

# Resident Care and Services

## About our Community

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Providence Extended Care Center is a home where residents, family members, staff and friends celebrate life through meaningful relationships and where residents receive excellent medical care. Family and friends are welcome to visit every day. The front doors are open until 9pm daily. If a visitor arrives after the doors are locked for the evening, press the call button on the security pad at either the Eagle Street or Cordova Street entrances. Visitors are welcome at any time of the day and are asked to follow the same responsibilities as residents.

Resident rooms are located within four distinct Neighborhoods. Each Neighborhood has a Manager who is responsible for the overall care and services provided on your Neighborhood. The Manager of your Neighborhood and his or her phone number is listed on the back cover of this Handbook. The four Neighborhoods are as follows:

- Transitional Care Unit (TCU) Neighborhood
- Mat-Su Neighborhood
- Denali Neighborhood (includes Forget-Me-Not Village)
- Chugach Neighborhood

You and your visitors should feel free to use the many common living areas including:

- Front Lobby
- Chapel of Our Lady
- Great Rooms
- McKinley Room
- Sunshine Room
- Sister Patricia Library
- Courtyards (closed during the winter)
- Eagle's Nest Vending Machine Room

To help you find your way around a map of the building is provided on page 27 of this Handbook. If you have any questions please ask any staff member or the receptionist at: **562-2281**.

## Activity Therapy

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Fun, meaningful activities promote independence, self-esteem and build relationships. We seek to create a home where daily life revolves not around illness and infirmity, but as much as possible around the capabilities and joys of life. Residents can choose from a variety of scheduled events.

Each day we update the daily activity schedule on our Activity Telephone Hotline (**212-2155**) and post the schedule at the entrance to the facility. The monthly calendar of activities are also posted in the resident rooms on the bulletin board and on Neighborhood bulletin boards.

The Activities staff take a significant role in planning and scheduling events based on resident preferences as identified through the care planning process. Arts and crafts, baking, bingo, barbecues, table games, shopping trips, sports and special events for Holidays are just a few of the activities. The Activity staff will help you pursue the activities that are of interest to you. For Activity Therapy questions contact: **212-0260 or 212-0238**

## Balloons

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Mylar and latex-free balloons are the only balloons permitted in the the facility as we are a latex sensitive facility.

## Banking

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To accommodate your day-to-day cash needs, you may establish a personal bank account at our Resident Bank by filling out an account authorization form, available at the forms display in the inner lobby. The Resident Bank is open Monday through Friday, excluding legal holidays, at the posted times of the day. Please request withdrawals of more than \$75.00 two days in advance. By opening a bank account, residents are offered an in-house charge system that allows residents to incur charges in the beauty/barber shop and offers payment of cable television bills. Bank statements showing all transactions, including interest earnings, are provided quarterly. To set up an account, contact the Resident Bank at: **212-0229**.

## Bathing

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The staff will meet with each resident to learn their bathing preferences.

## Beauty/Barber shop

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A full service hair salon is located on the Chugach Neighborhood. Licensed beauticians offer haircuts, styling, permanents, and coloring. The hair salon is an independent business within the facility and fees for services are billed by the beautician to the resident. Appointments may be scheduled through the salon by calling **212-2139**. The salon hours are posted in the window and is open to the public.

# Comfort Room

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A Comfort Room is a private room that will accommodate the special needs and dignity of residents with terminal conditions and the family and friends who wish to be at their side during end of life care. Family members of residents in a comfort room are welcome at the facility 24 hours a day. They should feel free to spend the night, shower, do their laundry or what ever they might need to do to make these final days comfortable for them and their loved one. We have four comfort rooms: the Frontier Room, the Aurora Room, the Nakoyia Room, and the Tanana Room.

# Dining Services

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Meals are scheduled to be served at the following times:

Continental Breakfast                      8:00 a.m. - 9:00 a.m.                      Delivered to your room  
The Continental Breakfast is for those that wish to get up early.

Brunch    10:00 a.m. - 11:00 a.m.                      Great Room  
Should you choose to sleep in later, a Brunch is served in your Great Room.

Afternoon Snack                              2:30 p.m. - 3:00 p.m.                      Great Room

Dinner    4:45 p.m. - 5:45 p.m.                      Great Room  
The menu will change daily, it consists of various soups, salads, and a choice between two entrée's.

Evening Snack                                      8:00 p.m. - 9:00 p.m.                      Great Room

Visitors are welcome to eat with their loved one for \$4.00 a meal. Meal vouchers are purchased from the receptionist at the front desk. It is recommended that you notify the HUC or Dietary (212-0233) at least one hour prior to the meal time to order your meal.

A Dietitian and Certified Dietary Managers identify the nutritional needs for each resident as part of the care planning process. Some residents may require varied textures and different types of food and beverages. A resident who prefers not to follow a prescribed diet will be informed about the health consequences of their choice, but the resident is free to make that choice. For assistance with Dining Services please contact **212-0233 or 212-0231**.

# Financial Services

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The Financial Service staff are available to help you with many financial matters. Most frequently, we help folks understand the eligibility requirements of Medicaid, Medicare or insurance coverage. If you have questions about your bills for services provided by the facility or other providers we can be of assistance. The office is at the Providence Regional Building at 3760 Piper St. and is open Monday-Friday from 8:00-4:30. For assistance call **212-0240**. We also offer Resident Banking services, please see the Banking section of this Handbook.

# Fire Safety

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Providence Extended Care Center is designed to meet fire safety codes to contain and extinguish fires. This includes a fire alarm system which will notify us and the fire department in the event of a fire, as well as a sprinkler system throughout the facility and fire wall construction. We also practice fire drills monthly to ensure effective implementation of the fire emergency plan and resident safety.

To further reduce the risk of fire, the following small appliances are not allowed in the living areas: portable heaters, non-fused extension cords, electric blankets, electric frying pans, hot plates, blenders or electric coffee pots. Refrigerators are permitted for medication storage only (see Resident Responsibility section of this Handbook). All other electrical items are required to be inspected by the maintenance staff before being used in the facility. Please notify staff of any electrical equipment you bring into the facility by calling **212-0202**.

# Forget-Me-Not Village

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The Forget-Me-Not Village is a limited access area, within the Denali Neighborhood, that specializes in the care of residents with dementia and other memory challenges. This area offers a low stimulation environment while providing activities for these residents.

# Gift Shop

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Volunteers in the Auxiliary of Providence Extended Care Center operate the gift shop for your convenience. Located in the front lobby, the shop is open several hours each weekday and occasionally on Saturday. Items for sale include cards, small gifts, stamps and snacks. Browsers are welcome.

# Gratuities & Gifts

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You or your family may want to express gratitude to staff who have performed in an exceptional manner. Please do not offer a gratuity or gift to a staff member, because they are not allowed to accept personal gifts. Gifts of small value that can be shared with co-workers (i.e., candy, flowers, etc.) are permitted. We recommend that you use a “Thank You Gram.” A Thank You Gram is a form used to recognize outstanding staff and will be published in our staff newsletter. Thank You Gram forms are available at the Reception Desk, the forms display in the inner lobby and from staff on the Neighborhoods.

# Health Unit Coordinator (HUC)

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Each Neighborhood has a **Health Unit Coordinator (HUC)** who assists the Nursing staff in maintaining the medical records and coordinates appointments and transportation for health care outside the facility. The HUC also frequently assists residents and family members in many areas. They can be a valuable source of information. The HUCS will engrave personal property such as eyeglasses, dentures, hearing aids, etc., or schedule appointments for repair or replacement of these items. The Health Unit Coordinators are available for assistance Monday through Friday, except holidays and be can be reached at:

Transitional Care Unit (TCU)	<b>212-0203</b>
Mat-Su	<b>212-0212</b>
Denali	<b>212-0222</b>
Chugach	<b>212-0243</b>

# Housekeeping

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Housekeeping staff clean all areas of the facility. Housekeepers develop close relationships with residents and are important members of the care team. In daily contact with residents, housekeepers help residents set up their personal belongings and provide information about daily functions. Housekeepers also work closely with the Neighborhood staff to help address residents’ needs. Questions about Housekeeping services may be discussed with the Environmental Services Manager at: **212-0245**.

# Immunizations

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For the health and well being of all the residents, we immunize all residents for influenza, pneumonia and tetanus-diphtheria following Center for Disease Control Guidelines. Exceptions to immunizations would be due to allergies, physician disapproval or resident disapproval. If you have had any of these immunizations or have any questions please discuss this with a nurse on your Neighborhood. Other immunizations are also available as needed and identified through the care planning process.

# Internet Access

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To gain access to the internet from your personal computer in your room, you have two options available. Cable Modem - Each room has a cable connection. To gain access to the internet via the cable you will need to set up service with GCI, our cable provider. Wireless - Providence offers a wireless guest network. If you use the wireless network you will need to login with your email address every 24 hrs to gain access to the network. If you need further assistance please contact Plant Services at **212-0210**.

# Interpretation Services

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Interpretation services are available for residents who understand languages other than English. Communication issues are identified at the time of admission and arrangements are made to provide assistance to the resident and family members so that effective communication can occur. Contact the Social Worker to arrange interpretation services.

# Laundry

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The Laundry Department cleans all linens and your personal clothing. Staff will iron name labels onto your clothing to ensure your clothing is identifiable. Staff will normally pick up your dirty clothing daily and it is returned within 3 days. Please plan to bring adequate items of clothing to cover this turn-around time. It is recommended that you do not bring 100% wool or silk clothing.

If you do NOT wish to use the facility's personal laundry services notify a nurse on your Neighborhood and we will post a "Family will do laundry" sign on the outside of the resident's closet door. Family should remove soiled laundry at least three times a week.

Questions about Laundry services may be discussed with the Environmental Services Manager at: **212-0245**.

# Leave of Absence (LOA)

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A Leave of Absence (LOA) is an absence from the facility premises. A resident may go on LOA unless specific restrictions have been ordered by the physician. Overnight LOAs may be restricted by some payment sources, such as Medicare, Medicaid, private insurance or Veterans Administration. Medicaid will pay for up to 12 LOA overnights in any 12 months. Prior written Medicaid authorization is required for additional LOA days. Please check with your Neighborhood Management to be sure you have no LOA restrictions ordered by the physician, and with Financial Services (**212-0240**) to verify that your payment source allows LOAs before planning to leave the building.

If you will be away from the facility when a medication is due, the staff needs 24-hour notice to arrange for your “take home” medication. We ask the responsible party who is taking you out to sign the “LOA book” located at the Nursing station on your Neighborhood. Upon returning to the Neighborhood, please sign back in on the LOA book.

# Lost Property

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In the event that you lose an item please inform the Neighborhood Manager or Coordinator. Once the management knows about the lost property there is a process to search for the items. We also have a lost and found located in the Resident Bank. If you have found an item please turn it in to the Resident Bank. Items not claimed within 90 days will be donated to a charitable organization.

# Mail

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Your mail is delivered to your room Monday through Saturday and will be left in the folder on your bulletin board if you are not in the room. If you need assistance opening your mail or reading your mail any Neighborhood staff member can assist you. With your approval the Financial Services Department will open and process Medicaid correspondence as it relates to continuing eligibility and cost of care. In addition to correspondence regarding cost of care, the Financial Services Department will, with your approval, open and deposit social security, pension and adult public assistance checks. The U.S. Postal Service picks up out-going mail at the Reception desk six days a week.

# McKinley Room

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The McKinley Room is available to all residents and their guests for scheduled gatherings/ events or for impromptu visits. To reserve the room for a special event please see the receptionist or call **562-2281**. A daily calendar is posted outside the room, if it is not reserved it is available for daily use. We want you to use the McKinley Room as your own living room, a place where you can go to visit with guests, read a book, use the computer or just to relax.

# Newspaper delivery

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We receive daily newspapers compliments of local businesses. Newspapers are placed in the Neighborhood Great Rooms each morning by the Health Unit Coordinators.

# Notary Services

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Notary Services are available for our residents by appointment. Please contact your Social Worker for information.

# Nursing Services

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We believe that when it comes to excellent nursing care, there is no substitute for knowing the resident. Nursing teams are consistently assigned to each Neighborhood so that individual needs and preferences are known.

Teams include Certified Nursing Assistants, Primary Care Nurses, Neighborhood Coordinators and Neighborhood Managers. **Certified Nursing Assistants** are the caregivers closest to the residents and assist with activities of daily living, using individualized approaches to help you achieve your goals. **Primary Care Nurses** are licensed nurses who coordinate care during a specific shift, provide medication and treatments, and communicate care needs so that daily issues are addressed. The **Neighborhood Manager** and the **Neighborhood Coordinator** are registered nurses who are responsible for your overall care and services over all shifts and facilitate an atmosphere where you are at the center of all decision-making.

A **Nursing Shift Supervisor**, who is a registered nurse, is on duty during the evening, night and weekend shifts. The Nursing Shift Supervisor is responsible for the operation of the facility during these shifts, provides clinical guidance in routine and urgent situations, and can be contacted to address any issue. The **Resident Services Director** is our Director of Nursing and is responsible for providing leadership in operations, planning, supervision and decision-

making to ensure the overall quality of care and may be contacted directly at **212-0239**. The **Resident Services Assistant Director** can be contacted directly at **212-0237**.

## Parking

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Twenty-four hour parking for resident's vehicles at Providence Extended Care Center is not available due to limited parking areas. If you need extended parking you may contact our Plant Manager (**212-0210**) to assist you in finding off site parking. Parking costs are the resident's responsibility to pay.

## Personal Belongings

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Residents are encouraged to bring their personal possessions to make their room as homelike as possible with consideration for space and safety. Please arrange and decorate your room in a way that says "home" to you. Please contact a staff member if you need assistance. Large furniture items cannot be accommodated. See the Fire Safety section of this Handbook if you intend to bring in electrical appliances.

Please bring adequate personal clothing. "Wash and wear" clothes are best. All personal clothing is marked with a heat pressed label for identification purposes. We recommend that you bring 7-10 changes of clothing, non-slippery footwear, pajamas, nightgowns (we have hospital gowns), slippers, a robe and any special toiletry items. Your clothing should be checked by you or your family on a regular basis for wear and be repaired or replaced as needed. Please notify a staff member if you bring in additional clothing that needs to be marked. See the Laundry section of this Handbook.

We highly encourage engraving dentures, hearing devices, glasses, walkers, wheelchairs, etc. We provide this service at no charge. See the Health Unit Coordinator for this service.

Residents are encouraged not to bring items of high monetary value to the facility. It is the resident's responsibility to ensure valuables such as cash, expensive jewelry and electronic equipment (laptop computers, portable DVD players, CDs, DVDs) are not left unattended. Locking drawers and closets are available upon request, please contact your nurse if you would like a locking drawer or closet.

Report damaged items by telling any staff member or by calling **212-0202**. To report lost items see the Lost Property section of this Handbook. Lost or damaged personal items are the responsibility of the resident except when there is gross negligence on the part of the facility.

In the event you move from one room to another room within the facility, your belongings will be moved to the new location.

## Pets

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We believe that animals have provided companionship to humans for centuries. In daily life at Providence Extended Care Center, companion animals are “at work” combating loneliness, helplessness and boredom. Various animals, including dogs, cats, birds, fish, etc. live at our home. If you have a family pet that you would like to have come visit please see the receptionist for a pet pass application. A staff member may assess your pet to ensure they do not pose a safety risk to any individual in the facility. If you have concerns about any pet in the facility please notify a staff member.

## Pharmacy

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We have a Pharmacy in the facility to provide medications ordered by your physician. Our Pharmacy supplies medication using a standard formulary. This means select representatives of a particular drug category are approved for use and generic forms are used whenever available. As a result, a therapeutically equivalent medication may be substituted and the appearance of medications may change from time to time. These decisions are made based on FDA testing and according to standards set by medical staff of this facility. Pharmacists review your physician ordered medications each month to monitor drug interactions and adverse effects. Medications are administered (given) by our Nurses. Please call **212-0204** to speak with a Pharmacist.

## Physician Services

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You will continue to be cared for by a physician who makes periodic visits to the facility to review your progress. The frequency of your physician’s visits will typically be much less in a skilled nursing facility than a hospital. While you are with us you can expect to meet your physician within a few days of admission and then every 30-60 days thereafter. Our nurses will contact your physician, as needed during your stay on a 24 hour a day basis. A psychiatrist also provides mental health services for those in need.

## Rehabilitation Therapy

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Licensed therapists provide Physical, Occupational and Speech Therapy. Rehabilitation staff serve on the Interdisciplinary Team (see Care Conferences and Care Plan in this Handbook) and apply specialized knowledge and skills to help residents achieve the highest degree of function and independence. When a physician orders this type of service, Rehabilitation Therapists develop individualized programs to maintain or improve physical and mental abilities.

Rehabilitation staff also serve as consultants to other care team members, educating and involving everyone in the process of maximizing potential.

## Repairs

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If you are aware of anything that needs to be fixed, please notify any staff member or call our “Work Order Hot Line,” **212-0202**. This will ensure that the item will be repaired.

## Respiratory Therapy

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We are the only facility in Alaska having a 24-hour on-site Respiratory Care Services Department. Therapists provide a comprehensive respiratory program to meet specialized needs of residents with breathing disorders. Therapists encourage family interaction by offering training to families, when requested and appropriate. This allows many residents to attend activities outside the facility. Respiratory care questions may be directed to the therapist on duty, contact: **212-2181**

## Security

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For the safety of our residents, visitors and staff, all exterior doors are locked twenty-four hours a day. Visitors are requested to use the main entrance off of Eagle Street. All unknown visitors will be asked to state their name and purpose of the visit. Cameras are located throughout the facility and grounds, to monitor and record the facility for safety and security. No cameras are located in resident rooms to insure privacy. The security system’s purpose is to safeguard that unauthorized persons are not on the premises. To ensure privacy of all residents we do not allow any other photography, recording and videotaping without preauthorized written consent from the individuals involved and the facility Administration. For more information please contact the Community Services department at **212-0260**.

The facility is also equipped with an electronic wander guard system. When a resident who can’t safely leave the facility attempts to leave an alarm sounds to notify staff.

# Self Determination

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In addition to choosing the ongoing care that will meet your needs and preferences as described in Care Conference and Care Plan section of this Handbook, completing Advance Directives is a personal choice. An Advance Directive tells care providers and loved ones what type of medical care you want to accept or refuse in the event you are not able to make these decisions in the future.

The Admission Coordinator will provide you with information about your right to establish Advance Directives such as a Living Will, Power of Attorney, and Resuscitation Preferences. This is an invitation to talk with your family, physicians and others so they know and understand your feelings and wishes on a variety of serious concerns. Also available to assist you and answer questions are the Spiritual Care staff, Social Worker and Physician. Living Will and Power of Attorney forms are available on the forms display in the inner lobby.

# Smoking

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Providence Extended Care Center is a smoke-free campus, except for residents (and their visitors) who can safely and independently get themselves outside to a “Smoking Zone” on the edge of our property. Staff does not assist residents to the smoking zone. Residents who wish to smoke will be assessed by nursing staff for safety.

# Social Workers

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Our staff of Social Workers provides support to you throughout your stay. Social Workers meet each resident and, when possible, each family to offer emotional support. They act as your advocate and help you understand your rights, your choices for care as well as which services you may require. They help you in planning for discharge by looking at available options for care in the community. Social Workers take an active part in assisting you to maintain control over your life.

For information about life support choices, discharge planning or for concerns and unresolved questions, talk to your assigned Social Worker:

Transitional Care Unit (TCU)	<b>212-0261</b>
Mat-Su	<b>212-0217</b>
Denali / Forget-Me-Not Village	<b>212-2108</b>
Chugach	<b>212-2101</b>

# Spiritual Care

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Caring for the human spirit is as important as caring for the body. Spiritual Care staff and community chaplains provide a ministry and healing presence of spiritual support, counseling, religious programs and reflection as residents, families and employees journey through this time in their lives. Spiritual Care staff coordinate with the Inter-disciplinary Team (See the Care Conference and Care Plan section of this Handbook) to identify and focus on spiritual issues which impact resident's physical and spiritual well being.

Religious services for various denominations are regularly scheduled and are offered to support residents in their personal beliefs and practices. Residents are encouraged to maintain connections with their own personal Church community. The Chapel of Our Lady is located adjacent to the front lobby and is recognized as a sacred and spiritual space available to residents, family and staff for meditation and quiet time.

The Spiritual and Pastoral Care staff are available to help you and your family with your spiritual needs, please call **212-0219**. Two staff chaplains are also available to serve residents and families, to speak with a Chaplain contact: **212-0234**

# Telephone

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A telephone is provided for each bed, in each room. Should you move to a different room in the facility during your stay, you will be given a new phone and phone number with the new room. Long distance calls made on room phones require a calling card or a credit card. All long distance phone call charges are the responsibility of the resident.

Two public telephones are available for resident or family use. One is located in the inner lobby and one is located in the main lobby (TDD equipped for hearing impaired).

# Television and Radio

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The facility provides TVs and basic cable (channels 1-20) in all of the resident rooms. Please consider other residents when adjusting the volume. When use of a radio or TV between 10 p.m. and 7 a.m. is desired, use of a pillow speaker or headphones is requested. Headphones for TV listening must be cordless for safety. Headphones are suggested for residents who are hard of hearing, so the TV volume does not disturb others in the surrounding area.

Additional cable channels are available through a local carrier, please contact the local carrier directly to set up service. The cable company can bill you directly or you may set up an account and have your payment taken out each month by our Resident Accounts Assistant. For further information see the Banking section of our Handbook or contact the Resident Accounts Assistant at **212-0229**.

## Vending Machines

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Vending machines and a change machine are located off of Bald Eagle Way on the Chugach Neighborhood and are available throughout the day and evening for residents and families. Ice machines are located on each Neighborhood.

## Visiting Hours

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Family and friends are encouraged to visit residents unless restricted by the resident. We recognize that family schedules can vary from day to day. Likewise each individual resident has a varying schedule depending upon their needs. Visitors may visit at any time. During the hours of 7:00 am - 9:00 pm the front entrance is open. After the front doors are locked at 9:00 pm, visitors may come and go through the secured entry on the west side of the building (Cordova Entrance).

Due to the size of our rooms we do ask that all visitors be respectful to all residents by keeping volume levels low and providing adequate space for your loved one's roommate to move around. Visitors may be asked to leave the area if their presence or behavior is disruptive to residents or staff's ability to provide care.

## Volunteering

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Volunteers assist residents in a variety of activities such as visiting, reading, and writing letters. Volunteers improve the quality of life of our residents and for themselves. In addition we have an Auxiliary that runs our gift shop and is always looking for members to help with the gift shop, fund-raising and other events that benefit the residents. If you know of someone who would like to volunteer, please contact our Activity and Community Services Manager at **212-0260**. Volunteer applications are available on the forms display located in the inner lobby and at the reception desk.

# You Have a Say in Your Care....

## Care Conferences and Care Plan

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As a resident at Providence Extended Care Center, you have an individualized care plan, based on your unique capabilities and needs. Residents and families are encouraged to participate in the care plan development and to choose care that will meet your needs and preferences.

The care plan is developed as a joint effort to help each resident attain the best quality of life. An interdisciplinary team of professional staff meets with the resident and family members/guardian to assess needs and understand the resident's wishes. This meeting is also called the Care Conference and is held for each resident three or four weeks after admission, three months later and then annually. You are invited to these conferences. If you are the primary contact for a resident, you will receive a letter inviting you to attend and specifying a scheduled time and place. If you wish to attend, please call the person listed in the letter to confirm. If you wish to attend but cannot come at that time, call and request a change of time. A conference call can be arranged so you can participate from home. The resident, family or staff may request a family conference at any time. This is an opportunity for the resident, family and pertinent staff to discuss and resolve specific issues.

The Interdisciplinary Team (I-Team) includes the following professional consultation as needed:

- Neighborhood Manager and Coordinator
- Nurses and Certified Nursing Assistants
- Social Worker
- Activity Assistants
- Rehabilitation Therapists
- Dietitian and Certified Dietary Managers
- Spiritual Care Chaplain

## Concern Forms

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Your concerns are welcome and we truly appreciate the opportunity to quickly address problems and improve our services. Concerns expressed to staff on the Neighborhoods can often be corrected at that level. The Social Workers act as an advocate for residents/families and will assist in resolving any issue. If problems are not resolved you may obtain a resident concern form from the forms display in the inner lobby or from any staff member.

This will go to the Resident Services Director, the department manager involved, and Quality Management for resolution. You will be contacted for more information and for follow-up of your concern.

## Resident Council

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All residents are encouraged to attend the Resident Council meeting on the second Tuesday of each month. Residents serve as officers, preside over meetings, and discuss facility issues impacting their daily life, such as activities, food, and special events. Staff provide support as requested by the residents. It is an opportunity for residents to participate in an influential way. Resident concerns and recommendations are taken to department leaders who follow through and report back to Resident Council.



Sisters of Providence in the Matanuska Valley, circa 1940.

# Resident Rights

The resident has the right to exercise his or her rights as a resident of the facility and as a citizen or resident of the United States. The facility protects and promotes the rights of each resident including each of the following rights.

<b><u>Rights</u></b>	<b><u>Page</u></b>
Choice .....	18
Medical Care .....	18
Privacy and Confidentiality .....	19
Free From Abuse and Restraint .....	19
Visitors and Association .....	20
Activities and Work .....	20
Personal Possessions .....	21
Grievances and Complaints .....	21
Financial Affairs .....	22
Transfer and Discharge .....	22

# Choice

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1. The resident has the right to make choices about aspects of his or her life in the facility that are significant to the resident.
2. A resident has the right to reside and receive services in the facility with reasonable accommodation of individual needs and preferences, except when the health or safety of the individual or other residents would be endangered.
3. Choose activities, schedules, and health care consistent with his or her interests, assessments and plans of care.
4. In the case of a resident judged incompetent under the laws of a State by a court of competent jurisdiction, the rights of the resident are exercised by the person appointed under State law to act on the resident's behalf.
5. Residents have the right to view legal pornography in the privacy of their room if it does not violate the privacy and rights of their roommate. Residents have the right to be free from exposure to pornography. Viewing of illegal pornography is prohibited and will be reported to the local police department.

# Medical Care

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1. The resident has the right to choose health care and schedules consistent with his or her interests, assessments and plans of care.
2. The resident has the right to be fully informed, in language that he or she can understand, of his or her total health status, including but not limited to, his or her medical condition, and the right to:
  - a. Choose a personal attending physician. If a resident does not have a personal physician or if the resident's personal physician does not wish to continue to treat the resident after admission to the facility, the facility will assist the resident in obtaining a personal physician.
  - b. Be fully informed in advance about care and treatment and of any changes in the care or treatment that may affect the resident's well being; and
  - c. Unless adjudicated incompetent or otherwise found to be incapacitated under the laws of the State, participate in planning care and treatment or changes in care and treatment.
3. The resident has the right to refuse treatment, to refuse to participate in experimental research, and to formulate advance directives. Upon admission the resident will be

provided written information regarding Advance Directives. The resident will also be provided information regarding the facility's policies relating to Advance Directives.

4. The resident has the right to self-administer drugs if the interdisciplinary team has determined that this practice is safe.

## Privacy and Confidentiality

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1. Personal privacy includes accommodations, medical treatment, written and telephone communications, personal care, visits and meetings of family and resident groups, but this does not require the facility to provide a private room. Residents have the right to:
  - a. Send and receive mail promptly that is unopened;
  - b. Have access to stationery, postage and writing implements at the resident's own expense; and
  - c. Have regular access to the private use of a telephone.
2. The resident has a right to personal privacy and confidentiality of his or her personal and medical information. Please refer to the Providence Health and Services of Privacy Practices brochure for a more complete explanation regarding the use and disclosure of personal health information.
3. The resident has the right to access all records pertaining to the resident within 24 hours (excluding weekends and holidays), and purchase photocopies at a reasonable cost within 2 working days notice to the facility.

## Free From Abuse and Restraint

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1. The Resident has the right to be free from verbal, sexual, physical or mental abuse, corporal punishment, and involuntary seclusion.
2. The resident has the right to be free of interference, coercion, discrimination, or reprisal from the facility when exercising his or her rights.
3. The resident has the right to be free from any physical or chemical restraints imposed for purposes of discipline or convenience, and not required to treat the resident's medical symptoms.
4. The resident has the right to file a complaint with the State Certification and Licensing agency concerning resident abuse, neglect and misappropriation of resident property in the facility.

# Visitors and Association

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1. The resident has the right to interact with members of the community both inside and outside the facility.
2. The resident has the right to immediate access to:
  - a. Any representative of the Department of Health and Human Services;
  - b. Any representative of the State;
  - c. The resident's individual physician;
  - d. The State long term care ombudsman;
  - e. The agency responsible for the protection and advocacy system for mentally ill individuals and/or developmentally disabled individuals;
  - f. Resident's immediate family or other relatives of the resident, subject to the resident's right to deny or withdraw consent at any time;
  - g. Others who are visiting with the consent, subject to reasonable restrictions and the resident's right to deny or withdraw consent at any time.
3. The resident has the right to reasonable access to/from any entity or individual that provides health, social, legal or other services to the resident, subject to the resident's right to deny or withdraw consent at any time.
4. The resident has a right to share a room with his or her spouse when living in the same facility and both consent to the relationship.

# Activities and Work

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1. The resident has the right to choose activities and schedules consistent with his or her interests, assessments and plans of care.
2. The resident has the right to participate in social, religious, and community activities that do not interfere with the rights of other residents in the facility.
3. The resident has the right to:
  - a. Refuse to perform services for the facility;
  - b. Perform services for the facility, if he or she chooses, when

- ◆ The facility has documented the need or desire for work in the plan of care,
- ◆ The plan specifies the nature of the services performed and whether the services are voluntary or paid,
- ◆ Compensation for paid services is at or above prevailing rates, and
- ◆ The resident agrees to the work arrangement described in the plan of care.

## Personal Possessions

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The resident has a right to retain and use personal possessions, including some furnishings, and appropriate clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other residents.

## Grievances and Complaints

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1. A resident has the right to:
  - a. Voice grievances to the facility with respect to treatment or care that is, or fails to be furnished, without discrimination or reprisal for voicing the grievances; and
  - b. Obtain prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents.
2. The resident has the right to file complaints with any of the following agencies:

Health Facilities Licensing & Certification  
 619 E. Ship Creek Ave, Suite 230  
 Anchorage, Alaska 99501  
 Phone: (907) 334-2483

Medicaid Fraud Control Unit  
 310 K Street, Suite 308  
 Anchorage, AK 99501  
 Phone: (907) 269-6279

Disability Law Center of Alaska  
 3330 Arctic Blvd, Suite 103  
 Anchorage, Alaska 99503  
 Phone: (907) 565-1000

Office of the Long Term Care Ombudsman  
 3745 Community Park Loop #200  
 Anchorage, AK 99501  
 Phone: (907) 334-4480

3. A resident has a right to receive information from agencies acting as client advocates, and be afforded the opportunity to contact these agencies.
4. A resident has the right to examine the results of the most recent survey of the facility conducted by federal or state surveyors and any plan of correction in effect with respect to the facility. The results must be posted by the facility in a place readily accessible to residents.

## Financial Affairs

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1. The resident has a right to manage their own financial affairs.
2. If the resident and/or representative desire, the facility will hold, manage, safeguard and provide an accounting of the resident's personal funds at least quarterly. Funds in excess of \$50 will be deposited into an interest bearing account that is separate from the facility's operating accounts.
3. The cost of some or all of the services received at the facility may be covered by Medicaid or Medicare. The resident is notified of these at admission and in advance of any changes. The facility will not charge the resident for any services covered by Medicaid or Medicare.
4. To be eligible for Medicaid you must first submit an application to the Division of Public Assistance (269-8965). In order to be financially eligible for Medicaid there are limits on the amount of income and resources of the resident. You may request the Division of Public Assistance to determine the extent of your exempt and nonexempt income and resources and attribute an equitable share to a community spouse.

## Transfer and Discharge

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1. The resident has a right to receive notice before resident's room or roommate in the facility is changed.
2. The facility will transfer or discharge the resident only after a 30 day written notice is given to resident or resident's representative and, if known, a family member based upon one of the following conditions:
  - a. The transfer or discharge is necessary for the resident's welfare and the resident's needs cannot be met in the facility;

- b. The transfer or discharge is appropriate because the resident's health has improved sufficiently so the resident no longer needs the services provided by the facility;
  - c. The safety and/or health of individuals in the facility is endangered;
  - d. The resident has failed, after reasonable and appropriate notice, to pay for a stay at the facility;
  - e. The facility ceases to operate.
3. The facility is not required to give the resident, resident's representative and, if known, a family member, 30 days notice of transfer or discharge if transfer or discharge is based on one of the following, except that notice may be made as soon as practicable before transfer or discharge when:
  - a. The safety or health of the individuals in the facility would be endangered;
  - b. The resident's health improves sufficiently to allow a more immediate transfer or discharge;
  - c. An immediate transfer or discharge is required by the resident's urgent medical needs;
  - d. A resident has not resided in the facility for 30 days.
4. For residents who are mentally ill, the Notice of Transfer or Discharge will include the mailing address and telephone of the State agency responsible for the protection and advocacy of mentally ill individuals.
5. The resident has the right to refuse transfer from a room in one distinct part of an institution to a room in another distinct part of the institution for purposes of obtaining Medicare or Medicaid eligibility.
6. In the event a resident is transferred from the facility for the purpose of being admitted to the hospital, their bed may be held. The facility will notify the resident and family member or legal representative within 24 hours of transfer of the duration of the bed hold. The facility policy on bed holds is as follows:
  - a. If it appears likely that the hospitalization will be less than 6 days and that the resident will be eligible to be readmitted to his or her bed then the facility may hold the bed for up to 5 days. Examples of when a resident would not be eligible for a bed hold include:
    - ◆ resident not likely to qualify for Nursing Facility care,
    - ◆ resident prefers to be readmitted to a different bed,

- ◆ resident likely to be better cared for in a different bed.
- b. If it appears that the hospitalization will be greater than 5 days and the resident will be eligible to be readmitted to his or her bed then the resident may request the facility to hold the bed for 5 days. The bed may be reserved for a longer period by paying 85% of the current daily private rate for each day the bed is reserved beyond day 5. For example, if this resident returns on day 10 then the resident would pay for days 6-9 and the bed would have been held for 9 days.
- c. If the resident's bed is not held and the resident has been assessed as being appropriate for readmission, the resident will be readmitted to the facility upon the first availability of a bed in a semi-private room.



Sister of Providence feeding chickens in Fairbanks, circa 1930s.

# Resident Responsibilities

## 1. **Respect the rights and property of other persons. Examples include:**

- ◆ Treat others with courtesy and consideration.
- ◆ Physical or mental abuse of others is not tolerated.
- ◆ Respect the personal privacy of other residents.
- ◆ Maintain sources of sound (i.e. TV, radio, phone, etc.) at reasonable levels so they do not interfere with other residents/guests. Headphones may be required.

## 2. **Do not possess weapons, unauthorized drugs, and unauthorized alcoholic beverages on facility premises.**

- ◆ Weapons, including guns, knives, ulu knives, etc., are not allowed in the facility.
- ◆ The possession or sale of illegal drugs is prohibited.
- ◆ Medications (including over-the-counter and alternative products) may not be kept in resident rooms unless authorized by the attending physician and subject to the availability of facility approved locked storage.
- ◆ Unauthorized alcoholic beverages are not allowed in the facility. If medical and pharmacy reviews are completed with no identified contraindications, you may arrange for one serving of alcohol per day for your personal and individual use. If you would like more information please contact your Social Worker (see back cover.) Facility staff is not permitted to purchase alcohol for residents unless approved by management. Visitors under the influence of alcohol may be asked to leave the premises if their conduct is disruptive or offensive to other residents or staff. Alcohol consumption is a privilege that may be revoked if it is abused.

## 3. **Observe other safety precautions that are noted in the Resident Handbook.**

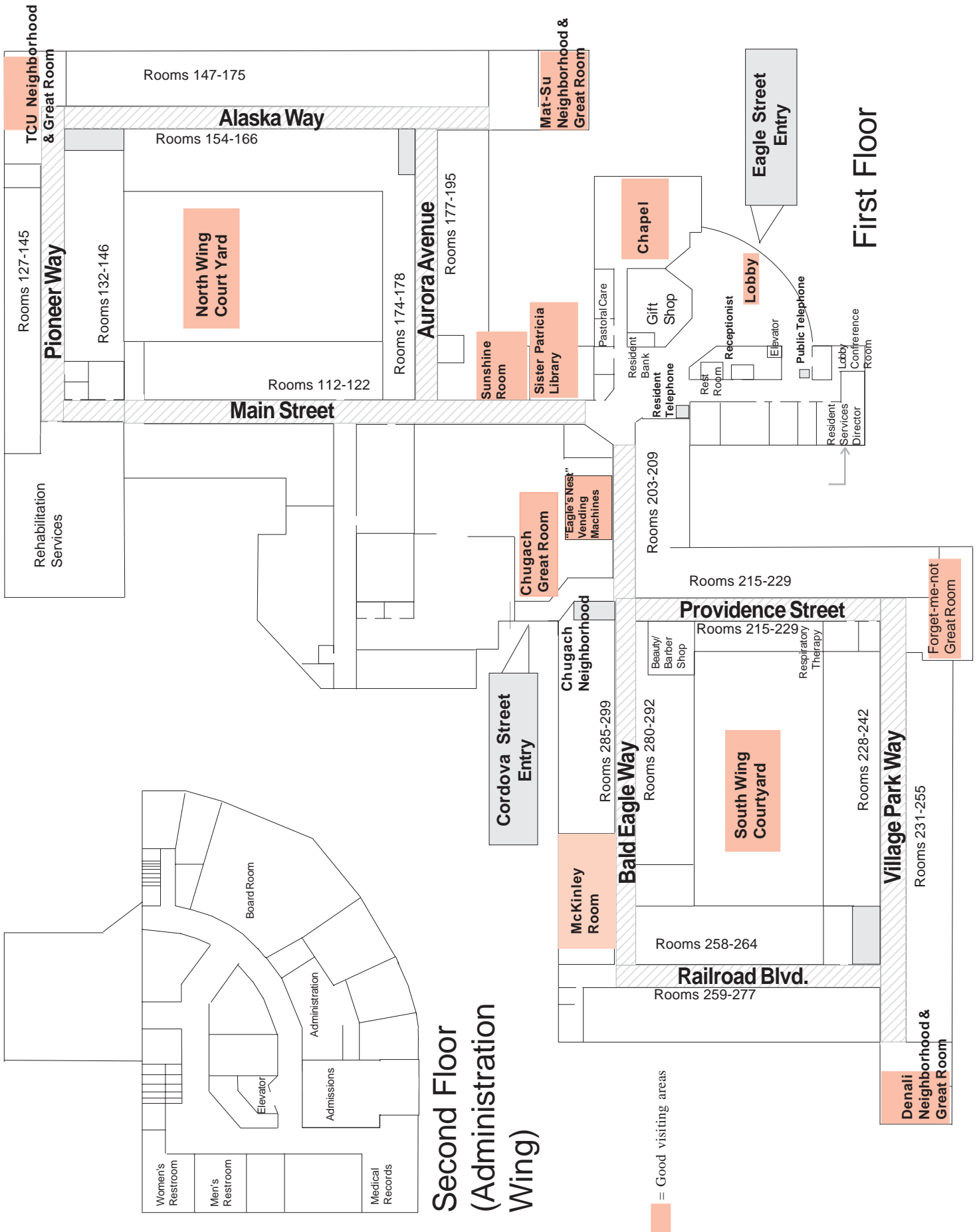
- ◆ Examples of these precautions are in the following sections of the handbook: Fire Safety, Leave of Absence, Personal Belongings, Pets, Security, Smoking and Television.

## 4. **Other responsibilities:**

- ◆ Do not operate a business or solicit within the facility except for facility sponsored functions.



Sisters of Providence on an afternoon excursion, circa 1930s.





Sisters of Providence enjoy an afternoon picnic, circa 1940s.

# PROVIDENCE EXTENDED CARE CENTER

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## Why do staff work here?

“I love building relationships with the residents and families, and I love the fact that we are encouraged to build these relationships.” *Brandy Riddick, C.N.A.*

“I have worked in Long Term Care for over 30 years and I have never worked anywhere with such dedicated staff. Everyone is loving, caring and kind to the residents and to their co-workers. I have no desire to work anywhere else, we are a family.” *Cynthia Spencer, RN*

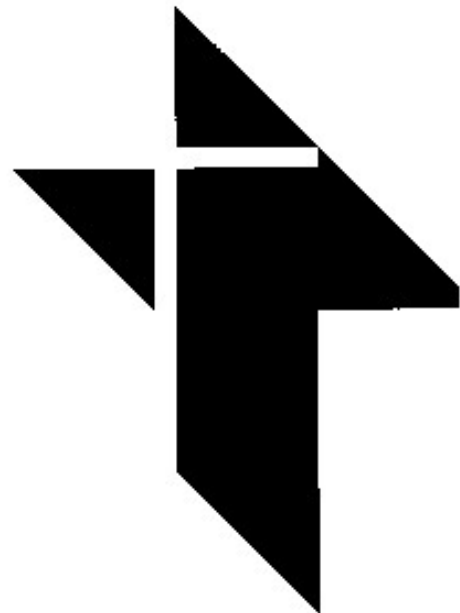
“I feel like I make a difference in the lives of the residents.” *Elizabeth Bautista, Environmental Services*

“I love the diversity of Providence Extended Care Center. I enjoy learning from my residents, they have so much to offer all of us. It is absolutely amazing what you can learn from the residents and families you work with. You not only learn information, but you learn to care about others, in ways you never knew existed.” *Leona Hathaway, C.N.A.*

“Providence Extended Care Center offers me the opportunity to do what I do best everyday. When I leave work I know that I have helped a resident each day and impacted their life.” *Dee Jones, Receptionist*

“If I can make one resident smile each day, then I have done my job.” *Dusty Broich, Environmental Services*

“My heart is in this facility and those residents that we serve. I love sharing a moment with a resident and learning about their past. I enjoy making the residents happy - that is why I am here.” *Susan Fisher-Slater, Health Unit Coordinator*



Providence Extended Care Center  
4900 Eagle St.  
Anchorage, AK 99503  
562-2281  
www.providence.org/alaska

For: \_\_\_\_\_  
*Resident's Name* *Neighborhood & Room No.*

This handbook is provided for residents and families to become familiar with the facility, staff and practices of Providence Extended Care Center. If you have any questions please call any of the following staff members:

Neighborhood Manager: \_\_\_\_\_

Neighborhood Coordinator: \_\_\_\_\_

Social Worker: \_\_\_\_\_

Health Unit Coordinator (HUC): \_\_\_\_\_

Resident Bank: \_\_\_\_\_ *Nancy Yliniemi, 212-0229*

Spiritual Care: \_\_\_\_\_ *Chaplain Tami Schiable, 212-0219*

**Work Order “Hot Line”:** 212-0202 or 20202 from an in-house phone

**Facility Activity Information :** 212-2155 or 22155 from an in-house phone

**Prayer Request Line:** 40134 from an in-house phone

## Help us stay in touch!

For both emergencies and for routine matters, it is very important that we know where to find family members at all times. Please notify the Neighborhood if your phone number or address changes, or if you will be out of town.