

## Frequently Asked Questions & Answers

**Can an RSC help me with medical concerns?**

*They can provide a referral for medical support services such as home aides, medical equipment and visiting nurse care, but they are unable to advise on specific medical conditions.*

**Will an RSC contact my family?**

*Only if you give us permission. However, for your safety, if we are unable to reach you for a period of time - an RSC may call a designated emergency contact.*

**Does an RSC handle maintenance requests?**

*Maintenance requests (or work orders) should be called into Property Management*

**Can an RSC assist with Financial matters? (i.e. check writing)**

*No it would be a conflict of interest and breach of policies.*

**Can an RSC do errands for me? Take me places?**

*No - RSCs are not authorized to take a resident in their car. We can, however, help arrange for transportation services through community agencies such as the area Council on Aging or The Ride.*



Your Resident Service Coordinator is:

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Your RSC's contact number is:

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Property Managed by:  
Crowninshield Management Corp



Understanding the role of the

**Resident  
Service  
Coordinator**

**WE ARE  
HERE  
TO  
HELP**

## What is an RSC?

A Resident Service Coordinator is a staff person hired or contracted by building owners or a management company to foster an environment in which senior citizens and persons with disabilities can live independently and remain in their communities. RSC's also provide support to the Property Management team. Participation in the RSC Program is voluntary.

Each Resident at is assigned an RSC. The RSC



will establish a relationship through annual assessments, regular contact and by offering individualized support as needed.

On certain properties there are two RSC's who split the resident assignments in order to focus on the wellness and needs of the individual Residents. They are also partnered in their work at all times, overseeing community programming and wellness activities.

## What does an RSC do?

**We assist Residents in obtaining needed community-based services and/or public benefits such as:**

- Home delivered meals (Meals on Wheels)
- Home making services (housecleaning, personal care, shopping )
- Personal safety devices (medical/fall alert)
- Transportation (The Ride)
- Health Care (visiting nurse care/establishing a primary care physician)
- Health Insurance needs—(referrals to SHINE program)
- Government phone programs
- Food & Nutrition (SNAP benefits, food pantries)

**RSC's also :**

- Create and distribute a monthly newsletter and share important information through flyers and the Community Board usually located in the lobby of the building
- Organize programs and activities for the community
- Advocate on behalf of residents to ensure their needs are met
- Develop health/wellness events to promote improved health conditions and increased independence among residents
- Work closely with outside community agencies to enable frail elderly and people with disabilities to live with dignity and independence

## The Wellness Center

The RSC Program supports health and wellness. We partner with community agencies that emphasize wellness and enhancing the quality of life of Residents. Here, you will see regular events scheduled such as blood pressure and flu shot clinics, consults with area pharmacists and health care education. The RSC program also organizes other wellness programs in the building ~ such as massage therapy, exercise, yoga, cooking, eating healthy and end of life care planning.

Please check with your RSC as to where your Wellness Center is located.



## Resident Services & Confidentiality

The RSC Program abides by all aspects of the Federal Privacy Law of 1974.

Resident Service Coordinators must keep Resident information confidential. Residents will be asked to sign release and confidentiality forms annually. These forms protect residents information such as income, benefit amounts, and health status.