

RESIDENT HANDBOOK

TABLE OF CONTENTS

WELCOME TO BEECHWOOD.....	4
THE BEECHWOOD HOME MISSION STATEMENT	5
THE BEECHWOOD HOME VISION STATEMENT.....	5
THE BEECHWOOD HOME CORE VALUES STATEMENT.....	5
COMPLIANCE WITH FACILITY RULES.....	5
ACTIVITIES.....	6
ADVANCED DIRECTIVES.....	6
ALCOHOL.....	7
BATTERIES FOR PERSONAL USE.....	7
BEUTICIAN SERVICES.....	7
BED HOLD.....	7
CARE CONFERENCES.....	8
CHARGES INCLUDED IN BASIC NURSING RATE.....	8
CHARGES NOT INCLUDED IN THE BASIC RATE (RESIDENT’S RESPONSIBILITY).....	9
CLOTHING.....	10
DENTAL CARE.....	10
DRY CLEANING.....	11
DURABLE MEDICAL EQUIPMENT.....	11
ELECTRONIC ACTIVITIES OF DAILY LIVING.....	11
EXTREMEN WEATHER.....	12
FINANCIAL ARRANGEMENTS.....	12
FIRE AND SAFETY.....	13
FITNESS PROGRAM.....	13
FOOD (FACILITY PROVIDED).....	13
FOOD (PERSONALLY PURCHASED AND STORED).....	14
FOOD (HEATING).....	14
FOOD (REHEATING).....	14
FUNERAL ARRANGEMENTS.....	14
GRIEVANCES AND COMPLAINTS.....	14
GRATUTITIES AND TIPPING.....	15
HOUSEKEEPING.....	15
ILLEGAL DRUG USE.....	15
INCIDENTS AND ACCIDENTS.....	15
IN HOUSE COMMUNICATION.....	16
INSPECTIONS.....	16

LAUNDRY.....	16
LIFE SAFETY RESTRICTIONS.....	16
LOSS OR THEFT.....	17
MAIL/POSTAGE.....	17
MEDICAL CARE.....	17
MEDICAL RECORDS.....	18
MEDICATIONS.....	18
MEDICAID.....	18
MEDICARE.....	19
MEDICARE D.....	19
NURSING.....	19
OFFICE HOURS/RECEPTIONIST.....	19
PERSONAL PROPERTY.....	19
PERSONAL STORAGE.....	20
PETS.....	20
PHARMACY.....	20
PHYSICIAN.....	20
PICTURE HANGING.....	20
PODIATRY CARE.....	21
PRIVATE DUTY PROVIDERS.....	21
PRIVATE PARTIES/PRIVATE USE OF COMMON AREAS.....	21
PRIVACY PRACTICES (HIPPA).....	21
PSYCHOLOGICAL SERVICES.....	22
PSYCHIATRY.....	22
PUBLIC LIBRARY BOOK SERVICE.....	22
RADIOS, TELEVISIONS AND CABLE TV.....	22
REFRIDGERATORS.....	22
RELIGIOUS SERVICES.....	23
REPAIRS AND MAINTENANCE.....	23
RESIDENT RESPONSIBILITIES.....	23
RESIDENT COUNCIL.....	25
RESIDENT PERSONAL ACCOUNTS.....	25
RESIDENT PERSONAL VEHICLES.....	25
RESIDENT RIGHTS.....	25
ROOM ARRANGEMENT/CLOSET.....	26
SECURITY.....	26
SHOPPING.....	27
SMOKING.....	27

SOCIAL SERVICES/RESIDENT ADVOCACY.....	27
SOLICITATION.....	27
STAFF CONTACTS.....	27
STAFF AND MANAGEMENT RIGHTS.....	28
STATUS CHANGE.....	29
TELEPHONE.....	29
THERAPY.....	29
TRANSFER/DISCHARGES.....	29
TRANSPORTATION SERVICES (BEECHWOOD).....	30
TUBERCULIN TESTING.....	30
VISITOR CODE OF CONDUCT.....	30
VISITING HOURS.....	31
VOTING.....	31
WEAPONS.....	31
WHEELCHAIR MAINTENANCE/CLEANING.....	31
WHEELCHAIR RESTRICTIONS.....	32
WHEELCHAIR SAFETY COMMITTEE.....	32
APPENDIX A.....	33
APPENDIX B.....	34
APPENDIX C.....	41



Welcome to Beechwood!

On behalf of the Board of Trustees, staff, and volunteers, we wish to welcome you to your new home. The Beechwood Home first opened its doors in 1890 when a small group of dedicated women founded and incorporated this incredible institution. It is the oldest non-sectarian, charitable, philanthropic, skilled-nursing facility in this area, and has emerged as the preeminent leader in providing a lifetime home for those with neurological diseases and conditions.

As a proud member of the community and medical partner for more than 125 years, The Beechwood Home has established the distinctive reputation as an exceptional living environment, offering a warm and secure home with experienced staff and unparalleled care. We hope that, as a new resident, you will soon feel this is truly your home and that all of us here are prepared and dedicated to providing high quality care amid beautiful surroundings.

The Beechwood Home has eighty beds all of which are licensed as skilled nursing beds. Seventy-six nursing rooms are private and two rooms are semi-private. Beechwood Home's Nursing Facility is certified for Medicare and Medicaid, and maintains a contract with the Veterans Administration.

The Beechwood Home is committed to enhancing the quality of life of our residents, and to insuring that all residents are treated with dignity and respect. We offer a unique blend of health, educational, and social activities, allowing each resident to live as independently as possible.

The Beechwood Home does not discriminate on the basis of race, color, religion, national origin, sex, age of adults, disability, execution of advance directives, or status as a disabled veteran or veteran of the Vietnam era.

A handwritten signature in black ink that reads "Patricia A. Clark". The signature is written in a cursive style.

Patricia A. Clark
CEO

THE BEECHWOOD HOME MISSION STATEMENT

The mission of The Beechwood Home is to provide a high level of care designed to improve the quality of life of residents at the home. The mission is accomplished by:

Promoting resident independence and rehabilitation in a comfortable, enjoyable, family-like home, with personalized services that foster hope and mutual support.

Offering - as a non-profit, philanthropic, non-sectarian, skilled nursing home - specialized, extensive, and long-term health care, health care services to male and female adults of every race, creed, national origin, and economic status who have incurable, chronic, and disabling conditions.

Providing for the needs of the whole person through resident oriented services such as: therapy, quality meal service and a full range of social, cultural, religious, and recreational activities.

THE BEECHWOOD HOME VISION STATEMENT

The vision of The Beechwood Home is to be recognized as a regional leader in the long-term management of neurologic disorders of adults.

THE BEECHWOOD HOME CORE VALUES STATEMENT

Customer Service, Continuous Quality Improvement, Innovation, and Efficient Resource Management.

COMPLIANCE WITH FACILITY RULES

The Resident, sponsors, physicians, and all resident visitors to the facility will abide by the rules and regulations now in force for the operations and governance of The Beechwood Home. This handbook may be updated periodically by the Administrator and/or CEO. Residents will be notified when changes occur.

ACTIVITIES

The Beechwood Home provides ongoing programs of activities designed to meet the interests of each resident in accordance with a comprehensive assessment.

The Activities Department encourages all residents to participate in the Activities programming and join the fun and camaraderie, which does much to make The Beechwood Home a happy, enjoyable place to live while improving the quality of life.

The Activity Department is staffed and credentialed according to State regulations.

ADVANCE DIRECTIVES

Advance care planning is the process used to identify and update the resident's preferences regarding care and treatment at a future time, including a situation in which the resident subsequently lacks the capacity to do so.

Residents have the right to execute advance directives, but are not required to do so. If a resident has not executed advance directives but would like to do so, assistance will be provided.

At the time of admission, the resident or the responsible party shall provide copies of all executed advance directives, including: a living will, a durable power of attorney for health care, and Ohio Do Not Resuscitate form.

The Beechwood Home affirms each resident's right to make decisions regarding his/her future medical treatment, to include withholding of nutrition and hydration when permitted by law, upon proper execution of the State of Ohio approved Durable Power of Attorney and/or Living Will document(s), and the presentation of a copy of the document(s) to The Beechwood Home.

Advance directives will be reviewed periodically during the resident's stay.

Durable Power of Attorney for Health Care is a written document that gives a designated person the authority to make health care decisions on the resident's behalf if the resident is unable to make these decisions.

Living Wills "Advance Directive is a legal document, such as a living will, that is signed by the resident to provide guidance for medical and health-care decisions, such as the termination of life support or organ donation, in the event that the resident becomes incompetent to make such decisions."

DNR (Do Not Resuscitate) Ohio's Do Not Resuscitate Law authorizes a physician to write an order letting health care personnel know that a patient does not wish to be resuscitated in the event of cardiac arrest or respiratory arrest.

The Beechwood Home refuses to allow, condone, assist or participate in euthanasia or assisted suicide.

ALCOHOL

Per the Ohio Revised Code 3721.13 (A) 17, residents have the right to consume a reasonable amount of alcoholic beverages at their own expense unless not medically advisable. Staff and volunteers may only serve alcoholic beverages in accordance with a Physician Order. Alcohol for a resident's use must be stored in the nursing station.

BATTERIES FOR PERSONAL USE

Residents are responsible for batteries for their personal use, which include but are not limited to: electronic devices, remote controls, watches, radios, etc.

BEAUTICIAN SERVICES

Beautician services are provided at The Beechwood Home at the resident's expense. The beautician typically comes to Beechwood weekly. Residents may contact the beautician directly for appointments or through the 1st floor receptionist.

Personal use of the Beauty Parlor may be arranged through the Director of Facilities or Director of Nursing. Failure to clean up after use may result in loss of this accommodation.

BED HOLD

The Beechwood Home will hold a bed for a resident when temporarily discharged to the hospital, or for a therapeutic leave, under the following conditions:

Private Pay residents - will be charged the current daily rate to hold the bed.

Medicaid residents - the bed will be held for 30 days in a calendar year. If hospitalization or therapeutic leave exceeds 30 days in a calendar year, the resident will be discharged.

Bed-hold for days of absence in excess of Ohio's bed-hold limit are considered non-covered services which means that the resident could use his/her own income to pay for additional bed hold days. If a resident/responsible party decides to pay the bed hold rate, the bed hold balance must be paid in full prior to readmission.

If resident/responsible party does not elect to pay for bed hold, upon request the resident shall be admitted to the first available appropriate bed in a semi-private room.

Medicare residents - Medicare does not pay for holding a bed; therefore, when a Medicare resident is temporarily discharged, his/her payment status automatically reverts to either private pay or Medicaid.

With each hospitalization or therapeutic leave, the Medicaid resident and responsible party will be notified of the bed hold status. The family member and/or responsible party will be notified by certified mail, return receipt requested.

CARE CONFERENCE

A Care Conference is a meeting in which departments gather to discuss the resident's care plan. A care plan identifies each resident's needs, goals and staff interventions.

Care Conferences are scheduled in 15-minute increments. Conferences for 2nd floor residents are typically scheduled on Tuesdays and conferences for 3rd floor residents are typically scheduled on Thursdays. At the resident's request, family may be invited to attend. A letter/email of notification will be sent prior to the scheduled conference and families are encouraged to call and request a time that meets their needs. If it is not possible to meet during the regularly scheduled care conference time, special arrangements can be made.

CHARGES INCLUDED IN BASIC NURSING RATE

The daily rate includes the following:

- 24-hour Emergency Response
- Nursing services
- Activities and Social programs as scheduled
- All utilities
- Housekeeping
- Laundry and linens services
- Monitoring and assisting with medication as needed
- Room and Board (the facility provides a bed, night stand, chest of drawers and chair)
- Routine maintenance
- Social Services
- Three meals daily
- Routine personal hygiene items such as comb, brush, shampoo, soap, razors and shaving cream, denture cleaner, deodorant

The following services are covered during Skilled Medicare Part A stays and Managed Medicare stays.

- Ambulance services (when other transportation may endanger the resident's health)
- Medical supplies and equipment used in the facility

- Laboratory services
- Occupational therapy, physical therapy, and speech therapy when needed to meet health goals.
- Meals
- Skilled nursing care
- Medical social services
- Medications
- Dietary counseling

For non-skilled stays, the services which will be billed to Medicare Part B , insurance and/or Medicaid include but are not limited to:

- Physician services
- Psychological services
- Psychiatric services
- Podiatry-medically necessary treatment
- Preventative and diagnostic vision exams
- Diagnostic hearing exams
- Ambulance services-emergency
- Medically necessary therapy including OT, ST, and PT
- Certain medical supplies i.e. urologicals
- Certain prosthetics
- Medically necessary clinical diagnostic laboratory tests
- Medically necessary arm, leg, back, and neck braces

Self pay residents are responsible for payment of non-covered services, and co-payments and deductibles not covered by insurance.

Veteran Contracts are billed according to their annual contract:

CHARGES NOT INCLUDED IN THE BASIC RATE (Resident's responsibility)

- Alcohol for personal consumption
- Batteries
- Beauty shop charges
- Cosmetic and grooming items and services in excess of those which payment is made under Medicaid or Medicare
- Decorative items
- Dry cleaning, mending or hand washing
- Envelopes, stationary and postage
- External transportation services
- Flowers and plants

- General office supplies
- Gifts purchased on behalf of a resident
- Hospitalization and medical services while away from Beechwood
- Non-covered special care services such as privately hired nurses or aides
- Over the counter medications, herbal supplements, medicated lotions etc. that are not on the facility's formulary and not deemed medically necessary by attending physician
- Personal clothing
- Personal comfort items, including novelties and confections
- Personal computer/printer supplies (i.e. ink, paper etc.)
- Personal copies of newspapers, magazines and publications
- Personal Internet access (excluding Computer Area on 1st floor)
- Personal telephone installation, monthly service charges and all personal long distance calls
- Personal television/radio
- Social events and entertainment offered outside the scope of the Activities Department
- Special lotions, soaps, toothbrushes etc.
- Specially prepared or alternative food requested instead of the food generally prepared by the facility
- Vending machine items

CLOTHING

It is strongly recommended that all clothing be clearly identified prior to use. The laundry department has equipment available for labeling. Labels will be placed where they are easily found by laundry personnel, but not where they will show when the clothing is worn. The resident should have an adequate supply of each item. Durable wash and wear clothing is strongly recommended. All clothing and other personal items that are brought to the nursing home should be given to the Social Worker or the Nursing Supervisor so their description can be entered in the resident's clothing record.

If you are missing clothing items, contact the Social Worker or Nursing Supervisor.

Residents and family members are encouraged to keep closets and drawers organized to enable ease of access.

DENTAL CARE

The Beechwood Home maintains a contract with a dental service provider for routine and 24-hour emergency services. Routine dental care does not include gold teeth, bridges, veneers, whitening or braces. Residents are responsible for payment unless covered by insurance. The dental care provider will bill for their services.

DRY CLEANING

Residents are responsible for the cost of their personal dry cleaning. Staff will assist you in contacting the dry cleaner of your choice.

DURABLE MEDICAL EQUIPMENT (including wheelchairs)

The Beechwood Home will provide residents with durable medical equipment, including standard wheelchairs, walkers, canes, adaptive eating equipment and utensils as specified in Ohio Administrative Code.

The Beechwood Home will assist residents in obtaining appropriate durable medical equipment, beyond what is normally provided by the Home, through third-party payers and other charitable organizations. The Beechwood Home will use a durable medical equipment provider of their choice, provided one is not specified by the third-party payer or the resident.

An assessment of the resident's motorized wheelchair driving skills will be completed by the therapy staff upon admission and/or if a driving problem arises. Personal motorized wheelchairs will be inspected for basic fire safety prior to use in the facility. Out of concern for the safety of our residents, power mobility scooters may not be used in the facility.

Residents are permitted to keep one motorized wheelchair and one manual/folding wheelchair at the facility for their personal use.

ELECTRONIC ACTIVITIES OF DAILY LIVING (EADL)

Facility Owned- some rooms are equipped with EADL systems that provide individuals with the ability to control multiple aspects of their environment like lights, telephones, call lights, climate. Any upgrades to the equipment are at the resident's expense. It is cost prohibitive to disassemble and relocate this equipment if a resident wishes to or is required to move to another room. The facility is responsible for maintaining these systems; however, as parts become unobtainable and the equipment is no longer functional, The Beechwood Home reserves the right to remove the EADL system and provide a call light and standard telephone. All other devices will operate with standard controls (i.e. bed controls, room lights, climate controls).

Resident Owned-Residents have the right to have privately owned adaptive communication devices. Please be aware that the resident/family members are responsible for all installation, maintenance and IT support issues. At the resident's request, staff who feel comfortable with the device may assist with amateur trouble shooting; however, staff is not responsible for any damages.

Common examples of EADL equipment owned by residents are computers, tablets, cell phones, and e-readers. These devices may be kept at the facility at the residents' own risk and expense. The facility recommends personally insuring these items. The Beechwood Home is not responsible for lost, stolen, damaged or malfunctioning electronic equipment and is not responsible for accidents that occur with personal electronic equipment. Residents are responsible for keeping handheld devices and laptops under lock and key when not in use. Please contact the Social Worker if you need a nightstand with a locked drawer.

The Beechwood staff may assist a Resident to a position which enables access to a computer or other personal electronic device and may provide basic guidance, but the staff is not available to assist with the operation of the device. The Beechwood staff will NOT support equipment that is not owned by the facility.

All electrical equipment must be inspected by the Maintenance Department prior to use. The use of extension cords "daisy chained" outlet strips is prohibited.

Internet and Phone Service: The Resident is responsible for making private arrangements for the provision of and payment for a private dial-up service or a DSL line in the Resident's room. Residents must coordinate both payment and maintenance of their personal accounts with the internet service provider directly.

Residents shall not post pictures of other residents, visitors, or staff members on the Internet, nor shall a Resident mention the name or identifying information about other Residents, visitors, or staff members on social networking sites such as FACEBOOK, etc., or on blogs. Everyone living and working in The Beechwood Home has an expectation of privacy.

EXTREME WEATHER

Out of concern for the safety of our residents, it is recommended that residents avoid going outdoors or limit time outdoors during extreme conditions, including temperatures over 90 degrees, temperatures below zero, and severe weather watches/warning.

FINANCIAL ARRANGEMENTS

The Beechwood Home charges a daily rate approved by the Board of Trustees. This rate may be changed from time to time with the approval of the Board and with at least 30 days written notice to residents and their sponsors. The Beechwood Home participates in the Medicare and Medicaid program and has a contract with the Veteran's Administration. The Resident will be charged from the first day of admission through, and including, the day of discharge. The resident and responsible party, jointly and independently, agree to be responsible for all charges incurred for the resident's care. The daily rate includes all services rendered at The Beechwood Home that are not covered by a third party (See charges that are "included" and the charges that are "not included" in the daily rate.)

FIRE AND SAFETY

The Beechwood Home is equipped with smoke detectors and a complete sprinkler system per code. The fire alarms and smoke detectors are connected to a service that automatically notifies the fire department. Should an alarm sound, listen for instructions from staff who will move you to safety, if necessary. Normal procedure is to be behind fire and/or smoke doors.

Fire and Tornado drills are conducted regularly for your safety.

The Beechwood Home has in place a number of other emergency procedures as required by law including, emergency food and water supplies, , and an emergency generator. In case of some emergencies, The Beechwood Home is required to follow the instructions of FEMA (Federal Emergency Management Agency)

All residents, family members, sponsors and visitors are required to participate and abide by all procedures regarding the evacuation process, even if it is only a test or drill.

FITNESS PROGRAM

Residents who have had an evaluation and program developed by a licensed therapist may use the therapy gym free of charge. Third-party payers will be billed for the initial evaluation. Exercise times are scheduled so that all can have access to the equipment and assistance as needed.

FOOD (FACILITY PROVIDED)

Wholesome, appetizing food plays an important role in the health and well-being of a nursing home resident. At The Beechwood Home, a registered Dietician and Food Service Director plan all menus according to state regulations. For residents who require special diets, the Dietician will work with their physician to provide nutritional and appetizing meals.

Alternates are available for each meal served at the facility.

Guest meals: A fee is charged for guests who choose to eat lunch and/or dinner with the resident. You may purchase a meal voucher at the 1st floor receptionist desk. ***The charge for Holiday and special meals varies and will be posted prior to that Holiday.***

Serving hours are as follows:

- Breakfast - 8:00 AM -8:30 AM
- Lunch - 12:00PM--1:15PM
- Dinner - 5:00PM--6:15PM

FOOD (PERSONALLY PURCHASED AND STORED)

Non-perishable food items may be kept in resident rooms. Residents/family members are responsible for proper management of such items. The facility reserves the right to discard expired, unlabeled items and items not stored according to manufacturer's recommendation. Food items must be sealed and dated with the resident's name. Residents cannot store food in the facility kitchen or dry storage areas.

FOOD (HEATING)

For the safety of residents, trained staff may heat food items brought to the facility for a resident if the food item is unexpired, stored per manufacturer's recommendation, and in the original manufacturer's packaging. Staff is not able to prepare/heat items during serving hours.

FOOD (REHEATING)

For the safety of residents, staff may only reheat food items originally prepared by the facility. Staff may not reheat items brought from home or a restaurant. Staff is not able to prepare/heat items during serving hours.

Visitors are permitted to use the microwave, located in the employee breakroom on the 1st floor, to reheat food brought into the facility from home, restaurants, etc.

FUNERAL ARRANGEMENTS

It is recommended that residents/family members discuss funeral arrangements prior to admission to the facility. If arrangements are in place prior to admission, it is recommended that this information be provided to Social Services. Funeral arrangements are the responsibility of the resident, family and/or sponsor.

The Beechwood Home will hold a memorial service at the request of a resident/family member/sponsor.

GRIEVANCES AND COMPLAINTS

Residents are encouraged to seek solutions to concerns through the staff and/or Administration. The Beechwood Home has an open-door policy and offers assistance in resolution of problems and/or concerns.

The Social Workers, Nursing Supervisors and Department Heads are a good source for immediate resolution of problems or complaints.

Residents who feel their complaint has not been resolved, or their rights violated, have the right to bring the concern before a Grievance Committee. To bring a grievance, contact a

Social Worker, Nursing Supervisor or Administrator. The grievance committee reviews the information and makes recommendations to the Administrator.

Residents have the right to voice grievances without discrimination or reprisal.

Residents may also seek assistance from or make complaints to organizations listed in Appendix A.

GRATUITIES AND TIPPING

It is the duty for all employees to provide services and assistance to residents. Gratuities and/or tips are not expected nor are they permitted.

HOUSEKEEPING

Housekeeping personnel clean resident rooms daily by mopping floors, emptying trash cans, cleaning bathrooms, wiping tray tables, and dusting furniture and televisions. Please note that staff dusts *around* trinkets only.

Resident rooms are deep cleaned once a month. Wheelchairs are cleaned on a routine basis.

Residents and/or family members are responsible for cleaning and defrosting personal refrigerators.

For resident safety, cleaning chemicals cannot be stored in resident rooms.

ILLEGAL DRUG USE

The Beechwood Home will not tolerate any illegal drug possession/use. Violations will be reported to the proper authorities and are cause for discharge. Family members or friends bringing illegal substances onto facility grounds will be reported to the appropriate drug enforcement agency and prohibited from returning to The Beechwood Home property.

The Beechwood Home has the right, with an order from the Physician, to conduct a drug screen if there is sufficient evidence that the resident has violated this rule.

INCIDENTS AND ACCIDENTS

All incidents and accidents must be reported to the charge nurse, who will ensure appropriate notification is made.

For the resident's safety, injury/injuries which occur when out of the facility should be reported to the charge nurse immediately upon returning to the facility.

IN HOUSE COMMUNICATION

Activity calendars, menus and other notices are posted on bulletin boards located throughout the facility.

INSPECTIONS

The Beechwood Home is subject to numerous inspections from local, state and federal authorities. As required, the results of these inspections are in a notebook kept at the first floor reception desk and on file in the Administration office.

LAUNDRY

The Beechwood Home operates its own laundry equipment and provides basic laundering services. It is recommended that all clothing items be given to Social Services or a Nursing Supervisor to initiate the labeling process before an item is worn and sent down to be laundered. "Basic laundry services" do not include dry cleaning, mending, washing by hand or other specialty services.

The Beechwood Home uses industrial washers/dryers; therefore, some items such as personally owned bedspreads, quilts and comforters may be ruined by these machines. Families are requested to take these items home to be cleaned at their own expense. The Beechwood Home is not liable for damage to these items if sent to the facility's laundry.

If you have problems with missing laundry, contact Social Services.

LIFE SAFETY RESTRICTIONS

Per the Ohio Department of Health, the following items cannot be stored in resident rooms as they are a violation of life safety rules.

- Devices with heating elements (i.e. electric blankets, heating pads, coffee makers, curling iron, etc.)
- Extension cords
- Curtains without evidence of fire retardant certification

Power strips may not be connected to each other (daisy-chained).

Wheelchair charging must be completed in the hallway

If you have any questions about items, which may be a life safety concern, please contact the Maintenance Department or Social Services.

LOSS OR THEFT

The Beechwood Home assumes no responsibility for loss of property due to loss or theft. Residents are discouraged from retaining more than a few dollars on their person and from keeping valuables in their room. The Beechwood Home will provide residents with a lockable drawer within in a chest of drawers or a night stand.

The Beechwood Home encourages residents to personalize their rooms; however, the facility cannot be responsible for fragile items, valuable artwork or heirlooms.

Any incident of loss/theft should be reported immediately to the charge nurse, RN Supervisor or Social Worker. All reported incidences of loss/theft will be investigated.

MAIL/POSTAGE

Mail will be delivered to the residents within 24-hours of delivery from the Postal Service. Outgoing mail may be left at the front desk or garden level reception desk for pick up. Bulky packages should be given to a family member for mailing at the post office. Stamps are available for sale at the 1st floor and Garden Level reception desk.

For residents who are unable to open, read or write letters, a Social Worker and Activity personnel will provide assistance upon request.

Family members/friends should verify the resident's diet prior to sending food items.

Facility staff are not responsible for managing resident mail. Facility recommends that resident mail be redirected to the Responsible party's address if the resident is unable to manage is/her personal mail.

MEDICAL CARE

The Medical Director is responsible for the coordination of medical care at the facility. The coordination of medical care means the Medical Director helps the facility obtain and maintain timely and appropriate medical care that supports the health care needs of the residents, is consistent with current standards of practice, and helps the facility meet its regulatory requirements.

The services of the attending physician, or any other consultant, requested by the attending physician who delivers services at the Home, are billed to their third-party payers/insurance. Private Pay residents may be responsible for co-payments.

Each resident is expected to cooperate and participate in the prescribed course of treatment by:

- a. Providing a complete and accurate medical history
- b. Following recommendations and advice of their physician

- c. Informing the staff of any complications in their condition.
- d. Notifying nursing staff of medical appointments and providing orders/reports upon return.
- e. Seek out information when one does not understand care and treatment plan.

MEDICAL RECORDS

Medical records are managed by The Beechwood Home and the originals must remain with the facility. All medical records are subject to HIPAA (Privacy Laws) requirements. The Beechwood Home's Notices of Privacy Practices are found under *Appendix B* and posted on the first floor bulletin board.

Residents may view their own records and may authorize in writing others to review their medical records. Residents and authorized others who desire to review medical records are requested to have a medical staff member of the appropriate discipline help explain the technical language in the records to reduce misunderstanding.

Residents may request and receive photocopies of their medical records. Requests should be directed to the Director of Nursing or the Administrator. Copies will be provided within two (2) business days. Administration reserves the right to charge for photocopies in accordance with 3701.741 of the Ohio Revised code. If copies are extensive there may be a cost for the service.

MEDICATIONS

Residents interested in self-administering medications will be assessed to ensure he or she can do so safely. Residents who self-administer medications may keep medications in their room but are responsible for storing them in a locked drawer.

No medications, prescription or over the counter drugs may be dispensed without a physician's order. For a list of your medications, or questions about them, contact your charge nurse.

When planning a therapeutic leave, please notify the charge nurse ASAP to ensure that medications and necessary medical supplies are ready for pickup on the day the resident's leave begins.

MEDICAID

The Beechwood Home nursing beds are Medicaid/Medicare certified. The procedure for applying for Medicaid is posted on the bulletin board located on the first floor by the Therapy Department. Social Services have information on the Medicaid application process and are available to assist residents and families as needed.

MEDICARE

All nursing beds at The Beechwood Home are Medicare/Medicaid certified. Procedures for applying for Medicare is posted on the bulletin board located on the first floor by the Therapy Department. Social Services have information on the Medicare application process and are available to assist residents and families as needed.

MEDICARE PART D

Medicare Part D is a prescription drug benefit program that was created through the US Medicare Prescription Drug Improvement and Modernization Act of 2003.

Nursing Home residents are guaranteed the right to choose their Medicare Prescription Drug Benefit Program. The Financial Department will provide information related to annual benchmarked plans to residents/responsible party as requested, to help individuals choose the best Medicare Part D Plan for their medication needs.

NURSING

The Director of Nursing has the overall responsibility for nursing care with support from the Unit Managers/RN Supervisors. Licensed Practical Nurses (LPN) are charge nurses and dispense prescribed medications and administer treatments. State tested Nurse Aides (STNA) provide direct personal care.

Problems/concerns are best addressed immediately by contacting the charge nurse, RN Supervisor or Director of Nursing.

OFFICE HOURS/RECEPTIONIST

Administration Office hours are between 7:00 AM and 4:00 PM, Monday – Friday *except legal holidays.

A receptionist is on duty at the Garden Level desk between 8:00 AM and 4:00 PM.

A receptionist is on duty at the First Floor desk between 8:00 AM and 5:00 PM.

PERSONAL PROPERTY

Residents are encouraged to bring personal possessions into the facility as space, safety considerations and fire codes permit. Please consult with Social Services prior to bringing furniture into the facility.

Large items and luggage may not be stored at The Beechwood Home due to space limitations and fire codes. The Social Worker will assist residents with arrangements for disposition of larger personal items on request.

Prior approval from the Director of Facilities is required for room painting, replacing window treatments, and similar major changes.

All items brought to The Beechwood Home should be marked with the resident's name, and a description should be entered into their personal inventory.

PERSONAL STORAGE

Residents may store temporarily up to four (4) standardized plastic containers in the facility storage rooms. All items must be in a labeled, plastic container with lid. Storage for large items such as furniture, TVs, suitcases, wheelchairs, etc. is not available.

PETS

Currently the facility has a service dog and an aviary for resident enjoyment. Residents may not keep personal pets.

Permission may be obtained from the CEO/Designee to have a small fish tank within a resident room. It is the responsibility of the resident or family members to keep the fish tank clean. The responsible party will be notified of any maintenance concerns. If not properly maintained, the facility reserves the right to take personal fish tanks out of service. Family may be responsible for any damage caused by fish tank ownership.

Pets are permitted to visit for short periods of time; however, facility policies must be followed. The facility reserves the right to request that an owner remove a pet from the facility if acting inappropriately.

PHARMACY

Residents have the right to choose a provider Pharmacy as long as the pharmacy adheres to the rules and regulations of the State of Ohio, federal government and those established by The Beechwood Home.

The Beechwood Home has contracted with Skilled Care Pharmacy. If another pharmacy is preferred, please contact the Director of Nursing.

PHYSICIAN

Residents have a right to choose their own physician(s) as long as that physician adheres to the rules and regulations of the State of Ohio, federal government and those established by The Beechwood Home.

PICTURE HANGING

If you need help hanging pictures or other items in your room, contact the Maintenance department.

PODIATRY CARE

The Beechwood Home maintains a contract with a Podiatrist to provide on-site podiatry services. Residents are responsible for payment unless covered by Medicaid or insurance. The Beechwood Home will not be responsible for services rendered by private podiatrists or for any services rendered outside of the facility.

PRIVATE DUTY PROVIDERS

Residents/responsible parties who wish to hire private duty personnel must first contact the Director of Nursing to assure the provider is in compliance with The Beechwood Home policies and State requirements. The cost for this service is the responsibility of the resident.

PRIVATE PARTIES/PRIVATE USE OF COMMON AREAS

Residents may reserve the Private Dining Room or Beech Room. A cleaning fee will be charged for use of these rooms. Residents/family members are responsible for leaving the room in a reasonable condition, and trash placed in the containers provided.

Alcoholic beverages may only be served at gatherings with prior written consent of the CEO.

Room reservation forms are available at the 1st floor receptionist desk. The application must be approved by the CEO reservations are made on a first-come first-served basis.

PRIVACY PRACTICES (HIPAA)

Resident Rights under HIPAA include:

- Right to receive Notice of Privacy Practices
- Right to access, inspect and copy the resident's own Protected Health Information (PHI).
- Right to accounting of disclosure (how PHI is disclosed outside normal patient-care channels)
- Right to request amendment/correction of the resident's PHI.
- Right to request confidential communications
- Right to restrictions on the use and disclosure of Protected Health Information (PHI)

In accordance with Privacy Rule, The Beechwood Home is not required to share protected health information with individuals other than the resident's personal representatives.

Please refer to Notice of Privacy Practices (Appendix B)

PSYCHOLOGICAL SERVICES

The Beechwood Home maintains a contract with The Counseling Source, an organization which provides individual counseling services to residents. Contact Social Services if interested in this service.

PSYCHIATRY

The Beechwood Home maintains a contract with a psychiatrist, who provides psychiatry services at the facility for medically appropriate residents..

PUBLIC LIBRARY BOOK SERVICE

The Public Library of Cincinnati and Hamilton County makes regular visits to The Beechwood Home. If you would like books delivered to you, contact the Activities Department.

RADIOS, TELEVISIONS AND SATELLITE TV

Residents may bring a personal radio and/or television into the facility. If wall mounting a TV is desired, it is recommended that a four point, properly sized mount be purchased. The Maintenance Department will install the mount. If the mount provided is not appropriate for the TV, the Maintenance Department will request that an alternative mount be purchased.

Maintenance of personal televisions, radios and electronics, including but not limited to telephones, computers, remotes, chargers and batteries is the resident's responsibility. All electrical appliances/equipment must be inspected and checked by the Maintenance Department. Defective appliances/equipment must be removed from the facility. Extension cords may not be used anywhere in the nursing home.

Cable TV is provided by the facility and is available in each resident room via a wall outlet. A list of available channels is provided to residents upon admission, and additional copies are available from Social Services. If you experience any problems related to TV channel viewing, please contact the Maintenance Department.

Volume on radios and/or TV's should be adjusted so as not to disturb others.

REFRIGERATORS

Residents may have a small refrigerator in their room. All refrigerators will be inspected by the Maintenance Department upon placement in room. The resident and/or Responsible Party are responsible for insuring that the refrigerator functions properly, and remains clean and defrosted.

For the safety of our residents, personal refrigerators must have a thermometer. If after thermostat adjustments, the refrigerator temperature remains above 40 degrees, the refrigerator shall be taken out of service.

Residents and/or responsible party are responsible for ensuring that items which are not in original sealed containers (i.e. leftovers, food prepared by family/friends) is covered and dated when placed in the refrigerator and either consumed or discarded with 72 hours.

RELIGIOUS SERVICES

Religious services are available to promote optimal spiritual health for residents, family members and staff. A variety of denominations hold services at the facility in addition to activities such as Bible study. Information about time and location of services offered is listed on the Activities Calendar.

Services for residents of faiths not currently offered will be arranged upon request.

REPAIRS AND MAINTENANCE

The Beechwood Home is responsible for maintaining resident rooms and permanent fixtures therein. Contact Social Services and/or a Nursing Supervisor for maintenance requests.

Beechwood is not responsible for maintaining or repairing personal items, which include but are not limited to: TV's, computers, I-Pads, I-Phones, phones, and lamps.

RESIDENTS' RESPONSIBILITIES

The following is a list of the rules and regulations governing resident conduct and responsibilities during the stay at The Beechwood Home.

1. Residents may not smoke in the facility or on The Beechwood Home property.
2. Residents are responsible for communicating concerns to facility staff.
3. Abusive language, abusive behavior and/or socially unacceptable behavior by residents to other residents, visitors, or staff will not be tolerated. Attempts will be made to address the inappropriate behavior. If the behavior continues the resident/family may be asked to seek alternative placement.
4. Resident and/or family are responsible for ensuring that food brought to the facility is kept in sealed, dated container and that outdated/expired items are discarded promptly.
5. Residents are strongly encouraged to label clothing/personal items and update personal inventory.
6. Weapons such as firearms, knives (except cutlery), etc. are strictly prohibited in the facility or on The Beechwood Home property.
7. All residents must respect the personal possessions of other residents and staff.

8. Residents (or visitor taking a resident out) are responsible for signing out and back in upon return in the Sign Out Book at the Nursing Station. Resident or family must provide advance notice of vacation leave or social leave.
9. Residents shall respect the privacy of others and to keep personal information confidential
10. Residents and families are expected to keep appointments set with the physician and other professionals as a matter of courtesy. If unable to do so, please inform the charge nurse.
11. Appropriate dress is required at all times.
12. Each resident is responsible for being considerate and respectful of the rights of other residents and facility personnel, as outlined in the Resident Bill of Rights.
13. Each resident is expected to cooperate and participate in the prescribed course of treatment by:
 - a. Providing a complete and accurate medical history
 - b. Following the recommendations and advice of their physician.
 - c. Informing the staff of any complications in their condition.
 - d. Notifying nursing staff of medical appointments and providing orders/reports upon return.
 - e. Seek out information when one does not understand care and treatment plan.
14. Each resident, legal guardian or responsible party is responsible for providing accurate and timely information regarding their sources of payment and ability to meet financial obligations.
15. Each resident, legal guardian or responsible party is responsible for meeting his/her financial obligations to the facility.
16. The resident, legal guardian or responsible party is responsible for reporting changes in his/her medical condition to the staff.
17. If the resident is adjudicated incompetent in accordance with law or is medically incapable of understanding these responsibilities, then their guardian or next of kin, or their legally authorized person, assumes these responsibilities for the resident.
18. Residents may have personal electronic devices in their room; however, illegal Internet activity will not be tolerated and will be reported to the proper authorities.
19. Every resident and visitor has the responsibility to participate in fire and disaster drills while on the premises, if required. Follow the direction given by staff and/or emergency personnel.
20. Residents should notify The Beechwood Home of any change of phone numbers, address, and other personal information. If the next of kin plans to be unavailable for any reason, we ask that another person be designated to act in their place in case of emergency. This information can be communicated to the nurse or social worker.
21. Residents should conduct intimate behavior in private and refrain from imposing attentions from unwilling others.

RESIDENT COUNCIL

Residents have the right to organize and participate in resident groups in the facility. The Resident Council provides an opportunity for all residents to be involved in the planning of facility activities and events. All residents are encouraged to attend to share ideas, or to voice their opinions and/or concerns. A designated time is set aside monthly for residents and staff to meet as a group through the Resident Council. This meeting is held the third Thursday (unless it is a scheduled Holiday) of every month and is listed on the Activity calendar. Election of officers is held every year. Resident Council minutes are posted in a notebook kept at the first floor reception desk.

RESIDENT PERSONAL ACCOUNTS

Upon written authorization by the resident and/or authorized representative, the facility will safeguard, manage and account for the personal funds deposited with the facility. Usually, arrangements are made at the time of admission, but an account can be established at any time through Social Services.

Funds in excess of \$50.00 will be deposited in an interest-bearing account, and statements are issued quarterly.

Deposits and withdrawals are made at the first floor receptionist desk. Withdrawals for amounts less than \$50.00 (or \$100.00 for residents receiving Medicare A benefits) are available daily. For amounts greater than \$50.00 (or \$100.00 for residents receiving Medicare A benefits) contact the receptionist three (3) banking days in advance. Banking days are Monday through Friday.

Residents with Medicaid benefits that maintain a personal fund with the facility must keep the balance of their fund below a specific amount or risk the loss of their Medicaid benefits. Certified letters are mailed out to the responsible party when the resident's trust fund reaches allowable maximum. Contact social services with questions.

Residents may charge incidental items such as stamps, Access tickets and beauty shop services to their personal account.

RESIDENT PERSONAL VEHICLES

Residents who own handicapped-accessible vehicles may keep their vehicles on facility property. The facility requests that vehicles be parked in the rear of the lot if residents are unable to drive them independently. Please be aware that staff is unable to drive a vehicle at the request of a resident.

RESIDENT RIGHTS

The Beechwood Home strongly upholds the rights of each and every resident.

Upon admission, a copy of the Resident Bill of Rights is given and reviewed with the resident and sponsor. The resident and sponsor will sign acknowledging an understanding and receipt of the Bill of Rights. Additional copies can be obtained from the Social Worker at any time. A large-print copy is available in the Social Services office.

ROOM ARRANGEMENT/CLOSET

The Beechwood Home is comprised of 76 private nursing rooms which are similar in size with individually controlled HVAC and a bathroom with a toilet and sink. The Beechwood Home also has two semi-private rooms. Residents in semi-private rooms desiring a private room will be given consideration for transfer when a private room becomes available. Assignment of residents to rooms is at the discretion of the facility.

Residents will be notified in writing when a room changes or changes of roommate are necessary.

A bed, dresser, night stand and chair are available for resident use. Residents may elect to bring furniture from home. Personal microwave ovens, toaster ovens, coffee pots or any other cooking or heating appliances **are not permitted**.

Fire codes require that space of 18" be maintained between the top shelf of closets and the ceiling so that sprinklers function properly. The top shelf in the resident room closets are slanted as a reminder that this space cannot be used for storage. Do not use this space for storage and do not attempt to alter/adjust the position of the top shelf.

SECURITY

Outside doors will be locked, and the door alarms activated during late evening and night hours for the safety of residents and staff.

As part of the security of The Beechwood Home, all residents are required to sign out when they are leaving the premises and sign in upon return. The resident sign out book is located at a nurse's station on each resident floor. You may also sign out at the receptionist desk on the first floor when the receptionist is on duty.

All visitors are required to sign in when entering the building and sign out when leaving the facility. Visitor sign in books are located at the Garden Level entrance across from the elevators and the first floor receptionist desk.

The automatic doors at the front entrance will normally be locked at 9:00 PM during the summer and 6:00 PM during the winter.

When entering the building after the doors have been locked, use the door bell outside of the automatic doors on the first floor and at the Garden Level entrance. An intercom system is used to identify anyone seeking entrance after normal business hours.

A Security Guard is on the premises 24/7. Facility property is monitored via cameras throughout the day.

SHOPPING

The Activities Department schedules regular shopping trips. The dates and times are listed on the activity calendar. Please contact the Activity Department to sign up for scheduled trips. Family members are requested to assist with personal shopping.

SMOKING

The Beechwood Home is a smoke-free campus. Each resident is made aware of the smoking policy prior to admission via the waiting list application. Staff, residents, family members and guests are not permitted to smoke inside or on facility property. The use of electronic cigarettes and other smoking delivery systems/accessories is also prohibited.

Residents are not permitted to smoke in The Beechwood Home vans or during The Beechwood Home sponsored events. Residents who fail to comply with this rule are subject to discharge. The Beechwood Home's Smoking Policy can be found in **Appendix C**.

SOCIAL SERVICES/RESIDENT ADVOCACY

The Beechwood Home provides medically-related social services to attain or maintain the highest practicable physical, mental and psychosocial well-being of each resident.

All residents are assigned a Social Worker upon admission. The Social Worker is available for support and/or problem solving. The Social Worker is the resident's advocate. Residents and family members should contact the Social Worker with questions, concerns and help with complaint resolution.

SOLICITATION

Solicitation at The Beechwood Home is prohibited unless specifically authorized by the CEO.

STAFF CONTACTS

Staff direct dial numbers are located in **Appendix D**.

STAFF AND MANAGEMENT RIGHTS

The Beechwood Home has the right to enforce the rules and regulations described in the Resident Handbook and agreed upon by each resident and/or their representative upon admission to the facility.

The Beechwood Home may make changes in room assignments, upon making appropriate notification, as the level of resident care requires.

The Beechwood Home retains the right to oversee and correct physical conditions in resident rooms, including but not limited to overcrowding, positioning of furniture or equipment, prohibition of conditions leading to faulty wiring, compliance with fire codes and other statutes, over loading of electrical outlets.

The Beechwood Home reserves the right to require prior approval before furniture is brought into the facility.

The Beechwood Home has the right to insist on good personal hygiene and good housekeeping, and to inspect all areas, including drawers, cupboards and locked areas with the permission of the resident or resident's representative. The facility reserves the right to remove a refrigerator if it is not properly maintained. The Beechwood Home has the right to monitor for misuse of resident telephones.

The Beechwood Home retains the right to enforce smoking regulations.

The Beechwood Home has the right to exclude residents, their families and visitors from restricted areas of the Home, such as the kitchen, laundry, boiler room, offices, nursing stations and therapy rooms unless by appointment. Equipment and supplies in these areas may not be taken or used without authorization from the person in charge.

The Beechwood Home has the right to seek damages in the event a resident willfully destroys property.

The Beechwood Home accepts no responsibility for missing money or property. Personal items may be stored at the resident's own risk.

The Beechwood Home has the right to isolate a resident having a communicable disease and limit visitation by family and friends during this period.

The Beechwood Home assumes no responsibility for illness or accident incurred during absences from the Home.

All Beechwood Home staff has the right to be treated with courtesy and respect and to perform their duties without physical or verbal abuse. In the event of complaints or accusations from a resident, a formal investigation would be conducted.

The Beechwood Home has the right to insist on use of the proper equipment (such as lifts, wheelchairs, etc.) to protect the safety of the residents and staff.

The Beechwood Home will not tolerate illegal activities performed by residents/visitors on facility premises. Violations will be reported to the proper authorities.

After proper channels have been exhausted, The Beechwood Home reserves the right to discharge any resident, in accordance with State regulations, for repeated violations of these regulations.

STATUS CHANGE

Responsible Party will be notified when a resident's condition changes unless the resident or family has indicated in writing that they are not to be notified.

It is very important that family members/legal representatives keep The Beechwood Home informed of contact information and guardianship status.

TELEPHONE

There is a telephone jack in each room, and residents may have their own private phone at their own expense. Arrangements for phone installation should be made by the resident. Social Workers are available to assist if requested.

If a resident chooses not to have a personal telephone, there are phones available where calls can be made without being overheard. These phones are located on the 2nd and 3rd floor cinema rooms.

THERAPY

The Beechwood Home provides physical therapy, occupational therapy, and speech therapy when prescribed by the attending physician. The Beechwood Home will bill third-party payers for billable services.

TRANSFER/DISCHARGES

Residents cannot be transferred or discharged from the facility without a written thirty (30) day notice. This same notice will be sent to resident's representative and/or sponsor by certified mail, return receipt requested. Resident and/or sponsor have the right to challenge this action by requesting an impartial hearing.

The resident and sponsor/representative will be provided with the following information:

- a. The reason for the discharge

- b. The effective date of the discharge
- c. The name, address and telephone number of the state long-term care ombudsman
- d. The names, addresses and telephone numbers of the State Health Department agency that has been designated to handle appeals of discharge notices.
- e. Ohio Legal Rights Service will be notified when appropriate.
- f. The proposed location the resident will be discharged to.

The Beechwood Home will assist residents to transfer to another facility.

TRANSPORTATION SERVICE

The Beechwood Home owns accessible vans for use in transporting residents to facility sponsored activities. Residents are encouraged to use ACCESS or arrange for private transportation for personal business.

ACCESS is a fee for trip service for disabled persons offered by Cincinnati Metro bus service inside the 275-interstate loop in Ohio only. Please contact Social Services for assistance obtaining ACCESS services.

TUBERCULIN TESTING

All residents will receive baseline TB screening upon admission using a two-step Tuberculin Skin Test (TST); unless there is documentation of previous TB testing in the last 12 months. If the resident has had a documented negative TB skin test result within the previous 12 months, a single TB skin test can be administered. Residents with a baseline positive or newly positive result for M.tuberculosis infection or documentation of treatment for latent TB infection or tuberculosis infection shall receive one chest x-ray to exclude TB disease. Residents will be assessed for signs and symptoms of TB annually thereafter.

VISITOR CODE OF CONDUCT

The Beechwood Home is the “home” for our residents. It is expected that all visitors conduct themselves in a socially appropriate manner and treat all persons with kindness, respect and dignity. Loud, abusive, socially inappropriate language or socially inappropriate behavior will not be tolerated. As Beechwood is a non-smoking campus, visitors must also comply with the non-smoking policy anywhere in the campus building, the campus grounds or parking lots.

All visitors are required to be considerate and respectful of the rights of residents and facility personnel. When inappropriate behavior is observed, the visitor will be asked to leave the premises. If the visitor refuses to leave The Beechwood Home property, the facility will notify the proper authorities and take appropriate legal actions.

VISITING HOURS

All visitors shall observe the rights of all residents and comply with facility policies. Residents may have visitors at their discretion. Visitors are not permitted to stay overnight in resident rooms, unless the resident is seriously ill and/or near the end of life. To protect the health of residents and staff, visitors are requested to refrain from visiting when they are ill.

VOTING

During the admission process, residents are provided material to register to vote and/or update address with the Board of Elections. Assistance with completing this document is available upon request.

If the resident chooses to vote, The Activity Department will coordinate securing absentee ballots.

WEAPONS

The Beechwood Home strives to maintain a safe environment to protect residents, staff and visitors from harm. To help ensure safety and try to prevent violence, weapons are prohibited inside the building or on facility property. Weapons are defined to include but are not limited to: guns, ammunition, knives, bombs, etc.

This prohibition applies to all residents, employees, and visitors who may have a lawful license to carry concealed handguns under Ohio's concealed weapon law, as well as under any State law.

Law enforcement personnel on official business and/or any security personnel retained by the facility for the protection of the facility are excluded from this prohibition. Violation of this policy will result in discharge proceedings.

WHEELCHAIR MAINTENANCE/CLEANING

The Restorative Coordinator may be able to complete minor repairs/adjustments to wheelchairs not covered under warranty. The majority of repairs must be completed by a vendor or a subcontractor. Repairs will be billed to third-party payers when possible. Residents may be responsible for the uncovered portion of the bill. Families are discouraged from attempting to repair/ adjust wheelchairs as this may void the warranty. If you need assistance, contact the Restorative Coordinator.

Wheelchairs are cleaned on a regular schedule by the Housekeeping department. If a chair needs cleaning in-between scheduled cleanings, contact the Unit Manager or Social Services.

WHEELCHAIR RESTRICTIONS

Select wheelchair designs have been deemed unsafe by the facility with specific attention toward "scooters." Upon admission, wheelchairs will be assessed by staff for safety. If a wheelchair is deemed to be unsafe, an alternative wheelchair will be provided by the facility.

WHEELCHAIR SAFETY COMMITTEE

Comprised by members of the Interdisciplinary Team, the Wheelchair Safety Committee has experience related to clinical and therapeutic wheelchair mobility issues. The responsibility of the group is to review wheelchair incidents and make recommendations to keep residents, staff and visitors safe from injury.

APPENDIX A
STATE AND COUNTY AGENCIES

PROSENIORS, INC

LOCAL LONG-TERM CARE OMBUDSMEN
7162 READING ROAD SUITE 1150
CINCINNATI, OHIO 45237
513-345-4160
800-488-6070

OFFICE OF THE STATE

LONG-TERM CARE OMBUDSMEN
246 NORTH HIGH STREET 1ST FLOOR
COLUMBUS, OHIO 43215-2406
800-282-1206

STATE OFFICE OF DEPT. OF AGING

OHIO DEPARTMENT OF AGING
246 NORTH HIGH STREET 1ST FLOOR
COLUMBUS, OHIO 43215-2406
800-266-4346

LOCAL OFFICE OF THE DEPARTMENT OF AGING
COUNCIL ON AGING

175 TRI-COUNTY PARKWAY
CINCINNATI, OHIO 45246
800-252-0155 513-721-1025

STATE DEPARTMENT OF HEALTH

OHIO DEPARTMENT OF HEALTH
246 N. HIGH STREET
COLUMBUS, OHIO 43215
614-466-3543
NURSING HOME COMPLAINT LINE -800-342-0553

OHIO DEPARTMENT OF HEALTH
WESTERN REGIONAL OFFICE

1 GOVERNMENT CENTER SUITE 1320
TOLEDO, OHIO 43604
419-245-2840

LOCAL DEPARTMENT OF HEALTH
CINCINNATI HEALTH DEPARTMENT

3101 BURNET AVENUE
CINCINNATI, OHIO 45229
513-357-7200

HAMILTON COUNTY PUBLIC HEALTH

250 WILLIAM HOWARD TAFT 2ND FLOOR
CINCINNATI, OHIO 45219
513-946-7800

OHIO DEPARTMENT OF JOB AND FAMILY SERVICES

30 E. BROAD STREET, 32ND FLOOR
COLUMBUS, OHIO 45215-2406
614-466-1551

OHIO DEPARTMENT OF MEDICAID

50 WEST TOWN STREET SUITE 400
COLUMBUS, OHIO 43215

OHIO MEDICAID CONSUMER HOTLINE

800-324-8680

PROTECTION AND ADVOCACY ORGANIZATION
FOR MENTALLY ILL AND DEVELOPMENTALLY DISABLED

50 WEST BROAD ST. SUITE 1400
COLUMBUS, OHIO 43215
800-282-9181
614-466-4986

STATE OF OHIO ATTORNEY GENERAL, MIKE DEWINE

OFFICE OF THE ATTORNEY GENERAL
30 EAST BROAD STREET
COLUMBUS, OHIO 43215
800-282-0515
614-466-4986
OHIO SENIORS FIGHT FRAUD

MEDICARE APPLICATION/INFORMATION

LOCAL SOCIAL SECURITY OFFICE

10205 READING ROAD
800-325-0778
WWW.SSA.GOV

MEDICAID APPLICATION/INFORMATION

LOCAL DEPARTMENT OF HUMAN SERVICES

OHIO DEPT. JOB AND FAMILY SERVICES

HAMILTON COUNTY DEPT. OF HUMAN SERVICES

222 E. CENTRAL PARKWAY
CINCINNATI, OHIO 45202
GENERAL 513-946-1000
ELDER ABUSE 513-421-5433

MEDICAID FRAUD

513-458-5523

APPENDIX B

SUMMARY OF OUR NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

Please review the full Notice of Privacy Practices (NPP) which is attached. If you have any questions about this notice, please contact the Director of Human Resources or the Privacy Officer at (513) 321-9294.

WHO WILL FOLLOW THIS NOTICE: The Beechwood Home

This notice describes our privacy practices. All these entities, sites and locations follow the terms of this notice. In addition, these entities, sites and locations may share health information with each other for treatment, payment or health care operations purposes described in this notice.

OUR PLEDGE REGARDING HEALTH INFORMATION:

We understand that health information about you and your health care is personal. We are committed to protecting health information about you. We create a record of the care and services you receive from us. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records of your care generated by this health care facility. This notice will tell you about the ways in which we may use and disclose health information about you. We also describe your rights to the health information we keep about you, and describe certain obligations we have regarding the use and disclosure of your health information.

We are required by law to:

- make sure that health information that identifies you is kept private;
- give you this notice of our legal duties and privacy practices with respect to health information about you; and
- follow the terms of the notice that is currently in effect.

HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU:

The following categories describe different ways that we use and disclose health information. For each category of uses or disclosures we will explain what we mean and try to give some examples. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories.

There are also various other ways in which we may use or disclose your information:

- Care Plan Appointment Reminders
- Health Related Services and Treatment Alternatives
- Fundraising Activities
- To Provide Information about Organ and Tissue Donation
- To Allow Oversight of the Quality of the Healthcare We Provide
- To Allow Workers' Compensation Claims
- As Required by Subpoena in Lawsuits and Disputes
- Various Uses as Required by Law or to Avert a Serious Threat to Health or Safety

For Treatment: We may use health information about you to provide you with health care treatment or services. We may disclose health information about you to doctors, nurses, technicians, therapists, or other personnel who are involved in taking care of you. They may work at our facility, at the hospital if you are hospitalized, or at your doctor's office, lab, pharmacy, or other health care provider to whom we may refer you for consultation, to take x-rays, to perform lab tests, to have prescriptions filled, or for other treatment purposes. For example, a physical therapist treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process and increase rehabilitation time. We may also disclose health information about you to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location.

For Payment: We may use and disclose health information about you so that the treatment and services you receive from us may be billed to and payment collected from you, an insurance company, or a third party. For example, we may need to give Medicare or Medicaid information about your stay so they will pay us or reimburse your stay. We may also tell your health plan about a treatment you are going to receive to obtain prior approval or to determine whether your plan will cover the treatment.

For Health Care Operations: We may use and disclose health information about you for operations of our health care facility. These uses and disclosures are necessary to run our facility and make sure that all of our residents receive quality care. For example, we may use health information to review our treatment and services and to evaluate the performance of our staff in caring for you. We may also combine health information about many residents to decide what additional services we should offer, what services are not needed, whether certain new treatments are effective, or to compare how we are doing with others and to see where we can make improvements. We may remove information that identifies you from this set of health information so others may use it to study health care delivery without learning who our specific residents are.

Care Plan Appointment Reminders: We may use and disclose health information to contact you or your responsible party as a reminder that you have an appointment. Please let us

know if you do not wish to have us contact you concerning your appointment, or if you wish to have us use a different telephone number or address to contact you for this purpose.

Health-Related Services and Treatment Alternatives: We may use and disclose health information to tell you about health-related services or recommend possible treatment options or alternatives that may be of interest to you. Please let us know if you do not wish us to send you this information, or if you wish to have us use a different address to send this information to you.

Fundraising Activities: We may use health information about you to contact you in an effort to raise money for our not-for-profit operations. We may disclose health information to a foundation related to our facility so that the foundation may contact you in raising money for our facility. We only will release contact information, such as your name, address, and phone number and the dates you received treatment or services from us. Please let us know if you do not want us to contact you for such fundraising efforts.

Organ and Tissue Donation: If you are an organ donor, we may release health information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate organ or tissue donation and transplantation.

As Required By Law: We will disclose health information about you when required to do so by federal, state, or local law.

To Avert a Serious Threat to Health or Safety: We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat.

Military and Veterans: If you are a member of the armed forces or separated/discharged from military services, we may release health information about you as required by military command authorities or the Department of Veterans Affairs as may be applicable. We may also release health information about foreign military personnel to the appropriate foreign military authorities.

Workers' Compensation: We may release health information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Public Health Risks: We may disclose health information about you for public health activities. These activities generally include the following:

- to prevent or control disease, injury or disability;
- to report births and deaths;
- to report child abuse or neglect;
- to report reactions to medications or problems with products;
- to notify people of recalls of products they may be using;
- to notify a person who may have been exposed to a disease or may be at risk for;
- contracting or spreading a disease or condition;
- to notify the appropriate government authority if we believe a resident has been the victim of abuse, neglect, or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

Health Oversight Activities: We may disclose health information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

Lawsuits and Disputes: If you are involved in a lawsuit or a dispute, we may disclose health information about you in response to a court or administrative order. We may also disclose health information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

Law Enforcement: We may release health information if asked to do so by a law enforcement official:

- In response to a court order, subpoena, warrant, summons or similar process;
- to identify or locate a suspect, fugitive, material witness, or missing person;
- about the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
- about a death we believe may be the result of criminal conduct;
- about criminal conduct at our facility; and
- in emergency circumstances to report a crime; the location of the crime or victims; or the identity, description, or location of the person who committed the crime.

Coroners, Health Examiners and Funeral Directors: We may release health information to a coroner or health examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also release health information about residents to funeral directors as necessary to carry out their duties.

National Security and Intelligence Activities: We may release health information about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

Protective Services for the President and Others: We may disclose health information about you to authorized federal officials, so they may provide protection to the President, other authorized persons or foreign heads of state or conduct special investigations.

Inmates: If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release health information about you to the correctional institution or law enforcement official. This release would be necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.

YOUR RIGHTS REGARDING HEALTH INFORMATION ABOUT YOU. You have the following rights regarding health information we maintain about you:

- Right to Inspect and Copy
- Right to Amend
- Right to an Accounting of Disclosures
- Right to Request Restrictions
- Right to Request Confidential Communications
- Right to a Paper Copy of This Notice

Right to Inspect and Copy: You have the right to inspect and copy your health information. Usually, this includes health and billing records. This does not include psychotherapy notes. To inspect and copy health information that may be used to make decisions about you, you may submit your request orally or in writing to the Director of Human Resources or the Privacy Officer.

If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other supplies and services associated with your request. We may deny your request to inspect and copy in certain, very limited circumstances, and only as permitted by OBRA, HIPAA and applicable state law. If you are denied access to health information, you may request that the denial be reviewed. Another licensed health care professional chosen by our facility will review your request and the denial. The person conducting the review will not be the person who denied your initial request. We will comply with the outcome of the review.

Right to Amend: If you feel that health information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as we keep the information. To request an amendment, your request must be made in writing, submitted to the Director of Human Resources and the Privacy Officer, and must be contained on one page of paper legibly handwritten or typed in at least 10-point font size. In addition, you must provide a reason that supports your request for an amendment.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- is not part of the health information kept by or for our facility;
- is not part of the information which you would be permitted to inspect and copy; or
- is accurate and complete. Any amendment we make to your health information will be disclosed to those with whom we disclose information as previously specified.

Right to an Accounting of Disclosures: You have the right to request a list accounting for any disclosures of your health information we have made, except for uses and disclosures for treatment, payment, and health care operations, as previously described.

To request this list of disclosures, you must submit your request in writing to the Director of Human Resources and the Privacy Officer. Your request must state a time period which may not be longer than six years and may not include dates before April 1, 2005. The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred. We will mail you a list of disclosures in paper form within 30 days of your request, or notify you if we are unable to supply the list within that time period and by what date we can supply the list; but this date will not exceed a total of 60 days from the date you made the request.

Right to Request Restrictions: You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment, or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for your care, such as a family member or friend. For example, you could ask that we restrict a specified nurse from use of your information, or that we not disclose information to your spouse about a surgery you had.

We are not required to agree to your request for restrictions if it is not feasible for us to ensure our compliance or believe it will negatively impact the care we may provide you. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment. To request a restriction, you must make your request in writing to the Director of Human Resources and the Privacy Officer. In your request, you must tell us what information you want to limit and to whom you want the limits to apply; for example, use of any information by a specified nurse, or disclosure of specified condition to your spouse.

Right to Request Confidential Communications: You have the right to request that we communicate with you about health matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail to a post office box. To request confidential communications, you must make your request in writing to the Director of Human Resources and the Privacy Officer. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

Right to a Paper Copy of This Notice: You have the right to obtain a paper copy of this notice at any time. To obtain a copy, please request it from the Director of Human Resources and the Privacy Officer.

CHANGES TO THIS NOTICE

We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for health information we already have about you as well as any information we receive in the future. We will post a copy of the current notice in our facility. The notice will contain on the first page, in the top right-hand corner, the effective date. In addition, each time you are admitted for treatment or health care services, we will offer you a copy of the current notice in effect.

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of the Department of Health and Human Services. To file a complaint with us, contact the Director of Human Resources and the Privacy Officer. All complaints must be submitted in writing. **You will not be penalized for filing a complaint.**

OTHER USES OF HEALTH INFORMATION

Other uses and disclosures of health information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose health information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose health information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.

APPENDIX C

Resident Smoking Policy

On January 1, 1994, The Beechwood Home became a non-smoking campus.

- Prospective residents will be notified of the no smoking policy at the time of application for admission.
- Prior to admission to the facility, the resident will be notified in writing that Beechwood is a non-smoking campus and will be required to sign a notice of receipt of policy and smoking agreement.
- Residents may not smoke in the building, on facility property, in facility vehicles, or on facility sponsored outings.
- Residents who are observed smoking on facility property may be issued a thirty (30) day discharge notice in accordance with the Ohio Revised Code.
- Residents may not have smoking materials including but not limited to: matches, lighters, tobacco products, electronic cigarettes, in their room or on their person while on facility property. If smoking materials are observed, they will be removed due to the safety risk of others.
- Residents who are observed to have prohibited smoking materials may be issued a thirty (30) days discharge notice in accordance with the Ohio Revised Code.