



RESIDENT HANDBOOK

A Legacy of Living Well.

Revised 9/2024

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Welcome to the Stonehill Health Center

Mission Statement:

“We, Stonehill Communities, in the spirit of St. Francis of Assisi, offer a continuum of quality lifetime care services in a dignified atmosphere.”

WELCOME FROM OUR CEO

We are so pleased that you have chosen Stonehill Health Center! In keeping with the Mission of Stonehill Communities, we strive to offer quality, compassionate care in a modern, welcoming setting. This Handbook is intended to inform residents and families of the many services provided by the Health Center. We hope to promote a spirit of cooperation as staff, residents and families work together to assure expectations are exceeded. Our Mission and purpose supports individualized care so residents are able to live well.

If at any time you have questions or concerns, please bring them to our attention so we can ensure your satisfaction.

We welcome you to Stonehill! Please let us know if we can be of further assistance.

God's Blessings,



Peggy Stockel
President & CEO

Every resident arrives with their own unique story. It is a privilege to have you join our loving community. Thank you for providing us the opportunity to serve you!

INTRODUCTION TO STONEHILL COMMUNITIES

Stonehill Communities can be traced all the way back to 1878 when the Franciscan Sisters were invited to open an orphanage in Dubuque. In addition to orphans, the home was designed to accommodate a limited number of older adults. As the number of older residents increased over the years, members of the community recognized the need to dedicate a home just for older adults. St. Francis Home for the Aged and Retired served as residence for many. In July 1978, Stonehill Care Center opened its doors, known today as the Stonehill Communities Health Center.

Vision Statement

“In the spirit of St. Francis of Assisi we commit to provide quality health and wellness services as we respond to changing needs”

Philosophy of Care

Stonehill Health Center is dedicated to providing the highest level of care for you or your loved one. We work closely with other healthcare providers and continually look for ways to improve the services we provide. Person-centered care and supportive relationships are very important to us as we serve you and our community.

Our Services

Post-Acute Care - Post-acute care covers a wide range of services that facilitate continued recovery with a focus on restoring medical and functional capacity to enable the resident to return to the community. We offer a complete array of medical therapy services including:

- Physical Therapy
- Occupational Therapy
- Speech Therapy

These therapy services are also available to residents in long-term care, memory care, and palliative care.

Health Center - Our “person-centered approach” ensures that our services are uniquely matched to the special needs of every individual who calls Stonehill Communities home. Providing in-depth nursing care with an emphasis on physical comfort, activities of daily living, and meaningful activity programming designed to promote interest and abilities.

Memory Care – While we cannot change the course of memory loss, we offer a warm, secure environment focused on maintaining and improving life skills which enhance self-esteem and promote contentment and success.

Palliative and Hospice – Advance Care planning achieves a high-level of comfort and care to those who forego aggressive medical treatment. Our relationship with you and your loved one is important and knowing your wishes and preferences will help direct the care you desire. Our multidisciplinary team will address your comfort and quality of life as it relates to physical, emotional, psychiatric, spiritual, and familial pain.

Stonehill Health Center Team Members

Administrative

President/CEO
Vice President of Human Resources
Director of Community and Public Relations
Director of Health Services/Administrator
Executive Assistant

Clinical Care

Co-Medical Directors
Co-Directors of Nursing
Clinical Care Managers
Clinical Liaison

Finance

Vice President of Finance

Ancillary Departments

Director of Resident Services
Director of Rehabilitation
Director of Outreach
Director of Facilities

Social Workers/Designee

Post-Acute Social Worker
Long-Term Care Social Workers

SERVICES OF STONEHILL HEALTH CENTER

MEDICAL SERVICES

Our Clinical Liaison will work closely with you and your family member to provide recommendation on planning a smooth transition designed to meet specific resident needs.

Upon admission each resident is required to have a licensed Dubuque provider on record that is responsible for the clinical treatment the resident receives. It is necessary to be seen by a provider every thirty days for the first ninety days in residence. Thereafter, the requirement is every sixty days.

Stonehill has partnerships with a number of Dubuque providers who routinely come to the facility to complete required visits. If you are planning to make Stonehill your permanent residency, we do ask you consider one of these providers to ensure timely visits occur and delivery of care is assessed with those who care for you within your residential setting.

Currently, we also have visiting specialists providing on-site services in:

- Podiatry
- Psychiatry
- Counseling Services

We also have a partnership with Aria Care Partners for vision and dental services on-site at the Health Center.

Residents are able to participate in telehealth visits with providers. Stonehill can provide an iPad for these appointments.

Family members are encouraged to accompany their loved one to their outside appointments. If you are unable to join the resident, the resident's representative should contact your social worker and they will assist in having a team member go. There is a charge for utilizing this service.

Residents who are here for a short-term stay are required to reschedule any appointments not medically-related to their skilled stay until after discharge.

NURSE CALL PENDANT

All residents receive a nurse call pendant or wristband upon admission. These pendants are to be worn at all times for residents to quickly alert nursing staff of a need regardless of location or position. This call pendant may be used to signal a need for assistance from anywhere on our campus and will alert nursing staff within your unit.

If the nurse call pendant is lost or damaged, resident will be responsible for the replacement cost.

LIFE ENRICHMENT ACTIVITIES

Diverse and meaningful opportunities are available for individuals to express their leisure and recreational interests and abilities. Past and present interests are gathered from the resident and their family to assist the Activity Department in meeting the social, spiritual, intellectual, and emotional needs of the individual. Activities are offered in large groups, small groups, or in a 1:1 setting. Individual choice of setting and level of involvement are respected. Regular outings are planned for residents in the broader community. Additionally, guest speakers and musicians are invited to the Stonehill campus for enrichment offerings. Activities are also broadcast on the Stonehill TV Channel 2. Family involvement is always encouraged and we welcome volunteers!

The activities department creates a monthly calendar of activities. Each resident is provided a copy of the calendar. Family may sign up to receive an electronic copy of the activities calendar via e-mail or by **calling 563-557-7181 Extension x1212**. Please remember to e-mail any updates to your mailing address or e-mail address to your social worker. You may also view the newsletter on our web page under News and Events.

SUPPORT SERVICES

At Stonehill we focus on each individual. Stonehill's staffing includes Social Workers who assist individuals with many personal needs. Social Workers meet the individual's psychosocial needs and assist individuals and families to execute Advance Directives. A notary service is available through Stonehill's Social Service Department. Social Services provides discharge planning and will assist with available community resources upon discharge.

The Administration of Stonehill Health Center is committed to resident/ family satisfaction. Concerns, complaints or suggestions should be directed to your Nurse, Social worker, Co-Director of Nursing or Administrator.

EMAIL NOTIFICATION

Stonehill Communities uses Constant Contact, an email marketing system, to provide updates to resident family members. Family members may contact your social worker to request these emails, request to stop receiving them, or get help if they are not receiving Stonehill email updates. Additional mechanisms to communicate and obtain information may be shared (for example, DocuSign forms).

BEAUTY / BARBER SHOP

A professional hair stylist is available at Stonehill Communities, for regular appointments. The Salon is located on 2nd floor and appointments may be made through Nursing or your Social Worker. Residents will be escorted to and from the salon for their individual appointments as requested. Beauty Shop hours are Tuesday through Friday. Families are welcome to use the Salon when available. The Salon's direct phone number is 563-690-9656. Payment can be set up through a Resident Trust Account or billed to the resident's Stonehill account. We ask residents who are here short-term to pay for services at the time service is rendered. Short-term rehabilitation residents may drop off payments in the drop box located outside of the Beauty Shop on 2nd floor.

CABLE TV AND TELEPHONE

Televisions have been placed throughout the facility in common areas for residents to utilize. Programming usually features musical shows, movies, news, and other engaging material residents may enjoy. Cable television is available in each room, and services are included in the resident's monthly fee.

Residents may have their own telephone. If you are here for a short term stay, your phone service is included. If residing in a household, you can be connected to Stonehill's phone service for an additional monthly fee. Within the Health Center you will need to call your provider and arrange for phone service. Private telephone service is available to all Stonehill residents at their own expense.

Individuals may bring their own TV set for personal viewing. Cable is included in the room charge. TV repairs and other services are the responsibility of the individual or the family.

DINING SERVICES

Residents may enjoy meals in their own private dining area to facilitate community during the dining experience. Menus are varied and meals are designed to maintain health and independence while allowing for choice and variety. In addition, snacks are offered and available upon request 24 hours a day/7 days week. Residents may choose where they prefer to sit in the dining room for meals. Meal times vary depending on resident preferences (coordinated with the dining services team).

GUEST MEALS

Family and friends are welcome to join residents in the enjoyment of dining together. Please notify nursing or dining services of your plans at least twenty four hours in advance of scheduled mealtime. Indicate the number in the party and their names (up to 2 guests per meal). You can purchase Guest Meal Cards from the receptionist. On holidays, guest meals are not offered.

SPECIAL OCCASIONS

Stonehill Communities has been designed to accommodate larger groups, and has rooms which may be reserved to celebrate special occasions or holidays with residents. Those rooms are the SHC Main Conference Room, Coffee Shop, or end lounge. Reservations can be made with the Executive Assistant, 563-557-7181 ext. 1130 and there is no charge for the use of the room. When communal spaces are used, guests are encouraged to be courteous to the environment (cleaning up the area after use).

LAUNDRY

Stonehill Communities provides laundry services on-site. This service includes washing, drying, and folding of clothing items. Laundry services such as ironing, steaming, stain removal, etc. would be performed off-site at the resident and/or family expense. Residents and/or families may choose to have the resident's personal clothing items laundered independently of Stonehill Communities. If this preference applies, please notify Director of Resident Services, 563-557-7181 ext. 1144.

If you choose for the community to wash your clothing, clothing is labeled with resident's name by laundry services and/or nursing personnel. We encourage all residents who call Stonehill home to have clothing labeled. Please give items to be marked to the Social Worker. If you have lost clothing please contact the Director of Resident Services at ext 1144.

INVENTORY OF PERSONAL ITEMS

The nurse or designated representative completes an inventory of personal items upon admission. Please make sure you update the nursing personnel or your Social Worker of any additional items brought in or removed after admission.

Items of value or money should not be left unattended in the room. If you decide to keep items of value or money in your room, please request a key from Environmental Services to lock the top drawer of the bedside nightstand.

Stonehill is not responsible for lost or stolen items unless an investigation identifies that Stonehill was responsible.

RESIDENT TRUST ACCOUNT

Residents are encouraged to set up a trust account and place their money in this account rather than having it in their room. Money can conveniently be accessed Monday-Friday, 8:00am through 7:00pm, through receptionist. Saturday and Sundays money can be accessed from the Receptionist from 8:00am through 7:00pm.

For a Resident Trust Account or pre-paid Salon Account contact the Executive Assistant at 563-690-9632.

BUSINESS OFFICE and BILLING

The Business Office is open Monday through Friday from 8:00 a.m. to 4:30 p.m.

A monthly billing statement is mailed to the person designated by the family to be responsible for the financial affairs of the resident. This statement will include the monthly service fee, any charges for guest meals, additional service fees and other charges the resident or guests may have incurred. The service fee is due no later than the 10th day of the month, and if not received by that date, a late fee will be added per the Admission Agreement. Resident or their financial representative will provide ACH payment information to ensure seamless payment processing when applicable. Questions on accounts should be directed to the Business Office, 563-557-7181 ext. 1129.

Please remember to notify the business office of any changes to your mailing address or insurance information. You may use the e-mail address mailings@stonehilldbq.com.

GUESTS/OVERNIGHT VISITORS

Because room space is dedicated to residents of Stonehill Health Center, there is not adequate space to accommodate overnight guests. Several hotels are located within minutes of Stonehill Communities and we will be happy to provide alternative lodging information for guests.

INDIVIDUALIZED DAILY ROUTINE

Each daily routine consists of all aspects of the resident's day and will focus on optimum functioning and success. As part of each resident's written plan of care, special attention is paid to the lifestyle and routines of the resident prior to the move.

Care Conferences are held upon admission and typically every 3 months following (unless determined additional conferences would be beneficial). Social Services will mail/email an invitation to the resident representative inviting them and the resident and/or other family members to come for care conference. The team reviews the resident's goals and plan of care at this time. We welcome and encourage the resident and/or family members to ask questions regarding your care at any time throughout your stay (upholding our HIPPA guidelines).

WELLNESS CENTER

The Stonehill Wellness Center is open to the community at-large, team members and residents on our campus. It is an important piece in achieving overall wellness and changing perceptions of senior living communities. The concept of a wellness center open to the residents and community helps people stay fit and actively age for as long as possible. All-inclusive equipment and a walking track make the wellness center functional to those of all abilities and fitness classes specifically programmed for different levels of mobility.

If family members or residents are interested in having a loved one attend class or screened to see if they can exercise on their own, please contact the Wellness Center at 563-690-9640.

SPIRITUAL SERVICES

The Chapel is located on 2nd floor and Stonehill Communities offers Mass at 10:30 a.m. Sunday through Friday. Rosary is 20 minutes prior to Mass every day. Communal Penance and the Sacrament of Anointing of the Sick are offered throughout the year or by request. Ecumenical Service is held at 10:30 a.m. on the 3rd Wednesday of the month and the 1st and 3rd Saturdays. Mass and other spiritual offerings can also be viewed on the Stonehill Internal TV channel 2.

Stonehill Health Center also has a Pastoral Care Committee to meet the spiritual needs of the residents. This committee sponsors retreats, spiritual sharing, a grief support group, missionary series during Advent and Lent, and a memorial service for families of deceased residents.

To submit a **Spiritual Care Request**, please do so via the form on our website at www.stonehilldbq.com/about-us/spiritual-care.

MAIL

Mail is delivered daily Monday through Saturday. Outgoing mail should be deposited in the mailbox by the reception desk for pick up by the Postal Service. Stamps are available for purchase through the receptionist. If you have any specific directions regarding your mail, please discuss with your Social Worker.

CHANGE OF ADDRESS

If a family member is to receive business mail for a resident, the resident representative of the resident/POA should contact the business office and have the address changed to the correct address to avoid delays in business mail being received promptly. This will avoid the need to forward business mail that is received at Stonehill.

NEWSPAPER

The Telegraph Herald newspaper is delivered daily to Stonehill to those who subscribe.

INTERNET ACCESS

Wireless Internet is available throughout Stonehill Health Center. There are separate networks for residents and visitors/guests. Residents should use network: StoneResident. A member of our team can provide the password and assist with connecting resident devices.

Visitors/guests should use network: StonePublic with password: **welcome!**

Computers for resident/visitor use are available in the coffee shop located on 1st floor of the Health Center.

USE OF ELECTRONIC DEVICES

We are grateful for current technology and the variety of avenues it provides to connect and visit with your loved one. Federally, it is illegal to record audio of an individual without their knowledge and consent. Additionally, in a nursing facility, a resident requires notice and consent prior to a video recording is obtained. Finally, streaming devices to an outside party could lead to HIPAA violations if not properly handled.

Therefore, we do not allow continuous live streaming, monitoring devices, or electronic recording devices, including but not limited to: cameras, Facebook, Instagram, Snapchat, Twitter, YouTube, and Weblogs (Blogging). If such a device is discovered in a resident room, the resident, family, or resident representative will be contacted by Stonehill Administration.

Virtual visits through FaceTime, Skype, Zoom, or other service providers are considered acceptable.

If you have questions regarding acceptable usage please contact the Social Services department.

ROOM FURNISHINGS

Each room contains a bed, chair, a chest, and a bedside stand. Substitution of similar personal furnishings may be made. We encourage individuals to bring as many personal items as space safely allows. It is important to arrange the room in a way that facilitates movement and space to adequately provide care. Items provided by Stonehill will need to be left upon discharge. Personal beds and mattresses are not allowed for health and safety purposes.

Please contact Environmental Services at [563-557-7181](tel:563-557-7181) ext. 1144 or Maintenance at ext. 1106 to assist with hanging any items on the walls.

MAINTENANCE AND ENVIROMENTAL SERVICES

Maintenance personnel and services are available 24 hours a day, 7 days a week. They take care of all the building equipment, necessary repairs, painting, snow removal, work orders, preventative maintenance, etc. You can reach Maintenance at 563-557-7181 ext. 1106.

Environmental Services is also available 7 days a week. Resident rooms will be regularly cleaned. If you have any additional cleaning needs, please contact Environmental Services at 563-557-7181 ext. 1144.

PHARMACEUTICAL SERVICES

Stonehill requires that medications be dispensed for each resident through a unit dosage system that have the capability to integrate with our Electronic Health Record. We ask that medications from home not be brought in unless approved by your provider/care team. Prescription Plans can be changed at any time. This can be done by contacting the SHIP office or the pharmacy.

Post-Acute (SNF Level of Care) – Residents here for rehabilitation services under a covered stay will have their medications provided through Consonus Pharmacy.

Health Center (ICF Level of Care) - Billing the residents for medications occurs through the pharmacy. Medications are ordered from Consonus Pharmacy.

VA Medications - Residents/Family are responsible for ordering VA medications if eligible. Please check with the charge nurse to see when medications are getting low to reorder. All VA medications must be sealed before Stonehill can accept them. Please open packaging of VA medications at nurse's station to ensure unsealing does not occur.

TEMPORARY OUTINGS

Some residents enjoy a change of scenery; therefore family, friends, and staff escorts may take residents outside of Stonehill Communities for outings. Please inform the staff of the outing, and inform the nurse prior to leaving. If leaving for an extended period of time, please inform nursing personnel so medications can be made available.

COMMUNITY OUTINGS & TRANSPORTATION SERVICE

The Activities Team schedules outings on a regular basis. All residents may request to be included depending on weather, and resident's physical well-being that day and/or their individual interest. Current information on trip times and dates are listed in the daily activity schedule.

TRANSPORTATION SERVICE FOR MEDICAL APPOINTMENTS

Individualized transportation and/or escorts to medical appointments is available for services not provided on the Stonehill Communities campus. Families may request this service to be arranged by talking to Social Services or nursing personnel. Please remember to contact the nurse unit with any medical appointments so the appointment can be added to the appointment schedule. If an appointment needs to be changed or canceled, please also contact the nurse unit so that the appointment can be updated on our schedule. If a resident is unable to go to their appointment alone, the resident representative must plan to attend their appointment with them, by either riding along on the Stonehill bus or meeting them at the appointment (or making alternate arrangements). Please let the nurse unit know which family member will be attending the appointment.

ROOM CHANGES

Consistency in routine is comforting to residents. Moving to another room may cause confusion/disrupt the daily routine for some residents, therefore, room changes are not encouraged. However, should the resident have a change of circumstance or the resident/family feels moving rooms is necessary, the resident/family member should speak with their Social Worker. In circumstances where a unit is closing for various reasons, the care team will work with the resident and/or their representative to secure a compatible room placement.

CONFIDENTIAL INFORMATION

All application forms, agreements, and resident documentation, including the Personal Financial Statement, will be kept strictly confidential. It is the policy of the community not to distribute your name and address to mail house firms or to anyone seeking information about a resident. To obtain copies of resident documents maintained by Stonehill Health Center, a signed request is required by the resident or person with written legal authorization.

PARKING

Visitor spaces are available for families and friends of residents in the front and back of the Stonehill Health Center. We do request visitors to enter the building through the Main Entrance and sign in via the kiosk to assist in building security.

PET POLICY

We welcome our furry friends for visits; however, they must be well-behaved, groomed, have all their shots up-to-date, and be on a leash or held.

CAREGIVER RESOURCE CENTER

The Caregiver Resource Center located on our campus is available to offer support to family or non-professional caregivers. Services are available at no cost to anyone providing full or part-time care to support a loved one with a chronic illness whether the loved one is at home or in post-acute care, an assisted or independent living situation, or long-term care. Services include private consultation/support, educational programs, a resource library, support groups, self-care activities, and information on community support services.

The Caregiver Resource Center is located in the lower level of the Administrative/Outreach Building, near the Wellness Center entrance and Outpatient Therapy.

The Center can be reached at 563.690.9679 or caregivercenter@stonehilldbq.com.

PROHIBITED ITEMS

Residents, family, and visitors may not bring in, cause to be brought in, possess, use or display in any manner, firearms (other type of weapon, explosive, or any hazardous material) into the facility. Upon identification of Prohibited Items that may jeopardize the health and safety of other residents shall be cause for involuntary transfer/discharge of the resident.

Definition of Weapons- A weapon is defined as: an instrument of offensive or defensive combat or something to fight with and includes any device capable of projecting a ball, pellet, arrow, bullet, missile, shell, or other material. This shall include but not be limited to firearms, bows, arrows, swords, rockets, knives, slingshots, air guns, paintball guns, martial arts devices, and an object containing noxious or deleterious liquid, gas, or substance.

Definition of Hazardous Substances- Any and all substances or wastes that have been defined or classified as hazardous, toxic, or harmful pursuant to any environmental laws or that are regulated pursuant to such environmental laws, including petroleum and each of its chemical constituents and by-products, urea formaldehyde foam insulation, polychlorinated biphenyls, and asbestos in any form.

PUBLIC ANNOUNCEMENTS OR SOLICITATION

To maintain the proper environment on the Stonehill Communities campus, public announcements for solicitation purposes are discouraged without written permission from the President/CEO or Administrator. Solicitation is not allowed on the property without knowledge and written permission of the President/CEO or Administrator.

SMOKING/TOBACCO PRODUCTS/ILLEGAL DRUGS

Stonehill Communities does not allow smoking, tobacco, or illegal drug use on campus. We appreciate your cooperation as we strive to create a pleasing and comfortable environment for all of our residents and visitors. Residents who are not upholding these terms shall be cause for involuntary transfer/discharge of the resident.

EMERGENCY/SAFETY INFORMATION

EMERGENCIES – FIRE SAFETY

Stonehill Communities provides 24-hour staffing to monitor and assist residents as needed. Stonehill personnel will be aware of each resident's location and will make rounds during the night to monitor the safety and comfort of residents.

All emergency exits are clearly marked with red and white signs. Residents are involved in periodic fire drills and evacuation procedures coordinated by the staff of Stonehill Communities.

In accordance with the state and local fire code, automatic sprinkler and heat activated alarm systems have been installed in all areas of the community. Each room has individual sprinklers and smoke detectors placed in their rooms. Fire extinguishers are located at strategic points within the building and fire alarms are located in each hallway. The local Fire Department will make periodic inspections to maintain a high degree of fire prevention and protection.

In accordance with the 2012 National Fire Protection Association (NFPA) 99 Health Care Facilities Code, surge protectors are not allowed.

If you have further questions, please contact the Facilities Director at 563-557-7181 ext. 1106.

MEDICAL EMERGENCIES

Stonehill Communities personnel will assist residents in medical emergencies, and contact families if the resident requires immediate medical care. A copy of emergency medical information is kept on file and will be provided to emergency personnel transferring the resident to the hospital of preference. It is the responsibility of the resident representative to assure that information on file is up to date and accurate.

You have the right to direct and make choices about your care, however, if the attending provider or care team is not recommending further evaluation from an outside provider (acute care or emergency room) and you choose to pursue this care, you will be responsible for the transportation and/or treatment costs.

ALARM SYSTEM

Stonehill Communities has a state-of-the-art alarm system incorporated into the building's design. The alarm system notifies Stonehill Health Center personnel on duty of the unauthorized opening of any exterior door within the community 24 hours a day.

COMMUNITY POLICIES

For safety reasons, all entrance doors, hallways, walks, lawns, elevators and other public areas shall be free of obstructions, including personal property.

All musical instruments, televisions, stereos, radios, etc. are to be played at a volume that will not disturb other persons.

Public bathrooms are located throughout the building on each floor. We ask that visitors use the designated public bathrooms.

GRATUITIES

In keeping with our policy, residents are requested not to give personal possessions to staff or to offer gifts of money for their services. Donations to Stonehill Communities to support services and special events are accepted by our Development Department at 3485 Windsor Avenue, Dubuque, IA 52001 or online at www.stonehilldbq.com/donate.

IMPORTANT PHONE NUMBERS

Long-Term Care Ombudsman – 1-866-236-1430

510 E. 12 Street, Ste. 2, Des Moines, IA 50319-9025

- Answer questions or assists in resolving concerns raised by or on behalf of people living in nursing facilities, assisted living programs, residential care facilities and elder group homes.

Managed Care Ombudsman – 1-866-236-1430

510 E. 12 Street, Ste. 2, Des Moines, IA 50319-9025

- Assist managed care members who live or receive care in a health care facility, assisted living program or elder group home, as well as members enrolled in one of the seven home and community-based services (HCBS) waiver programs, to resolve concerns with their managed care organization (MCO) or health care providers.

Iowa Department of Inspections & Appeals – 1-877-686-0027

Lucas Building, 3rd Floor, Des Moines, IA 50319-0083

- The Division of Health Facilities inspects facilities to ensure compliance with state and federal standards.

Disability Rights Iowa – 1-800-779-2502

400 E. Court Avenue, Ste. 300, Des Moines, IA 50309

- Provides protection and advocacy for persons living with mental illness or disabilities.

RESIDENT RIGHTS

INFORMATION:

Residents have the right to:

- Be fully informed of available services and the charges for each service.
- Be fully informed of facility rules and regulations, including having access to a written copy of residents' rights.
- Be provided with the contact information for the Office of the State Long-Term Care Ombudsman and the state survey and certification agency.
- Have access to state survey reports and the facility's plans of correction.
- Receive advance notice of a change in rooms or roommates.
- Receive assistance if a sensory impairment exists.
- Receive information in a language they understand (e.g., Spanish, Braille).

COMPLAINTS:

Residents have the right to:

- Present grievances to staff or any other person without fear of reprisal and with prompt efforts by the facility to resolve those grievances.
- Complain to the Office of the State Long-Term Ombudsman.
- File a complaint with the state survey and certification agency.

PERSONAL CARE:

Residents have the right to:

- Receive adequate and appropriate care.
- Be informed of all changes in medical condition.
- Participate in their own assessment, care planning, treatment and discharge.
- Refuse medication and treatment.
- Refuse chemical and physical restraints.
- Review their own medical record.
- Be free from charge for services covered by Medicaid or Medicare.

PRIVACY AND CONFIDENTIALITY:

Residents have the right to:

- Private and unrestricted communication with any person of their choice.
- Privacy while receiving treatment and personal care.
- Privacy and confidentiality regarding medical, personal or financial affairs.

TRANSFERS AND DISCHARGES:

Residents have the right to:

- Remain in the facility unless a transfer or discharge is:
 - a) Necessary to meet their welfare;
 - b) Appropriate because their health has improved and they no longer require that level of care;
 - c) Needed to protect the health and safety of other residents or staff; or

d) Required because they have failed, after reasonable notice, to pay the facility charge for an item or service provided at their request.

- Receive a 30-day notice of transfer or discharge that includes the reason, effective date, location to which they are being transferred or discharged, notice of the right to appeal and the name, address and telephone number of the Office of the State Long-Term Care Ombudsman.
- Safe transfer or discharge through sufficient preparation by the facility.

DIGNITY, RESPECT AND FREEDOM:

Residents have the right to:

- Be treated with consideration, respect and dignity.
- Be free from mental and physical abuse, corporal punishment, involuntary seclusion and physical and chemical restraints.
- Control their life and provide input on decisions made on their behalf (self-determination).
- Ensure their possessions are safe and secure.

VISITATION:

Residents have the right to:

- Visits from their personal physician and representatives from the state survey agency and the Office of the State Long-Term Care Ombudsman.
- Visits by relatives, friends and other individuals of their choice.
- Visits by organizations or individuals providing health, social, legal or other services.
- Refuse visitors.

INDEPENDENCE:

Residents have the right to:

- Make personal decisions, such as what to wear, when to sleep or how to spend free time.
- Reasonable accommodation of their needs and preferences.
- Choose a physician.
- Participate in community activities, both inside and outside of the facility.
- Organize and participate in a Residents' Council.
- Manage their own financial affairs.