

## Resident Handbook

### RETIREMENT (SHELTERED CARE)

Note: This handbook is also available for download here .

#### Non-Discrimination

- Heritage Square will not discriminate in the provision of care based on whether or not a resident has executed an Advance Directive.

#### Compliance with State Law

- Heritage Square will use its best efforts to comply with State Law regarding Advance Directives.

#### Your Advance Directive

- If a resident executes an Advance Directive or if you have already executed an Advance Directive, they must give the facility a copy of it which will be kept in the Administrator's Office. The facility will document the Advance Directive in their medical record. They also must notify your attending physician that they have an Advance Directive. If they have a Durable Power of Attorney for Health Care, the facility will record the agent's name and how that person can be reached.

#### The Retirement (Sheltered Care) Center's Philosophy

- Heritage Square has no objections to the removal or withholding of any treatment in accordance with State and Federal Law and this policy. Many such care decisions, however, must be ordered by the physician. The facility is not required to, and might not, take any action in opposition to your physician's judgment. They should communicate to their physician their views on termination or withholding of treatment and seek assurance regarding his or her philosophy on following their wishes.

### GUEST ROOMS

A guest room offers overnight accommodations for out-of-town visitors. If there is a room available in Sheltered Care, a guest of a resident may arrange to stay by contacting the Social Services Director. There is no fee for this service, but donations are accepted.

#### DINING (guests)

Dining rooms can be booked for residents on special occasions and celebrations.

#### Reservations

- Notify the front desk and let them know which meals your guest plan to eat at Heritage Square

#### Cost

- \$6.00 per adult meal and \$2.50 per child except on special holiday
- \$6.50 per adult and \$2.75 per child on: New Year's Day Easter Sunday Mother's Day Thanksgiving Christmas Day

#### Time

- Breakfast at 7:20 a.m.
- Lunch at 11:20 a.m.
- Supper at 5:20 p.m.

Since the resident and his/her guest eat first, the above times are 10 minutes earlier than the regularly scheduled meal times. Breakfast and Lunch are buffets and Supper is a served meal. Let the waitresses in the Resident Dining Room know when the guest has arrived for a meal. Residents with guests eat in the Guest Dining Room. Make reservations one day prior.

If a resident wishes to have a guest for lunch (Mon. &ndash; Sat.), notify the main office by 10:00 A.M. Sunday lunch is a served meal. If a resident wishes to have a guest at that time, please let the receptionist in the main office know the day before, evening meals are also served meals.

Reservations for evening meals for guests should be made by 10:00 A.M. Residents may reserve the Guest Dining Room for card parties, special birthday celebration, or family gatherings by contacting the Social Services Director.

MEALS (for Sheltered Care Residents)

MONDAY through SATURDAY

- 7:30 - 8:30 a.m. Buffet Breakfast

SUNDAY

- 7:30 - 8:30 a.m. Buffet Breakfast

MONDAY through SATURDAY

- 11:30 a.m. - 12:30 p.m. Buffet Lunch

SUNDAY

- 12:00 p.m. - 1:00 p.m. Lunch

MONDAY through SATURDAY

- 5:30 p.m. - 6:30 p.m. Dinner

SUNDAY

- 5:30 p.m. - 6:30 p.m. Buffet Dinner

Menus are posted on the bulletin board on the wall outside the dining room.

Special diets by physicians' orders are available for each meal. Substitutes for the scheduled meal are available. An entree sheet is given out each week for residents to select their entree for the dinner meal for the coming week.

Special arrangements may be made for a meal to be served other than at the scheduled times.

Residents should contact the Charge Nurse for special arrangements for a delayed meal time due to doctor appointments or other scheduled appointments.

**SPEAKER PHONES**

Use of speaker phones is available through the Social Services office.

**WASHER/DRYER**

A complimentary washer and dryer are located in the North Wing and the South Wing laundry rooms. They may be used from 7:00 a.m. - 7:00 p.m.

**RESIDENT COUNCIL**

At Heritage Square we believe in and support the Resident's right to influence his/her care and to voice his/her concerns. The Resident has several options for expressing these needs. These include individual conferences with administrative staff and submitting recommendations through the suggestion box. One of the most important resources for a "RESIDENT VOICE" is the Resident Council.

The Resident Council meets monthly and serves as a group forum for discussion. The Council is set up formally with officers and an agenda for each meeting. However, everyone has the right to comment on issues raised or to raise new concerns. Furthermore, Heritage Square has an obligation to respond to all concerns expressed. They can expect either an explanation as to the plan for correcting or modifying the concern or the reason why that particular concern cannot be addressed at this time. Lest they think the Resident Council is only a place for people to complain, here are some of the other ways:

- Resident Council works for the resident. Sometimes the Resident Council makes suggestions for special events or activity programs.
- Sometimes the members work on special projects to benefit others, such as community service projects or sending get-well cards to our people or welcoming new residents.
- Sometimes the Resident Council requests or invites non-residents to attend. This might be a Department Head coming to explain how his/her department works or someone from the community explaining his/her program and how it affects the elderly.
- The Resident Council might invite a guest to speak on special issues, such as Resident Rights.

The Health Care Resident Council meets monthly with the Residents and the Co-chairmen on the first Thursday of the month at 10:30 a.m.

The Health Care Center Family Council meets quarterly during the months of March, June, September, and December. The meeting is conducted by an elected family members.

The Sheltered Care Resident Council meets monthly on the second Thursday of the month at 9:45 a.m. The meeting is conducted by the Co-chairs of the Resident Council.

The Social Services Director is facilitator to all councils.

## MEDICAL SERVICES POLICY

Each resident may choose his/her own primary care physician who must be qualified and licensed in the State of Illinois.

Any resident who wishes to change physicians must agree to fulfill physician requirements as stated within state and federal regulations. The frequency of physician visits are determined by:

- Resident's physical status
- Assessment of need by physician, nursing staff, resident and family, and by state and federal regulations

Check with the Social Services Department for a list of physicians in this area.

#### MEDICAL DIRECTOR

Local Physician

#### QUALITY ASSURANCE CONSULTANT

- Professional Audiology services are provided through private arrangements by residents and families.
- Professional Physical Therapy services are available through a contractual arrangement with K.S.B. Hospital.
- Hearing Aid cleaning and checks are the 4th Tuesday of every month at 1:00 P.M. in the Reagan Room.
- Eye glasses are checked and adjusted the 4th Tuesday of every other month at 8:00 a.m. in The Reagan Room.
- Emergency Services: K.S.B. Hospital Emergency Room

#### BEAUTY SHOP

Heritage Square has a beauty shop located on the lower level. Appointments can be arranged by contacting the beautician during shop hours. Appointments may be made for Wednesday, Thursday or Friday. Beauty Shop fees can be billed or paid in cash by the resident.

Barber service for men is available in our Beauty Shop by special appointment. Residents may have their own barber use the Heritage Square Beauty Shop or contact Social Services to arrange an appointment.

#### SOCIAL SERVICES

This department will help new residents adjust to living at Heritage Square while retaining as much of their own living style as possible.

Social Services provides assistance with the following

- Admissions --Tours -- Information
- H.C.C. Resident Council and H.C.C. Family Council

- All Resident Council
- Car Parking Assignments
- Solving Daily Problems
- Personal Shopping
- Reserving Space for Group Gatherings
- Talking Book Program
- Religious Services
- L.O.A. &ndash; Resident Leave of Absence
- Yearly Contracts
- Guest Room Reservations

OR will direct the resident to the department that will answer their needs.

#### IN CASE OF EMERGENCY

We strongly encourage all residents to designate someone with the Power of Attorney to act in their behalf in case of illness or inability to act in their own stead. (See Advance Directives)

#### VALUABLES

Residents are encouraged to use a checkbook or request small amounts of cash as needed from the bookkeeper.

#### EVACUATION PLAN

Staff will assist residents in the event of an emergency evacuation, drills are held two times per year. Fire Drills are scheduled as needed by the Administrator.

#### MAIL (Sheltered Care)

All mail will be placed in each of the appropriate resident mailboxes located next to the Reagan Room.

Mail to be sent out should be brought to the main office by 10:00 a.m. or 4:00 p.m. if it is to be mailed the same day. Stamps, envelopes, stationery, and greeting cards are available for purchase at the main office during office hours. Any resident needing assistance in sending mail may request assistance through the Social Services Director.

#### CHANGE OF ADDRESS

Notify the Post Office of change of address to Heritage Square. Change of Address Cards may be obtained from the Social Services Director.

Notify the Social Security Office and all other necessary people such as businesses and publications

## SHOPPING

Shopping for small personal items is a service available by contacting the Social Services Office.

## MEDICARE

This facility does not participate in the Medicare Program. Therefore, no portion of the room and board will be covered by Medicare. Some services, such as physician and physical therapy services, may be covered under Medicare Part "B". Should the resident be hospitalized, Medicare Part "A" may apply for the duration of this hospitalization, at that time.

## NEWSPAPERS

Newspapers are located in the lounge areas of the Sheltered Care floor. The newspapers must be read in the lounge areas and not taken to a resident's room.

## QUESTIONS

See the Social Services Director for any questions regarding guests.

## RELIGIOUS SERVICES

Heritage Square has a lovely Chapel. All churches of any denomination may reserve the Chapel for their parishioners.

The following are ongoing, scheduled services (see our Calendar):

- Weekly Ecumenical Worship is held on Sunday at 2:00 p.m. with area ministers leading the services.
- Devotions are held Monday, Wednesday, Friday mornings at 8:15 A.M. per volunteer.
- Nondenominational Bible Study is held at 10:00 A.M. in the Health Care Center and at 10:30 A.M. in the Sheltered Care conducted by the Heritage Square Chaplain each Thursday.
- Ecumenical Communion Services are held seasonally by the Heritage Square Chaplain in the Chapel.
- Roman Catholic Services - First Friday Communion is held on the first Friday of every month at 9:30 A.M. Rosary/Communion Service is held weekly on Tuesday at 9:30 A.M. Masses are held as scheduled.
- Clergy from any church may set up religious services for their parishioners by contacting the Social Services Director.
- Memorials, or special services may be held in the chapel by reservation through the Social Services Director.

## TELEPHONE POLICY

Heritage Square provides telephone jacks in each room. A resident may have his/her own private telephone if he/she wishes. All arrangements for connect/disconnect are made by resident or resident's family. The telephone company will bill the resident directly.

Residents not having their own private telephone may have regular access to private use of a telephone. The resident telephone areas for receiving calls are located in the North Lounge of the second floor and the North Lounge and South Lounge on the Sheltered Care floor.

Arrangements for long distance telephone calls may be made with the Charge Nurse at the Nurses' Station in the Health Care Center or with the Social Services Director in the Sheltered Care area. All assisted long distance telephone calls will be billed to the resident.

Anyone needing assistance in making local phone calls may request help from the Charge Nurse in the Health Care Center, the Social Services Director in Sheltered Care, or the receptionist at the front desk in the Sheltered Care area. If a resident requests to make a confidential call, arrangements can be made with the Social Services Director.

A Speaker Telephone is available. Contact Social Services Director.

#### VISITING POLICY

Family and friends are encouraged to visit residents. Visiting hours are from 8:00 a.m. to 9:00 p.m. The main entrance door is locked at 8:00 p.m. To enter after 8:00 p.m. use the buzzer at the main entrance, north parking lot or the north entrance near the resident parking area.

If a resident has a guest leave after 8:00 p.m., he/she should notify the staff that the guest is leaving the building. Special circumstances for visiting may be discussed with the Social Services Director.

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