



Thank you for choosing our facility to meet your health and rehabilitation needs. We look forward to being of service to you in support of your wellness. Our approach to your care includes open communication, availability of certified and licensed, professional staff, and a commitment to provide quality services in a comfortable environment.

To help ensure your stay with us is pleasant, we encourage you to provide us with feedback and let us know how we may better meet your needs on an ongoing basis. I, as the Administrator, or another member of our team, will be happy to meet with you at your convenience. If you have a question or would like assistance with a concern, please ask for one of the department managers or myself. We look forward to helping in any way we can.

Additionally, because all of your views are important to us, you will be receiving a questionnaire within the next ninety days. Your responses allow us to assess how we are doing in meeting the expectations of our customers. We continue to strive for excellence and your input assists us in staying on target. Please take a few minutes to complete the Customer Satisfaction Survey you receive in the mail.

For your convenience, we have put together a Resource Guide to answer frequently asked questions, explain important operational policies and procedures, and highlight the many services and amenities available at our facility. This booklet is yours to keep, review, and refer back to as needed. From time to time, questions may arise that this booklet does not answer. In such instances, please contact me, the Administrator, and I will be happy to be of assistance.

We take great pride in being your choice for retirement and health care services. We look forward to working with you to reaffirm the confidence in your decision and your trust in us.

Respectfully,

Administrator
Riverview Community



UNITED CHURCH HOMES
A not-for-profit retirement services corporation

A United Church Homes Community

SERVICES

Our facility is comprised of a team of people who specialize in different areas to provide you with the care and comfort you are looking for. The following descriptions give you an idea of how our departments work together to coordinate your care. ***SERVICES AND FINANCIAL OBLIGATIONS VARY ACCORDING TO LEVEL OF CARE.**

NURSING SERVICES

The nursing facility provides 24-hour nursing services by licensed nurses, certified nursing assistants, and other nursing personnel, including the services of a registered nurse eight hours per day unless otherwise specified by state law. These staff members will work with your physician to implement your plan of care.

SPECIALIZED REHABILITATIVE/THERAPY SERVICES

Qualified licensed professionals are available if your physician orders any of the following:

- Physical therapy
- Occupational therapy
- Speech and language therapy
- Other services available; check with your Admission Director for details

DINING SERVICES

Our Nutritional Services department creates nutritious meals that meet your individual needs as well as your personal preferences. We encourage you to eat your meals with other residents in the dining room. We think you will agree meals are more enjoyable when you join your loved ones, friends, and acquaintances. For a nominal cost, you may invite your family and friends to join you for meals. Room service is also available upon request.

SOCIAL SERVICES

A member of the Social Services Department will assess your medically related social and emotional needs, as well as help you get comfortable in your new surrounding. Our goal is to maintain or improve your independence and sense of well-being. If you have a question or concern, a member of the Social Services staff will serve as your advocate.

RECREATION SERVICES

We offer a variety of recreational programs, both inside the facility and out in the community. Some programs included physical activities or social get-togethers. Other programs can help you explore your creativity, self-expression, and personal growth. We encourage community volunteer organizations to participate with our residents and help to develop new activities for the enjoyment and education of our residents. Let us know about your interests and if you would like us to contact a particular community organization to become involved with our residents programs.

A monthly calendar of recreational activities is posted in several places within the facility, including our website. The recreation staff encourages you to participate in these activities.

PHYSICIAN SERVICES

Your selected physician (or his/her designee) will direct your care while you are here. In addition, our Medical Director coordinates the medical services provided to our residents, including routine and emergency care.

SERVICES BY INDEPENDENT CONTRACTORS

Independent professionals provide some of the services available. These services, which may be billed independently of the facility, include but are not limited to:

- Podiatry services
- Ophthalmology/Optometry services
- Audiology services
- Laboratory services
- X-ray and other diagnostic services
- Respiratory services
- Behavioral health services
- Dental services
- Physical, occupational, and speech therapy

PHARMACY SERVICES

As medically necessary pharmacy personnel consult with your physician on aspects of medications and their administration. If you prefer to administer your own medications, you have the right to do so, as long as this does not endanger you or any other resident. To find out about self-administering your medications, talk with one of our licensed nurses.

LAUNDRY SERVICES

For your convenience, the facility offers personal laundry and linen service on a regular schedule. The facility's laundry services can pick up your machine-washable laundry on a regular schedule and return the clean clothes to your room. If you would prefer a friend or family member to launder your clothes, we ask that they pick up your laundry on a regular basis. Please keep your soiled laundry in a covered container.

BARBER AND BEAUTY SERVICES

For your convenience, barber and beauty services are available on a regular schedule. Both men and women have found that "when you look good, you feel better." Looking good and feeling good about you is important for your health and well-being.

HOUSEKEEPING AND MAINTENANCE SERVICES

The housekeeping and maintenance staffs work to keep the facility safe, comfortable, and clean. We consider a pleasant environment important to your well-being.

FINANCIAL SERVICES

The facility can provide these financial services at your request:

- Maintaining and managing an account for personal funds
- Establishing Social Security Representative Payee
- Helping you file applications to obtain financial resources
- Credit card payments

YOUR LIFESTYLE

RELIGIOUS SERVICES

We offer a variety of religious services in the facility. You will find a schedule of services posted on the activity calendar. You are welcome to attend religious services in the community. We encourage you to invite clergy and other members of your congregation.

PERSONAL VALUABLES

You may maintain a resident fund account at the facility to cover day-to-day expenses such as personal items, beauty/barber services, and some activities. We strongly suggest that you do not keep large amounts of money and extremely valuable items with you at the facility. We encourage you to maintain an insurance policy on personal items such as wedding rings, watches, or electrical items. **OUR COMMUNITY DOES NOT ACCEPT RESPONSIBILITY FOR LOST OR STOLEN ITEMS.**

STAYING IN TOUCH

Staying in contact with friends and family is enjoyable. For your convenience you can purchase stationary, postage stamps, and writing implements. Internet/email access and/or accounts are also available.

You will receive your mail daily, excluding Sundays and postal holidays.

YOUR SAFETY

Our first concern is for your safety, and the safety of other residents and staff persons. Please help us keep the facility free of hazards. Smoking is not permitted in residents' rooms, corridors, or common areas. Smoking is permitted in the facility's designated public areas, unless the entire facility is smoke-free.

We do not allow combustible items to be kept in residents' rooms. Matches and lighters are available from the staff.

We encourage you to bring your personal television or radio and keep it in your room. **For your safety as well as the safety of others, we require a member of our maintenance staff to inspect your electrical items prior to use at the facility.**

To ensure that the facility is prepared for any possible emergency, we hold periodic emergency drills. During these drills, the staff will assist you.

State and local regulations prohibit residents and their families from entering the following areas of the facility:

- Kitchen
- Storerooms
- Treatment areas, unless you are undergoing a treatment
- Medication storage areas
- Clinical record areas
- Boiler room
- Maintenance areas
- Employee areas
- Any areas that are identified as hazardous

YOUR CLOTHING AND COMFORT

For your good health and well-being, we encourage you to be out of bed and dressed each day. We suggest that you bring at least five full changes of clothing, including underwear, socks, shoes, and sleepwear. You may want to bring along toiletries and personal items.

Depending on the season, you should also bring an appropriate coat or jacket and at least one sweater. Your name must be sewn or marked on all your clothing and personal items.

Please bring along personal belongings that will help you feel comfortable and at home. You can personalize your living area with your favorite pictures and knick-knacks. For safety reasons, we cannot permit throw rugs in your room.

RESIDENT/FAMILY COUNCILS AND SUPPORT GROUPS

We have several resident programs for you to be involved in, should you so choose to participate, such as our Residents' Council. You are encouraged to join existing groups or start your own. We welcome your ideas and opinions regarding the facility and look forward to working with you to continue the focus on customer service and being the facility of choice in our community. Family members have the opportunity to join the Family Council. This group offers a supportive venue for questions and concerns, in addition to experience and understanding when it comes to long term care placements.

ROOMMATES

We make every effort to select a compatible roommate for you. From time to time, medical considerations or other circumstances may require the facility to make roommate changes. We will discuss any changes with you in advance, and as maybe required by law.

YOUR PLAN OF CARE

We will develop a plan of care with you to focus on your medical, nutritional, and personal needs. Our professional staff develops this plan under the guidance of your personal physician or the facility's Medical Director.

You are encouraged to attend this planning meeting and to give input into your quarterly care planning conference. Your family is invited to participate if you so choose. The staff will review the complete plan of care with you on a regular basis.

VISITS AND OUTINGS

We encourage you to have visitors come to the facility. With advance notice, we can help you with special arrangements for entertaining your guests here. Please entertain guests during reasonable hours to avoid disrupting other residents.

Please have a licensed nurse check out any food, clothing, medications, matches, lighters, or any kind of chemicals (such as household cleansers or personal products) that your visitors bring in for you. State and Federal regulations require us to store certain items in a safe place.

Children under age 16 may visit if supervised by an adult. We discourage all individuals from visiting if they have an infectious illness. You may arrange to bring in a family pet for a visit. Please check with the Administrator for applicable requirements and pet policies prior to the planned visit.

We encourage you to visit your friends and relative in their homes and join in family outings if your physician approves. If you are planning an overnight visit, please make advance arrangements with the charge nurse. The nurse will make sure that you and your family have proper instructions for your care.

Occasionally, a resident is admitted after exposure to an infectious disease. To prevent spreading the infection, we use special procedures to care for and treat that person. If a resident has an infectious disease, family members can visit as long as they follow the required infection control procedures.

POLICIES

ADMISSION, TRANSFER, AND DISCHARGE

This facility does not discriminate in its admission or treatment practices with regard to race, color, gender, age, national origin, religion, marital status, disability, payor source, or other protected class.

Each resident must be admitted to the facility on the recommendation of a licensed physician. The facility's admissions committee determines whether we can meet the unique needs of each person who applies for admission.

Our policy is that we will not retain a resident who requires services beyond those for which this facility is licensed or services that the facility does not have the functional ability to provide.

In case of an involuntary relocation, the facility will give advance notice of the discharge or transfer and will tell you and your family the reasons for your discharge or transfer, as required by law. We will help you arrange for appropriate continuing care in the community. If you decide to voluntarily relocate, we request a reasonable advance notice from you.

BED HOLD POLICY – MEDICAID RESIDENTS

A vacant bed may be held for you while you are in the hospital or on therapeutic leave, depending on your individual state's policy for bed hold. The Medicaid policy in each state currently allows for the following:

INDIANA – Hospitalization days -15 per leave, no limit per year; 30 per year

OHIO – Hospitalization days- 30 total per year for hospitalization or therapy

During this time you are permitted to return and resume residence in the same room and same bed in the facility.

If you hospitalization or therapeutic leave exceeds the number of days allowed, you will be readmitted immediately upon the first availability of a vacant bed in a semiprivate room if:

1. You require the services provided by the facility, and
2. You are eligible for Medicaid nursing facility services.

BED HOLD POLICY – PRIVATE PAY AND MEDICARE RESIDENTS

Medicare does not pay to hold a bed. If Medicaid is your secondary payor, see the section above to reference the bed hold days available to you.

The bed you currently occupy will be held for you for while you are in the hospital or on therapeutic leave, unless you notify us in writing that you do not want the bed to be held. Upon transfer to the hospital or other place for a therapeutic leave, the Community will contact you regarding a bed hold.

If you decline to pay the facility's charges to hold the bed you currently occupy, the facility will arrange a mutually convenient time with you to claim your personal possessions from the facility.

IN-HOUSE MOVES AND TRANSFERS

The facility makes every effort to limit in-house moves, unless requested by you. In-house moves, however, may be necessary on occasion. The facility will provide as much advance notice of an in-house move as possible or as required by law to you and other authorized persons.

RESTRAINTS

We believe that you have the right to be free of physical and/or chemical restraints. An interdisciplinary team assesses all residents throughout the course of their stay in the facility to ensure continuity of necessary care and services, as well as to assist the residents in attaining or maintaining the highest practical level of well-being.

NOTIFICATION OF CHANGES IN YOUR CONDITION

Whenever there is a change in your condition, we will immediately notify you and promptly contact your physician. Unless you choose otherwise, we will also notify a known family member or your legal representative about changes in your condition.

FINANCIAL PROGRAMS

MEDICARE

Medicare is a federally funded health insurance program for:

- People age 65 and older who have paid social Security taxes
- People of any age who have received Social Security disability benefits for more than two years
- People of any age with end-stage renal disease

Individuals over the age of 65 and disabled persons may be eligible for Medicare benefits, depending upon certain Medicare coverage requirements. This facility will bill Medicare for services if it determines that coverage requirements have been met.

MEDICAID (OR MEDICAL ASSISTANCE)

Medicaid, also known as Medical Assistance or Title 19, is the need-based federal program for lower income individuals administered by the individual states. You may become eligible for Medicaid by meeting certain asset and income criteria. If you need to apply for Medicaid, contact our Admissions office for further details.

To learn more about the Qualified Medicare Beneficiary Program, contact your local Social Security Administration office of state human services agency. We will assist you in this process upon request.

PRIVATE INSURANCE

Long-term care insurance policies are available and must be reviewed carefully for adequate coverage. This may apply to certain health care areas. Private insurance plans vary immensely. Be sure to contact the insurance company for coverage details. Our staff will assist you with filing claims.

**The information recited here in shall not be construed as legal advice; you should consult with a professional advisor for more detailed, individual guidance, or advice.*

PLEASE ASK QUESTIONS AND SHARE YOUR THOUGHTS WITH US

Our goal is to care for you with compassion in a comfortable environment. We understand you or your family may have questions or concerns about your care or treatment. Do not hesitate to communicate with us. We welcome your questions and feedback. If the facility fails to provide what you need or to meet your satisfaction, we encourage you to tell us about it. Our Administrator and staff will make every effort to deal with your concerns promptly and thoroughly.

We have a standard procedure we follow in responding to your concerns. First, please discuss your situation with the head of the department that is involved. We find most things get resolved quickly at this level. If the department head is unable to resolve your concern to your satisfaction, please contact our Administrator directly or you may fill out a concern form (available to you at all times) that will be addressed by our Administrator. Please fill out the form as specifically as you can. The more details you include, the better we are able to understand and resolve any unsatisfying situations.

We will use our best efforts to respond to your concerns quickly, and attempt to resolve them to our mutual satisfaction. After you speak with our Administrator, if you have any remaining concerns or questions, please call our Corporate Office at 800-837-2211 and ask for Health Care Services Department.

If we fail to address your concerns to your satisfaction, you also have the right to file a complaint with the State Survey and Certification Agency. If you file a state complaint, there will be no discrimination or adverse action taken against you for expressing your concerns.

TO SUM IT ALL UP

Thank you for selecting us as your facility of choice. As you make yourself at home, we hope that you will begin to feel comfortable and cared for. We are committed to providing the necessary health care and services to help ensure your short or long term stay with us is enjoyable. We look forward to developing a friendly, respectful relationship based on open communication. Remember, the one question we can never answer is the one you don't ask. The one situation we can never resolve is the one we don't know exists. And the one request we can never fulfill is the one we don't know you have. Please visit our website regularly for various updates, opportunities, and educational tools that help ensure quick and twenty-four hour information.

We take great pride in our staff and realize it is their positive attitude, caring touch, and generous nature that can make a difference in your life every day. We ask for your help in identifying those members of our staff who go above and beyond your expectations to make your stay with us special. Please fill out a "Catch Me Shining" card available at the Guest Relations desk, or Lobby area, to recognize someone who really brightens your day!

We appreciate the opportunity to serve the health care needs of our community. We like meeting new people and helping them achieve their independence to return home, as well as developing family-like relationships by providing ongoing support for those who stay with us. If in the future, you, a friend, or loved one is in need of the services we offer, we hope you will return or recommend us. Sharing with others the positive experience you have with us is our daily reminder of the important role we play in peoples' lives and the significance of the contributions we are able to make. We will work hard to earn your trust and succeed in being the facility of choice in our community.