

RIVERVIEW TERRACE

**RESIDENT
HANDBOOK**

JULY 2016

RIVERVIEW TERRACE

RESIDENT HANDBOOK

This handbook is for informational purposes only. As a resident of Riverview Terrace, you have signed a residency agreement that sets forth your rights and obligations and Riverview Terrace's obligations to you as a Terrace Resident.

This handbook is not intended to cover every conceivable situation and is intended only to set forth general information.

Days and times of services that are mentioned in this handbook are posted throughout the Terrace. These days and times are subject to change.

Riverview Terrace reserves the right to add, delete, interpret or otherwise modify any of the information set forth in this handbook at its sole discretion.



Mission Statement

Riverview Retirement Community is a Christian organization affiliated with Lutheran Church providing health care, housing and services in a Christian centered environment. Our caring staff, board and volunteers are dedicated to meet the spiritual, physical and social needs of our residents and members of our community at large, thus enhancing their quality of life.

WELCOME HOME!!

On behalf of the residents, staff and Board of Riverview Retirement Community, I wish you a sincere welcome to your new home. Riverview has a long and proud history of providing service to our Residents. Since our community opened in 1959, we have been given the profound opportunity to serve. Enclosed is the 2016 Resident Guide. This booklet will provide you with many areas of information which will greatly assist you in learning about many aspects of our community. Should you have any questions, please feel free to contact me for assistance. We are here to serve you. Thank you for choosing Riverview.

Sincerely,

Charles G. Tirrell, President and CEO
Ctirrell@riverviewretirement.org
(509) 482-8138

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HISTORY OF RIVERVIEW RETIREMENT COMMUNITY

Riverview Terrace Apartments: were opened in 1959. We encourage aging in place by licensing your apartment if you need an Assisted Living Program in the future so you do not have to move, as long as we can meet your needs in your apartment.

Riverview Assisted Living: was established in 1989. This was the first Assisted Living Program in Spokane. This program provides personal care services to those needing assistance with dressing, grooming, hygiene, bathing and medication administration, but those who do not require skilled nursing care.

Riverview Care Center: Since 1968, Riverview's skilled nursing and rehabilitation facility has been serving the Spokane community with a new vision of senior care. Our leadership and culture change innovations continue to be reflected in a care setting that is more like a home and much less like a traditional health care facility. Family members and children are always welcome. Please note that Terrace residents are not guaranteed admission to the Care Center.

Riverview Village: was established in 1985 as a neighborhood of spacious two bedroom cottage homes with attached garages. By 2008, the Village had grown to include over 142 homes. The Village features two community buildings, a beautiful indoor pool, Jacuzzi, exercise room, and extensive outdoor walking paths adjacent to the Spokane River and the Centennial Trail.

It is the desire of the residents and staff of Riverview to make your life here enjoyable and pleasant. We will help you in every way that is possible. Our goal is to maintain a friendly relationship among all our residents.

ADMINISTRATIVE SERVICES

Business Office: The Business Office is located in the lower level of Riverview Care Center. The office is open Monday through Friday. Notaries are available in the office during business hours. The Resident Trust Fund is available at the Terrace receptionist desk from which the residents can withdraw money during the posted hours.

Cost of care: The monthly charge for each apartment varies according to the size of the apartment. Assisted Living charges are determined based on an assessment of the individual's needs. Please contact administration for more information.

Accounts and Statements: Statements are prepared the first of the month. Payment is due by the 15th of each month.

Check Cashing: This service is provided at the Terrace receptionist's desk. Please make checks payable to Riverview Terrace. There is a \$100.00 limit prior to 2:30 p.m. and a \$20.00 limit after 2:30 p.m. or on weekends and holidays.

Advance Directives: Although not required by law, Riverview encourages establishment of Living Wills and of Durable Power of Attorney for both financial and health care decisions. Although we cannot legally advise you, our Social Services department will be available to assist you if you would like more information regarding this subject. Please give a copy of these documents to the Social Services department for your file and keep us updated as they change.

GENERAL INFORMATION

Admission: Residents are evaluated for admission to ensure their total needs can be met and placement is appropriate. This is an ongoing process as residents' conditions change. If the total care needs cannot be met, the resident will be referred to the appropriate agency by order of the residents attending physician.

Activities and Activity Room: A list of special activities for the day are announced on ext. 109, posted on the slide show TV's throughout the building, and on our website at www.RiverviewRetirement.org. You are welcome to participate. Some activities require that you sign up for them in advance. The activities sign up book is located next to the receptionist desk. Also, you are encouraged to share your special interests and ideas with our Activities Coordinator. **The Activity Room** is for your use during posted hours. If locked, the Activity Room key is available from the receptionist.

Animals:

Service Animals: Service animals are animals that are specifically trained to perform authorized tasks for people with disabilities. Under the Americans with Disabilities Act (ADA), businesses and organizations that serve the public must allow people with disabilities to bring their legitimate service animals into all areas of the facility where customers are normally allowed to go. Service animals are not to be confused with pets. Service animal owners are expected to clean up any animal waste. If they are unable to perform this duty, other arrangements will be made through Riverview. If you are concerned about an animal at Riverview, please notify the Director of Nursing. Also, the CEO may insist upon clear evidence of specific ADA training of the animal.

Pets: Birds, cats, fish and small dogs may be kept by a resident in the Terrace if the owner provides the proper immunization records and follows the rules listed on the Pet Policy. Visiting pets are also allowed, but need to be kept under control and in proper restraints at all times, have proof of current immunizations and a health certificate stating the animal is free from contagious disease. No pet will be allowed without proof of the above. Proof of the above should be given to the Terrace receptionist to keep on file. Disruptive pets are not allowed. Pets with any form of incontinence are prohibited inside the facility. Any pet waste on Riverview grounds needs to be properly disposed of immediately. No pets are ever allowed in the Herman Legacy Garden. The CEO may revoke authorization for a pet if there are issues or concerns about health or safety.

Aquatics Center: Riverview's state of the art aquatic center opened its doors in May of 2013. It boasts a therapy pool, lap pool, lazy river with three speeds, hot tub, cabanas, multipurpose room, in door walking track and gym. Residents who wish to utilize this incredible resource are required to complete orientation training with the aquatic center coordinator. Make an appointment with the aquatic center coordinator by calling extension 588.

Assisted Living: Assisted Living provides assistance with dressing, grooming, hygiene, bathing, administration of medications, reminding, some mobility, bed making, laundry, some toileting assistance and Licensed Nurse on campus 24 hours a day.

Beauty Salon and Barber Shop: Our beauty salon and barber shop is open for your convenience per posted hours. Schedule your appointments for the beauty salon or barber shop at ext. 158.

Carpentry Workshop: This workshop is available to all residents during posted hours. Tools and equipment are provided. To utilize this shop please call 483-7667 to schedule an appointment.

Coffee: Complimentary coffee and juice is served everyday in two locations: in the main dining room and the first floor dining room. A Coffee Café, opened in early 2016.

Comment Line: This is an internal hotline for you or your family to voice any comments, concerns, suggestions or complaints. It has an answering machine for your messages. It will be checked Monday through Friday during business hours. It can be an anonymous call or if you would like a response back please leave your name and contact number. The hotline extension is 417.

Complaints: pertaining to resident abuse, neglect or other concerns may be made to the Aging and Adult Services Department by calling 1-800-562-6078. The phone number for the State Long-Term Care Ombudsmen office is 1-800-562-6028. The local number is 456-7133. You may utilize the internal comment line noted above at extension 417.

Computer Help: There is limited computer help to assist residents with tasks on the computer. Riverview does not repair computers, however, if you would like to learn how to email, use some computer programs, create cards, etc. let us know. The computer assistant will answer your questions.

Concerns: The chaplain, Administrator and Social Services are available to assist you with concerns, suggestions or complaints. We cannot stress enough how important it is to let us know of any concerns you are having so that we can address it as soon as possible.

CPR-Cardiopulmonary Resuscitation: It is the philosophy of Riverview Terrace that every resident receives quality, comprehensive and individualized health care. As an integral part of this philosophy, we believe that a resident should be fully informed, and whenever possible, directly involved in the planning of that care, including the decision whether or not to initiate cardiopulmonary resuscitation. For CPR to be effective, it has to begin immediately. Therefore, you will be asked to make decisions regarding CPR before or upon admission. Options will be discussed and questions answered so that a decision can be reached. This decision can be revised at any time. The resident will be asked to sign a code status statement, which will then be sent to your attending physician for their signature.

Dietary: A registered dietitian is available to provide consultation to the residents regarding their dietary likes and dislikes. Regular and therapeutic menus are reviewed and approved on a regular basis.

Dress: Residents clothing is to be clean, comfortable, and appropriate. All residents should be fully clothed in acceptable daytime attire when in public areas of the Terrace.

Elevator Manners: The first person to enter the elevator should press open button to hold the door open while other residents enter and exit the elevator. There are to be no more than 6 people on the elevator at a time.

Emergency: In case of an emergency you can get help by lifting the receiver of your phone and pushing the “O” button, or leave your phone off the hook. You may call directly to the Nurses station by dialing extension 200 any time 24 hours per day. There are also “pull cord” stations periodically placed throughout the common areas of the Terrace (i.e. hall ways, public bathrooms, chapel and dining rooms etc.) Should you have an emergency in a common area, please pull the closest cord and wait for help to arrive. You may also push your emergency pendant at any time for any emergency.

Entrance Doors: The main front entrance is open from 7:30 am to 8:00pm Monday through Friday. They are open from 9:00am-5:00pm Saturday, Sunday and Holidays. For your protection, all doors are locked from 8:00pm to 7:30am. You may enter the front entrance when locked by using the security code.

Equipment: If you detect faulty equipment within Riverview Terrace, please notify the receptionist.

Fire or Fire Drill: When the fire alarm sounds, stay where you are. Do not open any doors. However if you discover a fire, be prepared to:

- Evacuate the area if needed
- The door will close by itself
- Sound the alarm by pulling the handle on the fire alarm switch located in the corridor or by calling the Terrace Receptionist.
- Go to an unaffected area behind a fire door. Make sure to feel the door before opening. If the door is hot or smoke is present find another route.

Gratuities: Employees understand they are not to accept gratuities for service provided by them. Riverview is a non-for-profit organization that depends on gifts to help with its charitable and Christian work. You are encouraged to give a tax-deductible

contribution to Riverview in your will or at any time to help make retirement a blessing to you and others.

Grounds: Our beautiful grounds are maintained by our grounds department. If you have any questions or suggestions regarding our grounds, you may contact the Director of Grounds at extension 282.

Guest Meals: Reservations are to be made by calling ext. 108. All meal reservations are to be made 24 hours in advance if possible. Reservations are on a first come first serve basis. Meal prices are published with the list of ancillary charges. Groups of eight or more need at least a one week notice. Guests are served breakfast at 8:30 a.m., lunch at 12:30 p.m. (12:45 p.m. Sundays and Holidays) and dinner at 5:30 p.m.

Herman Legacy Garden: The courtyard garden area is available for your use at any time during the open season. For safety purposes this garden is closed in winter. Your guests in the garden are your responsibility. Children are not allowed in the garden without adult supervision. No climbing on or around the water feature. Service animals are permitted. Pets are not allowed.

Housekeeping: Once each week a housekeeper will change your linen, sanitize your bathroom, vacuum, and dust your apartment. We provide linens for single, double, and queen sized beds, pillowcases, washcloths, toilet tissue, and hand soap. The housekeeper will defrost your refrigerator monthly. Please contact housekeeping before hanging or attaching items to the wall. On holiday weeks, when the housekeeper only works 4 days, some of the above duties will be omitted. Please contact the Director of Housekeeping for specifics at ext. 184.

Laboratory and X-Ray: These services are available through outside agencies, 24 hours per day on a consultant basis, as ordered by your physician. If you are an independent resident, your physician can order these services as a house call by notifying the agencies. Assisted Living Resident's orders will go to the Licensed Nurse and they will make the arrangements.

Laundry: Laundry facilities for personal laundry are available on the lower level. Everyone using the equipment is expected to assist in maintaining cleanliness in the laundry room and cleaning the lint from the lint traps. The laundry room is closed for resident use Monday through Friday from 12:00pm to 8:30pm. Resident's may use the laundry room any time on weekends, holidays and before or after the 12:00pm to 8:30 pm Monday through Friday times.

Leaving the Facility: If a resident plans to be gone from the facility, please note the date and time of departure and time of return in the sign out book in the lobby by the first floor nurses station also notify the Licensed Nurse prior to leaving.

Lost and Found: Check at the receptionist desk if you have lost or found an article.

Library: The library has a large selection of books that you may check out. This room can be reserved for different group meetings. The Bookmobile from the Public Library Service brings a selection of books and tapes to the Riverview Terrace recreation room monthly.

Maintenance: The building, and equipment are kept in good condition by the maintenance staff. The maintenance personnel are able to perform minor repairs to resident's belongings at an additional cost. If you need assistance from maintenance you may contact the receptionist desk by dialing "O". You can reach the director of maintenance at extension 100.

Massage Therapy: We have a massage therapist on staff. To find out more information or to schedule an appointment please call extension 196.

Meals: If you are on a special diet or require special nourishment, please provide the licensed nurse with diet orders signed by your physician and they will pass it on to the dietary department. We are able to meet the diet requests of most physicians without additional charge to residents. Residents are encouraged to stay on diets prescribed by their physicians. If you choose to deviate from your prescribed diet, you are doing so at your own risk. The Director of Food Service works closely with the Registered Dietitian to plan meals. You will receive a printed menu each week. The dining room manager will arrange to seat you with residents that have similar interests to yours. Additional helpings of food or smaller portions are available upon request. Juice is provided for snacking and may be picked up in the dining room after the evening meal. Noon sack lunches are available. Please check with the food service department. They are to be ordered the day before. Ext. 108 is for messages for the dining room staff (i.e. ordering room trays, checking out for a meal or making a guest reservation). It is important that you notify the receptionist if you plan to be absent for any meal, be away overnight, or for any extended absences.

Meal Credit: When you are away from Riverview for 7 days or more, you will receive a per day meal credit starting the first day, provided we are notified seven days in advance.

Meal Times: The breakfast bar opens at 7:00 a.m. Serving begins at 7:30 a.m.
The lunch salad bar opens at 11:00. Serving begins at 11:30 a.m.
The dinner salad bar opens at 4:30 p.m. Serving begins at 5:00 p.m.
Sundays and Holidays the dinner meal is served at 11:45 a.m.

Medical Help: Once a month we have a blood pressure clinic on each floor. There is no charge for this service. The times are posted. If you need your blood pressure checked more often than monthly or you need a consultation with one of our nurses you may go to the nurse's station on the first or third floor during posted hours.

Medication Assistance: If you would like assistance with your medications, please talk with Social Services or the Director of Nursing for more information. The attending physician must give orders for the medications, or treatments to be administered by the medication assistant, licensed nurse, or therapist.

Moving: If a resident wishes to move to another apartment, there will be a moving charge, which covers both the redecoration expenses and the moving fee. Please see the administrator or social services regarding the charge. If the move is to accommodate Riverview there will be no charge.

Newspaper: Arrangements can be made to have the daily newspaper delivered to your apartment by calling the Spokesman Review. You are responsible for cost of the newspaper. There is a newspaper delivered to each floor daily for community use. Please do not remove the newspaper from the common area.

Parking: The back Terrace (north) parking lot is for residents. The front (west) parking lot is for your guests. Additional parking is planned in the future.

Pharmaceutical Services: Residents may use any pharmacy of their choice. However, Riverview does contract with a pharmacy that provides 24 hour service. Please see the administrator or social services regarding this service.

Podiatrist or Pedicurist: A podiatrist serves Riverview on a monthly basis to take care of foot problems. A pedicurist serves Riverview on a monthly basis to cut toenails. Please make an appointment at the nurse's station on the first floor or call extension 200.

Postage: Books of postage stamps may be purchased and certified mail and packages under five pounds may be mailed at the receptionist's desk in the Terrace.

Private Dining Room: Please see Dietary Director related to the reservation or use of this room. They can be reached at extension 156.

Quiet Time: Quiet time is observed in the Terrace between 10:00 p.m. and 6:00 a.m. Please keep noise levels of your TV, radio etc. to a minimum during these hours. Volumes are considered to be excessive if they can be heard from the hallway.

Recreation Room-Terrace: Please see the Terrace operator related to the reservation and use of this room.

Religious Services: Riverview is organized and operated for charitable and religious purposes and residents are encouraged to attend our religious services. We have a full time chaplain on staff. He is available for services, counseling, visiting, and to meet other needs. We have weekly vespers on Sundays in the chapel, Catholic Services, and Bible Studies as posted.

Renters Insurance: We encourage all residents to show proof of Insurance.

Resident Representatives: The members of the Council are residents who are elected yearly by the residents. They meet monthly to assure to promote a friendly and helpful relationship among the residents and staff. A resident suggestion box is located on each floor. The suggestions are reviewed monthly and discussed with the CEO.

Room Trays: Temporary food service for residents is available to you in your apartment. This is a convenience and can be used when you are ill. Requests for this service should be called to ext. 108 where you place the order for what food and liquids you would like. If you do not specify the liquids you want only water will be sent. You need to make your request at least 1 hour before the meal. Usually your doctors approval will be required if tray service is requested for more than 72 hours. There is a nominal fee if you request a tray for convenience and you are not ill. Those that have a contagious illness will not be charged for a room tray.

Service Plan: Each resident in the assisted living program is consulted at the time of the initiation of the program to develop a Service Plan that directs the Residents care. Approximately one month after initiation of the program a care conference is scheduled with the resident and family or designated person. Input from the resident, activities, staff, licensed nurses, nursing assistants, dietary staff, housekeeping, and social services are compiled to develop a more comprehensive plan of care. Service Plan Conferences are held every six months or more frequently if there are significant changes or concerns, to discuss the residents care.

Smoking: There is no smoking allowed anywhere inside any Riverview buildings. We are a non-smoking facility.

State/ Federal: Residents may examine the results of the most recent state inspection and plan of correction. A copy is available outside of the first floor nurses station on the announcement board. Please contact the Director of Nursing of Riverview Terrace about any questions regarding the inspection.

Telephone: Each apartment is equipped with a telephone. The Riverview Terrace telephone directory gives you dialing information. If you need assistance, call the receptionist by dialing "0". The Terrace receptionist desk is open during posted hours. It is open on holidays from 9:00 am-5:00pm. When the reception desk is closed the phone will ring to the answering machine. When you receive an incoming call the phone will ring up to six times. If you do not answer the phone within that period of time or you do not have an answering machine, the call will transfer to the receptionist. There is no additional charge for telephone calls. TDD (Telecommunication Device for the Deaf) is available upon request. Calls may be placed 24 hours a day. For local outside calls, press "8" first. For long distance calls, refer to your Riverview Terrace Telephone directory. When phoning from apartment to apartment within the Terrace, it is only necessary to dial the apartment number.

Television: Enhanced basic cable is included in the monthly service charge.

Therapies: You do not need to be an inpatient in Riverview Care Center to receive on-sight Physical Therapy, Occupational Therapy, or Speech Therapy treatments. You will need orders from your doctor to receive these services. You can contact the Therapy department at extension 191. Not all insurances are accepted. To verify if your insurance is accepted please call extension 137.

Transportation: Transportation will be provided by Riverview for medical appointments only Monday through Friday. Our medical van is wheelchair accessible. The Riverview van is scheduled on a first come first served basis. Please request the van at least 5 business days prior to your appointment. Riverview does provide, transportation aides to accompany residents to medical appointments, \$30 fee per hour. There is a round trip charge of \$30 or a one way trip charge of \$15. Please call extension 414, Monday through Friday 7:00am-3:00pm to schedule transportation. You may leave a detailed message on the answering machine outside of those hours.

Trash Collection: Housekeeping will empty your trash during their weekly housekeeping service to you. There is also a trash room near the end of the west hall on each floor.

Trim Gym: The trim gym includes exercise equipment and is available daily. Please note that we require you go through a safety course, with the activities coordinator, prior to your independent use.

Van: Riverview has two vans that are available for group activities. A calendar of events and trips is published each month. Suggestions of sights to see and places to go are welcome. Reservations can be made with the Activity Coordinator at extension 181.

Weapons: Riverview is private property. We do not allow firearms of any kind and knives, swords etc. with a blade of greater than three inches in length are also prohibited on Riverview property.

Workshop: Riverview has a state of the art workshop located on Ross Court across from the Terrace entrance.

RESIDENT RIGHTS

The following is a summary of Resident Rights as required in Washington State.

Right to Exercise Rights: You have the right to exercise your rights without fear of any interference, coercions, discrimination, or retaliation from Riverview. You have the right to file a complaint with the Department of Social and Health Services concerning any abuse, neglect, or misappropriation of resident property or funds. You can do this by calling: 1-800-562-6078 or contacting the Department of Social and Health Services at:

Toll Free 1-800-459-0421 or Local 509-323-9400
1330 N. Washington Street, Suite 3000
Spokane, WA 99201

You also have the right to contact the State Long Term Care Ombudsman at:

Toll Free 1-800-660-7133 or Local 509-456-7133
500 S. Stone
Spokane, WA 99202

If you are judged incompetent by a court of law, your representative has the right to exercise your rights for you.

Right to Safe and Adequate Care: You have the right to receive care in a manner and environment that promotes and enhances your quality of life. Care should be provided in a safe, clean, comfortable, and homelike environment. You have the right to be free from verbal, sexual, physical or mental abuse, corporal punishment, involuntary seclusion, and any other physical or chemical restraint.

Right to Information Regarding Rights, Services and Charges: You have the right to be notified both orally and in writing, in understandable language, of your rights and of all policies regarding resident conduct and responsibilities prior to, or upon move in.

You have the right at time of admission and at least every 24 months thereafter to have your rights reviewed, and to be notified of services in the facility and charges for those services along with those charges not covered by the monthly rate.

You have the right to be given timely notice of changes in policies, rights, services and charges for services affecting residents.

You have the right to examine the latest State Survey and Plan of Correction.

You have the right to inspect your personal records with 24 hours notice and purchase, at a reasonable cost, photocopies of your records within two working days of making your request.

You have the right to have your physician and legal representative notified of:

1. An accident involving yourself which requires physician intervention.
2. A significant change in your physical, mental, or psychosocial status.

You (or your legal representative) have the right to be notified, if known, when there is:

1. A change in your apartment assignment.
2. A decision to transfer or discharge you from the facility.

Right to Fee Disclosure – Deposits: You have the right, prior to admission, in writing in a language you or your legal representative understands, to receive a statement of:

1. Admission fees, deposits, prepaid charges, or minimum stay fees.
2. Riverview's advance notice or transfer requirements.
3. What portion of the admission fee, deposit, etc. will be refunded if you leave Riverview.

Receipt of these disclosures must be acknowledged in writing.

You have the right to have any refunds due to you or your legal representative returned to you within 30 days of your date of discharge from Riverview.

Right to Waiver of Liability and Resident Rights Limited: You have the right to not be required to sign waivers of potential liability for losses of personal property or injury.

You have the right to not be required to sign a waiver of Resident Rights.

Right to Grievance Procedure: You have the right to voice concerns and complaints relating to the treatment or care we provide or the behavior of other residents.

You have the right to receive a timely response by Riverview in which we agree to consider the issue or issues you raise and to act upon them.

You have the right to be free from any pressure intended to discourage you from voicing your concerns or complaints.

Right to Participate in and Determine the Plan of Care: You have the right to be fully informed by a physician or a physician's designee of your medical condition.

You have the right to be informed in advance about care and treatment and any changes that affect your well being, so that you are able to fully participate in planning your total care on an ongoing basis.

You have the right to control your care and treatment decision and may change your mind at any time. You may refuse any treatment, service, or food at any time after being notified of the consequences of the refusal. Refusal of treatment will be documented in your record.

You have the right to choose in which activities you wish to participate.

You have the right to participate in social, religious or community activities.

Right of Notice of Transfer or Discharge: You have the right to be provided with a 30-day notice before your apartment is changed, or you are asked to transfer out of the facility.

You have the right to be informed in writing of the reason for the transfer or discharge, the effective date, the location to which you are being transferred, and the name, address, and phone number of the state long-term care ombudsman. Each resident is transferred or discharged only for the following reasons:

1. Transfer or discharge is necessary for the resident's welfare and the resident's needs cannot be met in the facility;
2. The safety of individuals in the facility is endangered;
3. The health of individuals in the facility would otherwise be endangered;
4. The resident has failed to make the required payment for his or her stay; or
5. The facility ceases to operate.

You have the right to be given sufficient preparation and orientation to ensure a safe and orderly transfer or discharge, except in case of emergency when transfer is facilitated as soon as practical when the health and safety of the resident or other residents is at risk.

Right to Privacy and Respect: You have the right to be treated with consideration, respect, and full recognition of your dignity and individuality.

You have the right to receive care in a private area. You have the right to have your

records treated confidentially. The facility must receive written consent before information from your record is released to anyone not authorized to receive it.

You have the right to share an apartment with your spouse if mutually agreeable, unless medically contra-indicated.

You have the right to meet privately with your family, representatives, doctors, ombudsman, resident advocates, or other groups that do not interfere with the rights of other residents in the facility.

You have the right to organize and participate in resident groups (families may organize family groups). Staff or visitors may attend meetings at the group's invitation. When a resident or family group exists, the facility must listen to the view and respond to the grievance and recommendations of residents and families.

You have the right to communicate privately by telephone, or in person, with the individuals you choose.

You have the right to send and receive mail unopened.

Right to Maintain Personal Possessions: You have the right to retain and use your personal possessions as space and health permit.

Right to Management of Financial Affairs: You have the right to manage your own personal financial affairs. You may authorize Riverview, in writing, to have funds in a trust account. Riverview has a system for full and complete accounting of trust funds which includes written receipts for:

1. All personal possessions and funds received by or deposited with the facility.
2. All disbursements made to or on behalf of the resident.

The financial record is available for resident inspection. You are provided quarterly reports of all financial transactions in your account.

Upon death of a resident with a personal fund deposited within the facility, the facility must convey within 45 days the resident's funds and a final accounting of those funds to the individual or probate jurisdiction administering the resident's estate.

Right to Not be Required to Work: No resident shall be required to perform services for the facility that are not included for therapeutic purposes.

Right to Notification of Change of Ownership or Operating or Managing Entity:

You shall be notified, in writing, at least 90 days before the effective day of any of the following:

1. Change of ownership
2. Change in operating entity
3. Change in management, except when the change is the result of an order for receivership

Notice of Information Practices: THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU WILL BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Understanding Your Health Record/Information

Each time you visit a medical facility; a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnosis, treatment, and a plan for future care or treatment. This information, often referred to as your health or medical record, serves as a:

- Basis for planning your care and treatment
- Means and communication among many health professionals who contribute to your care
- Legal document describing the care you received
- Means by which you or a third-party payer can verify that services billed were actually provided
- A tool in educating health professionals
- A source of data for medical research
- A source of information for public health officials who oversee the delivery of healthcare in the United States
- A source of data for facility planning and marketing
- A tool with which we can assess and continually work to improve the care we render and the outcome we achieve.

Understanding what is in your record and how your health information is used helps you to: ensure its accuracy, better understand who, what, when, where, and why others may access your health information, and make more informed decisions when authorizing disclosure to others.

Our Responsibilities

Riverview Terrace is required to:

- Maintain the privacy of your health information
- Provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- Abide by the terms of this notice to notify you if we are unable to agree to a requested restriction
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practice change, we will mail you a revised notice.

We will not use or disclose your health information without your authorization, except as described in our notice.

How We Will Use or Disclose Your Health Information:

1. Treatment: We will use your health information for treatment. For example, information obtained by a nurse, physician, or other member of your healthcare team will be recorded in your record and used to determine the course of treatment that should work best for you. Your physician will document in your record his or her expectations of the members of your healthcare team. Members of your healthcare team will then record the actions they took and their observations. In that way, the physician will know how you are responding to treatment. We will also provide your physician or a subsequent healthcare provider with copies of various reports that should assist him or her in treating you once you're discharged from our Assisted Living facility.
2. Payment: We will use your health information for payment. For example, a bill may be sent to you or a third-party payer including Medicare or Medicaid. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used.

3. Health Care Options: We will use your health information for regular health operations. For example, members of the quality assurance team may use information in your health record to assess the care and outcomes in your case and others like it. The information will then be used in an effort to continually improve the quality and effectiveness of the health care service we provide.
4. Business Associates: There are some services provided by our organization through contacts with business associates. Examples include our accountants, consultants and attorneys. Then these services are contracted, we may disclose your health information to our business associates so that they can perform the job we've asked them to do, to protect your health information, however, we require the business associates to appropriately safeguard your information.
5. Directory: Unless you notify us that you object, we may use your name, location in facility, general condition, and religious affiliation for directory purposes. The information may be provided to members of the clergy, and except religious affiliation, to other people who ask for you by name. We may also use your name on a nameplate next to your door in order to identify your room, unless you notify us that you object.
6. Notification: We may use or disclose information to notify or assist in notifying a family member, personal representative, or other person responsible for your care, of your location, and general condition. If we are unable to reach your family member or personal representative, then we may leave a message for them at the phone number that they have provided us, e.g. on an answering machine.
7. Communication with family: Health professionals, using their best judgment, may disclose to a family member, or relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment related to your care.
8. Research: We may disclose information to researchers when: their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

9. Funeral Directors: We may disclose information to funeral directors and coroners to carry out their duties consistent with applicable law.
10. Organ Procurement: Consistent with applicable law, we may disclose health information to organ procurement organizations, to other entities engaged in procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.
11. Marketing: We may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.
12. Fund-raising: We may contact you as part of a fund-raising effort.
13. Food and Drug Administration (FDA): We may disclose to the FDA health information relative to adverse events with respect to food, supplements, produce and product defects, or post marketing surveillance information to enable produce recalls, repairs, or replacements.
14. Workers Compensation: We may disclose health information to the extent authorized by and to the extent necessary to comply with the laws relating to workers compensation or other similar programs established by law.
15. Public Health: As required by law, we may disclose your health information to public health or legal authorities charged with preventing and controlling disease, injury, or disability.
16. Correctional Institution: Should you be an inmate of a correctional institution, we may disclose to the institution or agents thereof health information necessary for your health and the health safety of other individuals.
17. Law Enforcement: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.
18. Reports: Federal law makes provision for your health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that a work force member or business associate believes in good faith that we have engaged in unlawful conduct or have

otherwise violated professional or clinical standards or are potentially endangering one or more patients, workers, or the public.

Your Health Information Rights

Although your health record is the physical property of the Assisted Living facility, the information in your health record belongs to you. You have the following rights:

- You may request that we not use or disclose your health information for a particular reason, related to treatment, payment, the facility's general health care operations, and/or to a particular family member, other relative or close personal friend. We ask that such requests be made in writing on a form provided by our facility. Although we will consider your request, please be aware that we are not obligated to accept or abide by it. For more information about this right, see 45 Code of Federal Regulations (C.F.R.) §164.522(a).
- If you are dissatisfied with the manner in which or the location where you are receiving communications from us that are related to your health information, you may request that we provide you with such information by alternative means or at alternative locations. Such a request must be made in writing and submitted to the Administrator or Vice President – Administrative Services. We will attempt to accommodate all reasonable requests. For more information about this right, see 45 (C.F.R.) §164.522(b).
- You may request to inspect and/or obtain copies of health information about you, which will be provided to you in the time frames established by law. If you request copies, we will charge you a reasonable fee. For more information about this right, see 45 (C.F.R.) §164.524.
- If you believe that health information in your record is incorrect or if you believe that important information is missing, you may request that we correct the existing information or add missing information. Such requests must be made in writing, and must provide a reason to support the amendment. For more information about this right, see 45 (C.F.R.) §164.526.

- You may request that we provide you a written accounting of all disclosures made by us during the time period for which you request (not to exceed 6 years). We ask that such a request be made in writing on a form provided by our facility. Please note that an accounting will not apply to any of the following disclosures: disclosures made for reasons of treatment, payment or health care operations; disclosures made to you or your legal representative, or any other individual involved with your care; disclosures for national security purposes. You will not be charged for your first accounting request in any 12-month period. However, for any requests that you make thereafter, you will be charged a reasonable, cost-based fee. For more information about this right, see 45 (C.F.R.) §164.528.
- You have the right to obtain a paper copy of our Notice of Information Practices upon request.
- You may revoke an authorization to use or disclose health information, except to the extent that action has already been taken. Such a request must be made in writing.

For More Information or to Report a Problem:

If you have questions and would like additional information, you may contact our facility Administrator or Vice President – Administrative Services at 483-6483.

If you believe that your privacy rights have been violated, you may file a complaint with us. These complaints must be filed in writing. The complaint should be turned in to the Administrator or Vice President – Administrative Services. You may also file a complaint with the secretary of the Federal Department of Health and Human Services. There will be no retaliation for filing a complaint.

RIVERVIEW RETIREMENT COMMUNITY MOTORIZED WHEELCHAIR AND SCOOTER POLICY

The following obligations are designed to promote the safety of all operators, employees and guests, including the safety of any operator, employee or guest desiring to use a motorized wheelchair or scooter. Because of the potential for serious injury or death in the event of noncompliance with these policies and procedures, under all circumstances, Riverview Retirement Community reserves the right to immediately suspend an operator's use of a motorized wheelchair or scooter upon discovery of a failure to comply with these policies and procedures.

Riverview Retirement Community is a community comprised of senior adults. Many of these residents have osteoarthritis, balance impairments and other issues which place them in an elevated risk of significant injury from falls and/or collisions from motorized devices. RRC imposes no restrictions on lightweight non-motorized wheelchairs except that the residents, employees or guests (hereafter, "operators") operate their wheelchairs in a safe and reasonable manner. Operators may utilize motorized wheelchairs and scooters within RRC under the policy and guidelines set forth. However, we wish to promote a reasonably safe environment for all residents, employees and guests.

A motorized wheelchair or scooter may be driven within RRC by an operator on the condition that the following obligations are met (and continue to be met) by the operator desiring the use of such a vehicle:

1. A resident or employee operator must have a legitimate medical need for the motorized wheelchair or scooter. Evidence of medical need must be documented from a physician and demonstrated to the approval of the facility's Medical Director. In the event of a disagreement, the Medical Director and the operator's physician will jointly select an independent physician to render an opinion, at the expense of RRC, regarding the operator's need for a motorized wheelchair or scooter. The decision of the independent physician will be final. The resident is fully and totally responsible for the repair and ongoing maintenance of the device as per manufacturer.
2. An operator must demonstrate the ability to operate the motorized wheelchair or scooter safely as confirmed by the therapy department. Considerations in safe skills include acceptable perceptual abilities, the ability to control and brake in an acceptable reaction time demonstrated by the operator. A resident or employee operator must maintain the device under the designated interior and exterior speed

limit; the operator must defer all right of way to pedestrians and must stop at all internal and external intersections and blind spots. The assessment of a resident operator will occur at the time of the annual review and physical examination of the operator's ability to meet the criteria for sustained residential living in RRC as confirmed by the therapy department. RRC reserves the right to conduct testing more frequently than annually if, in the opinion of the CEO, circumstances in good faith reasonably suggest the operator is not capable of continued safe operation of the motorized wheelchair or scooter. Under all circumstances, RRC reserves the right to immediately suspend an operator's use of a motorized wheelchair or scooter when the circumstances in good faith reasonably indicate that such use poses an immediate risk of injury. In the event the use is suspended, there shall be an assessment by the Medical Director within five (5) days to determine if the operator is able to meet the criteria for use. If the Medical Director determines that the operator is not able to meet the criteria, the operator may obtain an opinion from another physician. In the event there is a disagreement of opinions, the Medical Director and the operator's physician will jointly select an independent physician, at the expense of RRC to render the final opinion.

3. RRC will encourage the highest level of independence of operators and will provide all tenants, guests and employees with information on the safe operation of motorized wheelchairs and scooters.
4. All requirements of the Policies and Procedures for Motorized Wheelchairs and Scooters are applicable to employees and guests, as well as residents. Failure to enforce or insist upon such restrictions, policies and guidelines as to employees or guests shall not be construed as a waiver as to the enforcement of or instance upon such restrictions, policies and guidelines as to residents.

As an incident of the operation or use of a motorized wheelchair or scooter on RRC premises, the operator will be deemed to acknowledge and agree that the failure to comply with the foregoing policies and procedures will (in addition to any other remedy available to RRC) give rise to a risk of immediate and irreparable injury, justifying RRC's application for a court ordered temporary or permanent injunction to prevent further violation of the policies and procedures.

In addition to any other remedy available to RRC, RRC reserves the right to regard any

violation of the foregoing policies and procedures as an operator default within the meaning of the Residence agreement between the offending operator and RRC and reserves the right to invoke any contractually provided remedy, **including** eviction of the resident operator or barring of the visitor or termination of the employee.

I acknowledge and agree to fully abide to the above policy.

Resident/Operator

Date

SUPPLEMENTAL PAYMENTS FOR MEDICAID CLIENTS

Policy: The Medicaid payment, in addition to any client participation assigned by the department is payment in full for services, items, activities, room, and board as described in WAC 388-78A, WAC 388-110 and identified in the facility's contract with the department. However, this facility may choose to request supplemental payments for those services, and amenities requested by Medicaid-funded clients that are not covered in the Medicaid daily rate.

Procedure: This facility will request supplemental payment for the following bedrooms or units: Any apartment other than a traditional studio.

Upon converting to Medicaid, the resident may be moved to a traditional studio apartment. Private-pay clients converting to Medicaid while living in a bedroom or unit exceeding the requirements of the Medicaid contract who do not wish to provide supplementation will be required to move into a Medicaid-designated unit. If the family chooses to pay for a larger apartment, they will need to pay the difference between the listed price of the apartment and the Medicaid payment rate.

If, at the time of conversion to Medicaid, there is not a non-private bedroom or studio unit available or a supplemental payment is not available, the facility will issue a 30 – day written notice of discharge and follow the policy designed to ensure a smooth and efficient transfer to another location.

The facility will notify the Medicaid-funded resident's case manager when the Medicaid-funded resident chooses to reside in a bedroom or unit for which the contractor requests a supplemental payment under this policy.

When a Medicaid-funded resident and/or his or her representative requests additional services, items, activities, room, and/or board not covered in the daily Medicaid rate, the resident will begin receiving those requested items or services on the first day of the month following the request and upon receipt of a signed supplemental payment agreement.

Prior to admission and for residents at the creation of this policy and at least every 24 months thereafter, this facility will notify all residents of the services, items, activities, room, and board features that are not included in the Medicaid contract, and the cost of those services, items, activities, room and board.

The facility will document in the Medicaid-funded resident's health file:

- The services, items, or activities for which the contractor is receiving supplemental payments, or the apartment for which the contractor is receiving supplemental payment;
- The individual responsible for paying the supplemental payment;
- The amount of the supplemental payment(s); and
- The private-pay charge for the unit or bedroom for which the contractor is receiving supplemental payment.

Below is the Washington Administrative Code WAC388-105-0050 and 0055 that governs the requesting of supplemental payments from a Medicaid resident or applicant by a contractor.

WAC 388-105-0050 SUPPLEMENTATION – GENERAL REQUIREMENTS

(1) Supplementation of the Medicaid daily payment rate is an additional payment requested from a Medicaid recipient or a third-party payer by an adult family home (AFH) contractor or a licensed boarding home contractor with a contract to provide adult residential care (ARC), enhanced adult residential care (EARC), or assisted living (AL) services.

(2) The AFH, ARC, EARC, or AL contractor may not request supplemental payment of a Medicaid recipient's daily rate for services or items that are covered in the daily rate, and the contractor is required to provide:

(a) Under licensing chapters 388-76 or [388-]78A WAC and chapter [388-110](#) WAC; and/or

(b) In accordance with his or her contract with the department.

(3) Before a contractor may request supplemental payments, the contractor must have a supplemental payment policy that has been given to all applicants for admittance and current residents. In the policy, the contractor must inform the

applicant for admittance or current resident that:

(a) The department Medicaid payment plus any client participation assigned by the department is payment in full for the services, items, activities, room and board required by the resident's negotiated service plan per chapter [388-78A](#) WAC or the negotiated care plan per chapter [388-76](#) WAC and its contract with the department; and

(b) Additional payments requested by the contractor are for services, items, activities, room and board not covered by the Medicaid per diem rate.

(4) For services, items and activities, the supplementation policy must comply with RCW [70.129.030](#)(4).

(5) For units or bedrooms for which the contractor may request supplemental payments, the contractor must include in the supplemental payment policy the:

(a) Units and/or bedrooms for which the contractor may request supplementation;

(b) Action the contractor will take when a private pay resident converts to Medicaid and the resident or a third party is unwilling or unable to pay a supplemental payment in order for the resident to remain in his or her unit or bedroom. When the only units or bedrooms available are those for which the contractor charges a supplemental payment, the contractor's policy may require the Medicaid resident to move from the facility. However, the contractor must give the Medicaid resident thirty days notice before requiring the Medicaid resident to move.

(6) For the Medicaid resident for whom the contractor receives supplemental payments, the contractor must indicate in the resident's record the:

(a) Unit or bedroom for which the contractor is receiving a supplemental payment;

(b) Services, items, or activities for which the contractor is receiving supplemental payments;

(c) Who is making the supplemental payments;

(d) Amount of the supplemental payments; and

(e) Private pay charge for the unit or bedroom for which the contractor is receiving a supplemental payment.

(7) When the contractor receives supplemental payment for a unit or bedroom, the contractor must notify the Medicaid resident's case manager of the supplemental payment.

WAC 388-105-0055 Supplementation – Unit or Bedroom

When the AFH, ARC, EARC, or AL contractor only has one type of unit or all private bedrooms, the contractor may not request supplementation from the Medicaid applicant/resident or a third party, unless the unit or private bedroom has an amenity that some or all of the other units or private bedrooms lack e.g., a bathroom in private bedroom, a view unit, etc.

PRIVATE DUTY/HOME HEALTH DOCUMENTS

These are the requirements for private care providers and home health agency personnel providing services at Riverview Terrace:

Every Private Care Provider and home health agency employee (referred to collectively hereinafter as “Private Care Provider”) providing services to residents in their apartments at Riverview Terrace must comply with all of the following requirements as a condition of obtaining access to Riverview Terrace.

1. Registration Form. Each Private Care Provider must complete and submit to Riverview Terrace Management a *Private Care Provider Registration and Information Form* (see Administrator). This form must be updated every time the Private Care Provider proposes to provide services to another resident at Riverview Terrace.
2. Criminal Record Clearance. Each Private Care Provider must submit a current background check history no more than 12 months old or fingerprints to Riverview Terrace Management on the form provided by Riverview Terrace and pay a fee required by the Department of Social and Health Services and the Washington State Patrol. Fingerprint clearance must be obtained prior to the Private Care Provider providing service in Riverview Terrace.
3. Name Badge. Private Care Providers must wear name badges at all times while on the premises of Riverview Terrace. Name badges will be provided by Riverview Terrace as needed and collected when the Private Care Provider’s retention by a resident of Riverview Terrace ceases.
4. Acknowledgement and Indemnification. Each Private Care Provider must receive and comply with these *Requirements for Private Care Providers and Home Health Agency Personnel; Rules of Conduct for Private Care Providers* (see Administrator); and any other policies and procedures Riverview Terrace develops governing Private Care Providers’ provision of services in residents’ apartments. Each Private Care Provider must also sign a copy of *Acknowledgement and Indemnification* (see Administrator) in which he or she acknowledges receipt of such documents and agrees to hold Riverview Terrace harmless for any claims or actions arising from his or her services.
5. Tuberculosis Test. Each Private Care Provider must provide a copy of a negative

current TB or chest x-ray test, or registry notification of TB clearance. Such tests must be updated annually at the Private Care Provider's expense.

6. Resident Status Reports and Log. Riverview Terrace reserves the right to require Private Care Providers to provide to Riverview Terrace Management, after each visit with the resident, a report regarding Resident's health status and the nature of the services provided to Resident. In addition, all Private Care Providers must sign the log and provide all requested information at each visit to Riverview Terrace.
7. No Solicitation or Loitering. Riverview Terrace strictly prohibits solicitation of business and loitering on its premises. Each Private Care Provider shall report as required by Riverview Terrace immediately before his or her appointment with Resident and shall leave the premises immediately after the provision of services. In addition, each Private Care Provider shall have access only to areas of Riverview Terrace necessary to obtain access to Resident's apartment, to meet Resident's needs, or to use the public telephone or restrooms.
8. Requirements. Meals, breaks, entrance, name badges, parking, solicitation, telephone and other policies and procedures that govern Private Care Providers specific to Riverview Terrace will be addressed with the Private Care Provider by Riverview Terrace Management or assigned individual.