



Canterbury Inn

Resident Orientation Handbook



JANUARY 1, 2018

CBI, INC. DBA CANTERBURY INN
46 Cherry Street St. Johnsbury, Vermont 05819

ACCIDENTS OR INCIDENTS:

When an accident or incident to a resident, employee, or visitor occurs on these premises, any witnessing person should notify the attendant or staff member on duty so that immediate and appropriate treatment and documentation can be provided. Our facility is far safer than the average home, but even with trained staff available 24 hours a day, none of us are immune to accidents. Residents' next of kin or responsible person, as well as their physician, when appropriate, will be notified of any accident.

ACTIVITIES:

We are concerned about our residents' happiness as well as their health, and believe that for a person to be happy, he or she should be involved in social and activity functions. With this in mind, our Activity Director plans activities designed to provide opportunity for entertainment, social interaction, exercise, education, creative expression, learning leisure skills, and worship. Residents are invited and encouraged to participate in the daily group activity programs, as well as to pursue individual interests. We also encourage residents to bring their ideas for activities to our Activities Director. We are always looking to change or improve our activities to meet the tastes of our current residents.

ADMISSION PROCEDURES:

Persons of every race, creed, color, national origin, sex, and sexual orientation, in need of the level of care available at the Inn are eligible for admission. No person known to be afflicted with a communicable disease or severe psychotic disorder, or needing total nursing care, is eligible for admission. Residents must be admitted under the care of a physician of their choice, licensed to practice medicine in the State of Vermont. The resident's doctor, to comply with State regulations, must review his/her orders at least annually in order for the resident to be eligible to remain at this facility. Each resident or responsible party will sign acknowledgement of receipt of this informational booklet and acceptance of charges and services provided. For more information concerning billing and charges, see the section entitled "FINANCIAL INFORMATION".

ALCOHOL USE:

Alcohol is considered a drug, and as such is regulated at the Canterbury Inn. No alcohol is permitted in resident's bedrooms. Residents are welcome to consume alcohol in the facility; however, a written order from the resident's personal physician must be on file indicating the amount, frequency and type of alcohol that may be consumed. This is to ensure compatibility with any medications a resident may be taking. Alcohol will be stored in a secured area designated by the administration of the Inn.

BEAUTY AND BARBER SHOP:

A licensed beautician is scheduled once a week in the Inn's beauty parlor to serve the residents. Appointments are made through the nursing attendants. The resident is encouraged to pay for the services at the time they are rendered. Services may also be paid for from Resident Accounts that have been set up by the resident or family members. The beautician is also available to do men's haircuts. Charges are subject to the hairdresser's discretion, and will be posted in the salon. Residents are welcome to schedule their own barber or beautician and are welcome to have them use the beauty parlor when the regular beautician is not in. There is no facility charge for your personal beautician or barber to use the beauty parlor.

CHANGE IN RESIDENT CONDITION:

In the event a resident's condition changes significantly, either physically or emotionally, the attending physician and family will be notified. We will keep the family updated on the resident's condition, and encourage family members to call or visit when possible. If at any time the resident feels sick or ill, he/she is requested to notify the attendant on duty so that appropriate actions may be taken.

CLOTHING:

To maintain dignity and an appropriate shared residential environment, it is expected that all residents will be dressed daily, unless there is a medical reason for not doing so. It is asked that residents or families provide good, whole clothes that allow for freedom of movement. This requires several changes of clothing to facilitate the resident's needs. Periodic inventory needs to be done to assess the condition of garments and to replace them as necessary. The following clothing list is only a guide, and represents a minimum wardrobe. All clothing should be machine washable so we can launder it at the Inn.

MEN:

- 6 pairs of socks
- 2 pairs of pajamas
- 1 or 2 pairs of shoes and slippers
- 2 long sleeve sweaters, cardigan (not wool)
- 1 robe
- 4 undershirts
- 4 undershorts
- 4 pairs of washable slacks
- 1 dress suit (if desired) and a necktie
- 2 top coats (winter and spring/fall)
- 6 handkerchiefs

WOMEN:

- 6 pairs of anklets or stockings
- 4 nightgowns
- 1 or more pairs of shoes and slippers
- 2 long sleeved sweaters, cardigan (not wool)
- 1 robe or housecoat
- 5 dresses or skirts
- 4 pairs of underwear
- 5 slips
- 1 coat
- 2 brassieres, as preferred
- 6 handkerchiefs

ALL:

- Toothbrush
- Hairbrush and/or comb
- Lotions and powders as desired
- Personal items such as favorite pictures, television, radio, and furniture (up to what physical space will allow) may be brought if the Inn deems it possible.

COMPLAINTS AND GRIEVANCES:

For any complaint or grievance which the staff cannot resolve – from lost laundry to any other areas of legitimate concern – we have a formal procedure to identify and resolve those concerns without fear of retribution by the facility. Any resident who has a grievance should present it in writing to the facility Director. The Director will respond in a written format within one week of receiving the grievance. Included in that response will be the address and telephone number for each of the following agencies: Ombudsman, The Vermont Protection and Advocacy Program, Northeast Counsel on Aging and the Vermont Department of Licensing and Protection. If the complaint or grievance is not resolved by the Director within two weeks of the original submission, to the Resident's satisfaction, then the Resident may submit their grievance, in writing, to any of the agencies listed above for further mediation. Our goal is to solve all concerns as quickly and effectively as possible.

DENTAL SERVICES:

Good dental health is important for overall health. We will help residents to secure appointments with the dentist of their choice, and to arrange transportation. Dental services are billed from the provider to the resident, or to Medicare/Medicaid if applicable.

DIETARY SERVICES:

The Dietary Department provides three well-planned meals each day according to individual diet orders. Meals are prepared to appeal to all senses. Supplements of juice, milk, crackers, or other nutritious snacks are available anytime and served specifically in the evening at 8:00 PM in the dining room.

All residents are expected to take meals in the dining room. Exceptions will be made during times of illness or recuperation. The dietary philosophy is to provide a time of socializing over food, much as was done in the private home, thus enhancing appetites.

Much consideration goes into the placement of residents in the dining room, so that warmth, acceptance, and friendships are initiated. The choice of placements in the dining area is made by the attendants, dietary staff, and management with consideration given to all in terms of compatible residents. Residents may request a change in their seating arrangement at any time.

If a resident has specific foods that he/she likes, families may bring them in, provided that there are no dietary restrictions placed on the patient by their attending physician. Attendants should be notified if foods are left in residents' rooms so that possibilities of spoilage can be taken into consideration. Please bring foods in moderate quantities to avoid spoilage. There is limited space in the Inn's refrigerators to store foods or beverages if desired.

For safety reasons, residents are not permitted to be in the kitchen, unless a staff member is able to supervise an activity there.

Food service times are as follows:

- BREAKFAST 8:00am
- DINNER (LUNCH) 12:00pm
- SUPPER 5:00pm
- EVENING SNACK 8:00pm

Sunday lunch will be served at 12:30pm to accommodate anyone who may be attending church services that day.

Residents' guests are welcome to join us for meals. The Canterbury Inn is happy to provide a meal free of charge to the following guests:

An infrequent visitor who has traveled a long distance

Family or friends assisting with care and support or a sick resident

Birthday and anniversary meal invitations will be extended to family members. The kitchen can provide for up to three guests with prior notice from the family. Please notify the nursing attendants or dietary personnel if you are planning this type of event.

If a resident has family who would like to join them for a meal other than in the situations listed above, please let a nursing or dietary staff member know at least two hours in advance so they can make the appropriate seating arrangement changes. There may be a small charge for guests, and you should check with the dietary staff to see what the most current charge is.

DISCHARGES/EMERGENCY NOTIFICATION:

The resident's immediate family or designated person shall be notified of any significant change in his or her condition, or when the resident is transferred within the facility, or to another facility. In the event of an acute medical emergency, our trained staff will provide first aid care and/or contact the local ambulance service for transportation of the resident to the hospital for more definitive care. Our closest hospital is Northeastern Vermont Regional Hospital in St. Johnsbury. To increase efficiency in the event an ambulance transport is needed we have all residents sign form allowing a local ambulance service to bill their insurance directly.

FINANCIAL INFORMATION:

Medicare, Medicaid, and private insurances will not pay for community care homes. We charge for services rendered at room rates which take into account the accommodations provided (ie. A private room with a bath will cost more than a private room without a bath or a semiprivate room). We accept SSI applications and have reserved 6 places in the home for these residents. A listing of current room rates and charges is provided as a separate sheet following this booklet. All residents will be required to apply for admission, and when accepted, complete an occupancy agreement. Room rates may change on an annual basis, on January 1st but will not change throughout the course of any given calendar year. Each resident or guarantor (if different) will be notified 30 days in advance of any changes in room rates.

Residents may retain possession of their money, but for safety and security, we recommend anything other than pocket money be kept in the bank or within our resident account. Each resident will be given an accounting of their funds within the resident account quarterly or when any request to replenish funds is made.

FIRE AND DISASTER PLAN:

There is a written fire and disaster plan on file within the Inn. We practice various aspects of this plan on all shifts on at least a monthly basis. We usually notify the residents (but not the staff) before we have a fire drill, and we ask that all residents cooperate with the drill procedures. To the best of any residents' ability we ask that when a fire alarm goes off, whether it is a drill or an actual fire, residents exit the building at the nearest exit. Staff are trained to assist residents out of the building and to our meeting place in the church across the street from the Inn.

GUARDIANSHIPS/POWERS OF ATTORNEY:

Any residents or residents' families having either guardianships or powers of attorney must disclose that fact to the administration. This facility has certain legal obligations to a resident's guardian that cannot be met if we are not informed of this relationship. We will need to see the guardianship or power of attorney judgement from Probate Court.

We encourage each resident when possible to participate as much as possible in his or her own decision making, however; we recognize that this is not always possible, whether limited by a medical condition or resident choice, and this facility will respect and honor that choice.

HOME COUNCIL:

The residents are invited and encouraged to participate in the monthly meeting held by and for the residents. All aspects of the Inn's operation will be discussed and recommendations to change and improve services can be made to the management. The residents shall elect their own officers. The activities staff will serve as a liaison for the home. Other departments will attend if requested in advance by the council. The Inn is your home and we want to hear your opinions about how we can continue to make improvements, so all of our residents feel more comfortable and content.

HOUSEKEEPING:

Our housekeeping staff works to provide a sanitary and comfortable environment for our residents. They do daily routine maintenance for resident rooms, toilets, and main living areas. Freshness and cleanliness are their goals. Your cooperation in working around their schedule is appreciated. Although we still encourage all residents to maintain tidiness in their own space, our staff is available to assist with basic cleaning in each resident room.

LAUNDRY:

The facility provides a laundry service for all linens and residents' personal clothing. Personal clothing should be well labeled with either sewn on labels or a water-resistant laundry marker with the resident's name. The utmost care is given to the handling of personal clothing in terms of collection, processing, and storage. Please notify us at once if you discover something missing or damaged. If you are more comfortable washing your own laundry, we can accommodate you, and show you how to operate the standard washer and dryer in our laundry room.

LEAVING THE FACILITY:

Residents of our home are here on their doctor's recommendation and of their own free will. This means that all residents have the right to leave at any time with any person they choose (the only exception is if the resident has a court appointed guardian – see GUARDIANSHIPS). The facility retains the right to set limitations on visitors and departures to protect other resident's rights, but the final decision to reside at this home rests with the resident.

Our only request is the resident or responsible person give the attendant advance notice of when the resident is leaving, when he/she expects to return, how he/she will be travelling, and the general place the resident is going. This allows our nursing staff to prepare medications, and allows the dietary staff to adjust meal preparation so that the next meal will be ready when the resident returns. In addition, we want to ensure all of our guests are safe, and accounted for.

MAIL:

Residents will receive their mail, unopened in a timely fashion. Mail is received daily (except Sunday and holidays) and will be distributed as soon as feasibly possible that day. Assistance in opening or reading mail will be provided if requested. Assistance in preparing outgoing mail will also be provided if needed. Any incoming mail should be addressed to the resident in care of this facility.

MAINTENANCE:

Our housekeepers provide limited maintenance functions. If you notice anything that needs repair or adjustment, please notify a staff member so the situation can be promptly remedied.

MEDICAL RECORDS:

A medical record will be kept on each resident at the nurse's station on the first floor. This record will be kept confidential and updated continuously to reflect each resident's present state of health.

MEDICATION SERVICES:

By law in the State of Vermont, all resident's medications, whether by prescription or over the counter, must be ordered by their physician and will be administered by our staff. Some special medications, like nitroglycerin, may be kept at the resident's bedside if so ordered by their physician. Residents' medications are ordered at a local pharmacy because they are packaged in such a way that our staff can administer them. Residents will retain the right to have their prescriptions filled at the pharmacy of their choice, however; the packaging of these medications must meet our facility's standards. The pharmacy will bill the resident directly, or may bill Medicare, Medicaid, or insurances if so requested and allowed.

OPTICAL SERVICES:

Arrangements to have eye care provided can be made by residents' physicians. Residents may have their care at the optical specialist of their choice, and will be responsible for payment to the provider. Our Social Service Coordinator can provide the latest information on financial assistance through Medicare and Medicaid programs. The Inn is happy to provide transportation to and from your appointments for you.

PERSONNEL:

This facility employs both full and part time highly trained staff. Each department has sufficient personnel to appropriately meet all of our resident's needs for personal care, dietary planning and preparation, housekeeping, laundry, and so on. There is always at least one staff member present in the Inn. Please feel free to ask for him or her if you need assistance with anything.

PETS:

We will maintain facility pets when possible. Any new additions must be cleared with the Director. Pets will not be allowed in the dining room during meals or in the kitchen at any time. If you are approved to bring a personal pet to the Inn you will need to take responsibility for its care, clean-up and veterinary services. If staff or residents feel your pet is not a good fit for the Inn, we will work with you to make sure it has a good home. A full PET policy is available for review in the nursing station and the Director's office with more detailed information, including details of the financial obligations to the pet owner.

PHYSICIAN SERVICES:

Every resident of this facility must be admitted on the orders of a physician. The resident has the right to have any physician of his/her choice, as long as the physician is licensed to practice medicine in this State and complies with the facility's standards of practice. It is a State regulation that a history and physical examination be conducted shortly after admission. We are required by law to follow physician's orders for diet, medication, and treatments.

PRIVACY:

Every resident has the right to privacy in personal care and with visitors. If you feel that your privacy rights are being violated, please notify a staff member at once.

RELEASE OF INFORMATION:

Release of resident information will be permitted when authorized in writing from the attending physician and the resident. All information concerning a resident must be treated in confidence and all requests for information shall be referred to the Director, Director of Nursing or the attending physician.

RESIDENT SHOPPING:

A weekly shopping trip is coordinated by the activities staff to purchase personal care items, clothing, and hobby items requested by the residents. When a person other than the resident is responsible for payments, he/she will be contacted prior to any expenditures for approval or assistance. We do not require residents to attend this trip, only ask that they provide the Activities Director with a list of the items they are looking for.

RESTRAINTS:

All residents are free from physical and chemical restraints except in emergencies or when necessary to protect the resident from injury to him/herself or others. The use of any restraint must be authorized by the resident's physician, except in an emergency situation as authorized by the Director of Nursing.

RIGHTS AND RESPONSIBILITIES:

This facility makes available to each resident, their responsible parties, families, physicians, and the public on request the following Resident Rights and Responsibilities. This document is

formally included in the orientation of all personnel and the ongoing education programs for all personnel. Residents and personnel are promptly advised of any changes in this policy.

RIGHTS AND RESPONSIBILITIES

1. Every resident of a Community Care Home with nursing supervision or oversight shall be treated with consideration, respect, and full recognition of his or her dignity, individuality and privacy.
2. Each resident shall be informed in writing, prior to or at the time of admission, of services available and charges for those services. Any changes in rates shall require a 30-day written notice to the resident or his/her guardian.
3. No resident shall be discharged without 30 days advance notice except for medical reasons authorized in writing by the resident's physician.
4. Each resident is encouraged to remain as active as possible to maintain physical and mental abilities. This includes suggested participation in scheduled activities, keeping the residents' bedroom area neat and clean including making the bed when possible, and participating in as much personal care as possible.
5. Residents may retain personal clothing and possessions as space permits, unless to do so would infringe on the rights of others or pose a fire/safety hazard.
6. A resident shall not be required to perform work for the licensee. If a resident chooses to perform certain tasks for the licensee, then he or she shall receive reasonable compensation.
7. Every home shall maintain reasonable visiting hours. Such hours will be posted and available to all residents and visitors.
8. Each resident shall be allowed to associate, communicate, and meet privately within and without of the home with persons of his/her choice.
9. Each resident may send and receive mail unopened.
10. Residents shall be free to use the telephone, except when restricted because of excessive unpaid toll charges or irresponsible use. Restrictions as to telephone use will be in writing. Any resident may, at his/her own expense, maintain a personal telephone in his/her own room.
11. The resident is encouraged and assisted to exercise his/her rights as a resident and as a citizen. To this end, a resident may complain, recommend changes in policy, or voice a grievance without fear or reprisal from staff or management.

ROOM ASSIGNMENTS:

The Director will make room assignments with the following in mind: Family and resident desires, input from staff, and compatibility with others. If room assignments do not work out, changes may

be made. Adjustments in room rate will be made if necessary, and will be subject to all parties' agreement. We will do our best to get you into the room that best meets your needs.

SERVICES AND SUPPLIES:

Services and supplies included in the basic daily rate, which are the same for all residents are:

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| 1) Room and board | 7) Laundry services |
| 2) Personal care overview | 8) Activities |
| 3) Nursing overview and supervision | 9) Social services |
| 4) Dietary services | 10) Transportation within 10 miles |
| 5) Housekeeping services | 11) Utilities, including phone, cable and internet |
| 6) Maintenance | 12) Bedroom furnishings and linens |

Services which can be arranged by this facility and will be billed by the provider to the resident include:

- 1) Psychological services (mental health, psychiatrist, etc.)
- 2) Home-health follow up visits on discharge from the hospital.
- 3) Appointments with specialists, lawyers, or religious groups.
- 4) Special diagnostic tests such as x-rays or lab work.
- 5) Transportation services.

Other services not included in the daily room charge include, but are not limited to:

- 1) Private duty nursing care
- 2) Drugs and biologicals
- 3) Physician services
- 4) Durable medical equipment such as:
 - Special chairs
 - Prosthesis
 - Crutches, canes, walkers
 - Braces
 - Special beds/mattresses
 - Wheelchairs
- 5) Personal care items:
 - Haircuts and beauty shop services
 - Clothing
 - Publications (newspapers, magazines, etc.)
 - Convenience items
 - Brand name over the counter preparations except when specifically ordered by the attending physician
 - Dry cleaning
 - Personal toiletries

Residents will be responsible for items not covered under the basic room and board rate. Items purchased and considered for personal use must be paid for by the resident and/or the resident's family. Some of the items which are not covered by basic room and board are covered by Medicare and Medicaid. Charges for these supplemental services will be billed by the provider/supplier to the appropriate agency. Additional information regarding benefits under Medicare and Medicaid entitlements is available at our business office upon request. Our staff and administration will be happy to work with you to make arrangements to purchase items not included in the standard room rates.

SMOKING:

Visitors, employees, residents, and the general public must obey the smoking regulations at all times. It is the responsibility of each employee to enforce the regulations. This is a smoke-free facility and smoking is allowed in designated areas only.

SOCIAL SERVICES:

A Social Service staff member is available to assist residents and residents' families with their social, emotional, and financial needs. Information on your social history, home situation, personal and/or family problems and strengths, interests, and plans for the future will be considered in working with you to ensure maximum benefit from residence in the Inn.

Social Services can assist you with financial and personal needs directly or through referral to appropriate community and State agencies. They also can assist you with your concerns within the facility and help you with discharge planning if requested.

STAFFING:

The home is supervised and managed by the President of CBI, Inc. which does business as Canterbury Inn. The home provides housekeeping, dietary, maintenance, laundry, activity, social service, and nursing personnel sufficient to meet all of our residents' needs. The nursing attendant on duty will be responsible for the management of the home in the absence of the Director. All nursing staff are overseen by the Director of Nursing.

SPIRITUAL SERVICES:

Through the commitment and leadership of area clergy, we receive monthly communion, weekly worship and counseling services to fulfill the varied spiritual needs of our residents. Residents' requests to see their clergy person are honored and space will be provided for privacy during these visits. Arrangements can be made through the Activities or Social Services departments to have transportation to and from local churches.

TELEPHONES:

The facility has adequate service and phones to allow residents to make and receive personal phone calls. We do encourage, however, that whenever possible calls are placed after 5:00 PM as this is our business telephone. Residents can arrange to have phone services connected directly to their room by speaking with the Director.

TRANSPORTATION:

We encourage residents' families and friends to provide or arrange transportation out of the facility to doctor's appointments, optical services, dentist appointments, etc. When this is not possible, the facility will arrange for transportation. Residents who require transportation must contact the Activities Coordinator in advance to schedule the trip. There is no charge for local trips (maximum of 10 miles one-way). We ask for family and friends to support the transportation needs of our residents for multiple reasons. One being that it is a good opportunity for socialization, and another is that although we have a vehicle available for transportation there are potentially 42 residents needing transport and it is not always possible to get each person where they need to be. Local Medicaid Transportation is available for medical appointments, and the Rural Community Transportation shuttle is available to our residents at no cost. The Inn is happy to transport and willing to work with families to coordinate longer distance transports as needed.

VALUABLES:

We discourage all residents from bringing in any items of great value or from having more than \$5-\$10 in cash in their personal possession. We will not be responsible for any cash or valuables worth in excess of \$5.00 which are lost or damaged when in the resident's possession. We provide safekeeping for any items of worth in the office and will provide appropriate accounting of the same. We offer a resident account which can hold funds for residents to spend on personal items, shopping, or services if they choose.

VISITING HOURS:

Your guests are welcome here at the Inn. Visiting hours are from 8:00 AM to 8:00 PM within reason at the resident's convenience. Please be responsive to each other's rights as to the noise level and time of day.

VOLUNTEER SERVICES:

This facility encourages an active volunteer program comprised of concerned and supportive groups, individuals and family members. Volunteers are not paid staff and are offering their time and talents to make each resident's day a more valuable experience. Volunteers supplement but do not replace our regular staff. Resident's participation with volunteer staff is encouraged but completely optional. We also are advised by a Quality Assurance Council made up of individuals concerned with maintaining a quality lifestyle for its citizens. This board is open for input from staff, residents, family or other individual that might serve to improve care and services at this facility. Any input from residents, staff, or family members may be directed to the office.

We hope this manual serves to answer many of your questions about Canterbury Inn. Please feel free to contact any staff member to get answers about any other questions you may have. Please let us know if there is anything we can do to make your stay more comfortable.

*From the entire staff at the Inn, **Welcome to your new home!!!***