



# RESIDENT HANDBOOK

A Legacy of Living Well.

**TABLE OF CONTENTS**

**WELCOME LETTER.....4**

**INTRODUCTION TO STONEHILL COMMUNITIES....5**

    Vision Statement.....5

    Philosophy of Care.....5

    Services.....5

    Stonehill Communities Team Members .....6-7

**SERVICES OF STONEHILL HEALTH CENTER**

    Medical .....7

    Life Enrichment Activities.....8

    Support Services .....9

    Email Notification.....9

    Beauty / Barber Shop .....9

    Cable TV and Telephone .....10

    Dining Services.....10

    Guest Meals .....11

    Special Occasions .....11

    Laundry .....11

    Inventory of Personal Items .....12

    Resident Trust Account.....12

    Business Office and Billing .....12

    Guests and Overnights .....13

    Individualized Daily Routine.....13

    Wellness Center .....14

    Spiritual Services .....14

    Mail, Change of Address, Newspaper .....15

    Internet Access.....15

    Electronic Devices .....15

    Room Furnishings.....16

    Maintenance and Environmental Services.....17

    Pharmaceutical Services .....17

    Temporary Outings .....18

Community Outings and Transportation Services..	18
Transportation Service for Medical Appointments.	18
Room Changes .....	19
Confidential Information .....	19
Parking.....	19
Pet Policy .....	19
Prohibited Items .....	20
Public Announcements or Solicitation.....	20
Smoking Policy.....	21

**EMERGENCY/SAFETY INFORMATION**

Emergencies/Fire Safety .....	21
Medical Emergency .....	22
Alarm System.....	22

**COMMUNITY POLICIES .....**22

Gratuities.....	22
-----------------	----

**Important Phone Numbers .....**23

**Resident Rights.....**24-26

# 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 and Administrator

We are so pleased that you have chosen Stonehill Health Center! In keeping with the mission of Stonehill Communities, we strive to offer quality care in a comfortable, compassionate setting. This Resource Guide 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 achieve optimal health inspired by compassion and faith. 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,



Gretchen Brown  
President & CEO



Peggy Stockel  
Administrator

***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 activities 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 forgo 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 family pain.

## **Stonehill Health Center Team Members**

### *Administrative*

President/CEO

Administrator

Director of Human Resources

Executive Director of Development

Assisi Village Director

Executive Assistant

### *Finance*

Chief Financial Officer

### *Clinical Care*

Medical Director

Director of Nursing

Nurse Managers

Clinical Liaison

Clinical Services Administrative Assistant

*Social Workers/Designee*  
Post-Acute Social Worker  
Health Center Social Worker

*Ancillary Departments*

Director of Resident Services  
Director of Dining Services  
Director of Facilities  
Director of Wellness  
Environmental Services Manager  
Spiritual Care Coordinator  
Chaplain

**MEDICAL SERVICES**

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

Upon admission each person is required to have a licensed Dubuque physician on record that is responsible for the clinical treatment the resident receives. It is necessary to be seen by a physician 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 physicians who routinely come to the facility to complete required physician visits. If you are planning to make Stonehill your permanent residency, we do ask you consider one of these providers to ensure timely physician visits and delivery of care is assessed with those who care for you and within your residential setting

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

- Podiatry
- Psychiatry

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 are encouraged to accompany their loved one to their appointments. If you are unable to, you will need to contact your social worker and she will assist in having a team member go. There is a charge for 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.

### **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 in the community and guest speakers are invited from the community. Activities are also broadcast on the Stonehill TV channel 16.2. Family involvement is always welcomed and we welcome volunteers!

The Gazette is our monthly newsletter that contains a calendar of activities along with news about what is happening. Each resident receives a copy. Family can sign up to receive a newsletter by emailing: **mailings@stonehilldbq.com** or **calling x1130 or 563.690.9632**. Please remember to e-mail any updates to your mailing address or e-mail address to this address and your social worker. If you or your family would like to receive the newsletter

electronically please indicate this in the e-mail. 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 psycho-social needs and assist individuals and families to execute Advanced 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, or Administrator.

### **EMAIL NOTIFICATION**

Stonehill Communities uses Constant Contact, an email marketing system, to provide regular updates to resident family members on the status of infection control. 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.

### **BEAUTY / BARBER SHOP**

A professional hair stylist is available at Stonehill Communities, for regular appointments. The Beauty/Barber Shop is located on 2<sup>nd</sup> floor and appointments may be made through nursing or your Social Worker. Residents will be escorted to and from the Beauty shop for their individual appointments.

Beauty Shop hours are Tuesday through Friday. Families are welcomed to use the Beauty Shop when available. The Beauty Shop direct phone number is 563-690-9656.

Payment can be set up through a Resident Trust Acct. or billed to your 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 2<sup>nd</sup> floor.

### **CABLE TV AND TELEPHONE**

A television and DVD player are located in the Coffee Shop area located on 1<sup>st</sup> floor for the enjoyment of all residents. Programming usually features musical shows, old movies and other reminiscent material residents may relate to. 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 the community's phone service for an additional monthly fee. Within the Health Center you will need to call your provider and arrange for phone service.

CS Technology: 563-556-0499

Private telephone service is available to all Stonehill residents at their own expense.

There are television sets located throughout the building in the end lounges and in the second and third floor activity areas. 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, designed to limit distraction and noise 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 several times each day.

Breakfast times for each resident may vary according to the sleeping habits of the individual; however group seating is planned for both lunch and dinner. We have dining in each of the resident living areas. Meal times vary depending on where your room is located.

## **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 two hours in advance of scheduled mealtime when possible.

Indicate the number in the party and their names. You can pay on Ground Floor Dining and if you have further questions, please ask for ext. 1134 or 1170.

## **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, the Education Center or the Skilled Conference Room. Reservations can be made with the Executive Assistant, ext. 1130 and there is no charge for the use of the room.

## **LAUNDRY**

We encourage residents and families to provide comfortable wash and wear clothing. Special garments are discouraged unless brought in for a special occasion and then laundered by family. All laundry can be done at the community or families may choose to take care of cleaning their family member's clothing. Please speak with the Nurse on duty to arrange this.

If you choose for the community to wash your clothing, clothing is labeled with resident's name by laundry services. We encourage all

residents who call Stonehill home to have clothing labeled. Please give items to be marked to the receptionist. If you have lost clothing please contact the Environmental Services Manager at ext 1144.

### **INVENTORY OF PERSONAL ITEMS**

We do complete an inventory on admission of personal items. Please make sure you update the nursing personnel or your Social Worker of any additional items brought in or removed.

We ask items of value or money 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 night stand.

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 4:00pm, through the administration office located on 1st floor of the health center across. Saturday and Sundays money can be accessed from the Receptionist from 8:00am through 8:00pm.

For a Resident Trust Account or Pre-paid Beauty 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. Questions on accounts should be directed to the Business Office, 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](mailto:mailings@stonehilldbq.com).

### **GUESTS/OVERNIGHT VISITORS**

Because of the limited space 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. Social Services will mail an invitation to the Responsible Party inviting them and the resident and/or other family members to come for care conference. The team reviews the resident's goals and needs at this time. We welcome and encourage you to ask questions regarding your care during your stay.

## **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 fitness. It is also about changing perceptions of retirement communities. The idea 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 well as fitness classes specifically programmed for our residents.

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 2<sup>nd</sup> floor and Stonehill Communities offers daily Mass at 10:30 a.m. except Saturday, when Ecumenical Services are offered. Rosary is 20 minutes prior to Mass every day. Communal Penance and the Sacrament of Anointing of the Sick are offered two times a year, or by request. Ecumenical Service is held at 10:30 a.m. on the 3<sup>rd</sup> Wednesday of the month and the 1<sup>st</sup> and 3<sup>rd</sup> Saturdays. Mass and other spiritual offerings can also be viewed on the Stonehill internal TV channel 16-2 or 991.

Stonehill Health Center also has a Pastoral Care Committee to assist the Spiritual Care Coordinator in meeting 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.

## **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 administration office located on 1<sup>st</sup> floor of the Health Center. 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 responsible party of the resident/POA should contact the business and have the address changed to the responsible party's address to avoid delays in business mail being received promptly. This would 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 under Network: StonePublic. Password: **welcome!**  
Computers 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 of their person.

Finally, streaming devices to an outside party could lead to HIPAA violations if not properly handled.

Therefore, we do not allow continued live streaming, monitoring devices, or electronic recording devices, including but not limited to such as; 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 or Zoom, 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 four drawer 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 provides movement and space to adequately provide care. Items provided by Stonehill will need to be left upon discharge.

We ask that you contact Environmental Service at ext. 1144 or Maintenance at ext. 1106 to assist with hanging items.

## **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; make necessary repairs, painting, snow removal, work orders, preventative maintenance, etc. You can reach Maintenance at ext. 1106.

Environmental Services is also available 7 days a week and rooms will be cleaned daily. If you have any additional cleaning needs, please contact Environmental Services at ext. 1144.

## **PHARMACEUTICAL SERVICES**

**Post-Acute** – Residents here for rehabilitation services under a covered stay will have their medications provided through Community Pharmacy. We ask that medications from home not be brought in unless approved by your physician.

**Health Center** - Stonehill requires that medications be dispensed to residents by way of a unit dosage system that have the capability to integrate with our Electronic Health Record. Billing the residents for medications occurs through the pharmacy.

**VA Medications** - Residents/Family are responsible for ordering VA medications. Please check with 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.

Prescription Plans can be changed at any time, this can be done by contacting the SHIIP office or the pharmacy.

## **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 sign out in the “sign out” log located at the nurse’s desk. If leaving for an extended period of time, please inform nursing personnel so medications can be made available.

At times, residents may become anxious about the leaving their daily routine and familiar environment, so please observe your family member’s level of comfort during the outing. Feel free to discuss this with the staff.

## **COMMUNITY OUTINGS & TRANSPORTATION SERVICE**

Scheduled transportation is available on a regular basis to various community locations or events. The Resident Services Director schedules outings on a regular basis. All residents will 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 physician appointments is available. Families may request this service to be arranged by talking to social services or nursing personnel. Please remember to contact the nurse station with any doctor appointments so the appointment can be added to the doctor appointment schedule. If a doctor appointment needs to be changed or canceled please also contact the nurse station so that the appointment can be updated on our schedule. If a resident is unable to go to their appointment alone, we ask that family plan to attend their appointment with them, by either riding along on the Stonehill bus or meeting at the appointment. Please let the nurse

station know which family member will be attending the appointment.

### **ROOM CHANGES**

As consistency in routine is comforting to many residents, and moving to another room may cause confusion and disrupt the daily routine for some residents, 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 the Social Worker.

### **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 when possible to assist in building security.

### **PET POLICY**

We welcome our furry friends for visits; however, they must play nice in the sandbox, have all their shots up-to-date and be on a leash.

## **PROHIBITED ITEMS**

Residents, their invitees, or family may not bring in, cause to be brought in, or possess, use or display in any manner, any firearm or any other type of weapon, explosive, or any hazardous material (“Prohibited Items”) into the facility. Possession of any Prohibited Items may jeopardize the health and safety of other residents and shall be cause for involuntary transfer or 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.

**Hazardous substance.** 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**

Stonehill Communities is a smoke-free environment. We appreciate your cooperation as we strive to create a pleasing and comfortable environment for all of our residents.

## **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 at all times, and will make rounds during the night to monitor the safety and comfort of residents. The Main Entrance is locked between the hours of 8:30 p.m. and 7:30 a.m. and when needed to assist with resident and/or building emergencies.

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 Marshals, automatic sprinkler and heat activated alarm systems have been installed in all areas of the community. Each room has individual sprinklers and smoke detectors. 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 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.

## **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](http://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, 3<sup>rd</sup> 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.