



Skilled Care Center
Resident and Family Handbook

Rev. 3/1/15

SPIRITRUST LUTHERAN STORY

SpiriTrust Lutheran was founded with a belief that the possibilities of a strong community are endless. More than 50 years later, the number of communities we serve has grown, yet our commitment to providing quality services and care remains strong. SpiriTrust Lutheran cares for the entire community. We care for our seniors by offering quality retirement living options including residential, assisted living, personal care, skilled care, and rehabilitation services. We address the needs of the sick by offering home care services and Hospice. We take care of those who need assistance by offering a range of community outreach services. As we continue our efforts to serve and to care, one thing remains constant; we are guided by three words: Community, Faith, and Care.

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.

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 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 team members.

Welcome to SpiriTrust Lutheran[®], The Village at Utz Terrace. We are so pleased that you have chosen to entrust us with your care! This handbook has been prepared in an effort to answer some of the questions that you and your family may have as you enter into this new experience. The following will serve as a reference for general questions you may have on admission or during the course of your stay. Team is always available to assist if you have any questions.

SMOKE/TOBACCO PRODUCTS FREE ENVIRONMENT

SpiriTrust Lutheran has a "No Smoking/Tobacco Products" policy in all skilled care centers. Please do not smoke anywhere on the property.

VISITATION GUIDELINES

- A. In accordance with regulation, there are no set hours for visitation.
- B. Individuals who have colds or other infectious diseases are asked to not visit to prevent spreading illnesses to the residents.
- C. Visitors who bring food in for any resident are asked to notify the charge nurse or Supervisor prior to giving the food to the resident.
- D. Residents are under the care of an attending physician, as such; please refrain from providing any medications or supplements. If you have any questions, please ask the charge nurse.
- E. Visitors bringing belongings for residents must bring the items to the Charge Nurse for inventory.
- F. Visitors at all times are expected to behave in a respectful manner to everyone while at the center. Privacy, confidentiality and dignity are crucial to the residents.
- G. Administration adheres to a "zero tolerance policy" regarding abuse or neglect. This pertains to team members, families, visitors, volunteers, other residents, and anyone who may come in direct contact with our residents. Administration has a responsibility to protect all of our residents from abuse or neglect. If anyone is suspected of abusing or neglecting a resident, we will follow the established procedure for protecting, reporting, and investigating the allegation. This measure is solely for the protection of our residents.

ROOM ASSIGNMENT

Room assignment is determined by a resident's medical and social needs. We recognize that sharing a room can be difficult. If a resident finds that she/he and a roommate are incompatible, please contact Social Services.

Center reserves the right and discretion to transfer a resident to another room or bed within the Center consistent with the safety, care and welfare needs of the resident.

TELEPHONES

Team members will provide instructions on setting up personal phone services where needed.

TELEVISIONS

Televisions are available for use in designated common areas. Residents who wish to bring their own television may do so provided it meets the space requirements. Please inform the team members if you wish to bring a personal television, as all electrical items must be inspected and labeled by the Buildings and Ground team members.

MAIL

Mail is processed through the Reception Desk and delivered to residents per the U.S. Mail deliveries. Outgoing mail may be left at the Nurse's Stations or placed at the Reception Desk.

Stamps may be purchased, in limited quantities through the Receptionist during regular business hours. The Activities Department may assist with preparing mail or writing letters.

MAILING ADDRESS and PHONE NUMBER

Name of Center:	Spiritrust Lutheran, The Village at Utz Terrace
Name of Resident/Room #:	
Street:	2100 Utz Terrace
City/State/Zip Code:	Hanover PA 17331
Phone:	717-637-0633

NEWSPAPERS

Newspapers are located in designated areas. If a resident wishes to have his/her own subscription to a newspaper, the resident or family must make the arrangements with the newspaper's circulation department

DINING SERVICES

Our Dining Services, in partnership with our contracted provider, provides well-balanced, nourishing meals daily. Special supplements, snacks, and beverages are always available to the resident and/or as recommended by the Registered Dietician.

Guests for Meals

Guests are permitted and encouraged to dine with residents. See the receptionist to purchase a meal ticket. Residents and their guests may make arrangements with the front desk to schedule special events such as birthday parties or family gatherings space permitting. Please contact the receptionist for scheduling information.

SALON SERVICES

Salon services are available for all residents. New residents will be contacted to arrange a schedule for appointments.

APPOINTMENTS/TRANSPORTATION

Outside appointments with doctors, dentists, etc., must be coordinated with the Charge Nurse. It is recommended that families provide transportation to these appointments when possible. If you are unable to provide transportation, you should notify the Charge Nurse so that the necessary transportation arrangements can be made. We encourage a family member to accompany the resident to the appointment if unable to provide transportation.

ACCOUNTING/FINANCES/BILLING

Questions Regarding Monthly Billing/Charges

Questions regarding resident's monthly bill, charges, Medicare, Medical Assistance, insurance, etc. should be directed to the Finance Office.

Locked drawers are available in resident rooms for safekeeping personal items. It is recommended that cash and valuables not be stored in a resident's room. Notify the team members if you wish to have a key.

Cash may be deposited with the finance office for resident personal use. All funds are put into an interest bearing account.

Medicare Non –Covered Items

Per the Medicare Benefit Policy Manual Chapter 16, Section 10, No Medicare coverage is available for certain items and services, when the following conditions exist:

Not reasonable and necessary

No legal obligation to pay for or provide

Paid for by a governmental entity

Not provided within United States

Resulting from war

Personal comfort

Routine services and appliances

Custodial care

Cosmetic surgery

Charges by immediate relatives or members of household

Dental services

Paid or expected to be paid under workers' compensation

Non-physician services provided to a hospital inpatient that were not provided directly or arranged for by the hospital

Services Related to and Required as a Result of Services Which are not Covered Under Medicare

Excluded foot care services and supportive devices for feet; or

Excluded investigational devices

Services Included in Medicaid

Regular room
skilled care services
dining services
social services
services required to meet certification standards
medical and surgical supplies
use of equipment and facilities such as wheelchairs, canes, walkers and other durable medical equipment.

ADMINISTRATION OFFICE HOURS

Normal business hours are Monday through Friday, 8:30 to 4:30 or by appointment.

GRATUITIES

Team members are not permitted to accept tips/gratuities: a smile and a thank you are always appreciated.

SKILLED CARE SERVICES

Skilled care team members are available 24 hours a day, seven days a week to provide care and assistance to the residents. The number of skilled care team members on duty for each shift is posted daily.

Physician Services

The attending physician is a licensed physician chosen by the resident and/or POA/responsible party to coordinate the overall care for the resident.

Communication with Skilled Care Team Members/Physician

Residents and families are encouraged to communicate to the Charge Nurse or Resident Care Supervisor any concerns regarding the resident's daily care provided by the skilled care team members.

Medications and Pharmacy

The skilled care center has an agreement with a contracted provider for pharmacy services. If you wish to use a different pharmacy provider they would be required to package the medications according to the center's medication administration procedures. Please talk to the Nursing Team members if you wish to use a pharmacy provider other than contracted provider. [Attachment E]

Plan of Care

A Plan of Care is developed based on identified or expressed needs of the resident with set goals and time frames for achieving those goals. It is essentially a working tool to measure the overall medical, physical and social well-being of the resident. Residents are encouraged to participate in the development and implementation of the plan of care and to attend meetings as scheduled. You or someone you designate will receive an invitation prior to your scheduled meeting.

Additional Medical Services

The need often arises for residents to see specialists for care and services above and beyond that which is provided at the center. Some specialists come to the center to provide their services. Residents are also permitted to utilize providers of choice in the community. Providers that deliver services on-site may include but are not limited to: laboratory, x-ray, dental, optometry, podiatry and audiology.
X-ray.

REHABILITATION SERVICES

Specialized rehabilitation services are provided in all skilled care centers of SpiriTrust Lutheran through an agreement with a qualified rehabilitation services provider. Rehabilitation services include physical, occupational or speech therapy (PT, OT, ST) when ordered by the physician.

ACTIVITIES

A qualified Activities Director is employed to provide for an ongoing program of activities designed to meet the interests and the physical, mental and psychosocial

well-being of each resident. Each resident receives a monthly calendar of activities and updates are distributed weekly.

Volunteers

Volunteers make a vital difference in the lives of residents and assist residents in a variety of ways. Family members and friends are encouraged to contact the Volunteer Program Coordinator if they wish to serve as a volunteer.

Voter Registration

The Activity Team members will assist residents who wish to vote.

Church and Religious Services

A number of opportunities for worship and fellowship are available. Each community is served by a chaplain. Religious services are held at designated times and locations. Times and days of services will be provided. Special Services are also held on all major religious holidays. The Sacrament of Holy Communion is normally offered each Sunday of the month and at special services as announced. All members of the community and their guests are invited to religious services and activities.

We recognize that all residents may not be of the Lutheran faith. Please notify the team members if you would like us to contact your local church, synagogue or temple.

SOCIAL SERVICES

Social Services are available to assist with adjustment, quality of life issues and needs. Please contact the Social Services department with any concerns or questions that may come up. Social Services team members participates in the admissions process, room changes, discharge planning and various other issues that require an advocate for the Resident.

Resident Complaints/Concerns

If at any time a resident or family member has a concern, suggestion or complaint, please see a team member immediately to address your concern. Concern forms are

also available for your use to document your concerns or complaints and to ensure that you receive a timely resolution.

The Area Agency on Aging has an Ombudsman Program designed to assist in the confidential resolution of complaints or problems in long term care settings. An Ombudsman serves as an “intermediary” when concerns are unable to be resolved with administration of the Center.

The Department of Health has a Grievance Hotline to which you may report complaints or suspected abuse or neglect allegations of skilled care center residents. The number is accessible 24 hours a day, 7 days a week. The number is **1-800-254-5164**.

Spiritrust Lutheran also has a Compliance Hotline 1-800-211-2713 to report standard of conduct violations in ethical and legal matters.

Resident Council

The Resident Council is comprised of any interested resident who wishes to be involved in a formal resident group which addresses issues for the total resident population of the Center. The purpose of the Resident Council is to provide representation of residents in the administration of matters directly affecting the rights, interests, well-being and convenience of the residents. The Council meets on a monthly basis to discuss concerns and suggestions related to the Center. All residents are invited to attend council meetings. Team members would be happy to assist families wishing to organize a family council.

LAUNDRY SERVICES

Personal Laundry is collected daily. Please allow a few days for clothing items to be laundered and returned. Clothing must be labeled with the resident's name by laundry team members at the time of admission or when new items are brought in. Please take unlabeled clothing to the Charge Nurse so they may be taken back to Laundry to be labeled. [Attachment F available to elect not to utilize laundry services]

HOUSEKEEPING SERVICES

Housekeeping services are provided daily. To facilitate cleanliness and to discourage pests and insects, residents are asked to store food items in their rooms in plastic sealed containers.

BUILDINGS AND GROUNDS

The Building and Grounds team members care for the general maintenance and upkeep of the building and property. The following are general rules to assist in care and maintenance of building property and grounds:

Wall Hangings, Pictures

If you wish to hang a picture, mirror, etc., please contact Social Service Team members who will make arrangements with the Buildings and Grounds Department to take care of this for you.

Electrical Appliances

All electrical items must be inspected and labeled by the Buildings and Ground team members. **Space heaters, heating pads, humidifiers, or electric heaters are not permitted. The use of extension cords is strictly prohibited.**

Furniture

Residents may bring in a personal chair to be placed at the bedside. Chairs must have fire retardant labeling with certification of proof that the chair has been treated with fire retardant materials, must be appropriate for the resident and must fit in the allotted space on the resident's side of the room in a semi-private room.

Fire Drills/Alarms

Unannounced fire drills are conducted on each shift at different times to ensure that team members, residents, and visitors are aware of and capable of responding to emergency situations. Your cooperation and participation with fire drills is greatly appreciated!

General Campus Safety

Please obey all traffic signs that appear in the communities. Follow directional and speed limit signs. These signs are posted for the safety of the residents of the community as well as visitors and team members. Please report any unsafe driving.

CENTER RULES, REGULATIONS, POLICIES AND PROCEDURES

Resident shall comply fully with all governmental laws and regulations, the provisions of this Agreement, and Center's rules, regulations, policies and procedures as reflected in the Resident Handbook or other Center documents. Center reserves the right to amend or change its rules, regulations, policies and procedures. The Center's rules, regulations, policies and procedures shall not be construed as imposing contractual obligations on the Center or granting any contractual rights to Resident. The Center does not permit smoking/tobacco products anywhere on its premises. A copy of the Resident Handbook shall be provided to Resident upon admission.

PERSONAL AND OTHER PROPERTY.

Responsibility for Maintenance and Loss.

Resident is responsible to furnish and maintain his or her personal property as needed. Resident may obtain at his or her own expense, casualty insurance to cover potential damage to or loss of personal property.

Damages to Room or Facility Property.

Resident or Resident's estate is responsible for any damages caused to Center property beyond normal wear and tear, and shall pay for the repair and replacement of damaged property, based on the actual charge or cost to Center for such repair or replacement.

Disposition and Storage Upon Resident's Death.

Upon the Resident's death, Resident's authorized representative shall be contacted to arrange for an inventory of Resident's personal property. Center is authorized to transfer Resident's personal property to a duly authorized representative of the Resident's estate or to such parties or persons entitled to the property under current law. The duly authorized representative of Resident's estate or other persons entitled to property under current law must acknowledge, in writing, the receipt of the personal property transferred to his or her custody. After completing an inventory, resident's personal property may be moved and placed into storage. If property held in storage is not claimed within thirty (30) days, a notice shall be sent to the authorized representative via certified mail that if items in storage are not removed within fourteen (14) days of receipt of the letter, then Resident's property may be disposed of.

Disposition and Storage Upon Resident's Transfer or Discharge.

If Resident's personal property is not claimed or removed within forty-eight (48) hours after Resident's permanent transfer or discharge, Center shall move and place Resident's personal property in storage until claimed. If Resident's personal property remains unclaimed for thirty (30) days after permanent transfer or discharge, Resident shall be obligated to pay a storage fee as assessed by Center. After a thirty (30) day period in storage, the Center may dispose of Resident's property. The Center is not responsible for any damages incurred to Resident's property if storage becomes necessary. Resident or Resident's estate shall be obligated to pay all costs of storage or disposition and shall bear the risk of loss or damage to the property.

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HANDBOOK ACKNOWLEDGEMENT

My signature below indicates that I have received a copy of the Skilled Care Center Resident Handbook and I acknowledge that this information has been reviewed with me or my designated Responsible Party.

Printed Name of Resident OR _____
Printed Name of Responsible Party

Signature of Resident or Responsible Party _____
Date

Signature of Team Member Reviewing _____
Date

Printed Name of Team Member