



# OSF SENIOR WORLD

## Adult Day Services Guidebook



**OSF<sup>®</sup> HEALTHCARE**

*Welcome to*

## **OSF SENIOR WORLD ADULT DAY SERVICES**

OSF Senior World is an outpatient service of OSF HealthCare Saint Francis Medical Center. Started in 1981, it is the only certified adult day services program in Peoria, Tazewell and Woodford counties.

OSF Senior World offers programming to seniors who are frail, disabled, memory impaired or socially isolated. Serving seniors who are not yet ready for long-term care, but who are in need of supervision, OSF Senior World allows caregivers respite from their daytime responsibilities. Services are offered to individuals age 60 and older, but also are available to people who are in their 40s and 50s, as long as they meet admission criteria.

OSF Senior World operates during daytime hours Monday through Friday (hours vary by site). Seniors may attend one or more days per week, but must commit to a regular schedule. OSF Senior World staff will make every effort to work with caregivers' work schedules. Advance notice for an increase in time is necessary for staffing purposes.

Participants may pay privately to attend or may receive funding that will pay for all or a portion of the time spent at OSF Senior World. Transportation is available from many areas upon request and is discussed with the individual and family during enrollment.

We hope you and your loved one can benefit from our program. This handbook will answer most questions regarding our services, but please contact us if you need further explanation.

**Thank you for your interest in our program.**

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## OUR STAFF

OSF Senior World staff includes gerontologists, social workers, nurses, patient care technicians, physical therapists and activity coordinators. OSF Senior World meets the mandated federal and state staff-to-client ratios.

## MISSION

In the spirit of Christ and the example of Francis of Assisi, the Mission of OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the Gift of Life.

## WHAT WE DO

OSF Senior World is a day program that provides a safe, therapeutic environment where older and disabled adults participate in social, cognitive and spiritual activities. By meeting the nursing and personal care needs of our participants, we help decrease premature institutionalization by meeting the nursing and personal needs of our participants and offering caregivers support and respite.

## SERVICES

- Development of a participant care plan
- Assistance with daily-living activities
- Therapeutic activity program
- Daily exercise program
- Sensory stimulation
- Spiritual activities
- Nursing services, medication administration
- Reassurance and emotional support
- Transportation arrangements
- Nutritious meals
- Secure, supervised environment

## PROGRAM GOALS

We seek to keep participants in their home setting by giving family members and caregivers emotional support, education and respite.

*We strive to prevent social isolation and promote participation, working with participants to maintain and improve:*

- communication skills
- self-esteem and self-confidence
- physical health and mobility
- nutritional status
- emotional health
- cognitive functioning

## ADMISSION PROCESS

OSF Senior World adult day services offers programming to individuals age 60 and older, but also will assist individuals in their 40s and 50s as long as they meet admission requirements and criteria.

Potential participants and their family should tour OSF Senior World to determine whether the program and facility meet their needs. The responsible person will sign a release, so Senior World nurses can acquire the potential participant's health and physical records, medication list, allergy list, and a diet order from their physician prior to being approved for enrollment in the program.

After all the above information is received, an assessment visit is scheduled. This visit introduces the potential participant to the program and enables OSF Senior World staff to assess the individual's strengths and functional abilities.

If it is determined that enrollment in the program will be beneficial, then enrollment paperwork will be provided. This paperwork needs to be completed and returned by the first day of attendance.

## ADMISSION CRITERIA

*Each OSF Senior World participant must be able to meet one or more of the following criteria:*

- One or more (physical, nutritional or social) diagnoses that would benefit from a structured environment.
- A need for socialization due to inability to initiate involvement in community settings.
- One or more medical diagnoses that require assistance, support or supervision from others for activities of daily living.

*All participants must meet the following criteria:*

- Be free from communicable disease.
- Need no more than one-person assistance for toileting and personal care needs.
- Be sufficiently oriented and cooperative.
- Be able to participate in group activities without one-on-one assistance.
- Have an active responsible person who can assist with initial paperwork, annual review and medical updates as needed.
- Within the six months prior to enrollment, be cleared by a primary care provider to participate in a community setting.



## FEES

Fees are determined by attendance. Half-day and full-day rates are available. OSF HealthCare mails out invoices every 30 days, and full payment is expected. If you do not receive an invoice, please contact OSF Senior World.

OSF Senior World reserves the right to withhold services until payment is made.

## FUNDING OPTIONS

OSF Senior World receives funding from the Illinois Department on Aging's Community Care Program, the Department of Veterans Affairs, the Office of Rehabilitation Services and the Central Illinois Agency on Aging. Currently, no Medicare coverage for adult day services exists, but some long-term policies will reimburse an individual for adult day services expenses.

- The Illinois Department on Aging Community Care Program is for individuals age 60 and older who meet the eligibility requirements as determined by a case manager. This program pays for services based on liquid assets and income.
- Department of Veterans Affairs is for veterans who can benefit from adult day services as determined by physicians at the local VA Clinic.
- Office of Rehabilitation Services is for individuals age 59 and younger who meet eligibility requirements as determined by the Home Services Program counselors. There is no cost for those eligible for this funding.
- Central Illinois Agency on Aging is for caregivers of adults age 60 or older who need respite.

**Please note:** If a participant receives funds from one of the above services and they exceed the number of hours authorized, OSF Senior World will charge privately for the extra time a participant spends at the facility.

## ATTENDANCE

OSF Senior World requires that each participant commits to a minimum of one day per week for a minimum of four hours. The amount of time spent at OSF Senior World is determined by the individual, family or funding source.

Establishing a routine is key to the success of the program. Adult day programs provide many benefits for participants with dedicated attendance. We understand that emergencies, illnesses or unavoidable appointments occasionally occur on the day you are scheduled, and we will work with you and your family to make adjustments as required.

When participants are registered for OSF Senior World, the Consent/Agreement form details their assigned days and hours of attendance. If the need arises to make a change, please notify OSF Senior World at least 24 hours in advance. If you must cancel on a day you are scheduled, please notify us no later than 9 a.m. to avoid charges. Participants must arrive no later than 11 a.m. on scheduled days and go home no earlier than 1 p.m.

## LATE PICKUP

OSF Senior World participants must be picked up by closing time. If picked up after closing time, an additional fee of \$10 for every five minutes will be charged. If a participant is not picked up by closing, OSF Senior World will call the emergency contacts until a party is reached. If no party is reached within 30 minutes, we will notify the police and Adult Protective Services for The Center for Prevention of Abuse.

If an alternative pickup time has been scheduled and the participant's ride is late, OSF Senior World will call the emergency contacts until a party is reached. Additional daily fees may apply.

## ARRIVALS AND DEPARTURES

When a participant arrives at the center, OSF Senior World staff expects the family or caregiver to bring the participant into the building. We will then escort the participant into the main activity room.

When a participant departs from the center, OSF Senior World staff will escort the participant to the front door. OSF Senior World staff maintains

a list of people who are authorized to transport each participant. If someone whose name is not on that list arrives to transport the individual, or if staff has not been informed of any changes, we will place a phone call to the primary caregiver for permission to send their loved one home with the person at the center. We also may request a photo ID of the person who is transporting the participant.

## TRANSPORTATION

OSF Senior World participants have access to alternative transportation if the family or caregiver is unable to transport them to and from the center.

CityLift (City of Peoria and East Peoria), CountyLink (rural Peoria County), We Care (Tazewell and Woodford counties) and Miller Senior Citizens Center (Pekin) provide our seniors with transportation. Cost varies depending on the provider, but those who receive funding to attend OSF Senior World will have the cost for transportation incorporated into their care plan.

The vans run on regular routes and pick up many people each day. Participant pickup and return times are determined by the individual addresses; therefore, scheduling flexibility may be limited.

Once a participant becomes an established rider, it is extremely important that they or one of their family members call the transportation provider to cancel a ride if they are unable to attend OSF Senior World. Cancellations or scheduling changes must be made 24 hours in advance. In special circumstances, such as the onset of illness, cancellation must be made no later than two hours before the scheduled pickup time.



## TRANSPORTATION PROVIDER PHONE NUMBERS

CityLift – (309) 999-3667

CountyLink – (309) 999-3667

We Care, Inc. – (309) 263-7708

Miller Center – (309) 346-5210

## CLOSINGS AND WINTER WEATHER

OSF Senior World is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. There may be additional dates, but sufficient notice will be provided. If one of these holidays falls on a Saturday, OSF Senior World will close on the Friday before the holiday. If the holiday falls on a Sunday, OSF Senior World will close on the Monday after the holiday.

On very rare occasions, OSF Senior World may cancel its program for the day due to extremely bad weather, usually because vans and staff are unable to get to our facility. In the event of bad weather, tune to WMBD radio, or watch WEEK-TV, WHOI-TV or WMBD-TV for a cancellation notice. Staff will attempt to contact each family directly to inform them that the program will be closed for the day.

## MEDICAL EMERGENCY

In the event of a medical emergency, OSF Senior World will provide basic first aid, including CPR if necessary, and call 911. The family or caregiver will be notified immediately (a working caregiver phone number is required). If necessary, the ambulance will transport the participant to their hospital of choice. The participant or family is responsible for the medical or ambulance bills that result.

## POLST (PRACTITIONER ORDER FOR LIFE SUSTAINING TREATMENT)

OSF Senior World honors participants' POLST orders. The POLST is an order that is signed by a physician authorizing actions to be done if a person is or is not in cardiopulmonary arrest. Families are responsible for notifying

OSF Senior World about the existence of a POLST and other advance directives. Please provide a copy of all advance directives, and keep staff notified of any changes. A copy of the physician-signed POLST must be at OSF Senior World in order to comply.

## AED (AUTOMATIC ELECTRONIC DEFIBRILLATOR)

Cardiopulmonary arrest, a disruption in the heart's normal beating pattern, is responsible for thousands of deaths each year. An AED (Automatic Electronic Defibrillator) is a device that delivers a shock to the heart to help restore the heart to a normal beating pattern. Since survival from a cardiopulmonary arrest is dependent upon how quickly a person receives lifesaving care, OSF Senior World is proud to report that an AED is available onsite for immediate emergency use.

## MEDICATION ADMINISTRATION

The nurses of OSF Senior World can administer medications with a physician's order. The medication must be brought to the facility in a prescription container that is labeled and not expired.

*The container must be labeled with the following information:*

- Patient's full name
- The doctor's name
- Prescription number
- Name of medication and dosage
- Date of issue for the medication
- Name, address, and phone number of pharmacy

OSF Senior World asks that family members provide a one-month supply of the prescribed medication the nurses are to administer. A one-month supply equals the amount of medication needed for the days a participant is scheduled to attend OSF Senior World within a given month. OSF Senior World program nurses cannot administer vitamins, over-the-counter drugs or other supplements not prescribed by a doctor.

## ILLNESS POLICY

*If the participant is experiencing any of the symptoms listed below, we ask that they remain at home until the symptoms disappear:*

- Fever of 99.9 degrees or above
- Nausea or vomiting
- Excessive coughing and sneezing
- Chills or headache
- Diarrhea
- Discharge from the nose of a yellow, green, or tan color
- Coughing up phlegm of a yellow, green, or tan color
- Conjunctivitis (pink eye) that has not yet been treated with antibiotics for at least 24 hours
- Communicable disease (i.e. shingles)
- Bed bugs or scabies

If your family member has any of the above symptoms while at OSF Senior World, staff nurses will assess the situation and notify a family member or caregiver to request that someone come to OSF Senior World to transport the participant home.

## FLU AND PNEUMONIA VACCINATIONS

While OSF Senior World does not require its participants to be vaccinated against flu or pneumonia, we strongly encourage all participants to be vaccinated.

## COMMUNICATION

If the participant's family member or caregiver will not be reachable at their regular phone number, an alternate phone number should be provided. If there are any changes in your loved one's health, behavioral or functional status, OSF Senior World staff will keep caregivers informed.

Please feel free to contact us at any time with questions regarding the participant. Please also keep staff informed of any and all changes with the participant at home or when a hospitalization may occur.

## AUTHORIZATION/RELEASE/AGREEMENT TO PAY (ARA)

At the beginning of each month, OSF HealthCare requires that the Authorization/Release/Agreement to Pay (ARA) be signed for each participant. This form allows us to provide on-site care and bill the appropriate funding source. This form can be signed at the OSF Senior World facility or can be mailed home and promptly returned.

## PARTICIPANT UPDATES AND CARE PLAN REVIEW

OSF Senior World staff will ask you or your family to update medical and personal information annually during the care plan review (see note below). The care plan highlights a plan of action to provide care to the participant while at OSF Senior World and sets person-centered goals. During the care plan review, you or your family will be given an opportunity to update information regarding changes in address, phone, caregivers, hospital preference, physicians, medications, allergies and health changes.

**Please note:** Notify OSF Senior World staff immediately when there are any changes in personal information or health information. Do not wait for the care plan review.

## INCONTINENCE

Incontinence is not an issue with OSF Senior World as long as the incontinence can be managed or controlled. If the participant regularly needs incontinence supplies (Adult diapers, wet wipes, etc.) and a change of clothing, please bring those items labeled with the participant's name to OSF Senior World to be stored. Upon discharge from the program, OSF Senior World asks that you take any unused supplies and clothing home with you. Items may be claimed up to seven days after discharge.

## EMERGENCY SHOWERS AND SPONGE BATHS

OSF Senior World does not regularly shower or bathe its participants, but if an emergency arises, staff will provide a shower or sponge bath as needed. If there is interest in a shower for your participant while at OSF Senior World, there will be an extra charge. Please contact us to discuss.

## MEALS

Each participant must have a physician-ordered diet on file at OSF Senior World. Currently, meals at OSF Senior World can accommodate general, diabetic, low fat or low salt, mechanical soft, pureed, vegetarian and other special diets. A registered dietitian plans OSF Senior World menus and provides ongoing consultation to the program.

Limited substitutes may be arranged for those with dietary restrictions or food allergies. We are unable to meet every preference.

## PARTIES, SPECIAL EVENTS AND OUTSIDE FOOD

OSF Senior World staff acknowledges the birthdays of each individual on or near their actual birth date. If a participant wishes to bring in a treat for their birthday, please notify staff one week in advance to discuss the number and types of treats to be brought into the facility. All treats must be purchased from a licensed food entity.

Throughout the year, OSF Senior World will celebrate a variety of events, birthdays and holidays with participants. During these occasions, special snacks associated with the event may be provided by the facility. Many participants have special diets and allergies, and OSF Senior World staff is mindful of the restrictions when bringing in outside food. Participants must have a physician order for special-occasion desserts.

**Please note:** Due to special diets and allergies, participants are not to bring in treats (gum, chips, candy, soda, etc.) to share with other participants, except when approved in advance for birthdays, as described above.

## ACTIVITIES

Person-centered activities are provided throughout the day. OSF Senior World adapts each activity to the individual's functional abilities. Each activity is provided to promote cognitive stimulation, self-worth and physical movement in a failure-free atmosphere. Activities calendars are sent home each month.

## MONEY AND VALUABLE ITEMS

Participants do not need money while at OSF Senior World, unless they would like to purchase a soda. We recommend that purses or wallets should be brought to the facility only when necessary and should contain only identification and very little money.

OSF Senior World recommends personal items of value not be brought to the facility. If a participant's condition puts valuable items (such as glasses, dentures, hearing aids or prosthetics) at risk for misplacement, we recommend those items not be brought to the facility. For any lost items, the participant or their responsible party will assume full responsibility and will fully and forever release and discharge OSF Senior World, its employees and agents from any and all claims, demands, damages, rights or actions, or causes of actions, present or future, resulting from any loss.

## DONATIONS AND MEMORIALS

OSF Senior World accepts donations to provide participants with extra amenities. Suggested donations include the following: Bingo prizes, decaffeinated coffee, diet caffeine-free soda and craft supplies.

A memorial tribute for a loved one is one of the most meaningful gifts a person can contribute.

**OSF Senior World accepts memorials.**  
**For information, please contact us at (309) 495-4530.**

## SAFETY DRILLS

Each month, OSF Senior World staff conducts fire drills with all staff and participants. OSF Senior World staff go through a variety of drills, including tornado, bomb threat and power outage. OSF Senior World staff is prepared to react in the event of an emergency.

## SECURITY/SAFETY

All participants wear a nametag with the OSF Senior World facility name and phone number so they may be recognized as a participant of the program.

All outside doors have an installed lock system or alarm devices to prohibit wandering from the facility.

The entrance to the facility is controlled by an electronic key system and is closely monitored by staff.

## CELLPHONES

We understand the need for cellphones, but we ask that all phones be put on silence or vibrate while at OSF Senior World. When cellphones ring, they cause distraction to other participants in the main activity area, and we want to respect the needs of others during their activity time. Also, due to privacy concerns, all calls must be taken out of the main activity area. We can arrange a private area for calls if necessary. OSF Senior World staff is available to assist participants with local calls using our landline, and family members may call the landline to check on their participant.



## PICTURES

All new OSF Senior World participants will have their picture taken for their electronic medical file. On occasion, OSF Senior World will take pictures or videos of the seniors engaging in various activities for educational programs or for publicity purposes. No names are used without the written permission of the family or caregiver. OSF Senior World employees, student affiliates, and volunteers do not release any confidential information relating to our participants, employees or the program.

## OUTER CLOTHING

Please mark all outer clothing with the participant's name so OSF Senior World staff can easily identify clothing for specific participants. OSF Senior World staff will mark a participant's clothing that is not properly marked.

## DISCHARGE POLICY

When a participant's functional or behavioral level improves or deteriorates to the point that OSF Senior World services no longer adequately meet that participant's needs or the needs of the family or caregiver, or if a person no longer can be safely cared for in the program setting, our staff will discuss discharge with the participant and the family or caregiver. OSF Senior World staff also will notify any case manager or social worker who is involved.

OSF Senior World staff will provide information about alternative resources and will make appropriate referrals to those resources if the family or caregiver requests such assistance. No referrals will be made without a signed release of information.

Whenever possible, OSF Senior World will provide a 30-day notice prior to discharge so that appropriate arrangements can be made. If the participant's behavior or medical condition suddenly deteriorates to the point that his or her participation at OSF Senior World is a danger to the participant or others, OSF Senior World reserves the right to terminate services immediately. If the behavior or medical condition appears to be temporary, the participant may be suspended temporarily, pending medical evaluation and resolution of the problem.

*Listed below are specific reasons why a participant may be discharged from OSF Senior World:*

1. The participant no longer appears to need or benefit from adult day services. The individual's functional level or social skills greatly exceed those of other OSF Senior World clients; more appropriate opportunities exist elsewhere in the community.
2. The participant exhibits combative, aggressive or belligerent behavior that is self-threatening or threatens the safety of other OSF Senior World participants or staff.
3. The participant needs full-time, one-on-one supervision, continuous assistance or attention from a staff member throughout the day.
4. The participant is a high risk for choking and does not follow physician orders for a therapeutic diet at OSF Senior World.
5. Inadequate arrangements exist to care for the participant at home in the morning prior to coming to OSF Senior World and upon returning home from OSF Senior World.
6. The participant violates the no-smoking policy, which extends to all parts of the OSF Senior World facility.
7. The participant or authorized representative is non-compliant with provision of services specified in the care plan.

## **HOURS OF OPERATION**

### **Peoria Location**

- Monday through Friday, 7 a.m – 5:30 p.m.

### **Morton Location**

- Monday through Friday, 8:30 a.m. – 4:30 p.m.

## CAREGIVER GROUPS

OSF Senior World offers caregiver education groups to our families and the community. We also offer informal coffee-chat programs. OSF Senior World encourages all caregivers to attend. Please contact us at Peoria (309) 495-4530 or Morton (309) 263-1157 for more information.

## COMMUNITY INVOLVEMENT

OSF Senior World is dedicated to ensuring involvement within our community and incorporates many different community activities into our programming. Activities such as pet therapy, Bible studies, entertainment, healthy talks and intergenerational activities are among the many opportunities our participants share while at the center.

## CANCELLATIONS

*If you must cancel a scheduled day at OSF Senior World, call:*

Peoria – (309) 495-4530

Morton – (309) 263-1157

*If you must also cancel transportation arrangements, call:*

CityLift - (309) 999-3667 (City of Peoria and East Peoria)

CountyLink - (309) 999-3667 (rural Peoria County)

We Care, Inc. - (309) 263-7708 (southern Tazewell & Woodford counties)

Miller Center - (309) 346-5210 (Pekin)

# NOTICE: DISCRIMINATION IS AGAINST THE LAW

OSF Saint Francis Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. OSF Saint Francis Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

OSF Saint Francis Medical Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact any employee or Patient Experience at (309) 655-2222.

If you believe that OSF Saint Francis Medical Center has failed to provide these services or

discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Patient Complaint and Grievance Project Manager, 530 N.E. Glen Oak Avenue, Peoria, IL 61637, phone (309) 655-2222, fax (309) 655-3728, email [sfmc.patientrelations@osfhealthcare.org](mailto:sfmc.patientrelations@osfhealthcare.org) or TTY 711. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance the Ministry Section 504 Compliance Officer is available to help you at (309) 308-5978 or [OSF.Compliance@osfhealthcare.org](mailto:OSF.Compliance@osfhealthcare.org).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (309) 655-2222 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (309) 655-2222 (TTY: 711).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (309) 655-2222 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (309) 655-2222 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (309) 655-2222 (TTY: 711).

ملحوظة: إذا كنت تتحدث اللغة العربية, فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم (309) 655-2222 (رقم هاتف الصم والبكم: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (309) 655-2222 (телетайп: 711).

સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. (309) 655-2222 (TTY: 711) પર કોલ કરો

خبردار, اگر آپ اردو بولتے ہیں, تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں (309) 655-2222 (TTY: 711)۔

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (309) 655-2222 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (309) 655-2222 (TTY: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (309) 655-2222 (TTY: 711) पर कॉल करें।

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (309) 655-2222 (ATS: 711).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διαθέσιμη σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (309) 655-2222 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (309) 655-2222 (TTY: 711).

## OSF SENIOR WORLD

719 N. William Kumpf Blvd., Suite 300  
Peoria, Illinois  
(309) 495-4530

730 W. Jefferson Street  
Morton, Illinois  
(309) 263-1157

*OSF Senior World is an outpatient service of OSF HealthCare Saint Francis  
Medical Center, a not-for-profit organization serving Central Illinois.*



**OSF<sup>®</sup> HEALTHCARE**