



**General Information
And
Home Rules**

Personal Care Residence Handbook

**SpiriTrust Lutheran®, The Village at Utz Terrace
2100 Utz Terrace
Hanover, PA 17331**

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General Information and Home Rules

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**SpiriTrust Lutheran[®],
The Village AT Utz Terrace
Personal Care Services**

GREETINGS

Welcome to SpiriTrust Lutheran, The Village at Utz Terrace! This booklet has been prepared to try to answer some of the questions that you and your family may have as you enter into this new experience. Providing the best possible care and quality of life is a commitment of all our staff. We are grateful to you for choosing SpiriTrust Lutheran, The Village at Utz Terrace for your personal care residence!

SPIRITRUST LUTHERAN MISSION STATEMENT

“SpiriTrust Lutheran, witnessing to the Gospel of Jesus Christ, provides exceptional health, human, and senior living services by supporting persons in achieving an optimal quality of life.”

SPIRITRUST LUTHERAN VISION STATEMENT

"SpiriTrust Lutheran is recognized as a leader in service excellence as we compassionately care for the children of God."

SPIRITRUST LUTHERAN CORE VALUES

HERITAGE

We honor our Lutheran heritage to reach out in love to those in need recognizing no one is outside of God's mercy.

SERVICE

We commit ourselves to the total well-being of those who place their trust in us.

INTEGRITY

We hold as a sacred trust each life we touch.
We honor our promises and act ethically in all we do.
We dedicate ourselves to excellence in all we do.

DIGNITY

We respect and honor the uniqueness of all God's children.

STEWARDSHIP

We celebrate that all gifts are entrusted by God.
We dedicate ourselves to being good stewards of these gifts.

GENERAL NON-DISCRIMINATION POLICY

It is the policy of SpiriTrust Lutheran, Lower Susquehanna Synod, Evangelical Lutheran Church in America, that all of its services and programs will be in full compliance with all relevant state, federal, and local laws governing non-discrimination. Toward that end, no person shall, on the basis of race, color, national origin, ancestry, age, sex, handicap, disability, or religious creed, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination in the provision of any care or service provided by the Agency or in regard to employment with the Agency.

Under no circumstances will the application of this policy result in the segregation or re-segregation of buildings, wings, floors, and/or rooms for reasons of race, color, national origin, ancestry, age, sex, religious creed, or handicap/disability, unless the nature of the disability mandates that appropriate segregation or quarantine be implemented in order to protect the health and safety of the public, visitors, residents, and employees.

*Adopted by the Board of Directors of
SpiriTrust Lutheran, formerly Lutheran
Social Services of South Central
Pennsylvania, Lower Susquehanna Synod,
Evangelical Lutheran Church in America
Adopted- July 24, 2003*

PERSONAL CARE RESIDENCE NON-DISCRIMINATION POLICY

SpiriTrust Lutheran, Lower Susquehanna Synod, Evangelical Lutheran Church in America, has agreed to comply with the provisions of the Federal Civil Rights Act of 1964 and the Pennsylvania Human Relations Act and all requirements imposed pursuant thereto to the end that no person shall, on the grounds of race, color, national origin, ancestry, age, sex, religious creed, disability, or handicap be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination in the provision of any care or service, or be subject to prohibited discrimination in any of the following:

- (1) Application processes, admissions, referrals, services and employment actions;
- (2) Reasonable accommodation and program accessibility to physically and mentally handicapped

SpiriTrust Lutheran has developed a procedure by which the staff and residents can file complaints alleging discrimination and have their complaints investigated and resolved justly. The procedure shall permit disclosure of the name of the person assigned to investigate the complaint.

*Adopted by the Board of Directors
SpiriTrust Lutheran, formerly Lutheran
Social Services of South Central
Pennsylvania, Lower Susquehanna Synod,
Evangelical Lutheran Church in America
July 24, 2003*

CALLED TO SERVE, CALLED TO CARE

ACCESS REQUIREMENTS

The administrator/designee shall provide, upon request, immediate access to the home, the residents and records to:

- a. Agents of the Department
- b. Representatives of the Area Agency on Aging
- c. Representatives of the Long-Term Care Ombudsman Program
- d. Representatives of the Protection and Advocacy System for Individual Rights Program of the Vocational Rehabilitation and Rehabilitation Services Act (29 U.S.C.A. 794e) the Protection and Advocacy for Individuals with Mental Illness Act (42 U.S.C.A. 10801-10851) and the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C.A. 15041-15043)

The administrator/designee shall permit community service organizations and representatives of community legal services programs to have access to the home during visitation hours or by appointment for the purpose of assisting or informing the residents of the availability of services and assistance. A resident or a resident's designated person may decline the services of the community service organization or the community legal service program.

ACCIDENTS

If an accident or incident occurs to a resident or visitor, please inform the Personal Care staff so first aid can be administered, if necessary, and a written report can be completed, even if there are no apparent injuries.

ACTIVITIES

Residents are welcome to take part in any of the many activities sponsored by the Activity Department. There are parties, movies, entertainment, trips, educational programs, and more in the calendar of events and happenings at SpiriTrust Lutheran, The Village at Utz Terrace. The staff of the Activities Department is always ready to listen to new ideas and suggestions for activities.

The schedule of events is posted at Activity Manager's office.

ATTENDING PHYSICIAN

Residents have the right to choose their personal physician. If needed, the nursing staff can provide a list of physicians in the area.

BUSINESS INFORMATION

Office Hours

Office hours are 8:30 a.m. to 4:30 p.m., Monday through Friday. The office is closed on weekends and holidays.

Notary Service

Notary service is available. Please contact Teresa Plank at 717.637.0633.

Charges

All residents are billed monthly in advance. Bills are due within ten (10) days of receipt. Checks should be made payable to "SpiriTrust Lutheran". Payment can be made at the Finance Office of SpiriTrust Lutheran, The Village at Utz Terrace. ACH Automatic Debit Authorization is also available through the Finance Office.

CATERING

The Dining Services Department is available for catering services to the community for special occasions such as birthdays, holidays, anniversaries, family/friend gatherings, etc. Please contact the Dining Services Manager for details at 717.646.2442.

CRITERIA FOR ADMISSION AND DISCHARGE

- The Pre-Admission form will be completed by the Health Services Manager/designee to determine if the applicant needs can be met in personal care. This includes:
 - Level of Supervision
 - Mobility Needs
 - Medication Administration
 - Personal Care Needs
 - Medical Needs
 - ADL's
 - IADL's
 - Sensory Needs
 - Medical, Psychological and Behavior Diagnosis
 - History of Problematic behavior
 - Cognitive Status

- Problematic or Dangerous Behaviors that would preclude a resident's admission to SpiriTrust Lutheran, The Village at Utz Terrace include but are not limited to:

- Criminal Convictions for assault or sex offenses
 - History of fire starting
 - History of destructive behavior
 - Repeated, documented violations of home rules in other Personal Care Homes
 - Suicide attempts/Ideations
 - History of physical or verbal abuse toward self or others
- Applicants/Residents with needs that cannot be met at SpiriTrust Lutheran, The Village at Utz Terrace will be referred to a local appropriate agency such as:
 - County MHMR Agency
 - Drug and Alcohol Agency
 - Area Agency on the Aging
 - Or other Human Service agency for assistance
- Services that cannot be provided by SpiriTrust Lutheran, The Village at Utz Terrace include, but are not limited to non-self are skilled nursing needs such as:
 - IV therapy
 - Tracheotomy Care
 - Tube Feedings
 - Actively Exit Seeking Residents
 - Complex Wound Care
 - TPN
 - Daily, non-insulin injections
 - Total Immobility

DELIVERY AND MANAGEMENT OF SERVICES FROM ADMISSION TO DISCHARGE

- Preadmission Screening: The form is completed by the Health Services Manager/ Designee prior to moving into SpiriTrust Lutheran, The Village at Utz Terrace to determine if the individual is appropriate for personal care.
- Resident Personal Care Admission Agreement: On the day of or prior to admission, the Administrator/designee reviews the agreement in its entirety with the resident and the resident's responsible person if applicable. This includes:
 - Residents Rights
 - The Complaint Procedure
 - The Schedule of Charges
 - The Level of Care Assessment Grid

The Resident Agreement will be signed and dated.

- Resident Funds: A resident has the right to manage his or her own funds. SpiriTrust Lutheran, The Village at Utz Terrace can establish a personal trust fund to assist with the management of funds if requested. Funds are available to the resident during business hours at SpiriTrust Lutheran, The Village at Utz Terrace from 8:30 a.m. to 4:30 p.m.
- Assessments and Support Plans: These documents are completed by the Health Services Manager/designee.
 - The initial Resident Assessment is due within 15 days of admission.
 - The initial Resident Support Plan is due within the first 30 days of admission.
 - Updates for both documents are done at least annually or when a resident experiences a significant change in their physical or mental health.
- Discharge Criteria: A resident may terminate their agreement with SpiriTrust Lutheran, The Village at Utz Terrace for any reason with a thirty (30) day written notice given to the Administrator/designee.
- Withdrawal Against Advice: In the event that a resident withdraws from SpiriTrust Lutheran, The Village at Utz Terrace without consent of the Residence and against the advice of his or her attending physician, and/or the Medical Director, all of the Residence's responsibilities for the resident are terminated.
- Residence Initiated: Residence may terminate the Agreement and Resident's stay and transfer or discharge Resident if:
 - It is determined by Resident's physician or Residence Review Team that Resident's functional level has advanced or declined so that Resident's needs cannot be met by Residence; or
 - Resident is a danger to himself/herself or others; or
 - If the Residence chooses to voluntarily close all or a portion of Residence; or
 - Documented, repeated violation of Residence's rules, regulations, policies or procedures; or
 - Resident has failed to pay after reasonable documented efforts by Residence to obtain payment; or
 - Meeting Resident's needs would require a fundamental alteration in Residence's program or building site, or would create an undue financial or programmatic burden on Residence; or
 - Closure of Residence is initiated by the Department of Public Welfare (DPW), or
 - Death of resident:
 - Residence Responsibility: Residence assumes no responsibilities or obligations, which may arise upon the death of Resident except notice to Resident's proper representative. All funeral arrangements and expenses are the obligation of the Resident's estate and/or those individuals responsible by law. Unless otherwise agreed, Residence will assume no responsibility for life insurance policies or benefits for any deceased Resident. Resident's survivors shall be responsible for making application for survivor benefits.
 - Transfer: In the event of Resident's death, Residence is authorized to arrange for the transfer of Resident's body to the funeral home

designated by Resident at the time of admission. Residence shall notify the person(s) designated by resident in the event of Resident's death. Resident's Estate or those individuals obligated by law are responsible for the payment of all costs associated with the transfer and funeral.

- The date of death is the discharge date. Refer to the agreement for detailed information.

DINING SERVICES/MEALS

Concerns regarding the meals and/or the meal service should be addressed with the Dining Services General Manager by calling 717.646.2436.

FIREARMS/WEAPONS

Firearms and weapons are not permitted at SpiriTrust Lutheran, The Village at Utz Terrace.

FIRE DRILLS

Fire drills are held at least monthly during various hours of the day and night. **ALL** Personal Care residents and visitors are required to participate in these drills as per Department of Public Welfare (DPW) regulations. An evacuation diagram is posted in each hallway.

If a resident is determined to have mobility need, upon evaluation, it may be necessary to relocate the resident closer to an exit.

FOOD IN ROOMS

Residents are asked to use discretion in keeping food in their rooms. Food is only permitted in resident's rooms if it is kept in a closed metal and/or plastic container.

There is a kitchenette for resident use. Personal items stored in the refrigerator must be labeled with the resident's name and date. Outdated (3 days) and unlabeled foods will be discarded for the health and safety of the resident.

GRATUITIES

Employees are **not** permitted to accept gifts or gratuities from residents. Residents are therefore asked not to offer such to employees.

GUEST MEALS

Guest meals are available for purchase in the Personal Care dining room, Chips Café, or the Terrace Overlook restaurant. Please notify dining services staff if interested or for pricing.

HAIR CARE SERVICES

Hair Care Services are available. Please stop by or call 717.646.2419 to make an appointment. Please refer to the Schedule of Charges for additional information.

HOME DESCRIPTION

SpiriTrust Lutheran, The Village at Utz Terrace has been designed to encourage residents to use the many "common areas" for socialization and relaxation. This is your home and we hope you and your visitors will feel comfortable in all areas.

HOUSEKEEPING

Housekeeping services will be provided weekly. Please keep in mind if you are storing items on the top shelf of your closet there needs to be an 18 inch clearance to the ceiling.

ILLEGAL DRUGS/SUBSTANCES

Illegal drugs/substances are not permitted at SpiriTrust Lutheran, The Village at Utz Terrace.

ILLNESS

Emergency care will be provided to you on a 24-hour basis. If you become ill, notify the Personal Care staff for assistance by using emergency call system or telephone.

INSURANCE

Insurance will be provided on Community's property only and administrative services as part of the Monthly Services Charge. Resident is responsible for the cost of property and liability insurance for Resident's personal property.

LAUNDRY

Your personal laundry will be scheduled on a weekly basis (refer to Schedule of Charges). We recommend all clothes are labeled with your name, to avoid loss. Care of your wardrobe is an important part of our service to you and we take this responsibility seriously. There is a washer and dryer available for those residents choosing to do their own laundry. Local dry cleaning services are available.

Towels, washcloths, and bed sheets will be supplied and laundered by the staff. Clean towels are provided on a daily basis. Laundering of bed linens is done on a weekly basis, unless they become soiled and need to be done sooner.

If a resident chooses to furnish their own bed and it is not a twin size bed, they must provide their own bedding.

LEAVE OF ABSENCE/SIGNING OUT

If you are leaving the building at any time, please notify staff. If you are planning an extended LOA, please provide staff 48-hours' notice to assure that medications are available. A sign out log is located on a clipboard outside of the Personal Care Wellness suite.

LIBRARY

A library of donated and purchased books, magazines, and other publications has been established for your reading pleasure. The library is located across from the Personal Care Wellness suite and is operated on the honor system. Instructions for borrowing materials are posted in the library. Anyone wishing to make further donations of materials may do so by contacting the SpiriTrust Lutheran, The Village at Utz Terrace. The library is open to residents 24 hours a day.

MAILING ADDRESS

SpiriTrust Lutheran®, The Village at Utz Terrace
2100 Utz Terrace
Hanover, PA 17331

MEDICATIONS

Medication Administration assistance is available if needed. If a resident wishes to self-administer medications, an evaluation will be completed by the Health Services Manager/designee.

All medications that come into SpiriTrust Lutheran, The Village at Utz Terrace, including but not limited to prescription and over the counter medications, such as vitamins, cough syrups/drops, herbal supplements, eye drops, ointments, and tums, must be approved by the Primary Care Physician and must be in the original container.

If a resident is capable of self-administering medications, it is required that all medications, both prescribed and over the counter, be kept in an area or container that is locked. Nursing staff can assist you with this requirement.

MEDICAL/DENTAL RECORDS

Individuals residing at SpiriTrust Lutheran, The Village at Utz Terrace are encouraged to comply with physicians' orders for routine medical exams and treatments. A resident record is kept for all personal care residents. It is very important that the Personal Care staff know of changes/visits to physicians, change in Power of Attorney, or changes of address and telephone numbers.

NEWSPAPERS AND MAGAZINES

Newspapers are available for all residents to enjoy. If you wish to subscribe to a specific newspaper or magazine, you may make these arrangements on your own. You will be responsible for the bill.

PERSONAL CARE SERVICES

Assistance with the following services will be provided, if necessary, as indicated in the resident assessment and support plan.

ADL's (Activities of Daily Living) - eating, drinking, ambulating, transferring in and out of a bed or chair, bladder and bowel management, personal hygiene (bathing, oral hygiene, hair grooming and shampooing, dressing, undressing and care of clothes, shaving, nail care, foot care, and skin care), securing health care, managing health care, self-administering medication, and proper turning and positioning in a bed or chair.

IADL's (Instrumental Activities of Daily Living) - doing laundry, shopping, securing and using transportation, managing finances, using a telephone, making and keeping appointments, caring for personal possessions, writing correspondence, engaging in social and leisure activities, using a prosthetic device, and obtaining and keeping clean, seasonal clothing.

PETS

Pets are not permitted to stay in the Personal Care Residence. Visiting pets must be leashed or caged and under control of the owner. A copy of current license and vaccination records must be available and a copy given to the Activities Manager/designee.

PHARMACY

The community is serviced by a pharmacy that provides 24-hour emergency delivery. The pharmacy implements the physician's orders and provides the medication on a timely basis.

If a resident chooses to use an alternate pharmacy, please understand that medication must be on hand at all times. A designated person is responsible to provide refills and new prescriptions on a timely basis. Residents are responsible for their own medication bills.

If a medication is administered by the staff, the medication must be packaged according to SpiriTrust Lutheran, The Village at Utz Terrace protocol. Medications packaged by the VA are accepted.

PODIATRY

Podiatry services are available, upon request. Payment arrangements must be made directly with the Podiatrist.

REFUNDING RESIDENT'S PERSONAL FUNDS

Resident's personal needs allowance and any funds that Residence is holding for Resident in bank accounts will be refunded within two (2) business days after the permanent transfer or discharge of Resident from Residence, and termination of this Agreement, subject to deductions for outstanding bills or other amounts due the Residence. Any other personal funds being managed or held by Residence on behalf of Resident will be refunded within two (2) business days from the date that Resident's room is cleared of Resident's property, subject to deductions for outstanding bills or other amounts due the Residence. In the event of Resident's death, the refund will be made to the duly authorized representative of Resident's Estate, to the Responsible Person or guarantor designated under this Agreement, or to other persons entitled to property under current law.

The finance department will be responsible for resident refunds at the time of discharge.

RELIGIOUS SERVICES

We are pleased to have a chaplain on our staff to assist with meeting the resident's spiritual needs. Their role is not to take the place of the residents' own pastors, but to serve as a liaison and complement their ministry by filling the gaps and meeting immediate and emergency pastoral needs.

Please refer to the activities calendar for religious services.

RESIDENT COUNCIL

Resident meetings are held monthly. The meetings are open to all residents and are an opportunity for residents to discuss any concerns, suggestions, or comments regarding their residence at SpiriTrust Lutheran, The Village at Utz Terrace.

ROOM ACCOMMODATIONS

The Senior Living community reserves the right and discretion to transfer a resident to another room within the Personal Care Home.

ROOM FURNISHINGS

We provide a bed, bed linens (to fit our bed), dresser, nightstand, chair, and a lamp. You may, however, choose to furnish your room with your own furniture and other personal possessions from home as space permits. The resident's furniture and equipment must be in good repair, clean, and free of hazards. Safety of rooms are monitored by designated staff on a regular basis. If a room is found to be cluttered or unsafe, recommendations will be made to the resident and/or responsible person. The Buildings and Grounds staff will assist you with hanging any articles on the wall. (A work order is provided for you in the back of this handbook.) An operable lamp or other source of lighting that can be turned on/off at bedside is required. **ALL** electrical appliances must be approved by the Buildings and Grounds staff. **NO EXTENSION CORDS ARE PERMITTED. PORTABLE SPACE HEATERS ARE NOT PERMITTED PER DPW REGULATION.**

All residents' bathrooms **must** have a covered trash can which is provided.

SECURITY

A security guard is on the premises daily from 3 p.m. – 7 a.m.. Please notify nursing staff or the receptionist if you need to contact the security guard on duty.

SMOKING

Our campus is SMOKE-AND TOBACCO FREE. Smoking, chewing, and electronic cigarettes are NOT permitted on any of the premises of SpiriTrust Lutheran, The Village at Utz Terrace.

SUPPORTIVE SERVICES

The personal care staff will assess your needs and the appropriate referral will be made for you. Other community resources will be available to you including but not limited to Area Agency on Aging, mental health services, grief recovery programs, congregational groups specializing in service to others, and other SpiriTrust Lutheran life-enhancing programs and services.

TELEPHONE SERVICES

A telephone is located in your room for personal phone calls. Local and long distance calls are included in your daily room rate. You must dial 9 to access an outside line.

TELEVISION

Basic cable service is provided and is included in your daily room rate.

TRANSPORTATION

Please refer to Schedule of Charges.

VALUABLES AND CASH

It is suggested that residents limit cash in rooms to \$20.00. Residents may set up a personal account with SpiriTrust Lutheran, The Village at Utz Terrace. Transactions can be made during business hours.

VISITING

Visiting hours are non-restrictive.

VOLUNTEER OPPORTUNITIES

SpiriTrust Lutheran, The Village at Utz Terrace depends heavily on the help and generosity of many volunteers to better serve the needs of our residents. You may find great satisfaction in giving some of your time, interest and energy to one of the many volunteer needs of the Senior Living Community. If you are interested, please notify the Volunteer Program Coordinator.

VOTER REGISTRATION

Residents interested in maintaining their voter registration should make such arrangements through the Activities Department. Absentee ballots, changes in registration, etc., can be accommodated. The polls for West Manheim Township are located in St. Joseph's Church. Information regarding this will be provided to you prior to each election.

ACKNOWLEDGEMENT

The contents of the SpiriTrust Lutheran, The Village at Utz Terrace Personal Care Handbook have been reviewed with me and I fully understand its contents and acknowledge the receipt of this handbook.

Resident

Date

Power of Attorney or Legal Representative

Date

Witness

Date