

Long Term Value



Project overview

Project Name	Mount Carmel Personal Care Home
Location	Hampton, Georgia
Description	Assisted Living facility
Products	Flotex
Director	Nouhad Khouri
Flooring Contractor	Bonitz
Housekeeping	Ricky Matthews

Flotex performance is right at home in a long term care setting

When visitors enter the Mount Carmel Personal Care Home, both their eyes and their noses are in for an unexpected treat.

Potential residents and family members who walk through the front door of the senior care facility in Hampton, Georgia notice a warm and homelike interior design that puts them immediately at ease. They won't notice any of the unpleasant odors people commonly find in a long term care setting. If they smell anything at all, it will be the welcoming aroma of good food being prepared for the day's lunch.

creating better environments

flotex®

The welcoming appearance and fresh fragrance of Mount Carmel interiors are a credit to the diligence of the employees who care for the facility's floors, ably assisted by the extensive use of Flotex resilient textile flooring instead of traditional level-loop carpeting.

"Flotex is really a lifesaver," said Nouhad Khouri, the chief administrator of Mount Carmel and also the owner of the 45-bed facility in the greater Atlanta metroplex. "When we first discovered the product in 1994 we knew it would be ideal for us and we immediately started installing it. Now 85% of our facility is Flotex, and it makes a great deal of difference to both our staff and our residents."

Accidents aren't tragedies

A key benefit of Flotex is its superior resistance to spills and stains, an advantage that Mount Carmel didn't enjoy when it opened in 1986. "We built the building before we found out about Flotex. We wanted to create a very homelike atmosphere, so we put in conventional carpeting," Khouri recalled. "It was a nightmare for us from Day One. The carpet never seemed to stay clean, no matter how hard we tried to keep it well maintained."

Khouri explained that many Mount Carmel residents suffer from Alzheimer's disease and related dementias, which present unique maintenance challenges for care giving facilities. "People with Alzheimer's Disease are not like traditional nursing home patients, who are content to sit in a chair or lie down in bed," he said. "They want to wander and walk a lot." Greater movement usually leads to spilled liquids, and the need to clean up everything from food and beverages to blood and bodily fluids.



The Flotex in this photo was installed 17 years ago and it still looks great.

Spills present a set of significant problems for care centers that use traditional level looped, broadloom, or tile carpeting commonly found in commercial facilities:

- Spilled liquids soak deep into the pile and fibrous backing of conventional carpets, creating a breeding ground for bacteria that create the sour odor familiar to nursing home visitors.
 - Removal of contaminants requires large amounts of water, resulting in wet carpets that are often soaked and slippery for 24 hours or more.
 - Noxious or corrosive liquids pass easily through traditional carpeting and soak into the floors beneath, damaging the underlying floor and creating the need for expensive structural repairs in the future.
- Flotex floor coverings were developed to solve many of the problems traditional carpets present.

"Flotex is really a lifesaver... Now 85% of our facility is Flotex, and it makes a great deal of difference to both our staff and our residents."

Nouhad Khouri
Administrator of Mount Carmel

"It makes cleaning up spills real, real easy," said Ricky Matthews, the Mount Carmel staff member in charge of the facility's floor maintenance. "With a bucket of water, a little bit of cleaner, somescrubbing and a wet vac, we can get rid of almost any spill you can imagine. Two hours to dry, and everything is gone...no smell, no stain. Flotex isn't even slippery while it's drying. You could walk all over it without a problem."

Wetness without warping

Easy cleaning is only one of many bonuses Flotex offers. Because it provides a 100% moisture barrier, spilled liquids won't pass through a Flotex floor. "It protects our floor underlayment very well," Khouri noted, "which will help it maintain the integrity of our floors over the long term," he said.

The flocked fiber texture of Flotex inspires confidence in Mount Carmel residents, who feel more sure-footed and become more willing to move through the complex



without assistance. "The texture of a Flotex surface is great for walkers and wheelchairs," said Khouri. "It isn't slick like a vinyl tile floor, which is important for residents who feel uncertain on their feet." Wheelchair wheels and the rubber feet of a rollator walker won't mar a Flotex surface or leave black marks, he added.

The biggest advantage of Flotex may be its visual appeal. It has the attractive softness and warmth of carpeting, which lends a welcoming atmosphere to any space in which it is applied. "Vinyl tile just doesn't look like home to me," Khouri said, noting that

maintaining a welcoming look in interior spaces is vital for the satisfaction of patients and equally important for their visiting families. "We pride ourselves on offering excellent care while maintaining a homelike atmosphere, and that's a very tricky balance to maintain," he added. "If you aren't careful, you could wind up having a facility that looks like a motel. Make it too homey, and it's hard to keep clean." Flotex, he added, creates a workable balance between both extremes.

Residents and visitors aren't the only occupants that Khouri considers when choosing the ideal flooring for Mount Carmel. Sandy the Labrador retriever and Toby the cat also have an honored place as residents of the center. Their presence as therapy animals stimulates social interaction and help to ease the feelings of agitation that dementia patients sometimes experience. While Toby and Sandy are generally on their best behavior, Flotex flooring means the occasional pet "accident" can be handled with a quick clean-up and without a lingering odor in the long term.

Flooring performs with flying colors

In the experience of maintenance professional Ricky Matthews, no type of stain is too tough for Flotex. "I can clean up almost anything," he observed. Matthews also noted that the action needed to neutralize a spill is easy enough that any staff person can treat a spill in his absence without special tools or expertise. This is a great benefit in a facility that must operate 24 hours a day and seven days a week, and is often under the care of employees with minimal floor maintenance experience.

"The Flotex surface is great for walkers and wheelchairs..."

Nouhad Khouri
Administrator of Mount Carmel

Mt. Carmel's challenges:

- Finding flooring that creates a warm, homelike atmosphere, yet avoids the cleaning challenges of traditional carpeting
- Coping with spills of food, beverages and bodily fluids, that seep into carpet backing and cause unpleasant odors
- Reacting to everyday spills in a 24-hour care atmosphere, using employees untrained in specialized floor care techniques
- Creating an extra touch of hospitality at entryways, where flooring dirt and wear tend to mar a visitor's first impression

The Forbo solution:

- Flotex from Forbo, a floor covering that has the inviting look and texture of carpet, yet cleans like a resilient floor
- The internal structure of Flotex offers spills no place to hide and bacteria no place to grow, eliminating odors with easy clean-up
- The stain-resistant, waterproof and quick-drying surface of Flotex, which readily dismisses spills and stains with a solution of floor cleaner and water
- Coral entrance matting, which removes dampness and soil from feet and minimizes floor damage at critical entryways

Both Khouri and Matthews pointed out that Flotex has been serving on Mount Carmel floors for nearly two decades without significant stains, despite spills of food, ink and body fluids over the years. The Home recently invested in flooring longevity by adding Forbo Coral entrance matting at its entryways, which cuts down on the moisture, dirt and wear that commonly occurs at

building entrances. "We hope to keep the floors in service for a long time to come. If our past experience with Flotex is any indication, that won't be a difficult thing to do," Khouri said. "If we had to switch from Flotex to something else, I sure wouldn't like that," added Matthews. "The residents like it just the way it is, and so do I."

"If we had to switch from Flotex to something else, I sure wouldn't like that... the residents like it... and so do I"

Ricky Matthews
Maintenance Professional



Ten top reasons to choose Flotex flooring for your facility:

- 1. Durable** – resists crushing and matting due to 70 million upright nylon 6.6 fibers per M2.
- 2. Easy to clean** – dense, upright fibers allow dirt to be easily removed by vacuuming, with no loops or twists to trap dirt.
- 3. Soil and stain resistant** – most stains and spills can easily be removed, including permanent marker.
- 4. Slip resistant wet and dry** – provides safety and minimizes liability from slips and falls.
- 5. Hygienic** – Flotex is a supplement to, and not a substitute for, standard infection control practices, and has been shown to reduce microbial contamination based on Independent Laboratory Testing.
- 6. Closed cell cushion backing** – comfortable and quiet underfoot. 100% waterproof.
- 7. Acoustics** – Sound Absorption (20dB) and Impact Sound Transmission (flooring/ceiling) of IIC 59 for tile and IIC 57 for sheet.
- 8. Eliminates odors** – Does not allow moisture to penetrate and fester between the primary and secondary backings as can be the case with traditional carpet.
- 9. Improved indoor air quality** – dirt and allergens are easily removed by vacuuming. Flotex is the only textile flooring material awarded the British Allergy Foundation's Seal of Approval. Does not contain harmful VOC's.
- 10. Design** – warm, stylish aesthetics available in sheet and tile. Flexibility to create custom designs.



FLOORING SYSTEMS

North American Headquarters
Forbo Flooring Systems
8 Maplewood Drive
Humboldt Industrial Park
Hazleton, PA 18202
T: 1-800-842-7839
570-459-0771
F: 570-450-0258
email: info.na@forbo.com
www.forboflooringNA.com
www.floorcostcomparison.com

Canada
Forbo Flooring Systems
111 Westmore Drive
Toronto, ON M9V 3Y6
phone: 1-800-268-8108 (English)
1-800-567-9268 (Francais)
fax: 1-877-893-4680
email: info.na@forbo.com
www.forboflooringNA.com
www.floorcostcomparison.com

flotex®

creating better environments

* Coral loose lay Mats not included