

Compassionate Cove Resident Handbook

Welcome to Compassionate Cove!

We are committed to providing a safe, comfortable, and supportive environment for our residents. This handbook is designed to help you understand our policies, procedures, and expectations during your stay.

House Rules

1. Respect and Dignity

- All residents, staff, and visitors must treat each other with respect and kindness at all times.
- Disrespectful behavior, harassment, or bullying will not be tolerated.

2. Visitors

- Visitors are welcome during designated visiting hours (9:00 AM - 7:00 PM), but must sign in on visitor log.
- Overnight guests are not allowed unless approved by management.
- Visitors must adhere to any additional safety or health guidelines.

3. Smoking and Alcohol

- Compassionate Cove is a smoke-free facility. Smoking is not permitted in any area.
- Alcohol consumption is prohibited on the premises, unless otherwise authorized for medical reasons.

4. Safety and Security

- Residents must keep their rooms tidy and free from clutter to avoid safety hazards.
- Food is not to be kept in the rooms.
- Personal belongings should be secured. The facility is not responsible for lost or stolen items.
- Emergency exits and hallways must remain unobstructed.

5. Health and Wellness

- Residents are encouraged to follow their care plans, attend appointments, and communicate any health concerns to the staff.

- Medication reminders will be given to each resident that has prescribed medicine.
- Residents who are experiencing symptoms of illness should notify the staff immediately.

6.Noise

- Quiet hours are from 10:00 PM to 7:00 AM to ensure a peaceful environment.
- Please keep noise levels to a minimum, especially during rest periods.

7.Meals and Snacks

- Three nutritious meals and two snacks are provided each day. Special dietary needs must be communicated to the staff.
- Residents are encouraged to dine in the designated meal areas to ensure proper supervision.

8.Personal Care and Hygiene

- Staff will assist with personal care and hygiene, as outlined in your care plan.
- Residents are encouraged to maintain independence with daily activities as much as possible.

9.Laundry and Housekeeping

- Laundry services are provided weekly. Personal items should be labeled with the resident's name.
- Light housekeeping is done by staff regularly, but residents should keep their rooms organized.

10.Television, Internet, and Electronics

- Wi-Fi is provided for all residents. However, please be considerate of others when using electronic devices.
- TV volume should be kept at a respectful level, especially in common areas.

11.Complaints and Grievances

- If you have any concerns, please report them to the house manager. We take complaints seriously and will address them promptly.
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Important Information

1. Emergency Procedures

- In the event of an emergency, please follow the instructions of the staff. Emergency drills will be conducted regularly.
- Residents' emergency contacts will be notified if necessary.

2. Room Assignments

- Room assignments are made based on the resident's care needs and availability. Requests for changes may be considered, but are not guaranteed.

3. Health and Safety Inspections

- The facility may conduct periodic health and safety inspections. Residents will be informed in advance.

4. Payment and Fees

- Residents are responsible for the payment of all fees associated with their care. A payment schedule will be provided upon admission.
- Any changes in fees or billing will be communicated with proper notice.

5. Personal Belongings

- Residents are encouraged to bring personal items, such as clothing, photos, and small decorations, to make their rooms feel like home.
- The facility is not responsible for breakage or loss of personal property.

6. Termination of Services

- The facility reserves the right to terminate services for any resident who does not adhere to house rules, or if the facility can no longer meet the resident's care needs.
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Acknowledgment of Receipt

By signing below, you acknowledge receipt of the Compassionate Cove Resident Handbook and agree to abide by the policies and procedures outlined within.

Resident Name: _____

Resident Signature: _____

Date: _____

Facility Manager's Name: _____

Facility Manager's Signature: _____

Date: _____