



HOUSE GUIDELINES

For Team Members Only (CoHomes Staff, Caregivers, and inside contractors)



JULY 1, 2024



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This House Guide will be frequently modified and updated by CoHomes based on new information related to the senior living industry and suggestions from team members, resident's family members, agencies, companies, etc.





Emergency Telephone Numbers

Medical Emergency	911
Suicide Hot Line	988
Caring At Heart – Charlotte Office	704-379-7510
Caring At Heart – Rock Hill Office	803-327-2322
CoHomes House/Facility (on Harrowfield Rd)	980-949-8639
CoHomes Office (Call / Text / Fax)	704-272-1777

Important Websites and Emails

CoHomes' Website	CoHomes.org
CoHomes' Menu	CoHomes.org/menuprivate
CoHomes' Email	info@CoHomes.org
WiFi	reasonanchor283





Definitions

- (1) Team Member – CoHomes employees, Caring at Heart employees, OTs, PTs, Social Workers, and other company's employees providing a service at CoHomes.
- (2) CAH – Also known as Caring at Heart
- (3) CoHomes – Also known as CoHomes Boutique Senior Living.





DAILY HOUSE SCHEDULE

(NOTE: DO NOT SERVE MORE THAN 2 CUPS OF COFFEE DAILY...otherwise some Residents may have runny bowels)

6:30 am – 8:00 am	Awake (Play soft music on YouTube in Family Room) and open all blinds
7:30 am – <u>8:00 am</u>	Breakfast (and serve caffeinated Coffee pods)
9:45 am – <u>10:00 am</u>	Additional Nutrition: Protein Shake / Smoothie / Milk / Yogurt / Fruit
10:15 am – 11:30 am	Activities: Cognitive Activities or Exercises, and Sunshine / Water plants: Tomatoes and Strawberries/Daily; Flowers in tall stands/M/W/F; Potted Plants on Saturday only
12:00 pm – <u>12:30 pm</u>	Lunch (serve larger portion size for lunch)
1:00 pm – 5:00 pm	Visitation / Video Calls (this is the preferred time period, but guest may call 15 minutes in advance to schedule a visit or video call starting at 10:00 am and ending before 6:00 pm. Special arrangements may be made for other times.)
2:45 pm – <u>3:00 pm</u>	Snack Time: Decaf. Coffee (only) / Green Tea / Any Beverage + a Snack
3:30 pm – 4:00 pm	Activities: Cognitive Activities or Exercise (including a quick walk) and Fun Games
4:30 pm – <u>5:00 pm</u>	Dinner and Snack/Dessert (serve light/small portion size for dinner)
6:00 pm – 8:30 pm	Movie / Quiet Time / Bedtime / Close all blinds

NOTE: Personal care services are provided throughout the day according to the home care agency's schedule. Due to Covid-19 some activities may be modified or postponed.

Meal, Snack, Activity, or Any Suggestions:





MEALS

The daily Meal Menu is on our website and is frequently updated. Check it out before every meal.

www.cohomes/menuprivate

FOOD MUST BE SERVED IN THE KITCHEN OR DINING ROOM ONLY. Food, snacks, and drinks (except water) are not permitted to be eaten in other rooms of the house.

The resident's food is purchased by CoHomes, and sometimes their family members may bring a special lunch, dinner, or their favorite foods. NO OTHER OUTSIDE FOOD, INCLUDING CANDY AND SNACKS, IS PERMITTED TO BE GIVEN OR SHARED WITH THE RESIDENTS. This is extremely important! If a caregiver or other team member fails to follow this guidance, they may be liable if the resident becomes ill.

Most residents eat and drink smaller portions sizes (like a kid size plate and a ½ glass of a beverage). If a regular size meal is served it would likely be wasted or they may eat it and feel horrible or overstuffed. In addition, Lunch portion sizes are larger than Dinner to allow more time for food to digest before bedtime.

Residents usually want a snack/dessert immediately after lunch and dinner. Desserts should be plated or served in a bowl and placed on the table AFTER they finish their meal. If desserts are on the table at the same time, the residents may not finish/waste their meal in order to get their dessert sooner.

To help alleviate UTIs, only water, no other beverage, is served with dinner every day. Residents may enjoy the beverage of their choice at any time during the day before dinner.

Every meal is carefully planned based on the resident's diet, and each serving is accounted for. Each meal item listed on a given date must be prepared as listed. Changes are NOT permitted without advanced approval from a CoHomes employee.

ALWAYS CHECK FOR LEFTOVERS BEFORE OPENING THE SAME NEW ITEM. LABEL LEFTOVERS WITH BLUE TAPE (ON TOP OF THE MICROWAVE) AND LIST THE DATE AND ITEM ON THE LID.

Everyone, including caregivers, may enjoy water, coffee, tea, and popcorn, if available, at any time while working inside the house. Do not take any of these items outside of the house. All other food and drink items were purchased for the Residents only. If someone forgot their lunch or wants to taste or consume any food or drink item, they must contact a CoHomes employee to get advanced permission BEFORE consuming, otherwise it may be considered as theft and reported to their company. **Team members must eat in the dining room only.**





Activities

We strive to keep our residents happy and engaged. Here are several activities that we offer. Our activities list may be modified based on recommendations from the residents. Let us know if you would like to add an activity. Some activities will be performed on-site by contracted companies. Due to Covid some activities may be modified or postponed. This list may change at any time by CoHomes.

- Arts & Crafts
- Happy Hour with Mock Cocktails
- Ice Cream Social
- Story Time
- Movie Night
- Music / Singing
- Dancing
- Gardening
- Balloon Volleyball
- Corn Hole
- Baking Desserts
- Video Calling
- Virtual Travel
- Therapeutic Chair Massages

- Bingo
- Veteran Celebrations
- Walks
- Board Games
- Picnics
- Card Games
- Light Aerobics
- Spiritual and Inspirational Programs
- And, More

Checkout our YouTube channels:
CoHomes 01 (Exercising)
CoHomes 02 (Cognitive)
CoHomes 03 (Music)

Suggestions: _____





Cleaning Expectations

General daily and weekly cleaning is done by the home care agency caregivers and is based on the agency's schedule. CoHomes has cleaning expectations and if they are different from the agency, caregivers must continue to follow their agency's policies and notify CoHomes about the differences at: info@CoHomes.org.

Daily:

- Open all blinds before breakfast and close all blinds after dinner (As a chore, Ms. Rose dries the silverware and cookware/no glassware, and Ms. Joan may sweep the floor.)
- Change all chucks, as needed. Every morning make sure that soiled depend/diaper are properly disposed of outside.
- Clean kitchen (wash dishes or rinse thoroughly and place in the dishwasher after every meal; wipe table, countertops, and all appliances; sweep floor after every meal; mop and empty trash)
- Clean Keurig Coffee Maker and only use filtered water from refrigerator door to fill water container.
- Clean bathroom (mirror, sink, tub, countertop, toilet, and mop floor, as needed, and empty trash)
- Spray Lysol every evening on Residents' chairs in the kitchen, family room, and living room.
- Near 8PM, check every room and sunroom to make sure all fans, lights, and TVs are turned off.
- Near 8PM, check plants on front porch, side porch, and sunroom and water them if needed.

Weekly (or more often if necessary):

- Every Tuesday after 5pm, take trash can (and recycle can every other Tuesday) to the street at least 5 feet distance away from the driveway and mailbox. Wednesday is trash pick-up day.
- Every Wednesday after the trash is picked up, return the cans to the top of the driveway, near fence.
- Dust mantle in family room and bedroom furniture
- Broom sweep and mop the sunroom.
- Vacuum carpet in every room and hallway and around furniture in every room
- Wash Resident's laundry separate from other residents and set the washer to rinse the load 2 times.
- Wash Resident's bedding (sheets, pillowcases, and comforters) separate from other residents and set the washer to rinse the load 2 times.
- Wash linen (towels & wash cloths) together using the "sanitize" cycle and set the washer to rinse the load 2 times. After linen is dry, ask a Resident to wash their hands, and help fold and put linen away.
- If the resident's laundry is smelly, use a little ammonia in the washer and rinse the load 3 times.

Monthly (or more often if necessary):

- Wash Resident's bed pillows separate from other residents and rinse the load 3 times.





House Tours

CoHomes usually schedules tours between 10 AM to 5 PM Monday through Saturday. Although, the house is always in show condition, the caregivers are usually given a 24-hour or more notice.

To prepare for a tour:

- (1) Make sure all Residents are taken care of, settled, happy, and occupied.
- (2) Check outside the front door & tidy up as needed (sweep door frame, porch, straighten plants).
- (3) Open all blinds and leave the curtains closed;
- (4) Turn on every light and every lamp in every room, including the laundry room, bathrooms, family room and primary room walk-in closet;
- (5) Sniff for odors, eliminate bad odor source, and spray with Lysol;
- (6) Double check to make sure all bathrooms are tidy (clean mirror, counter, sink, toilet, tub, shower, and empty trash cans), all bedrooms are tidy (beds are made with matching comforters/bedding, furniture is not dusty, and empty trash cans), and kitchen is tidy (clean stove, counter, sink, table, chairs, wipe-off trash can, and empty trash can if it is smelly);
- (7) Carry the broom and dustpan and walk through every room and sweep up any debris. Double check all floors, including sunroom.

During the tour:

- (1) Greet Visitor, they MUST wear a mask (extra masks are in top drawer), offer hand sanitizer, take temperature, and make sure they sign the COVID sheet. This is our COVID protocol.
- (2) Sit with Visitor in the living room, dining room, or sunroom (use any vacant room) to discuss the history of CoHomes, talk about the services that are offered and our daily house routines, give examples how we have helped other residents.
- (3) Ask Visitor to share information about their loved one, their preferences and concerns about living at CoHomes, and their expectations. Listen and take mental or written notes.
- (4) Then, tour every room, point out features, answer questions, and return to the sitting area. Answer final questions, give them a gift bag, ask if you can email an application, and wrap up.

After a tour:

- (1) take care of any tour preparation situation listed above that was not properly handled before the tour.
- (2) Spray Lysol in tour areas, as needed.
- (3) turn off all lights except family room, or as needed based on your judgment.





Visitation

Our visitation includes some COVID-19 protocols to continue to keep our Residents safe. As of 7/1/2024, our Residents have not had a single case of COVID-19 and we strive to keep it that way.

Visitation hours are between 10 AM and 6 PM every day. This is the preferred visitation time period, but guests may call 15 minutes in advance to inform the caregiver of their arrival or to schedule a visit. Special arrangements may be made to schedule a visit at other times.

During visitation, all visitors MUST wear a mask at all times (extra masks are in top drawer), offer hand sanitizer, take temperature, and make sure they completely fill out the COVID sign-in sheet. Visitors may sit in the sunroom or living room. They are not allowed to sit in the kitchen because most resident often sit there.

They may bring food to eat with their loved one in the sunroom or dining room only. They are not allowed to eat in the living room or family room. Plus, they are not allowed to eat in the kitchen because it must always be open and available for all residents. Immediately after eating, the visitor must put their mask back on. If food is placed in the sunroom trash can, please remove the trash and place it in the outside trash can to alleviate a bug problem.

Visitors may use the bathroom in the hallway. The bathroom must be sanitized by cleaning the toilet, sink, and all touchable surfaces with disinfectant wipes or a disinfectant cleaner when the visitor exits the bathroom and before a resident uses it. Do not flush the wipes in the toilet, toss wipes in the trash.

VISITORS ARE NOT ALLOWED IN THE LAUNDRY ROOM due to the bulletin board may contain resident or team member only private information.

DO NOT ALLOW VISITORS TO ENTER THROUGH THE SIDE/LAUNDRY ROOM DOOR. Visitors must enter through the front door or sunroom door.

If you have any suggestions or questions, please reply to info@CoHomes.org.

This is our current visitation protocol as of 7/1/2024. Periodically check our website for changes.





House Dress Code

This is CoHomes' Dress Code Policy for the house. **It is expected that our Residents are nicely groomed and wearing appropriate clothing at all times.** Our team members must project a tidy and professional appearance during work hours and be in compliance with their company's related policies for the house. CoHomes may only make suggestions, not commands, to other companies' employees. When in doubt or if CoHomes' policy is different from their company's policy, the team member must contact their company and follow their company's policy until further notice from their company. CoHomes will contact their company directly to discuss concerns or issues, if necessary.

Residents

- Residents are expected to be dressed in clean, comfortable clothing during the day (7AM to 7PM-ish), and sleep wear at night (7PM to 7AM-ish). Unless feeling ill, residents should not wear sleep wear during the day or daytime clothing to bed at night. If this happens frequently, it may be a sign of other issues that must be monitored and/or addressed. If this is a pattern of 3 or more consecutive days, please immediately notify CoHomes by email (info@CoHomes.org).

Team Members

- Team members must dress for their position or the duties they are responsible for at the house. In most cases, when in doubt, wear scrubs, especially if assisting the Residents. Plus, it is advisable for caregivers to bring an extra set of scrubs with them for emergency purposes.
- Company shirt and pants/slacks or scrubs are preferred attire while working at the house.
- Team Members complete their uniform by wearing a name badge.

General Guidelines for Team Members

- Muscle/wife beater t-shirts, denim, jeans, leggings, jeggings, ripped/worn/holes/printed words clothing are generally not acceptable...unless authorized in advance for a special event.
- Work attire must be clean and wrinkle-free. Traditional professional attire may be more suitable for tours, specific meetings and/or when VIP visitors are present.
- Closed-toed shoes should be worn by all team members. Professional, open-toed shoes are permitted for executive staff. Flip-flops, beach-type sandals, and house slippers are not permitted.
- Strong perfumes and colognes should be avoided.
- Inappropriate tattoos must be covered as should those on the face, neck, and chest. Inappropriate tattoos include, but are not limited to, those which may be considered offensive or threatening to residents and/or other team members.



- Excessive piercings should be removed during working hours (exceptions: ear or nose piercing with small jewelry.)
- Hair should be neatly styled; extreme hair color or excessive styles should be avoided. Head coverings like hats, bonnets, scarfs, etc. should be avoided, except for religious or medical reasons.
- Fingernails should not be of excessive length and should be clean and neat.
- Team members should exhibit good personal hygiene.
- Team members that require special attire or grooming accommodation for religious or health reasons, please notify CoHomes, in advance, at info@CoHomes.org to discuss special dress code waivers.

Team Members must comply with all federal, state and local health department standards, which may be more restrictive than the guidelines set forth in this policy.

Respecting the descriptions above, CoHomes reserve the right to make the final decision of what is appropriate in the house. If team members must be sent home to change clothes in compliance with this policy, team members will not be compensated by CoHomes for their time away from work.

Other Policies

- SMOKING IS NOT PERMITTED INSIDE THE HOUSE OR OUTSIDE ON THE PROPERTY
- Door chimes are near and on every exit door. A resident head count MUST be taken when heard.
- If there is an issue with the Residents or their medication call Shanelle at Caring at Heart; If there is an issue with the house or otherwise call Charlotte. When in doubt, call Charlotte.
- Residents must wash their hands before eating and before helping in the kitchen or with laundry.
- Residents are not allowed to lay down or sleep on the sofa. Take them to their beds.
- Team members and visitors must wear a properly fitted face mask at all times to help protect our Residents against COVID-19. The only exceptions are team members may remove their mask to eat or relax in the dining room when the Residents are in another room, and the team member must spray the room with Lysol before they leave. Another exception is visitors may remove their mask to eat and must immediately put it back on when finished eating.
- Team members are NOT allowed to accept gifts or money from the residents.
- Team members must be respectful when taking personal calls by lowering their voice, going into another room away from the Residents, and not using their phone speakers.
- Team members should not allow the Residents to watch sexual or foul language TV shows.
- IT IS UNACCEPTABLE FOR ANYONE TO RAISE THEIR VOICE OR SPEAK INAPPROPRIATELY TO A RESIDENT FOR ANY REASON...JUST TURN AND WALK AWAY.
- Vehicles should never be driven on the grass for any reason. Most of the driveway can only accommodate one line of cars, not two cars side-by-side.
- Vehicles should not be left in the driveway when the driver is not working at CoHomes.

