Resident Handbook
Oregon
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MISSION STATEMENT

“To provide the best possible quality of life to the persons we serve”

Ageia Health Services promises to always remain mindful of our mission statement during every client and resident act, interaction, task and communication.

ADMINISTRATIVE SERVICES

Business Office: Office hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday.

Guests: Guests are always welcome to visit. Guest meals are available for an additional charge. If your guest will be joining you for a meal, please notify the business office by 10 a.m. If this community has overnight guest rooms available, reservations may be in the business office.

Monthly Rent Charges: The monthly rate includes the following:
• 24-hour supervision
• Three meals a day served in the dining room
• Weekly light housekeeping service
• Clean bed linens once per week
• Scheduled Activities

Accounts and Statements: Statements are prepared the last week of the month and payment is due on or before the 5th. If rent is not received on or before the 5th, a late payment charge will be assessed. Further details on late payments are discussed in full detail in each resident’s Admission Agreement.

Concerns: Management is very interested in hearing your concerns and resolving them. Your satisfaction is of the utmost importance to us. The following methods are available to address any concerns you may have:
• Residents and family members are encouraged to use our Grievance Report to notify management of any complaints, compliments or suggestions; we have a locked suggestion box and you can remain anonymous if you wish. Management will promptly respond to any concerns. If you provide contact information management will respond to you personally.
• Report your concerns to any staff member; if the staff member cannot resolve the issue, he or she will inform the Executive Director of your concern.
• Bring the problem to a resident meeting.
• Our Executive Director has an open door policy and will happily work with you to address any issues.
• If your concern has not been resolved, you may contact the owner, Kevin Cox, Monday thru Friday, 8:00 am to 5:00 pm. 205 SE Wilson Ave., Bend, OR. 97702. Phone: (541) 389-8929, Fax: (541) 312-0077, or email: pres@ageia.net
GENERAL INFORMATION

Admission: Assisted Living Residents are evaluated for admission to ensure that their total needs can be met and placement is appropriate. This is an ongoing process as the residents’ conditions change. If the total care needs cannot be met at the Assisted Living level, the resident will be transferred to an appropriate facility.

Sign Out: If you plan to be away from the Community, please note the date and time of departure and the time of return in the sign out book. This is very helpful in case of emergency or if a visitor stops by. Please let the care staff know in advance if medications will need to go with you.

Beauty/Barber Salon: The community’s salon offers a wide range of services. Appointments may be made at your convenience. The salon is independently operated and payment is due at time of service.

Telephone Service: A telephone is available for residents to place local calls at no charge. Private telephone service may be arranged; please contact the Business Office for more information.

Cable: Cable television service is available. Please refer to the admission agreement for details.

Transportation: The Business Office is available to assist families in making arrangements for special transportation or wheelchair transport. Charge for transportation will be the responsibility of the resident or family.

Smoking: Smoking is prohibited within the Community. Smoking inside the building may lead to eviction. Residents, family members, staff and visitors are reminded that smoking is only allowed at designated locations on the grounds. Please be responsible for smoking-related trash.

Appropriate Dress: Attire throughout the Community is casual day wear. Residents may dress up for special occasions at their discretion. Pajamas, bare feet, robes, slippers or other “night clothes” are not permitted in the common areas of the Community. Staff is available to assist residents in dressing.

Donations: No donations will be accepted unless pre-approved by the Executive director. Such things as age-appropriate activity supplies, books and DVD’s are usually accepted. On move-out the resident and/or family member is responsible to remove all articles from the apartment. No storage is available for any items and donations made to staff must be done off of Community premises.

Decorations: Your apartment is your home. You may decorate and furnish the interior as you like. The exterior of doors will be limited to one simple decoration, such as a wreath. All items made during an activity may be showcased inside apartments only.

Gifts and Gratuities: All residents are served equally, and all employees are prohibited from accepting tips or gratuities from residents or resident family members.

It is the policy of Ageia Health Services that staff and volunteers cannot accept gifts, money, services, or any other items of value from residents or resident families or friends. In addition, staff and volunteers are prohibited from soliciting any gifts, money, services or items of value from residents or their family members. This policy is in place to protect our residents, staff and volunteers from financial exploitation.
SAFETY AND SECURITY

Safekeeping of Resident Possessions: Eyeglasses, hearing aids and dentures are small, valuable items that are commonly misplaced, dropped and broken or damaged by careless handling. Residents are urged to take care with these items and secure them when not in use as, unless found to be negligent, we cannot be responsible for them.

If you or your loved one is residing in a memory care unit, please understand that the disease process of dementia increases the likelihood that a resident’s personal belongings may be misplaced or discarded, clothing may be worn by another resident and/or damage to items may occur. Individuals with dementia have a tendency to hide things, throw items away, misplace items and forget the proper use and care of personal appliances such as dentures, hearing aids and eyeglasses. Ageia Health Services cannot be responsible for items in the possession of residents; however we will take every precaution to ensure the safety of a resident’s belongings. We ask that residents and/or their representatives refrain from bringing items of great value into the community. It is recommended that you secure appropriate insurance to cover valuables and/or other personal belongings.

This policy does not waive a resident’s right to seek remedy in the event community staff is found to be negligent in the safekeeping of a resident’s possessions.

Ageia Health Services will provide a lockable storage space (e.g., drawer, cabinet, or closet) for the safekeeping of a resident’s small valuable items and funds. A key will be kept by the administrator and one will be given to the resident/family/or guardian if the resident/family/or guardian wishes to utilize the lockable storage space.

At the time of move in the resident/family/guardian will be informed of the option for lockable storage and any applicable charge for replacing lost keys.

Fire Evacuation: Your safety is very important to us. In order to ensure staff and resident safety, fire and life safety drills are conducted on a regular basis. All residents should participate in these drills.

Fire and life safety drill procedures will be explained to you by knowledgeable staff. Periodically we will review fire and life safety measures so you will know what to do in case of an emergency.

Staff will help our residents with orientation to all fire exits and escape routes during a fire drill or actual event. We will also help our residents safely exit the building when needed. All exits are marked and lighted. Please help keep all of these areas free from congestion at all times.

Call System: An Emergency call system is available in each apartment (with the exception of Solvang Retirement). We ask that these only be used in the case of an emergency. Pulling the cord activates a beeper that staff will respond to promptly.

Firearms, Ammunition and Weapons: The Community strictly prohibits resident’s possession of firearms, ammunitions and or weapons within the Community. If firearms, ammunitions and/or weapons are discovered in a resident’s environment they will be asked to immediately surrender them to staff who will keep them in a secure place until they can be removed from the premises by the resident’s family, friends or responsible party.

Extension Cords: Extension cords are a leading cause of fire deaths. Use of extension cords in Resident apartments is strictly prohibited. When wall outlet availability is insufficient, power strips with surge protection may be used within the following restrictions:

- Power strip cords must be in good condition and bear the UL label.
- Power strip cords may not run under carpeting or rugs or through any doorway or window opening.

**Plug In Electrical Devices that Heat Up:** All Plug-In electrical devices that heat up such as frying pans, grills, toaster ovens, toasters, coffee pots, clothing irons, portable heaters, shoe warmers, hair irons, etc. must be approved by a member of our management team in writing. This approval will be given only after the device in question has been evaluated to assure it has an auto shut off switch for tipping, overheating and to assure other equipment specific safety measures are in place. The resident must also be evaluated to have the cognitive and physical ability to use the device in a safe manner. Any device found to be in the possession of a resident that has not been approved by the management team or is being used in an unsafe manner will be confiscated by staff to assure the risk of resident harm is reduced. The resident will be informed that their equipment has been confiscated. If the equipment is deemed unsafe or the resident seems unable to use the product in a non-threatening manner, it will be held in a secure location until the resident or responsible party can remove the device from the premises.

**HEALTH CARE SERVICES**

**Medications and Treatments:** The resident’s primary physician must prescribe all resident medications and treatments administered by the Caregiving staff.

**Director of Health Services:** The Director of Health Services plans, organizes, evaluates, and directs the caregivers in accordance with current regulations. He/She is available to discuss any concerns that residents or families have.

**Medication Technicians:** Medication Technicians are specially trained to administer resident medication. The Med Techs are under the supervision of the Executive Director or the DHS.

**Caregivers:** Caregivers are on duty 24 hours a day. They are specially trained to ensure quality care. The caregivers assist with dressing, grooming, bathing, meal service, ambulation needs, and other ADL’s as needed.

**Pharmaceutical Services:** The Community is contracted with a local Pharmacy to provide all pharmacy needs to residents including the following:

1) Pharmacist on call 24 hours a day
2) Daily medication delivery
3) Bubble or med set packaging of medications
4) Price matching of any institutional pharmacy

**Daily Care:** Every attempt is made to offer flexible care according to the resident’s needs and desires. The Community will help residents maintain their choice in times of rising and going to bed. Residents are encouraged to be in the dining room for all meals. Room trays are available only when the resident is ill. Generally 2 showers are given each week.

**Service Care Plan:** When an Assisted Living resident moves in, a service plan is developed which directs the resident’s care. The service plan is reviewed at a minimum of every 90 days, or more often as necessary.

**Outside Therapies:** All outside medical, physical, and occupational therapies or any other treatments or special equipment required for care of the resident will be arranged for and provided and paid for by the resident or family member.

**X-ray Lab Services:** These services are available through outside agencies and can be arranged by the Director of Health Services or Physician.
LIFE ENRICHMENT PROGRAM (ACTIVITIES)

The purpose of the Life Enrichment Program is to provide activities for recreation and leisure. The goal of the Community’s life enriching activity program is to maximize the quality of life for each resident. The community offers an array of life enriching activities designed to meet the interests and physical, mental, and social needs of each resident.

Regularly scheduled activities include musical entertainment, social hours, religious services, games, crafts and more. Activity directors and care staff are scheduled in the Community each day to encourage spontaneous activities. Activity suggestions are welcome and appreciated.

Please check your monthly activity calendar for specific dates and times of scheduled activities. Families and friends are welcome to participate. For further information, please feel free to contact the Activity Director.

DIETARY SERVICES

**Meal Times:** Mealtimes may vary by building. Serving typically *begins* between these times:

- Breakfast 7:00 a.m. to 8:30 a.m.
- Dinner 11:45 a.m. to 12:45 p.m.
- Supper 4:30 p.m. to 5:30 p.m.

The front desk will be happy to provide you with the serving times for your building or wing.

**Diets:** The Community offers a delicious balanced diet.

**Menus:** The Dietary Manager plans a rotating menu. The weekly menu is posted in advance and substitutions are available. Snacks are also provided.

**Dining Room:** Three meals each day are provided in the dining room. Staff will assist residents in placing their walkers so that walkways, doors, etc. are not obstructed.

**Dining Out:** Please notify the Business Office or caregiving staff if you will be out of the Community for a meal.

**Tray service:** If a resident chooses to dine in their apartment rather than the dining room tray service is available for an additional charge. Please refer to Addendum A Rates for current rates (not applicable to Medicaid Residents).

**Tableware:** Please do not remove dishes, glasses, cups, silverware, or linens from the dining room. The dietary staff can assist you with any questions you might have regarding our dining room procedures.
ENVIRONMENTAL SUPPORT SERVICES

**Housekeeping:** The Community’s Housekeeping staff maintains a pleasant, healthful environment for residents, visitors, and staff. Limited housekeeping services are provided in Resident rooms weekly. Additional housekeeping services may be added for an additional fee. Bed linens, shower curtain, bath mat, towels, toilet paper and soap are not provided and are the responsibility of the resident.

**Maintenance:** The grounds, building, and equipment are kept in good condition by the Community’s Maintenance Director and staff. If you have any maintenance problems in your apartment, please report them to the front desk to have them cared for as quickly as possible.

REASONS WHY RESIDENTS MAY NEED TO MOVE OUT

In some situations an individual may not be appropriate for residency at our community. Below is a list of reasons that may necessitate a move-out.

A resident will be asked to move out if he or she:

- Has needs which exceed the level of services the community can provide and the community has made documented efforts to provide or arrange for needed services.
- Has or develops a condition requiring medical intervention outside the capability of the staff and re-evaluation determines the resident’s needs exceed the level of service available at the Community.
- Is medically unstable and/or requires 24-hour, continuous or unscheduled skilled nursing observation, assessment or care.
- Exhibit behaviors or actions that repeatedly and substantially interfere with the rights, well-being or safety of other residents, despite prudent and reasonable intervention.
- Is an immediate danger to self or others.
- Is unable to evacuate to a safe area within acceptable time limits with regularly assigned staffing levels.
- Has not paid rent or charges due.
RESIDENT’S PERSONAL RIGHTS AND RESPONSIBILITIES

The following declaration is a summary of The Facility’s Bill of Rights and Responsibilities designed to protect each resident (not to include resident’s residents’ rights where legal Guardians have directed otherwise). Each resident has the right and responsibility to:

1. To be treated and treat others with dignity and respect;
2. To be given informed choice and opportunity to select or refuse service and to accept responsibility for the consequences;
3. To exercise and allow others to exercise individual rights that do not infringe upon the rights or safety of others;
4. To be free from neglect, financial exploitation, verbal, mental, physical or sexual abuse and do the same for others;
5. To receive and allow others their services in a manner that protects privacy and dignity;
6. To have prompt access to your records, including all the purchase of photocopies;
7. To have medical and other records kept confidential except as otherwise provided by law;
8. To interact freely with others within your residential care home and in the community and allow your neighbors the same right;
9. To be free from physical restraints and inappropriate use of psychoactive medications and give others this same freedom;
10. To manage personal financial affairs unless legally restricted;
11. To have access to and participate in social activities while allowing others the same right;
12. To be encouraged and assisted to exercise rights as a citizen and to not take other’s same rights away;
13. To voice grievances, be informed of grievance procedures, and suggest changes in policies and services to either staff or outside representatives without fear of reprimand or retaliation and allowing your neighbors this same right;
14. To have and help others maintain a safe and homelike environment;
15. To be free of discrimination in regard to race, color, national origin, gender, sexual orientation or religion, allowing the same of those around you;
16. To participate in the development of your initial service plan and any revisions or updates at the time those changes are made;
17. To receive information about the method for evaluating your service needs and assessing costs for the services provided;
18. To associate and communicate privately with any person of choice, to send and receive personal mail unopened and to have reasonable access to the private use of a telephone;
19. To be free of any written contract or agreement language with the facility that purports to waive your rights or the facility’s liability for negligence;
20. To have proper notification if requested to move out of the facility, and to be required to move out only for reasons stated in the State’s Residential Care Facility rule #OAR 411-054-0080, Involuntary Move-Out Criteria, and have the opportunity for an informal conference and hearing.
ACKNOWLEDGEMENT

The resident handbook contains information about our community, the services we offer and your rights as a resident. Please feel free to contact the business office or management staff at any time for further details. Please sign below to acknowledge receipt of the handbook.

I have received the resident handbook with the above written information. The resident rights have been explained to me.

_________________________________________  __________________________
Signature of Resident or Representative       Apartment #

_________________________________________  _________________
Community Representative                  Date