

Greenview Living
Ohio's premier assisted living home

Resident Handbook

(Print Resident's Name Here)

**4024 Ridgewood road
Copley, Ohio 44321**

Phone 330-819-1150

greenviewliving@gmail.com

Resident Handbook

This is your Resident Handbook. In it, you will find all of the rules, regulations, rights, plans, policies, and procedures set forth by Greenview Living and by the Ohio Department of Health, for adult care facilities (ACF). This Resident Handbook has been organized in order to establish and maintain a high standard for quality of life for you and our facility.

I. FACILITY- POLICIES AND PROCEDURES

A. Behavior

All residents shall respect the rights and views of other residents and staff members, and treat them with fairness, courtesy, and good faith. There will be no discriminating against other residents or staff members based on race, color, creed, age, sex, religion, disability, or nationality. The use of profane language directed towards other residents, staff members, or visitors is prohibited. Issues related to other resident's personal hygiene or health will be kept in confidence. These are extremely sensitive issues and shall not be discussed in front of other residents or staff members.

B. Sanitation

A goal of ours, at Greenview Living, is to encourage all residents, as well as staff, to maintain sanitary conditions, in order to be healthy and free of infection.

1. Hand washing- Hands should be washed after each bathroom use, before and after meals, and anytime where hand washing is needed to keep oneself clean.
2. Waste disposal- Place contaminated trash, waste matter, tissues, sanitary napkins and dressings in a waste basket.
3. Needles- When using a needle, carefully dispose of them in a puncture resistant container. Do not bend, break or recap needles after use.
4. Bathing- A complete body bathing and washing of hair with soap, shampoo, or any other body or hair cleaner is required at least 3 times a week; not to exceed 2 days without a bathing.
5. Freshening Up- Freshening up should be performed daily, which would include washing your hands and face, changing underwear or clothing (when needed), and the use of deodorants.
6. Oral Hygiene- Teeth and dentures should be kept clean and free of food daily.
7. Eye Wear- Keep eye wear clean and in your possession every time you may need them.
8. Nail Care- Finger nails should be trimmed and cleaned at least once a week. Toe nails should be cleaned on a weekly basis and regular visits with your Podiatrist should be scheduled to keep toe nails healthy.

C. Bedroom Rules

All bedrooms at Greenview Living are fully furnished for your use. However, you may choose to bring your own furnishings, subject to our approval. All residents must have respect for other resident's belongings, space, and peace. Electrical cooking appliances are prohibited in all bedrooms.

D. Curfew

The curfew that has been set by Greenview Living is 9:00 pm. Should you not be able to make the

curfew, we request that you make a phone call to the facility, to inform the manager of your time of arrival.

E. Guests

Residents may receive guests anytime. Guests and family members are expected to follow all of the rules regarding behavior in the facility, found in this Resident Handbook.

F. Leaving the Facility

Prior to leaving the facility, residents should notify the manager of the estimated amount of time away from the facility he or she plans to be and what his or her plans of returning are. You should sign-out when you leave the facility and sign-in when you enter back into the facility. Should you choose to stay elsewhere for the tonight, the manager should be notified of who you choose to stay with and be given a contact number, where you can be reached.

G. Telephone Access

Residents may access the centralized phone in the Kitchen. This phone is for the use of all residents in the facility, so please be considerate of the amount and duration of your calls. Long-distance calls can be made.

H. Dietary Services

1. All the meals prepared at our facility are balanced, nutritious, and appetizing.
2. Meal Times- Breakfast will be served at 8:00 am. Lunch will be served at 12:00 pm. Dinner will be served at 5:30 pm.
3. Location- All meals will be served in the Dining Room, unless informed otherwise, prior to serving.
4. Snacks- Snacks are available in between meals, upon request.
5. Guest Meals- A one day notice should be given, by a resident, to the manager, when a guest wishes to join in a meal. Three guest meals are available free of charge per week, for each resident. After a third guest meal, guests will be charged \$10 per meal.
6. Water- Filtered, drinking water is readily accessible to all residents.
7. Packed Lunch- If a resident is to be absent from our facility during a scheduled meal time, we will ensure that the resident is provided with an adequate packed lunch, unless a meal will be provided for them during their absence.
8. Special Diets- We may prepare food for residents who have special dietary needs in accordance with dietary instructions from a physician or a licensed dietitian. We shall obtain the following information from the physician or dietitian:
 - a. A written list of permitted and excluded foods;
 - b. Recommended meal patterns and food preparation techniques where applicable;
 - c. A list of additional resources that the facility can consult for additional guidance.(When obtaining this information, we shall inform the physician or the dietitian of the staff and equipment available for food preparation and of the dietary needs of all the residents.)
9. We will ensure that all food shall be stored, prepared, distributed in a manner that protects against contamination and spoilage.
10. We will provide hand-washing facilities including hot water, cold water, and single use towels in the kitchen.

11. We will maintain the kitchen area free of poisonous and toxic materials other than those necessary for maintaining the cleaning operations and sanitizing of kitchen equipment or controlling insects and rodents.
12. We shall supervise and assist a resident in consuming foods, if a resident requests such a service.

I. Alcohol

Unless your physician has approved the use of alcohol, the consumption and storing of alcohol is prohibited in our facility. If your physician has not approved the use of alcohol, and it is found in your bedroom, it will be confiscated and destroyed. If you are approved the use of alcohol, by your physician, all alcoholic beverages may be stored in the kitchen, not in your bedroom.

J. Medication

All medications must be self-administrated. We may remind you when your medication should be taken and store your medication in a safe place.

K. Smoking Policy

Smoking is not permitted on the inside of the facility or the garage of the facility. Smoking is permitted on the outside of the facility, only near the side door, on the south side of the facility. Cigarette butts must be disposed of properly.

L. Grievances

Should you have a grievance regarding our facility or the services we provide, please express the grievance directly to the Manager, Danka Malivuk at 330-819-1150, so that she may address the issue immediately. If you feel that your grievance is not being heard, it can be discussed with the ombudsman of this area or with the Department of Health. All contact numbers are posted prominently in the Main Hallway.

II. YOUR RESIDENTS' RIGHTS

The Residents' Rights have been established by the Ohio Department of Health (ODH), for ACF's, to ensure that your rights as a resident are being acknowledged and met by all ACF's in the state of Ohio; and that they are explained and available to you. The following text has been typed directly from sections 3722.12 and 3722.14 of the Revised Code, and paragraph (C) of chapter 3701-20-23 of the Administrative Code.

3722.12. of the Revised Code (Rights of residents)

(A) *As used in this rule:*

1. *"Abuse means the unreasonable confinement or intimidation of a resident, or the infliction of injury or cruel punishment upon a resident, resulting in physical harm, pain, or mental anguish.*
2. *"Exploitation" means the unlawful or improper utilization of an adult resident or his or her resources for personal or monetary benefit, profit, or gain.*
3. *"Neglect" means failure to provide a resident with goods or services necessary to prevent physical harm, mental anguish, or mental illness.*
4. *"Physical restraint" includes, but is not limited to, the locked door or a room or any article, device, or garment that interferes with the free movement of the resident and that they are unable to remove easily.*

- (B) *As specified in division (B) of Section 3722.12 of the Revised Code, the facility must assure the rights of a resident of an ACF include all of the following:*
1. *The right to a safe, healthy, clean, and decent living environment;*
 2. *The right to be treated at all times with courtesy and respect, and with full recognition of personal dignity and individuality;*
 3. *The right to practice a religion of his or her choice or to abstain from the practice of religion;*
 4. *The right to manage personal financial affairs;*
 5. *The right to retain and use personal clothing;*
 6. *The right to ownership and reasonable use of personal property so as to maintain personal dignity and individuality;*
 7. *The right to participate in activities within the facility and to use the common areas of the facility;*
 8. *The right to engage in or refrain from engaging in activities of the resident's own choosing within reason;*
 9. *The right to private and unrestricted communications, including the right to receive, send, and mail sealed, unopened correspondence, the right to reasonable access to a telephone for private communications, and the right to private visits at any reasonable hour;*
 10. *The right to initiate and maintain contact with the community, including the right to participate in the activities of community groups at the resident's initiative or at the initiative of community groups;*
 11. *The right to state grievances to the owner or the manager of the facility, to any governmental agency, or to any other person without reprisal;*
 12. *Prior to becoming a resident, the right to visit the facility alone or with the individual's sponsor;*
 13. *The right to retain the services of any health or social services practitioner at the resident's own expense;*
 14. *The right to refuse medical treatment or services, or if the resident has been adjudicated incompetent pursuant to Chapter 2111. of the Revised Code and has not been restored to legal capacity, the right to have the resident's legal guardian make decisions about medical treatment and services for the resident.*
 15. *The right to be free from abuse, neglect, or exploitation;*
 16. *The right to be free from physical restraints;*
 17. *The right not to be deprived of any legal rights solely by reason of residence in an ACF;*
 18. *The right to examine records maintained by the ACF concerning the resident, upon request;*
 19. *The right to confidential treatment of the resident's personal records, and the right to approve or refuse the release of these records to any individual outside the facility, except upon transfer to another ACF or a nursing home, residential care facility, home for aging, hospital, or other health care facility or provider, and except as required by law or rule or as required by a third-party payment contract;*
 20. *The right to be informed in writing of the rates charged by the facility as well as any additional charges, and to receive thirty days notice in writing of any change in the rates and charges;*
 21. *The right to have any significant change in the resident's physical health or behavioral status reported to the resident's case manager and sponsor; and*
 22. *The right to share a room with a spouse, if both are residents of the facility.*

- (C) A sponsor, the director of health, the director of aging, or a residents' rights advocate registered under section 3701.07 of the Revised Code may assert on behalf of a resident any of the rights enumerated under this section, section 3722.14 of the Revised Code, or rules adopted by the public health council pursuant to this chapter. Any attempted waiver of these rights is void. No adult care facility or person associated with an adult care facility shall deny a resident any of these rights.
- (D) Any resident whose rights under this section of section 3722.13 or 3722.14 of the Revised Code are violated has a cause of action against any person or facility committing the violation. The action may be commenced by the resident or by his sponsor on his behalf. The court may award actual and punitive damages for violation of the rights. The court may award to the prevailing party reasonable attorney's fees limited to the work reasonably performed.

3722.14 of the Revised Code (Grounds for transfer or discharge or resident; procedure for closing

(A)

1. Except as provided in division (A)(2) of this section, an adult care facility may transfer or discharge a resident, in the absence of a request from the resident, only for the following reasons:
 - a. Charges for the resident's accommodations and services have not been paid within thirty days after the date on which they became due;
 - b. The mental, emotional, or physical condition of the resident requires a level of care that the facility is unable to provide;
 - c. The health, safety, or welfare of the resident or of another resident requires a transfer or discharge;
 - d. The facility's license has been revoked or renewal has been denied pursuant to this chapter;
 - e. The owner closes the facility.
2. An adult family home may transfer or discharge a resident if transfer or discharge is required for the health, safety, or welfare of an individual who resides in the home but is not a resident for whom supervision or personal services are provided.

(B) The facility shall give a resident thirty days advance notice, in writing, of a proposed transfer or discharge, except that if the transfer or discharge is for a reason given in divisions (A)(2) to (5) of this section and an emergency exists, the notice need not be given thirty days in advance. The resident may request and the director of health shall conduct a hearing if the transfer or discharge is based upon division (A)(1), (2), or (3) of this section. The public health council shall adopt rules governing the procedure for conducting such a hearing. The facility shall state in the written notice the reasons for the proposed transfer or discharge. If the resident is entitled to a hearing, the written notice shall outline the procedure for the resident to follow in requesting a hearing.

If the resident seeks a hearing, he shall submit a request to the director not later than ten days after receiving the written notice. The director shall hold the hearing not later than ten days after receiving the request. A representative of the director shall preside over the hearing and shall issue a written recommendation of action to be taken by the director not later than three days after the hearing. The director shall issue an order regarding the transfer or discharge not later than two days after receipt of the recommendation. The order may prohibit or place conditions on the discharge or transfer. In the case of a transfer, the order may require that the transfer be to an

institution or facility specified by the director. The hearing is not subject to section 121.22 of the Revised Code.

(C)

- 1. The owner of an adult care facility who is closing the facility shall inform the director of health in writing at least thirty days prior to the proposed date of closing. At the same time, the owner or manager shall inform each resident, his guardian, his sponsor, or any organization or agency acting on behalf of the resident, of the closing of the facility and date of the closing.*
- 2. Immediately upon receiving notice that a facility is to be closed, the director shall monitor the transfer of residents to other facilities and ensure that the residents' rights are protected. The director shall notify the ombudsman in the region in which the facility is located of the closing.*
- 3. All changes shall be prorated as of the date on which the facility closes. If payments have been made in advance, the payments for services not rendered shall be refunded to the resident or the resident's guardian not later than seven days after the closing of the facility.*
- 4. Immediately upon the closing of a facility, the owner shall surrender the license to the director, and the license shall be canceled.*

3701-20-23 (C) of the Administrative Code

- 1. The right not to be locked out of the facility. If the facility is locked during any portion of the day, each resident shall be provided with a key or a staff member shall be immediately available on the premises to open the door;*
- 2. The right not to be locked in the facility at any time for any reason. All lockable doors shall be capable of being opened by residents from the inside without using a key; and*
- 3. The right not to be isolated or to have food or other services withheld for punishment, incentive, convenience, or due to the ACF manager or staff member exceeding instructions contained in a mental health plan for care.*

III. AN EXPLANATION OF YOUR RIGHTS

The goals of Resident's Rights are to ensure that adequate care is provided in a way that respects the dignity of residents and to promote independent living and decision making to the highest degree possible. We must ensure and protect the human rights of every resident and therefore will provide a safe, healthy, clean and decent living environment in which the resident will be treated at all times with courtesy and respect and with full recognition of personal dignity and individuality.

A. Information

- 1. As a resident of our facility, you have the right to certain information which will aid you in making decisions about your care. It is our policy to allow you and your sponsor to visit our facility before you become a resident.*
- 2. As a resident of our facility, you will be informed of all services being provided to you and costs associated with your residents here. You will be notified 30 days in advance of any changes in costs.*

3. As a resident of our facility, you will be permitted to look at any record that we keep about you.

B. Medical Information and Treatment

1. As a resident of our facility, you have the right to continue receiving the services of any physician, dentist, social worker, psychologist, etc... that you choose at your own expense.
2. As a resident of our facility, you may refuse to accept medical treatment or medical services. If you have been judged incompetent by a probate court, you have the right to have your legal guardian make decisions about your medical treatment.
3. As a resident of our facility you have the right to direct us of any significant changes in your health to your sponsor.

C. Privacy

1. As a resident of our facility, you have the right to private and unrestricted communication. This includes the right to private visits with family members and care givers and family members.
2. As a resident of our facility, no one may open any mail you send or any mail you receive without your permission.
3. As a resident of our facility, we must make it possible for you to have reasonable access to a telephone for private conversations.
4. As a resident of our facility, if both you and your spouse are residents of our facility, you have the right to share a room.
5. As a resident of our facility, your right to privacy also includes the confidential treatment of your personal records maintained by our facility. It is for you to decide whether or not the contents of your personal records will be released except when required by law.

D. Financial Affairs

As a resident of our facility, you have the right to manage your personal financial affairs. If you desire, you may delegate that management to our facility and receive at least a quarterly report of the transactions made on your behalf.

E. Personal Possessions

As a resident of our facility, you have the right to retain and use personal possessions and clothing. If we are storing or handling any of your possessions, you must have access to reasonable use of them.

F. Activities

1. As a resident of our facility, you have the right to participate in religious practices and activities of your choice or to refuse to participate in religious activities. No one may force you to observe a religious obligation nor may anyone deny your right to observe your own religious obligation.
2. As a resident of our facility, your participation in social and recreational activities inside and out of our facility is encouraged, but is not required. You have the right to leave the facility and engage in social activities of your choice.

G. Freedom from Abuse and Restraints

1. No resident of this facility shall be subjected to abuse, neglect, or exploitation. You may not be restrained, confined, or punished by any staff member of our facility.
2. You may not be locked in our facility at any time for any reason nor may you be locked out of the facility for any reason.

H. Transfer/Discharge

As a resident of our facility, you have the right to know 30 days in advance of a proposed transfer or discharge, or the closing of our facility. If an emergency exists, you may not be notified 30 days in advanced. If our facility closes and your payments have been made in advance, a refund shall be issued for all services not rendered, no later than 30 days after the closing of our facility.

I. Exercising Rights

1. If for any reason you feel that your rights are being violated, you have the right to state your grievance to the owner/manager of our facility or to any government agency. No one may threaten to take any action against you for doing so.
2. You retain all legal rights as any other citizen.

IV. EMERGENCY PLAN

This Emergency Plan has been established to ensure that proper actions are being performed in the case of an emergency.

1. When is it an emergency?

An emergency is an unexpected and sudden event that must be dealt with urgently. It is an emergency when someone is seriously ill or injured, when someone may become seriously ill or injured from their surroundings, when someone is or may be in any type of danger, or when you are not sure what to do. Some examples include when:

1. A victim does not respond to voice or touch
2. A victim has chest pain or chest discomfort
3. A victim has signs of stroke
4. A victim has a problem breathing
5. A victim has a severe injury or burn
6. A victim has a seizure
7. A victim suddenly can't move a part of the body
8. A victim has received an electric shock
9. A victim has been exposed to poison
10. A victim tries to commit suicide or is assaulted, regardless of the victim's condition
11. There is an uncontrollable fire in the facility
12. Smoke or gases may cause harm or make it hard to breathe in the facility
13. The facility is unsafe for any other reason
14. Someone is missing
15. Safety in the facility may become compromised

2. What do you do in a health related emergency?

If you are alone and someone else's health is compromised-

1. Yell for help while you start to check the victim.
2. If no one answers your yell:

- a. Leave the victim for a moment while you phone (911).
- b. Get the first aid kit and return to the victim.

If you are with others and someone else's health is compromised-

1. Stay with the victim and be ready to give first aid.
2. Send someone else to phone (911) and get the first aid kit.

3. What do you do in case of a fire?

1. If it is a small fire and no one is immediately in danger, quickly access the nearest fire extinguisher and attempt to extinguish the fire. Make sure everyone is cleared from the area before you use the extinguisher.
2. If the fire will not extinguish or if the fire is too large for you to handle, immediately call (911).
3. Evacuate all residents from the facility, following the Evacuation Plan.

4. What do you do in case of a tornado?

If the area in which the facility is located in has been given a tornado watch by the National Weather Center, all residents shall be assisted into the basement along with every staff member on duty. When all the residents and staff have made it into the basement and a head count is taken to ensure so, a call should be given to Danka Malivuk at 330-819-1150 to inform her of the situation.

5. What do you do in case of an intrusion of the facility?

1. Immediately call (911).
2. Check to see if the residents are safe.
3. Wait for the police to arrive.

(When attempting to call (911), check first to see if you or someone near you has a cell phone on, if not, then check a facility phone).

6. What do you do if you need to call (911), but have no phone access?

1. Yell for help while you begin to perform the appropriate actions for your emergency.
2. When you feel that it is safe for you or someone else to leave the facility or location of the accident, go to the nearest neighbor and ask for them to call (911) and to assist in your emergency.

V. EVACUATION PLAN

The purpose of the Evacuation Plan is to specify measures to be taken during an emergency were evacuation of the facility is necessary to ensure the safety of residents and staff.

Policy for Fire Drills: All staff members are to be trained in evacuation procedures. Participation in at least one quarterly fire drill is mandatory. Residents will participate in all fire drills that they are present for. Deficiencies in performance during fire drills will be documented and placed in individual's resident or employee file.

Protocol: In the event of a fire or any emergency were evacuation of the facility is necessary:

1. Any individual present in the facility is to call 911, immediately.
2. All staff members on duty are to immediately assist in evacuating residents from the facility.
3. Should a resident have impaired mobility, additional instructions will be implemented and all staff members will be trained on how to safely

- evacuate such resident.
4. When assisting residents, staff members will speak loud and clear, yet in a calm manner to ensure that residents are aware of what is going on and are being evacuated effectively.
 5. Follow the safest exit route out of the facility, using any clear exit of the facility. Exit Routes can be found on the Facility Layout.
 6. When exiting through the garage doors, the button to open the garage doors must be pressed in order for the garage doors to be opened. The button is located next to the doorway that connects the garage to the facility.
 7. When outside, staff members are to guide residents to the front driveway where all staff members and residents are to meet.
 8. The manager or temporary manager that is in charge during an evacuation is to ensure that everyone has made it out of the facility.
 9. Immediately after everyone has made it out of the facility safely, the manager is to contact the facility house manager- Danka Malivuk at 330-819-1150 to inform her of the situation.
 10. No one is to go back into the facility until the fire department or other emergency team notifies the manager that it is safe to go back inside.
 11. Should the facility be deemed unsafe:
 - a. The manager will contact the host facility to notify them of arriving residents.
 - b. The manager will arrange for transportation of residents.

VI. CHANGES TO THIS RESIDENT HANDBOOK

Any text in this Resident Handbook may be altered, by Greenview Living, from time to time; for which you will receive a list of the changes and or a new updated copy.

VII. ACKNOWLEDGEMENTS

I _____, have received a copy of this Resident Handbook and have had all the contents explained to me, including my Resident's Rights and an explanation of my Resident's Rights, and I clearly understand my rights and agree to all the contents set forth herein, this __ day of _____, _____.

Resident

**Authorized Member
Greenview Living Inc.**

Authorized Representative

Representative's Copy

Greenview Living
Ohio's premier assisted living home

Resident Handbook

(Print Resident's Name Here)

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