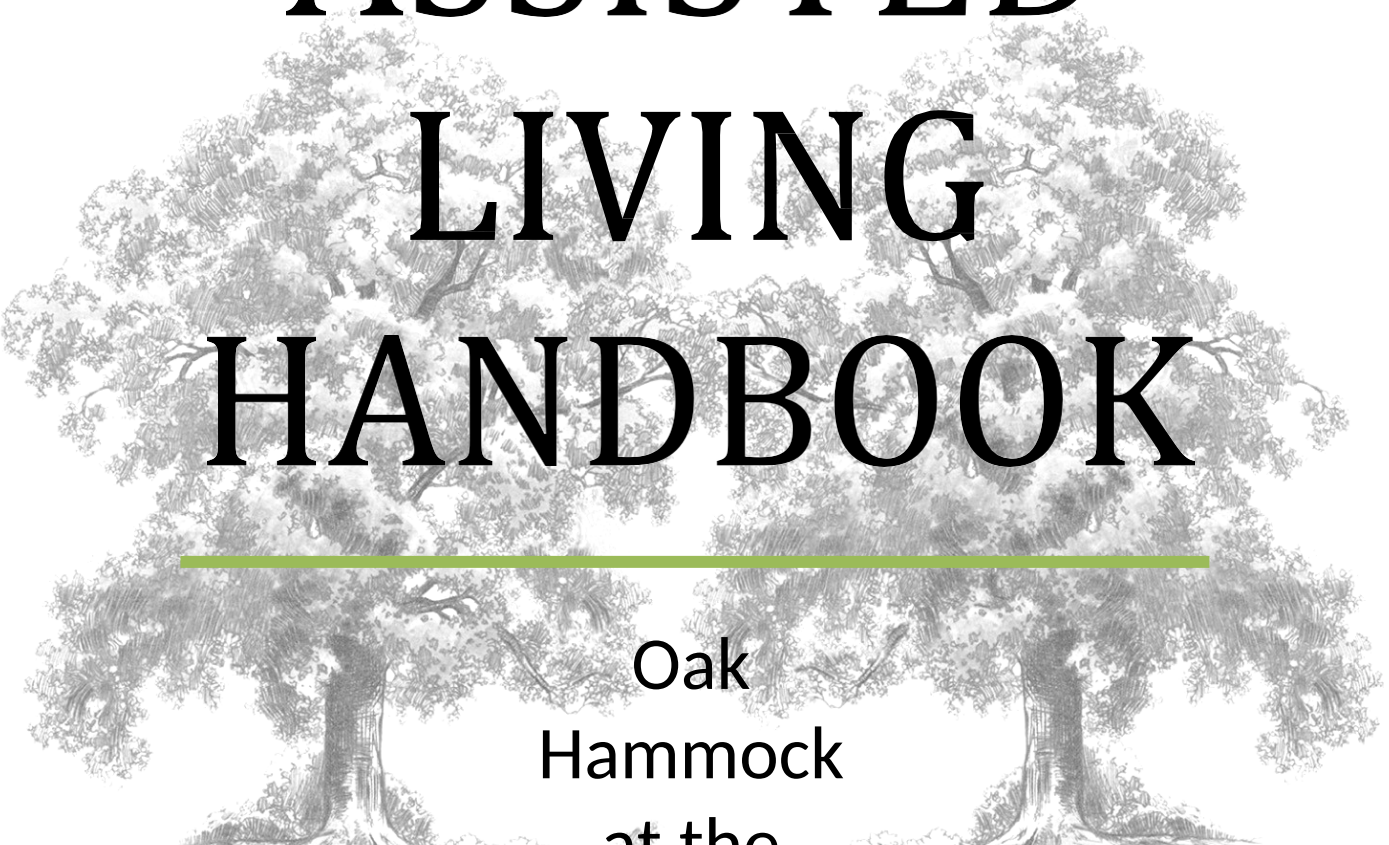

ASSISTED LIVING HANDBOOK



Oak
Hammock
at the
University of
Florida

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TABLE OF CONTENTS

Contents

<u>WELCOME</u>	4
<u>INTRODUCTION</u>	1
<u>WHAT YOU WILL NEED OR MAY WANT TO BRING</u>	1
<u>WHAT TO EXPECT BEFORE, ON THE DAY OF, OR SOON AFTER ADMISSION</u>	3
<u>CARE AND SERVICES</u>	4
<u>Attending Physician</u>	4
<u>Calling for Assistance</u>	4
<u>Country Kitchen</u>	4
<u>Dental Care</u>	4
<u>Hearing Services</u>	5
<u>Hospice Care</u>	5
<u>Housekeeping</u>	5
<u>Internet Access</u>	5
<u>Laundry</u>	5
<u>Library</u>	5
<u>Mail in Assisted Living</u>	5
<u>Nursing Care</u>	6
<u>Personal Care</u>	6
<u>Podiatry Services</u>	6
<u>Psychological Services</u>	6
<u>Recreation and Activities</u>	6
<u>Social Services</u>	7
<u>Student Rotations in Assisted Living</u>	7
<u>Telephone Service</u>	7
<u>Television</u>	8
<u>Therapy Services</u>	8

<u>Thermostat</u>	9
<u>Transportation to and from Medical Appointments and Hospitals</u>	9
 <u>DINING</u>	9
<u>Diet</u>	9
<u>Meals</u>	9
<u>Guest Meals</u>	10
<u>Snacks</u>	10
 <u>MEDICATION MANAGEMENT</u>	11
 <u>SAFETY MATTERS</u>	11
<u>Electrical Devices</u>	11
<u>Disaster Plan</u>	11
<u>Fire Drills</u>	12
<u>Leave of Absence</u>	12
<u>Tobacco Policy</u>	12
 <u>REGULATORY/LEGAL MATTERS</u>	12
<u>Grievance Procedure</u>	12
<u>Resident Rights</u>	13
 <u>BUSINESS/FINANCIAL MATTERS</u>	13
<u>Private Duty/Personal Assistants</u>	13
<u>Release of Information</u>	13
<u>Tips and Gifts</u>	14
 <u>OTHER SERVICES/AMENITIES AVAILABLE</u>	14
<u>Banking Services</u>	14
<u>Beauty/Barber Shop Services</u>	14
<u>Business Center</u>	14
<u>Copy Service</u>	15
<u>Dry Cleaning</u>	15
<u>Fax Service</u>	15
<u>Fitness Center</u>	15
<u>Massage Therapy</u>	15
<u>Notary Service</u>	15
<u>Overnight Guests</u>	15

<u>Spiritual Needs</u>	16
<u>Treats and Treasures (Convenience Store and Ice Cream Parlor)</u>	16
<u>PETS</u>	16
<u>CONCLUSION</u>	17

WELCOME

Dear Resident,

Welcome to our Assisted Living residences in the Health Pavilion at Oak Hammock. We are pleased that you have chosen our home as your place of residence.

We have prepared the enclosed material to provide you with information about us, what to expect, and your rights as a resident. This Handbook is a guide to help you understand the services that are offered in Assisted Living and to give you useful information on how to access these services.

Throughout your stay with us, you will be served by physicians, nurses, nursing assistants, dietary personnel, housekeeping and laundry personnel, therapists, social workers, activity personnel, and maintenance and office staff. Our objective is to provide you with quality care and meaningful life experiences.

We are very proud of the staff that we have caring for our residents. Our team consists of caregivers who have two families – their Oak Hammock family and the families they return to when they leave Oak Hammock at the end of their workday. They are dedicated to maximizing your Oak Hammock experience. Many of them are furthering their educations in the health field and bring newly learned skills in caring for you. All team members are active participants in a continuing education program provided by Oak Hammock for the purpose of helping staff expand their care giving skills so that they may better assist you. The Oak Hammock team of caregivers believes that the safeguarding of human dignity is vital to good health care. It is our goal to promote and protect this vital part of your life.

As a resident living in our Assisted Living residences, we encourage you and your family to exercise your rights. It is our goal to assist you in receiving services when you need or request them. Please do not hesitate to call upon any of our Oak Hammock staff. If they are not able to immediately assist you with your request, they will direct you to the appropriate person(s) to help you with a concern or need.

Again, we welcome you to our Assisted Living Residences. We look forward to serving you and making our home your home.

Sincerely,

Health Care Administrator

INTRODUCTION

Quality resident care is our primary goal. Our trained, dedicated staff of professionals is actively involved in maintaining high standards, ethics, and performance in long-term care. Oak Hammock provides services with a caring philosophy and respect for its residents. We believe:

In the inherent right of each of our residents to receive the highest quality of long-term residential health care accessible.

In providing health care services with the highest degree of respect and dignity.

In the attainment of each resident's full potential, including one's maximum independence.

In providing the opportunity to explore new interests that will contribute to each resident's health and happiness

In supporting the rights of individuals to be actively involved in decision-making concerning everyday living and with regard to death with dignity.

In fostering loving concern for the well-being of individual residents and their families.

There are two means by which people choose to become residents of the Assisted Living residences at Oak Hammock. The first is through a transition from Independent Living at Oak Hammock and the second is through a transition from a home outside of Oak Hammock. As those who transition from Independent Living have already paid for a portion of the costs involved in Assisted Living, their fees will differ from those who are admitted directly from the community.

Generally, those who choose to become residents of a Continuing Care Retirement Community (CCRC), such as Oak Hammock, do so, in large part, to obtain the benefit of health care through the later stages of life. As most of these residents start out in Independent Living, they do not always understand the differences in Assisted Living. While many of the policies and procedures are resident driven in Independent Living, there are state regulations that dictate most policies and procedures in Assisted Living, as well as those determined by the Oak Hammock Board of Directors in order to keep Assisted Living viable.

WHAT YOU WILL NEED OR MAY WANT TO BRING

A **list of medications** you are taking if you are coming from home. If you are being transferred from another facility, the transferring facility will send the necessary information. Please do not bring your own medications unless you have a physician's order to administer your own medications and plan to do so. Your **current Medicare card, Medicare Supplemental Insurance card, and Medicare Part D card (if separate) or if you have private insurance that may pay all or a portion of the bill, please bring that information.** If you have long-term care insurance that may pay all or a portion of the bill, please bring that information too.

Copies of **Advance Directives and preplanned funeral arrangements that may include:**

- Power of Attorney (general, expanded, or durable)
- Health Care Surrogate
- Living Will
- Do Not Resuscitate Order (DNRO)
- Copy of funeral home or crematorium information
- Person to notify in case of emergency.

Advance directives are written documents made in advance of a serious illness that state your choices for health care or that name someone to make those choices for you if you become unable to make these decisions. Through these advance directives, you can make legally valid decisions about your future medical treatment. It is recommended that residents execute advance directives. If you do not already have advanced directives, our Social Services Coordinator is available to speak with you about the options specific to your situation and/or preplanned funeral arrangements.

Clothes normally worn at home for both day and night wear, including:

- a bathrobe
- nightgowns or pajamas
- underwear
- socks or stockings
- comfortable shoes with non-slippery soles (sturdy shoes with low heels are preferred for stability).

We recommend that clothing be **machine washable and dryable**, although dry cleaning is available at an additional cost. Loose-fitting clothing, such as shorts, sweatpants, etc., are preferred if you are participating in the Therapy Program.

Personal property – The Assisted Living residences are unfurnished. You will need to bring your furniture and other personal items from home as space permits, as long as they do not create a health or safety violation. It is recommended that all valuable items, such as jewelry, important papers, and artwork, be kept in a safe place away from the Oak Hammock Health Pavilion. Oak Hammock cannot be responsible for lost property. You may open a safe deposit box with the bank located in our lobby if you wish as long as you have an account with First Federal Bank at any branch (e.g., checking, savings, or CD account).

Each room is equipped with a private closet space, which permits easy access to personal belongings and clothing, as well as a storage unit located in the Assisted Living area.

Residents are encouraged to maintain their apartments in a home-like environment by bringing personal items, such as photographs, etc. to place on a nightstand and/or chest of drawers.

Note: Any electrically powered furniture, such as a lift chair, must be inspected for safety by Oak Hammock maintenance staff.

Residents' personal possessions are for the use of the resident and for those whom residents grant permission. Staff members are not permitted to use

residents' personal possessions in any way, or for any reason, that will personally benefit the staff member. The staff may only access and use a resident's possessions if it is for the sole benefit of the resident and only then, with the resident's permission as applicable. If a resident's personal possessions are found in areas outside of the resident's apartment, those items will be immediately returned to the resident's apartment for safekeeping.

Equipment - If you have your own wheelchair, you should bring it with you, as well as ambulatory equipment (e.g., cane, walker, or any other durable medical equipment needs). Be sure to label your equipment and keep the serial number(s). No extension cords are permitted, even if they have surge protectors.

- Residents wanting to use an electric wheelchair or scooter must be evaluated for safe use by Therapy staff. If safety concerns are observed, re-evaluation will be required. The resident shall be responsible for any damage or liability while driving an electric wheelchair or scooter. Pedestrians shall always and without exception have the right of way over electric vehicles.
- The Social Services Coordinator and therapists can provide you with information about renting and/or purchasing a wheelchair, walker, or other durable medical equipment needs.

Television set – You may wish to bring one set for your bedroom and another for your living room. Cable outlets are available in both areas. As with all personal belongings of this nature, please be sure to label the television. It is advisable to retain the serial number(s).

Computer, laptop, tablet, and/or cell phone with wireless capability, if desired. As with all personal belongings of this nature, please be sure to label the equipment. It is advisable to retain the serial number(s).

WHAT TO EXPECT BEFORE, ON THE DAY OF, OR SOON AFTER ADMISSION

Prior to admission, you will meet with the Admissions Coordinator and the Assisted Living Manager to complete paperwork and the service plan.

To better serve your needs, new admissions are generally scheduled between the hours of 8:00 am and 5:00 pm Monday through Friday. Early morning is best, because it gives you more time to adjust before your family or other person(s) assisting you leaves.

You will be escorted to your Assisted Living residence.

Interviews/assessments will be conducted by members of the Nursing, Activities, and Dietary staff for the purpose of learning your needs and

desires.

You will be asked to provide a list of medications you are taking if coming from home. If coming from the hospital or other facility, this information will be sent from the hospital or other transferring facility.

You will review several forms, both on paper and electronically, including the Admissions Agreement and the Resident's Bill of Rights. You should read these carefully and ask any questions you have regarding this information. Notify the Health Care Administrator if a violation of any right should occur. These documents are available for review before admission. Reading before admission is encouraged.

CARE AND SERVICES

Attending Physician

The attending physician is the physician residents choose to follow their care while in Assisted Living. Residents in Assisted Living have the right to select a physician of their choice. All arrangements for payment for physician services will be made between the resident and the provider.

Calling for Assistance

Independent Living residents should leave their pendant in their Independent Living home when moving to Assisted Living. Assisted Living residents are issued a pendant to be used while they are in Assisted Living. Use this pendant to call for assistance from the Nursing staff. Nursing staff will respond as soon as possible. Non-nursing staff may also respond to your call, but will contact the proper person about your need for assistance if unable to give you such assistance. Services rendered in Assisted Living will be strictly limited to those within the scope of practice of the responding staff member. Life-threatening or crisis medical emergencies will be handled by a nurse, who may determine the need for emergency care and call 911.

Country Kitchen

There is a country kitchen in Assisted Living with a full-size stove, oven and refrigerator/freezer. This kitchen area is stocked with often used kitchen supplies and is open for use by residents and their families and friends to prepare a favorite meal, host a gathering, or cook something special. Residents and guests are free to use these facilities at any time. Please notify the Activity Team Leader, at 1122, if you need anything related to the use of these kitchen areas.

Dental Care

Oak Hammock provides in-house dental care services through an independent provider. Assisted Living residents may choose to use these services or may choose to continue to receive their dental care through their own provider. All arrangements for payment for dental services will be made between the resident and the provider. Arrangements for dental care are made through the Nursing staff or Social Services Coordinator or can be made directly by calling the office at 1113.

Hearing Services

Hearing services may be obtained by contacting your nurse or by calling Audiology directly at 265-9484. All arrangements for payment for services will be made between the resident and the provider.

Hospice Care

Hospice provides care to residents with a life limiting illness, as well as supportive services to their families. Hospice care addresses physical, social, spiritual, and emotional care during the last stages of illness, while paying particular attention to family psychosocial needs. Social Services is available to work with residents who are considering hospice services. Social Services can be reached at 1121 or 1125.

Housekeeping

There will be a full cleaning of each apartment once a week at a scheduled time and deep cleaning will be provided as needed. In addition, CNAs will help maintain the cleanliness of your apartment with daily touch-ups.

Internet Access

High-speed wireless Internet access is available at no additional charge for Assisted Living residents.

Laundry

Two options for personal laundry are available.

1. Residents may request the staff to do the laundry at no additional cost. It is done separately from other residents' laundry in washers and dryers located in Assisted Living. Oak Hammock will provide detergent and dryer sheets for those who wish to use our standard products. Residents may wish to supply their own preferred detergent or dryer sheets at their cost.
2. Residents may make their own arrangements for personal laundry service. In this case, the resident must furnish a container in which to store the soiled laundry and it must be picked up no less than once a week. Residents, family members, or friends may do a resident's laundry in the washers and dryers located in Assisted Living.

Library

Reading materials, including large print books, are available in the Assisted Living Library and are updated periodically with donations of books and other reading materials. Residents are also invited to check out materials from the larger library located in the Independent Living area. If you have a specific request, contact the Activity Team Leader at 1122.

Mail in Assisted Living

Mail will be sent and received promptly for residents. Residents' mail will not be opened unless otherwise requested by the resident or responsible party. Your room key also serves as your mailbox key.

Stamped outgoing mail may be left at the Assisted Living Reception desk or can be dropped in the mail slot in the Assisted Living postal area. Stamps are available for purchase in Treats and Treasures (the convenience store located on the upper level of the Commons). The Receptionist in the lobby on the lower level of the Commons can accept packages using ground UPS with the resident's credit card information and the package will usually be picked up that day, Monday through Friday only. In addition, the Receptionist can accept prepaid packages for US mail, UPS, and Fed-EX. Our staff will be happy to assist you with your mailing needs.

Nursing Care

Licensed nurses are on duty in Assisted Living at all times to help you with your medications and other wellness needs. Certified nursing assistants (CNAs) are also on duty at all times to assist you with the activities of daily living.

Personal Care

Oak Hammock strives to feel as much like home to our residents as possible. In keeping with this philosophy, we do not have a set shower/bath schedule for our residents. Upon or shortly after admission, a certified nurse assistant (CNA) will interview you in order to gather information about your usual routine; this information is used to help us provide care and services that are as close to your preferred routine as possible. Our staff members are here to assist you and will make every attempt to honor your requests for a shower or bath at your convenience. In addition, they will cut your nails unless contraindicated. In this case, a nurse can assess and treat or refer to Podiatry.

Podiatry Services

Podiatry services are coordinated by the Assisted Living Team Assistant at 1119. All arrangements for payment for services will be made between the resident and the provider.

Psychological Services

Psychological services are provided with a physician's order. Social Services is available at 1121 or 1125 to help coordinate services. All arrangements for payment for services will be made between the resident and the provider.

Recreation and Activities

Upon admission, you will receive the current Assisted Living Calendar of Events. Our qualified team of Activity professionals plans and schedules a variety of activities and events specifically for our Health Pavilion residents. These activities address cognitive, physical, spiritual, and social needs and are held throughout the day. Examples include parties, musical entertainment, animal visits, art projects, and so much more.

These activities take place both indoors and outdoors, weather permitting. Our Activities Department staff will personally invite you to each activity and will assist you to and from the activity, if necessary. You will also receive, each morning,

our “Oak Hammock Programs and Activities” daily handout. This handout is designed to keep you informed of the day’s events, as well as to provide you with cognitive stimulation during your down-time each day. We also hold a variety of social events throughout the month and encourage you to participate in all events of interest. If you have questions about our Recreation and Activities, contact our Activity Team Leader at 1122.

Assisted Living residents are welcome to participate in most Independent Living activities, depending on their ability to do so. The Independent Activities Calendar is available at the reception desk or upon request from the Activities staff. In addition, an Assisted Living resident sits on the Independent Living Residents’ Council (RC) and acts to represent Assisted Living residents. Assisted Living residents are welcome to attend any of the RC committee meetings.

Social Services

Our Social Services team is available to assist you with referrals and coordination of various services. Examples of services provided include adjustment issues

(such as transitioning from Independent Living to Assisted Living), advance directives education and implementation, assessment for the transition to Skilled Nursing, assistance in dealing with such issues as a newly diagnosed illness (either in oneself or one’s spouse), bereavement and loss issues, support/care coordination, psychosocial assessment, coordination of ancillary services, and discharge planning. Our Social Services Coordinator can be reached at 1121 and 1125.

Student Rotations in Assisted Living

Oak Hammock regularly works with area universities, colleges, and vocational programs to assist in the education of their students in geriatric care. Students may rotate through Assisted Living as part of their educational experience. The students may include future nurses, physician assistants, pharmacists, CNAs, physical therapists, occupational therapists, speech therapists, recreational therapists, and counseling students. They work under the supervision of their instructors while at Oak Hammock. As a resident, you will have an opportunity to contribute to their educational experience. We are proud that Oak Hammock has been chosen as a center of excellence for educating students from several area schools.

Telephone Service

A telephone and both local phone and long-distance phone service are provided in every Assisted Living residence at no additional charge. In all cases, 9 must be dialed before getting an outside line. To reach an extension or another Assisted Living room within Oak Hammock, dial the last four digits of the number. Those in two-room apartments may wish to bring a second telephone for the second room. Both rooms have outlets for telephones. You may wish to bring an answering machine for use with your telephone.

Television

Extended basic cable television service is provided to every residence at no additional charge. Additional cable channels can be ordered by calling Cox Cable at 1-888-269-9693. Should a converter box be required, arrangements must be made with the cable company. Payment arrangements for additional cable services will be made between the responsible party and Cox Cable.

Therapy Services

Should your physician order therapy for you, a comprehensive plan of care will be specifically designed for you in conjunction with your physician and the interdisciplinary team. Your assigned therapist will evaluate you and set up a plan for treatment. There are three different therapies that you may need to see during your stay: Physical Therapy, Occupational Therapy, and Speech Therapy. Each of these therapies is allocated a finite number of minutes for treatment and we need your presence in the Assisted Living facility to be able to provide effective care for you. In an effort to maximize your progress, it is very important that you be available on a daily basis for provision of nursing and therapy services. Please plan on wearing loose-fitting clothing, such as shorts, sweatpants, etc., while you are here. It is much easier to participate in therapy when your clothes fit comfortably.

The Therapy Department provides both inpatient and outpatient services to our residents. The Therapy Department is currently open Monday through Friday from 8:00 am to 5:00 pm. Services may, however, be provided seven days a week, as deemed necessary by the Therapy Department staff and physician overseeing your plan of care. The Therapy Department is equipped with equipment and supplies to best meet the needs of our residents, as well as a therapy training apartment for assisting residents to reach a functional level in their apartments. Payment for therapy services may be covered by your Medicare/Supplemental insurance, private insurance, or by private pay. Information regarding payment will be discussed with you prior to the start of your treatment.

Physical therapy includes muscle strengthening, pain management, stretching, mobility, general conditioning, education in injury prevention, home exercise programs, gait training for difficulty in walking, balance activities, assessment for wheelchairs and other aids, safety awareness, splinting and bracing, increasing joint range of motion, back care and protection, vestibular therapy for dizziness; home assessments, and establishment of post-therapy exercise programs at the Fitness Center.

Occupational therapy includes education and training with daily activities, such as bathing, grooming, dressing, and feeding; instrumental activities of daily living such as meal preparation and community mobility; assessments for assistive devices; cognitive re-education; visual perceptual training; vestibular therapy for dizziness; neuro-motor re-education; education in injury prevention; balance

activities; hand therapy; splinting; energy conservation; home evaluations and modifications; low vision therapy; and work site ergonomics/back care and protection.

Speech therapy includes working with residents who have slurred or unintelligible speech, swallowing difficulties, choking problems, communication difficulties (writing, speaking, gesturing, reading), as well as those who require cognitive therapy for memory deficits, assistance with organizational skills, and problem solving.

Our Therapy Department can be reached at 1170 or fax at 378-7108.

Thermostat

Each room has its own thermostat for resident comfort.

Transportation to and from Medical Appointments and Hospitals

There is a fee for drop-off and pick-up to and from a scheduled appointment/destination. Oak Hammock Contract residents who move to Assisted Living are still entitled to use Oak Hammock transportation to and from medical appointments and hospitals at no charge with at least five days' notice. Those who need personal assistance, or who have specialized equipment, or those with very early, very late, or last-minute appointments may need to make other arrangements.

A member of the Assisted Living staff will schedule your transportation for you after being informed of the appointment. If you will need someone to accompany you to an outside appointment and do not have a person available to do so, contact Social Services at 1121 or 1125 to obtain a list of companies providing caregiver services.

If you are discharged from the hospital, arrangements must be made between the Oak Hammock Marketing/Admission Coordinator(548-1133) and the discharge planner of the hospital from which you are discharged.

DINING

Diet

Well-balanced meals are approved by a Registered Dietitian. Our Certified Dietary Manager will interview you upon admission to determine your eating preferences and discuss any special dietary needs, based on your physician's orders.

Meals

Assisted Living offers a menu with breakfast choices and two daily lunch and dinner specials, as well as a number of "always-available" alternatives and weekly specials. If you do not care for certain menu items, substitutions are always available. Ask your waitperson for additional information. Meals are served in the Assisted Living dining room.

Should your medical condition preclude you from taking meals in the dining

room, or should you request meal service to your room, then appropriate arrangements will be made on a temporary basis. In keeping with our desire to help you maintain as much of your previous routine as possible, we are proud to offer extended dining hours for all three meals. Dining hours are posted on the menu boards.

Assisted Living residents are also invited to eat in the Bistro in Skilled Nursing. The Bistro is open from 7:00 am to 7:00 pm. This not only gives you a place to socialize with others over a beverage and/or meal or snack, but also gives you a pleasant place to entertain your visitors. There is no additional charge for Assisted Living resident meals and snacks taken in this area, but there will be a charge for your guests.

Assisted Living residents are welcome to eat in the Grille located in the Oak Hammock Commons when it is open. Assisted Living residents eating in the Grille will be charged the published resident price for the meal but will then receive a partial credit for the meal not taken in Assisted Living. This credit will also apply to meals taken in other Independent Living dining areas. Residents are also welcome to dine in the two main dining rooms located in the Oak Hammock Commons. You may wish to dine there for Sunday brunch, special buffets, and for special occasions, such as entertaining out-of-town visitors or as a guest of an Independent Living resident. There is a surcharge for non-resident guests in the main dining rooms and Grille, except for special themed occasions, such as holiday buffets. It is important that reservations be made in advance if there will be more than four people in your party or if one or more of the members in your party cannot transfer from a wheelchair to a dining room chair. A member of the Dining staff will store any wheelchairs or walkers and help in transferring the person to a chair. If the person is unable to transfer, the host must make a reservation for a wheelchair accessible table. All people eating in the Independent Living dining rooms must be dressed in regular day clothes and be able to feed themselves.

Guest Meals

Guests are welcome to join residents in the Assisted Living Dining Room for meals. The charge can be put on the resident's account or the guest account if the guest is also an Oak Hammock resident. There is no surcharge for your guests if you choose to entertain them in the Health Pavilion dining rooms. There is a set charge for the breakfast, lunch, and dinner meals. For holiday and special occasion meals, the charge will usually be higher to reflect the additional costs. Your account number is your room number in Assisted Living. Accounting will see that the charges are included on one bill. Oak Hammock reserves the right to restrict the number of non-resident guests a resident may invite.

Snacks

Snacks and drinks are available on the bakers' racks, around-the-clock, in our dining room. If you would like a snack or drink for your room from the

refrigerator, please ask a staff member to assist you during meal hours. You may also store your snacks and take-out boxes in your own pantry and refrigerator. The staff is also able to prepare a limited variety of other light snacks for you at your request (grilled cheese or cold sandwiches, fruit bowl, salad, and similar items).

MEDICATION MANAGEMENT

Our qualified nursing staff is here to assist you in managing your medication needs. Medications will be kept in a secure and centralized location to ensure their safe and timely delivery and administration as prescribed by your physician. So that we may best assist you with your health care needs, records are kept by the nursing staff to document medication administration, services, and changes. To insure the uniform administration of the Oak Hammock medication program, it is recommended that residents purchase their medications from the Oak Hammock selected pharmacy during their stay in Assisted Living. Residents will be billed monthly for medications directly from the pharmacy. Residents do, however, have the right to choose their own pharmacy to provide their medications. While it is preferable that medications conform to the unit dose system used at Oak Hammock when medications are administered by the nurse, it is not required as long as the medications are in the containers in which they were dispensed with a pharmacy label.

For any insurance arrangement for private, subsidized, or free medication, accommodations will be made, but the right to charge for repackaging and administrative time for ordering and maintaining inventory is reserved. While it is preferable that the medications be dispensed in a unit dose system, it is not required.

Should a resident wish to self-administer medications and the resident's physician specifically states in the resident's clinical record that the resident may self-administer such medications those particular medications must be kept in the resident's apartment. If it is not documented that a resident may self-administer medications and such medication is found among the resident's belongings, Oak Hammock will move such medication immediately to the medication cart in order to comply with state regulations.

SAFETY MATTERS

Electrical Devices

For safety and well-being, electrical heating devices are prohibited in Assisted Living (e.g., electric blanket, heating pad). All electrical appliances must have a UL label and be inspected by Maintenance personnel.

Our regulatory agency prohibits the use of extension cords in Assisted Living. Halogen lights and power strips without a surge protector are also prohibited in Assisted Living.

Disaster Plan

Oak Hammock has a well planned process to respond to a hurricane or sudden disaster. The plan accounts for providing residents with food, drinking water, emergency supplies, medication, and health care for the duration of an emergency. Oak Hammock windows are built to withstand hurricane force winds and the impact from small flying objects. The generator is capable of supplying emergency power to many areas in the building.

Fire Drills

These are held once per quarter, per shift, for staff training purposes. Your guests are requested to comply with staff directions. Oak Hammock staff will give direction according to procedure. Generally, the resident must be able to evacuate the building with minimal assistance in the event of an emergency in order to ensure compliance with Assisted Living requirements.

Leave of Absence

Your family and friends are encouraged to take you out for meals or for overnight visitation. The nursing staff should be notified 24 hours in advance, so that they can make sure that prescribed medications will be available.

Tobacco Policy

Assisted Living has been designated a tobacco-free and smoke-free facility. This includes the entire Oak Hammock campus.

REGULATORY/LEGAL MATTERS

Grievance Procedure

We strive to work with our residents to resolve complaints and concerns. Our Supervisors and Health Care Administrator are available to address issues and to work with residents, families, and advocates to resolve concerns. However, should a resident wish to file a grievance, Oak Hammock will assist residents, their representatives (sponsors), other interested family members, or resident advocates in filing grievances or complaints when such requests are made. To assist all parties in this process, we ask that the following procedures be followed:

1. Any resident, his or her representative (sponsor), family member, or appointed advocate may file a grievance or complaint concerning treatment, medical care, behavior of other residents or staff members, theft of property, etc., without fear of threat or reprisal in any form.
2. Grievances and/or complaints may be submitted orally or in writing. Written complaints or grievances may be signed by the resident or the person filing the grievance or complaint on behalf of the resident.
3. The Health Care Administrator has delegated the responsibility of Grievance Officer and/or complaint investigation to the Social Services Coordinator.
4. Upon receipt of a written grievance and/or complaint, Social Services will investigate and report findings to the Health Care Administrator within three (3) working days of receiving the grievance and/or complaint.
5. The Health Care Administrator will review the findings with the person

investigating the complaint to determine what corrective actions, if any, need to be taken.

6. The resident, or person filing the grievance and/or complaint on behalf of the resident, will be informed of the findings of the investigation and the actions that will be taken to correct any identified problems. Such report will be made orally by the Social Services Coordinator within five (5) working days of the filing of the grievance or complaint with the facility and a copy will be filed in the Social Services office.
7. Should the resident or responsible party not be satisfied with the result of the investigation, or the recommended actions, he or she may file a written complaint to the local ombudsman office or to the state survey and certification agency. Contact information is included in the Admission packet. It is also posted in Assisted Living and is available at the Assisted Living Reception Desk.

Resident Rights

A list of resident rights to assure the individuality and dignity of each resident is given to all residents admitted to Assisted Living upon admission. Copies are available from Social Services. Residents of Oak Hammock shall not be deprived of any of the rights, benefits, and privileges guaranteed by law or by the Constitution, including the right to privacy, living in safety, being treated with respect, freedom of decision, and freedom to practice their own religion.

Residents suspecting abuse or neglect shall report it to the Abuse Registry at 1-800-962-2873. Residents who may have a conflict with the Assisted Living Manager are asked to contact the Health Care Administrator at 1135. If you are still dissatisfied or have questions, you may call the CEO at 1020 or contact the district Long Term Care Ombudsman Council at 1-800-831-0404 or the Agency for Health Care Administration (AHCA) at 1-386-418-5314.

BUSINESS/FINANCIAL MATTERS

Please refer to your Assisted Living Admissions Agreement and your individual Oak Hammock contract, if applicable, for specifics on your costs for Assisted Living. The Accounting Office is always available to assist you with billing questions. They may be reached at 1016.

Private Duty/Personal Assistants

Residents may choose to hire a companion or CNA in addition to the services provided by Oak Hammock. Companions and CNAs must adhere to the policies of Oak Hammock, including dress code, name badge, as well as those relating to security, safety, and hygiene. They shall cooperate with Oak Hammock staff. Management reserves the right to deny access to the campus to a companion based on considerations of safety and health for the residents of Oak Hammock. Companion services may be coordinated through Social Services at 1121 or 1125.

Release of Information

Oak Hammock recognizes its obligation under HIPAA and works to protect its

residents' health information to keep it private and confidential. No personal health information can be given by health care providers to any interested person without the resident's permission unless allowable under this Act. The regulations do not permit any exceptions.

Certain agencies, institutions, third-party payers, and laws and regulations require that medical and other information concerning the resident be released. As such, information from the resident's clinical records will be released to authorized health care institutions to which the resident may be transferred, any third-party payer, or any other person or agency entitled by law to receive such information.

Unauthorized organizations and individuals will not have information released to them without permission from the resident or responsible party.

Tips and Gifts

The Oak Hammock staff strives to provide excellent service at all times. Because this is so much a part of our philosophy, Oak Hammock strictly enforces its policy restricting staff from accepting tips or gifts from residents or their guests/family members. Employees who accept such gifts or tips may be terminated for doing so. Residents are requested to adhere to this policy at all times.

The Oak Hammock Residents' Council (RC) oversees an Employee Appreciation Fund. Contributions are accepted throughout the year for the annual staff holiday season gift that is administered by the RC. Residents may contribute at any time to this fund. Additional information regarding this fund may be obtained from the Health Care Administrator or the Accounting Office.

Assisted Living residents will receive an annual letter from the RC during its fund-raising activities.

OTHER SERVICES/AMENITIES AVAILABLE

Banking Services

Oak Hammock offers an on-site bank. You may open an account with First Federal Bank, located in the lobby of Oak Hammock, and may cash checks Monday through Friday between 9:00 am and 1:00 pm and by appointment after 2:30 pm. An ATM is available 24-7 and is located in the lobby outside the bank. A safe deposit box may also be available from the bank for rental. A representative from the First Federal Bank will be happy to meet with you in the Health Pavilion to assist you with your banking needs. An appointment for this service can be made by calling 420-8040, ext. 3668 or 3014.

Beauty/Barber Shop Services

These services are available in the Health Pavilion. A list of charges and hours are provided by the Activities staff and are posted in the beauty/barber shop.

Business Center

There is a business center in Assisted Living for your convenience located between apartments 1537 and 1539. It contains both a computer and a printer.

You are also welcome to use the larger business center on the lower level of Independent Living free of charge.

Copy Service

Copies of patient health information required in the routine care of residents are available at no charge. Copies of resident health records requested by the resident can be provided at the rate of \$1.00 per page for the first 25 pages and 25 cents per page for each page thereafter. These rates are dictated by Florida Statute 400.145 and Federal Statute 483.10. To request copies of medical records/health information, call the Medical Records Coordinator at 1149.

Dry Cleaning

This service is available at the Assisted Living Reception Desk. You may give it to your certified nurse assistant, who will take it there for you or you may deliver it yourself. The company will bill the resident at the time of delivery or monthly. You can pay by check or call the dry cleaner and give them your credit card number.

Fax Service

This is available at no charge for reasonable requests.

Fitness Center

The Fitness Center is open to Assisted Living residents who have authorization from their attending physicians to use these services. Residents will be made aware of the different programs and rules of the Fitness Center during their initial visits.

Massage Therapy

Massage therapy is available at Oak Hammock by appointment. All arrangements for payment for massage therapy services will be made between the resident and the provider. Please contact the Fitness Center at 1071 for further information and/or to make an appointment.

Notary Service

This is available at no charge. If there is an apparent conflict of interest with Oak Hammock, the resident will be referred to the bank for this service, as long as the resident has an account with First Federal Bank at any location.

Overnight Guests

Guests are welcome to stay overnight with residents while the resident is in the residence. The presence of such guests must be communicated to the staff in case of fire or similar emergency. A limited number of rollaway beds and bed linens are available at no additional charge. In addition, the guest suites in Oak Hammock may be reserved through the Concierge (1001) located in the Commons Lobby. Guest services include fresh linens and daily housekeeping.

There is a charge for the use of these suites.

Spiritual Needs

Your clergy is always welcome. Regular worship services are arranged and are listed on the Activities calendar.

Treats and Treasures (Convenience Store and Ice Cream Parlor)

Treats and Treasures is located on the upper level of the Oak Hammock Commons area. The store is available to both residents and their guests. Purchases may be charged to the resident's account or paid for with cash.

PETS

Residents may retain one well-mannered pet as long as it is not disturbing other residents in Assisted Living. Pets at Oak Hammock are subject to the following conditions:

- The pet will be leashed at all times outside the residence, except in the Dog Park. Pets may be walked anywhere on Oak Hammock grounds except for the tennis courts and playground.

- Litter boxes in the residence are acceptable for cats.

- Pet accidents are to be immediately cleaned up by the resident or guest. If assistance is needed, press your pendant and an available staff member will help you.

- The pet is licensed by and registered with a jurisdiction having authority, as required.

- Documentation from a doctor of veterinary medicine that the animal is free of disease and pests, its shots are up to date and it is seen by the veterinarian on a regular basis.

- Residents, visitors, and guests are requested to keep pet noise to a minimum. Visitors and guests are requested not to take pets into the dining rooms, the beauty/barber shop, Treats and Treasures, meeting rooms, or library.

- The pet must be registered with the Activity Team Leader.

- The pet owner must sign an indemnification form relieving Oak Hammock for damage to property or an injury caused by a pet.

- A pet owner must agree to reimburse Oak Hammock for damage beyond reasonable wear and tear to Oak Hammock property, including residence fixtures and carpeting, caused by a pet.

- Residents and guests using the Dog Park are expected to follow the rules developed by the Pet Committee, including meeting shot and license requirements. These rules can be obtained from the Pet Committee or the Concierge. Residents may keep a reasonable number of fish, birds, and similar small pets without necessarily complying with the points above, although residents are expected to keep such pets clean and their habitats odor free.

- Resident, visitor, and guest pet owners agree to adjudication of complaints

by the Health Care Administrator.

Pets are NOT allowed in the Guest Suites.

A Veterinary Clinic is staffed by the University of Florida College of Veterinary Medicine. It is located next to the Fitness Center for the convenience of Oak Hammock residents. Call the University of Florida College of Veterinary Medicine, at 392-2235, for hours of service and to make an appointment. The Clinic is staffed by a licensed veterinarian and a veterinary technician. Use of the Oak Hammock Veterinary Clinic makes Oak Hammock residents University of Florida College of Veterinary Medicine patients and, therefore, entitles the residents to all the services provided by the College, including emergency care evenings and weekends.

CONCLUSION

The guidelines set forth in this Handbook are for the benefit of the Assisted Living residents and are subject to amendment/revision by Oak Hammock as circumstances warrant. Anyone seeking clarification of a stated policy or who otherwise has a comment or question is encouraged to contact the Assisted Living Manager at 1155 or the Health Care Administrator at 1135.