you have questions or concerns about the one-on-one care we offer or safety, please reach out to us at [SouthThrive@AGEofCentralTX.org](mailto:SouthThrive@AGEofCentralTX.org) or 512-614-6081

### **What does a day look like in the Thrive Center?**

Each day at the Thrive Center offers engaging activities, nutritious meals, and social opportunities tailored to each individual's needs. From group activities and exercise programs to creative arts, every day at our Centers is filled with connection, and focused on wellness.

A complimentary half-day trial allows potential members to experience the program and families to see its benefits firsthand. To utilize this half-day trial, you must complete our enrollment process. If you aren't ready to start enrollment yet, you are welcome to schedule a tour to learn more about the program. To schedule a tour, contact [SouthThrive@AGEofCentralTX.org](mailto:SouthThrive@AGEofCentralTX.org) or 512-614-6081.

### **Can the Thrive Centers care for someone with Dementia?**

Yes! Thrive Center staff are specially trained to work with individuals living with dementia or other cognitive illnesses. The Centers offer a safe space for those served to enjoy days filled with cognitively and physically stimulating activities, socialization with peers, and routines that have proven to help individuals with Dementia perform daily functions like sleeping and eating better at home.

### **What transportation options are offered?**

AGE offers transportation services to and from the Thrive Center for no additional fee, based on availability and location. Additionally, AGE's Information and Resource Center can assist with finding other transportation options. Please contact us at [SouthThrive@AGEofCentralTX.org](mailto:SouthThrive@AGEofCentralTX.org) or 512-614-6081 for more information.

### **What time can members be picked up or dropped off?**

AGE Thrive Centers are open Monday through Friday 7am-5:30pm. You can determine your own schedule – members are not required to attend the Centers every day or for the full 10 ½ hours offered. It is recommended that members come at least twice a week for 6 hours a day to help establish a routine and form a connection with peers.

AGE is committed to meeting families where they are so Thrive Center staff will work with you to meet your needs.

### **What is the staff-to-member ratio, and who will be directly involved in my loved one's care?**

As a state-licensed facility, AGE meets the required 1:8 staff-to-client ratio but strives for 1:6 to provide top quality, personalized care. Our dedicated team includes trained Program Specialists, an Activity Director, a Program Director, a full-time licensed vocational nurse (LVN), a contract registered nurse consultant (RN), and a contract registered dietician consultant, all working closely with members to support their daily needs.

## **How does AGE ensure safety in the Thrive Centers, especially for individuals with physical or cognitive challenges?**

Safety is AGE's top priority, especially for individuals with physical or cognitive challenges. AGE maintains a secure and supportive environment through:

- **Specialized Facility Design** – Spaces specifically designed for those we serve ensuring safe accessibility.
- **Trained Staff** – Thrive Center staff are specially trained to work with older adults and receive ongoing training to provide expert support with mobility and cognitive needs.
- **Personalized Safety Protocols** – Individualized care plans are maintained for each Thrive Center member to ensure that the care offered is tailored to their specific requirements.

If you are unsure if our Thrive Centers can meet your needs, please contact us at [SouthThrive@AGEofCentralTX.org](mailto:SouthThrive@AGEofCentralTX.org) or 512-614-6081 to chat with our Thrive Center Program Director or the VP of Thrive Centers.

## **What level of medical or personal care support is offered onsite?**

Thrive Center staff provide assistance with activities of daily living including-

- Meals
- Toileting
- Medication reminders and distribution
- Nursing staff monitor health and provide basic medical care as needed.

## **How many days a week should a member attend the Thrive Center?**

It is recommended that older adults enrolled in the Thrive Center program attend at least two to three days per week for members to fully benefit from the program and build strong connections with peers and staff. However, Thrive Center staff will work with you to create a schedule that meets your family's needs.

## **How much does the program cost?**

AGE of Central Texas believes in providing our services to everyone in the community. Private pay rates are offered on a sliding scale to provide the most affordable daytime care option available in Central Texas. Attendance 1 or 2 days a week costs \$100 per day. Attendance 3 or more days a week, costs \$75/day. AGE accepts Medicaid, veteran's benefits, long-term care insurance, or private pay as payment. Private pay rates are offered on a sliding scale and can be paid via check, credit card, or cash.