

# Assisted Living at Goodwill Resident's Handbook

The staff and residents of Assisted Living at Goodwill welcome you as a resident. We want to make your life here as pleasant as possible!

The following information tells you about life at Assisted Living at Goodwill. We want to help you to adjust to your new home. This pamphlet also tells you the procedure for handling any problem that may come up.

## **GENERAL INFORMATION**

You may have some questions about your new home. Here are answers to some questions residents often ask.

**What is Assisted Living?** “Assisted Living” is a special combination of housing and personalized health care designed to respond to the individual needs of older persons who need help with activities of daily living. Care is provided in a professionally managed group living environment, in a way that promotes maximum independence and dignity for each resident and involves the resident’s family, neighbors, and friends.

**What types of services are offered?** Assisted Living offers a supportive residential setting where assistance with activities of daily living and other services are provided to those who cannot or choose not to live alone but do not need the 24-hour skilled medical care of a nursing home. Assistance is provided according to each resident's individual needs and in order to improve his or her quality of life.

Services include: three meals a day served in a common dining room, a list of snacks; housekeeping services; transportation; assistance with bathing and grooming; 24-hour security and awake staff; emergency call systems in each unit; health promotion and exercise programs; medication management; personal laundry; utilities; and, social and recreational activities.

## **The Benefits of Living at Assisted Living at Goodwill**

- Located in the middle of farm land
- Caring, trained staff on hand 24 hours a day
- Licensed nurse on call 24 hours a day
- Three delicious meals served daily in a beautiful dining room
- Medication management and pharmacy program available
- Assistance with bathing, dressing, grooming, and ambulation available
- Variety of enrichment activities and programs to suit residents' interests
- Weekly housekeeping with daily tidying and bed-making
- Daily laundry service
- Routine maintenance
- Provider will visit in apartments
- On-site skilled nursing and rehabilitation at Goodwill Mennonite Nursing Home
- All utilities included
- Resident call system
- Modern, tastefully decorated apartments

**May I Have Visitors?** This is your home! You may welcome visitors to your home at any reasonable time. You have the right to select the visitors you wish to see. The best time for visitors is between 8AM and 8PM.

**May I Make Suggestions For Improvement?** We welcome any ideas you have that you feel would make an improvement in resident care or operations. Please share them with us!

**May I Bring Personal Items For My Apartment?** We encourage you to make your apartment as homey as possible, but you must have enough room to get around safely and easily. All items must comply with Fire Code regulations. You may bring a favorite chair, pictures, and a TV or radio, for example, but Assisted Living at Goodwill does have a "No Hole" policy which does not permit nails, screws, etc... to be used to secure items to walls or doors. Instead,

residents must use removable adhesive fasteners designed to protect the wall or door finish may be utilized to secure items. Tape is not permitted on wall or door surfaces. No items may be secured to or hung from doors. We label your personal clothing items to prevent them from being misplaced. There is a small charge for this service.

**May I Move To A Different Apartment?** If, for some reason, you would like a different apartment, you can do this at any time by telling the Assisted Living Manager and you will be placed on a waiting list for the next available apartment. When you move to a new apartment you will be charged a non-refundable moving fee.

**Will You Hold My Apartment If I Am Temporarily Away?** If it should be necessary for you to be hospitalized, or if you would like to leave for a few days, we will hold your apartment for you. You will still need to pay your rent at the beginning of each month.

**May I Share A Apartment With My Spouse?** You and your spouse are permitted to share a semi-private apartment if your physician and both of you agree to it. When husband and wife share the same apartment, neither may interfere with the nursing care given to the other.

**May I Use A Television Set And/Or A Radio?** You may provide your own television set and/or radio. Many of the apartments are supplied with large screen televisions. There is a hook-up charge and a monthly fee for television service. The volume of televisions and radios must be regulated so as not to disturb other residents. We suggest that you use headphones if you need the volume very loud.

**When Are Meals Served?** A buffet meal is available between:

BREAKFAST: 8:30 am

DINNER: 12:30 pm

SUPPER: 5:00 pm

We deliver meals to your apartments if you prefer not to eat in the Dining Room. We encourage all residents who are able to do so to come to the Dining Room for the other meals.

The Dietary Services Department is interested in knowing what your likes and dislikes are. If you do not like certain items on the menu, Dietary Services staff members will try to substitute something you do like instead.

We do provide some snacks to be kept in your apartment.

### **May My Family Members Or Friends Bring Food For Me?**

We ask people who bring in food for you to have the food items dated by family or staff so we can keep track of food. We also need to be sure that the food is included in your diet.

**Where Do I Keep My Money And Valuables?** We ask that you not keep large sums of money or valuable jewelry in your apartment. There is a locked drawer/box in each apartment provided for your use. You may also set up a resident trust fund in the front office. See the Business Office for more details.

**What Should I Do If I Begin To Run Out Of Money?** If your resources are nearing depletion, notify the Assisted Living Manager as soon as possible. The Assisted Living Manager will help you locate appropriate housing and care or you may handle this yourself.

**May I Help In Planning For My Care?** We review your care plan on a regular basis. You have a right to take part in this review. You are not required to do so, but we encourage you or a family member you delegate to help us with this planning. The Assisted Living Manager will tell you when we will review your care.

**May I Participate In The Activities Program?** We have an activities program conducted by a staff member with the consultation of a Certified Occupational Therapist available as needed. Activities are scheduled daily and all residents are invited to participate. You are not required to attend these functions, but we strongly encourage you to attend them and to take part in them. These are of devotional, social, educational, and recreational nature and include crafts. When residents

are not able to attend the planned group activities, arrangements are made to conduct appropriate activities in individual apartments.

There are provisions for residents to attend a chapel service in the facility once a week if he/she wishes to do so. The service is conducted by various clergy from the community.

If you have a favorite activity, the Activities staff will help you with the activity if possible.

**What Should I Do If I Suspect That I Am Being Abused Or That I Am Not Being Permitted To Exercise My Rights?** If you feel you have been abused, or if you feel that you are not permitted to exercise your rights in some way, you should report this to the Assisted Living Manager.

Staff members are not permitted to physically, mentally, or verbally abuse residents. Residents are not permitted to physically, mentally, or verbally abuse others. You must report any such actions immediately to the Assisted Living Manager.

**How Can I Get Spiritual Counseling?** If you would like someone to counsel with you, you may ask to counsel with the Chaplain on our staff. If you have a pastor, we will notify your pastor that you are living here. We will also notify your pastor when you would like to see him or her.

**May I Smoke Here?** No. We maintain a smoke free environment. There are no areas in Goodwill Retirement Community that are designated smoking areas.

**May my family eat meals with me?** Your family may eat with you by telling the Assisted Living Staff to order them a meal tray. If possible please let the kitchen staff know by 10AM for lunch and by 3PM for supper. There is a \$6.00 suggested donation that you may pay to the Assisted Living staff member.

## CHARGES FOR SERVICES

### Assisted Living at Goodwill Current Apartment Rates

<b>Level</b>	<b>Daily Cost</b>
Level 1 (Light)	\$123.00 - \$154.00
Level 2 (Moderate)	\$137.00 - \$172.00
Level 3 (Heavy)	\$158.00 - \$199.00

### CHARGES NOT INCLUDED IN DAILY RATE

Charges for the following services provided by Assisted Living at Goodwill are not included in the daily rate. We will add the cost of the services to your monthly statement as you use them.

#### Visits To You By Your Attending Provider:

Your attending provider will bill Medicare as appropriate for your services. Otherwise, he or she will bill you directly for regular and emergency visits for your care. The following rates apply:

Dr. Bissell.... .....Call Physician for Current Rates  
Patty Stafford..... Call for Current Rates

#### Medications:

The pharmacist will bill you directly for medications ordered by the Physician. The pharmacy we use is PharmaCare in Cumberland, Maryland.

**Do I have to buy my medication at PharmaCare?** You may choose any pharmacy you desire. The Assisted Living Manager will give you a copy of the requirements the pharmacy must follow.

**Treatment Supplies:**

Treatment supplies are supplies that are:

- 1) Ordered by a Physician,
- 2) Patient Specific, and
- 3) Non-reusable.

**Therapy Services:**

We will bill Medicare as appropriate for your physical therapy, occupational therapy, and speech therapy services as prescribed by your physician. You will be responsible for any non-covered charges for therapy that you receive.

**Dental Services:**

Assisted Living at Goodwill has an agreement with Dr. Holly Sisler, DDS, to provide dental services for any resident of Assisted Living at Goodwill who does not have a personal dentist. Dr. Sisler's office is located in Grantsville. She will bill you directly for your dental services.

Holly Sisler, DDS  
Grantsville Family Dentistry, 301-895-8076

**Podiatrist:**

A Podiatrist makes regular visits to the Assisted Living to provide services ordered by the Physician. The Podiatrist bills Medicare as appropriate; otherwise, he or she will bill you for his or her services.

**Vision Care:**

Your vision care specialist will bill you directly for vision care services.

**Beautician:**

The services of a Beautician are provided for the convenience of the residents. Charges are included on your Assisted Living statement. The following rates apply:

Shampoo & Set ..... \$19.00

Permanent .....	\$55.00
Cut, Shampoo & Set.....	\$28.00
Coloring & Set or Color .....	\$60.00
Cut.....	\$18.00

**Barber:**

A barber provides haircuts for men. Charges are not included on your Assisted Living statement; we bill them separately. The following rate applies:

Haircut .....	\$17.00
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**Name Tags:**

We apply nametags to the resident’s clothing at admission and whenever additional clothing is provided. We charge \$11.00 for the initial labeling on your Assisted Living statement.

**Transportation:**

If you are transported to the hospital by the Rescue Squad, the Rescue Squad may be able to bill Medicare for that service. If the rescue squad cannot bill Medicare, you will be responsible for the cost of the transport. If we transport you by Goodwill vehicle, we charge you at the following rates:

Accident .....	\$64.00
Grantsville .....	\$22.00
Cumberland .....	\$96.00
Frostburg .....	\$65.00
Meyersdale .....	\$64.00
Oakland .....	\$115.00

The above rates include a driver, vehicle, travel time, and one (1) hour at the destination. An additional charge of \$5.00 will be made for each additional 1/4 hour at the destination. If an aide is required to go on the trip, a charge of \$5.00 will be made for each 1/4 hour of the aide's time.



### **Cable TV:**

Television cable service is available. There is a one-time hook-up charge of \$15.00 and a monthly cable rental fee of \$15.00. You provide your own TV set.

### **Telephone:**

We provide a telephone outlet in each room. You or your family may contact the business office at Goodwill Mennonite Home to make all the necessary arrangements to have a phone installed there at your expense. The business office will bill you directly for the installation charge and for all monthly charges. There is a one-time activation charge of \$20.00. For additional pricing information on monthly calling plans, please refer to your contract. Other telephones are accessible to you at various places in the halls. Staff members will assist you in placing calls. You report long distance phone calls on the honor system, and we will add their cost to your monthly statement.

### **Internet:**

We provide Wi-Fi service to assisted living apartments. You or your family may contact the Assisted Living Manager to make all the necessary arrangements to have Wi-Fi set up.

## **SUPPLIES INCLUDED IN THE DAILY RATE**

- Bar soap
- Paper towels
- Toilet paper
- Tissues
- Snacks (for resident and not family use)

## **SUPPLIES NOT INCLUDED IN DAILY RATE**

- Toothpaste
- Brush/Comb
- Shampoo, conditioner, hairspray, or other hair products
- Lotions or powders
- Incontinent supplies
- Deodorant

- Dish detergent
- Air Fresheners
- Bed Spreads or pillows\*
- Bed linens (pillow case, fitted sheet, and flat sheet) \*
- Bath towels and washcloths\*
- Assistive devices (wheelchairs, walkers, bath chairs, etc.)
- Medical equipment (oxygen concentrators, nebulizers, etc.)
- Medical supplies (syringes, dressings, etc.)

**We encourage residents to bring their own furnishings from home. The apartment will be your new home and we encourage you to bring familiar belongings. If unable to do so, please talk to Assisted Living Manager about other arrangements.**

### **Procedure for Admission**

When the applicant is not capable of making his/her own decisions, someone else must act on their behalf. The family shall choose one person to represent the resident. This person is referred to as the 'Agent'. This person shall be authorized to act on the applicant's behalf through the execution of a 'Durable Power of Attorney'. A copy of this POA should be given to the facility. This person does not assume personal financial liability for the resident's bills but is expected to keep them paid current from the resident's income and assets.

1. An admission application form may be completed by the applicant or his/her 'Agent'. We recommend they visit us prior to admission. Applications will be recognized only after they are received by the Assisted Living Manager and will be filed in the order they are received.

2. When a vacancy occurs, the applicant or 'Agent' will be notified. The applicant should indicate as soon as possible whether or not he/she wishes to be admitted. This decision should be made within two days. If the applicant is interested, medical history and physical forms should be filled out by the applicant's physician and returned to the facility as soon as possible. Normally, this should be done in an additional three days. Medical information on the forms should include:

A. Copies of fasting blood sugar, CBC, urinalysis, RPR, BUN, electrolytes done within the past month.

B. Verification that the applicant is free from TB by a chest x-ray and a negative, two-step PPD tests within the past 6 months.

C. A Healthcare Practitioner Physical Assessment is required to be filled out and returned to the facility before admission.

D. If the medical information indicates that the applicant can be properly cared for in the Assisted Living, arrangements will be completed for admission. If there is some delay beyond the control of the applicant, reasonable consideration will be given; but if it becomes obvious that the delay is not justifiable, the apartment rate will begin five days after being notified, or the applicant will lose his/her turn for admission.

E. If admission is not desired when contacted, the applicant may choose to have his/her name put to the bottom of the waiting list or cancel the application.

### **Payments**

Upon completion of the Admission contract, residents will agree to pay a deposit equal to two times the monthly rental charge. This is to be held against damage to the apartment or to contents of the apartment owned by the facility and against unpaid charges. The balance will be returned to the resident or the estate within 30 days of termination of the contract.

A monthly statement is sent to the responsible party within the last seven days of the month. Payment is requested one month in advance of the care given to the resident.

### **May I hire someone to provide me care here?**

If you want a private duty nurse or a private duty geriatric aide, you are responsible for selecting a person licensed and/or certified according to Maryland laws and regulations. You are also responsible for paying him or her, and for letting us know that you have hired one. The person you hire must have their own liability insurance and provide us with a copy. They are not an employee or agent of the facility, but he or she must meet our standards and follow our policies and procedures. Employees of the facility may not serve as private duty nurses or private duty geriatric aides.