



**GENERAL INFORMATION
AND
HOME RULES**

**PERSONAL CARE RESIDENCE
HANDBOOK**

**SpiriT Trust Lutheran, The Village at Kelly Drive
Personal Care Residence**

Revised: 8.10.23

The Personal Care Residence Handbook is considered the Rules and Regulations for Spirit Trust Lutheran. This updated information supersedes all previous Personal Care Residence Handbooks.



General Information and Home Rules

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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.

NON -DISCRIMINATION POLICY

It is the policy of SpiriTrust Lutheran 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, sexual orientation, 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, sexual orientation, 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.

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 team members 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*

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 team members so first aid can be administered, if necessary, and a written report can be completed, even if there are no apparent injuries.

ADVANCED DIRECTIVES

Pennsylvania Orders for Life-Sustaining Treatment (POLST) is a medical order that gives residents and their families/health care surrogates control over their end-of-life-care. SpiriTrust Lutheran recognizes the POLST in its Personal Care Residence communities. This order follows residents as they move through the continuum of care.

The use of the form is available for persons who have had advanced chronic progressive illness, those who might die in the next year or anyone wishing to further define their preferences of care.

The form is used to either limit medical interventions or to clarify a request for all medically indicated treatments including resuscitation.

The POLST form is recognized but is not mandatory in SpiriTrust Lutheran Personal Care communities.

Resident's Primary Care Physician will oversee education, completions and revisions of POLST if present. The form accompanies the resident, and is transferable and applicable across care settings.

ATTENDING PHYSICIAN

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

ADMINISTRATIVE OFFICES

Office Hours

Office hours are 8:00am – 4:00pm, Monday through Friday. The office is closed on weekends and holidays.

Notary Service

Notary service is available. Please contact the Receptionist for information.

Payments

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 dropped off at Front Desk. Automatic Debit Authorization and payment by credit card is also available through the Finance Office.

COMMON AREAS

Residents are encouraged to use the many "common areas" for socialization and relaxation. Furnishing, décor, and maintenance of common areas is the responsibility of Spiritrust Lutheran. Any additional items placed in the common areas by residents, team members, or guests without prior approval will be removed. Holiday decorations of the common areas will be coordinated through the Village team members.

Refrain from placing personal decorations and plants in the hallways or common areas as they may block pathways or access to the use of handrails. Decorations can be a safety hazard and you may be asked to remove any hazards.

Reservations of common areas may be coordinated through Community Life Enrichment Coordinator.

CRITERIA FOR ADMISSION AND DISCHARGE

- The Pre-Admission form will be completed by the Health Services Manager/designee to determine if the applicant's 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 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 will be referred to an appropriate local 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, but are not limited to non-self care skilled nursing needs such as:
 - Bariatric *
 - IV therapy
 - Tracheotomy Care
 - Tube Feedings
 - Actively Exit Seeking, Wandering*
 - Complex Wound Care (ie require packing, wound vac)*

- TPN
- Daily, non-insulin injections
- Total Immobility
- Reportable Infections Diseases, such as Tuberculosis

*ability to accommodate these care needs is situationally dependent on resident, physical plant, availability of equipment and programming and should be discussed with Personal Care Home Administrator.

DELIVERY AND MANAGEMENT OF SERVICES

- **Preadmission Screening:** The form is completed by the Health Services Manager/ Designee prior to moving into Personal Care Residence 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. The Resident Agreement will be signed and dated, including:
 - Residents Rights
 - The Complaint Procedure
 - The Schedule of Charges
 - The Level of Care Assessment Grid
- **Resident Funds:** A resident has the right to manage his or her own funds. A personal trust fund can be established to assist with the management of funds if requested. Funds are available to the resident during business hours by contacting the Administrative Secretary.
- **Assessment 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 for any reason with a thirty (30) day written notice given to the Administrator/designee.
- **Withdrawal Against Medical Advice:** In the event that a resident withdraws 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 Human Services (DHS), 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.

DINING SERVICES

Residents may invite their family or guests to join them in the dining services options here at the Village. Family or guests may purchase their meals or, should the resident desire; the charges may be added to their monthly statement.

Catering services are available through Dining Services for residents as noted on the Schedule of Charges. Residents may elect to reserve community space for special

occasions such as birthdays, holidays, anniversaries, family/friend gatherings, etc. Please contact the Dining Services Manager for details and/or to arrange this service.

Concerns regarding the meals and/or menu should be addressed with the Dining Services Manager.

DIVESTITURE OF ASSETS STATEMENT

SpiriTrust Lutheran does everything it can to assist residents who legitimately need assistance because assets have been depleted through expenditure for paying for their care. If resident transfers or unreasonably depletes assets or resources represented in the application documents for admission, Resident shall not be considered for benevolent care and will be required to leave the community.

DO NOT RESUSCITATE (DNR)

In accordance with DHS regulation 2600.63d, team members can only honor an Out of Hospital Do Not Resuscitate order from a physician. Residents with an Out of Hospital DNR will be required to wear Out of Hospital DNR bracelet/necklace at all times.

Detailed information regarding Out of Hospital DNR's is available from the Health Services Manager.

FIREARMS/WEAPONS

Firearms and weapons are not permitted.

FIRE DRILLS

Fire drills are held at least monthly during various hours of the day and night. Participation in these drills is mandatory as per Department of Human Services (DHS) regulations. Failure to participate in these drills will be documented and may result in termination of your Residency Agreement.

An evacuation diagram is posted in each hallway.

If a resident is determined to have a 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 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.

GIFTS AND GRATUITIES

Team members of SpiriTrust Lutheran are prohibited from accepting gifts from residents. Accepting a gift would be in violation of policy and could potentially threaten employment status for team members. Please observe and adhere to this policy by not putting team members in a situation that could threaten their employment. A simple thank you is greatly appreciated. Food items may be accepted but will be placed in a common area for all team members to enjoy.

HOUSEKEEPING

The Environmental Services team members will provide housekeeping and cleaning services. Residents must maintain rooms in a sanitary and safe manner. Floors must be clear of stacked items, allowing for unobstructed egress throughout the room. If a room is found to be cluttered or unsafe, recommendations will be made to the resident and/or responsible person.

Please keep in mind if you are storing items on the top shelf of your closet there needs to be an 18 inch clearance from the bottom of the sprinkler head.

ILLEGAL DRUGS/SUBSTANCES

Illegal drugs/substances are not permitted.

INSURANCE

The Village does not guarantee the safety of or insure the personal belongings or furnishings of residents. Residents may obtain their own Renter's/Tenant's insurance on the contents of their residence.

LAUNDRY/LINENS

Laundry and linen services are provided by SpiriTrust team members. It is at your discretion whether you label your clothing. There is a washer and dryer available for residents choosing to do their own laundry.

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

If you are leaving the building at any time, please notify team members. If you are planning an extended leave of absence, please provide team members forty-eight (48) - hours' notice to assure that medications are available.

LIMITED LIFT ENVIRONMENT

Resident transfer assistance needs are accomplished with a gait belt. If any resident in the community would need assistance with transferring or standing after a fall, the nursing team member will determine if emergency medical assistance is needed based on the situation.

LIBRARY

A library of books, magazines, and other publications has been established for your reading pleasure. The library is operated on the honor system.

LIFE ENRICHMENT (SPIRIT360®)

Integrated around seven (7) dimensions of wellness: Intellectual, Spiritual, Emotional, Physical, Social, Environmental, and Vocational, our philosophy and programming focuses on optimizing your well-being. Life Enrichment Program/event schedules and other information pertinent to Village life are distributed on a scheduled basis. A monthly calendar listing is distributed. Information is also available on the SpiriTrust Lutheran website (www.spiritrustlutheranlpc.org).

Prior to using the exercise equipment, an order shall be obtained from the physician indicating the resident can safely utilize exercise equipment. Orientation to equipment use also must occur prior to use.

MEDICATIONS / PHARMACY

The community is serviced by a pharmacy which implements the physician's orders and provides the medication on a timely basis. Residents are responsible for their own medication / related supplies bills. 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 for the timely ordering and delivery of refills and new prescriptions on a timely basis, including any related supplies. Nursing team members will not track the supply of medications and/or supplies or contact pharmacy.

If a medication is administered by the team members, the medication must be packaged according to Village protocol. Medications packaged by the VA are accepted.

All medications including but not limited to prescription and over the counter medications, such as vitamins, cough syrups/drops, herbal supplements, eye drops, ointments, and antacids, must be approved by the Primary Care Physician and must be in the original container.

The use of legal forms of medical marijuana are permitted in certain situations and only in accordance with SpiriTrust Lutheran policy. Please see Health Services Manager for more information.

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. 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 team members can assist you with this requirement.

MEDICAL RECORDS

Individuals 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 team members know of changes/visits to physicians, change in Power of Attorney, changes in insurance, or changes of address and telephone numbers of family/emergency contacts.

MOVE-OUTS

Resident or Responsible Party is required to notify Personal Care Home Administrator with anticipated date of relinquishment, per terms of Agreement. Once all belongings have been removed, a pre-arranged walk-through of the unit must occur with the Administrator or designee. The unit will not be considered surrendered until that occurs. Applicable charges will continue until such time the walk-through appointment occurs and room is free of belongings. Donations of furnishings and personal belongings will not be accepted.

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.

PARKING/VEHICLES

All vehicles must be in working order, registered, and have current license to operate under state and local law. All vehicles must be insured by resident at least at the state minimum amount. The village does not assume responsibility for the safety of residents' vehicles and does not carry any insurance on residents' vehicles, or loss, theft, or damages.

At the time of admission, as needed and annually, residents must also complete a SpiriTrust Lutheran Vehicle Registration Form and provide a copy of declarations page of your automobile insurance, copy of current driver's license, and state issued vehicle registration.

It is the responsibility of every driver to operate their vehicle lawfully and in a safe manner within the Village at all times.

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 Life Enrichment Director/designee.

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.

SPIRITUAL CARE

We are pleased to have a chaplain on our team to assist with meeting the residents' 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 life enrichment calendar for religious services.

RESIDENT COUNCIL

This council affords the residents an opportunity to make suggestions to enhance resident and management communications. All residents of the Residence are encouraged to attend.

ROOM ACCOMMODATIONS

As per your Personal Care Agreement, SpiriTrust Lutheran has the right and discretion to transfer a resident to another room within the Personal Care Residence.

ROOM FURNISHINGS

We provide a twin size bed, dresser, nightstand, chair, and a lamp. You may, however, choose to furnish your room with your own furniture and other personal possessions 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 team members 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 team members will assist you with hanging any articles on the wall. 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 team members. **NO EXTENSION CORDS, HEATING PADS, OR ELECTRIC BLANKETS. PORTABLE SPACE HEATERS ARE NOT PERMITTED PER DHS REGULATION.** (Section 2600. 127)

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

SECURITY

For your protection and peace of mind, our Security/Buildings and Grounds team members conduct rounds at the Village on a regular basis.

In the event access is needed after entrance to Residence is locked, please access the doorbell.

TOBACCO AND SMOKING

Our campus is tobacco-free. Residents as well as team members, visitors, and guests are prohibited from smoking, vaping, or using tobacco in any form in Residence, in any common areas, on the property grounds, including personal vehicles or while in Village vehicles .

STORAGE

Limited storage space is available for seasonal clothing and small decorations.

SUPPORTIVE SERVICES

The personal care team members will evaluate your needs and the appropriate referral will be made for you, should the need arise. 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.

TELEPHONE SERVICES

Telephone numbers are assigned to the room and cannot be changed. You must dial "8" before the number to place a call. Local calls are included in your daily rate.

TELEVISION

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

If resident is bringing a television, please refer to the following guidelines:

- Wall mounted televisions may not be larger than 32". Prior to bringing in, please consult with Building & Grounds to ensure it can be wall mounted as some rooms will not accommodate.
- "Tabletop" televisions in semi-private / shared rooms can be up to 32" and must be placed on an appropriately sized, sturdy surface.
- "Tabletop" televisions in private rooms can be up to 42" and must be placed on an appropriately sized, sturdy surface.

TRANSPORTATION

Transportation services to medical appointments are provided subject to availability and must be scheduled in advance. Please refer to Schedule of Charges.

VALUABLES AND CASH

The community is not responsible for loss of residents' possessions, which may include but is not limited to cash, jewelry, hearing aids, eye glasses, dentures, etc. You may secure cash and other valuables in locked nightstand, if available. It is suggested that residents limit cash in rooms to \$20.00.

VISITING

Visiting hours are not restricted. Family and friends are welcome anytime. The residence does not provide overnight accommodations for guests. Guests are required to follow the rules and regulations of the community during their visit.

VOICE ACTIVATED DEVICES

SpiriTrust Lutheran is committed to adopting technology that can enhance the lives of residents while also protecting the privacy, dignity and security of the residents. Therefore, it is the policy of STL to allow families and residents to install and operate their personally-owned Voice-Controlled Devices (VCDs) in resident rooms on the terms and subject to the conditions of our policy. Any resident or resident's family that places a Voice-Controlled Device (VCD) in their room must notify staff of its placement for terms. Devices include but not limited to digital assistants (Such as Dot or Echo hardware using Alexa); voice-activated devices and smartphone applications (Such as Siri, Google Now or Alexa on phones and tablets); internet-connected toys that might record and transmit; operating systems/applications (Such as Windows 10, etc.) that allow voice commands. Voice- controlled electronic devices purchased by residents and their families can record conversations, which may present challenges for the facility in complying with resident privacy rights. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures. Please contact Health Services Manager before installing a device.

VOLUNTEER OPPORTUNITIES

You or a family member may find great satisfaction in giving some of your time, interest and energy to one of the many volunteer needs in the Residence. If you are interested, please notify the Volunteer Services Coordinator.

VOTER REGISTRATION

Residents interested in maintaining their voter registration should make such arrangements through the Life Enrichment Department. Absentee ballots, changes in registration, etc., can be accommodated. The location of polling places will be provided to you prior to each election.

WEBSITE

SpiriTrust Lutheran has a website specifically for residents and can be found at www.SpiriTrustLutheranLPC.org and selecting our community. Here you will find information on dining services, spiritual and life enrichment opportunities, resident and team members' directories plus other useful information.

ACKNOWLEDGEMENT

The contents of the SpiriTrust Lutheran, The Village at Kelly Drive Personal Care Residence 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

SpiriTrust Lutheran Designee

Date