

The Legacy at St. Joseph's Resident Handbook

Welcome home to The Legacy at St. Joseph's. We are so pleased that you have decided to make The Legacy your new home and hope your stay with us will be a very happy one. We are proud of our Home and strive to maintain excellence in all facets of our operations and services.

Anytime there is a group of people gathered in a living arrangement, it becomes necessary to have some guidelines. This handbook is designed to provide information that we hope will be helpful with becoming acclimated to our Home. While becoming familiar with this handbook, you may find that you have additional questions. Please stop by the offices or call us anytime.

History

St. Joseph's Home was founded in 1917 by the Carmelite Sisters of the Divine Heart of Jesus for the specific purpose of caring for the elderly. In 2019, St. Joseph's Home and Rehabilitation Center changed from a Skilled Nursing Facility to a Community Based Residential Facility (CBRF) and is now known as The Legacy at St. Joseph's. We are licensed by the State of Wisconsin for 50 beds. The Carmelite Sisters continue to assume full responsibility for the overall conduct and operations of The Legacy at St. Joseph's.

Mission

We believe that caring for people involves striving for excellence in all services provided, to meet the physical, emotional, spiritual and psycho-social needs of each individual. We believe in person centered care where the resident and/or representative is involved in the planning of the individualized service plan, to include strengths and preferences of the individual with the goal of being to live as independent as possible with needed services in place. We believe that all residents are afforded the same rights and are treated the same regardless of age, sex, race, religious beliefs or sexual orientation. We believe in the comfort of our residents and aim to furnish a homelike atmosphere by providing good tasting and homemade nutritional meals, recreational activities specific to each resident's interests, access to the community, a clean, cheerful, and well-maintained environment, and opportunities for spiritual enhancement. We believe that all residents, families, visitors and employees deserve to be treated with kindness, empathy, understanding and compassion. We believe in being ethical, acting professional and displaying integrity in all business practices, financial affairs and relationships in the community.

Introduction

It is expected that residents of the facility and their visitors will exercise care in the use of the facility's property and will abide by the rules set forth in this handbook. Additionally, it is expected that each resident and visitor will respect the property and personal rights of other residents, be courteous and respectful to other residents and staff, and voice problems or concerns to the Administrator, Executive Director or Clinical Directors.

Housing Guidelines

- Please make sure you properly size your furniture to your living space. Be sure to bring what you need, but do not overcrowd. Overcrowding can make your room unsafe and difficult to properly clean or navigate. You may decorate to your own taste and style. Carts are available for your move in.
- We recommend not bringing in any items that have significant value. We do not carry damage or liability insurance coverage on the contents of your room. This also includes important documents or items such as social security card, cash, credit cards, paperwork, etc., unless you have means to secure these items in your room (safe or locked box). You are advised to secure renter's insurance coverage for liability and personal property.
- We will provide basic bedding, towels, washcloths, toilet paper and hand soap. If you have a preferred brand, it is your responsibility to purchase those items. Should you bring a bed that is not a twin bed, you must furnish your own sheets.
- Personal care items including toothpaste, toothbrushes, deodorant, shampoo, conditioner and incontinent supplies, etc. are the resident's responsibility to obtain.
- Medical supplies such as dressings, Band-Aids, splints, razors, ace wraps etc. are also the resident's responsibility to provide, or you may be charged for them on your monthly bill.
- All electrical fixtures including extension cords must be approved by Administration to ensure resident safety and fire protection for all residents.
- Individual resident room keys are available upon resident request, provided that the resident demonstrates the ability to safely use the key.
- Existing window treatments are furnished. If you desire to add or change, you may do so at your own expense and with Administration's approval. Drapery must be fire rated and documentation must be provided to the facility. You are responsible for the reinstallation of the original window coverings, at time of move out.
- You may obtain telephone service for your room, or use a cell phone. Phones and phone service are the sole responsibility of each resident. Residents may utilize the house phone in the computer room to take calls or make local calls, but please do not tie up the phone for extended periods of time. If you are making long distance calls from that phone, you will need to use a calling card.
- Basic cable service is provided by Spectrum. If you want an upgrade in channels or services, you need to contact Spectrum. The cost will be the at the resident's expense.
- You can expect normal operation of the toilets. Please do not flush items into the toilet that may not pass through the sewer system such as incontinence products, underwear, paper towels, sanitary wipes, etc. **Wipes labelled as flushable have been found to clog toilets so please refrain from flushing those items also.** The responsibility for any repair charges that occur may be that of the resident.
- For the safety of all of our residents, please do not bring in sharp knives or pointed scissors.
- There is no smoking including e-cigarettes or use of vaping pens anywhere on the grounds. A resident found smoking in the facility may be subject to involuntary discharge due to being a danger to self or others.
- Alcohol can be kept in resident rooms, unless the resident demonstrates unsafe behaviors.
- There are no firearms, weapons or ammunition allowed in the facility.
- You must bathe at least weekly and change your clothing when soiled.
- Resident's must be appropriately dressed while in the common areas of The Legacy at St. Joseph's. This includes ensuring that personal hygiene habits have been observed.

- **Do not bring or permit others to bring in any prescription medicine or over the counter drugs into the facility without prior permission from the Licensed Nurse, and within the parameters of their physician orders.**
- You must sign in and out of the log book at the Hospitality Desk when leaving and returning to the grounds.
- Wheelchairs are the responsibility of the resident to keep clean. If you would like the facility to deep clean your wheelchair, refer to the Optional Services/ Supplies Listing in your Admission Agreement for cost.

Social Activities

Life Enrichment Program

Activities are available for you to enjoy daily. We provide a wide variety of recreational, religious, educational, cultural and social programs to meet each individual's needs. Some events may involve an additional charge. Monthly activity calendars are posted in area halls and on the TV screen near the dining room. We encourage you to attend any activity that interests you. You will meet with our Life Enrichment Coordinator or Assistant who will be glad to work with you to maintain your current community activities and develop an individual activity program based on your preferences, past hobbies, likes and desires. Any staff member is available to assist you to an activity program if you are unable to bring yourself. Please let the Life Enrichment Coordinator or Assistant know if there is an activity or program that is of particular interest to you.

The activities are generally held in the Sunshine Activity Room located across from the dining room. Community outings may also be planned as a group activity. If you would like to pursue independent community activities, this is encouraged as well. Assistance can be given to assist you in setting up transportation, if needed, by the Clinical Directors.

Religious Services

You are encouraged to continue to practice your faith at the church of your choosing. If you choose not to attend services in the community, there is a chapel in the facility that has mass daily. We offer a non-denominational service typically once a month. We believe that spirituality is very important, and want to help you have it remain a part of your life while in our community.

Building Features

We welcome and encourage residents and families to use our building. These facilities are available for our residents to enjoy:

- **Private Dining / Party Rooms-** We have several private rooms that may be reserved for family visits and small parties. You can bring in your own refreshments and food items, but it is your responsibility to clean up after the event. If you would like to reserve a room, please contact our Hospitality Desk to check on availability.
- **Sunshine Activity Room –** This is where activities and entertainment frequently occur. Soda and snack machines are also available here.
- **Library –** located in the Atrium. Books and magazines are available for you to borrow at your convenience.

- Outdoor spaces, Patios and Garden – Enjoy time outdoors on the patios and gardens. You may also enjoy the outdoor Grotto and park area on the south end of the property.
- Therapy Services Available – Arrangements for physical therapy, occupational therapy and speech therapy can be made as ordered by your physician. Please see the Administrator or Clinical Director for assistance.
- Whirlpool Bath – Enjoy a soak in one of our jetted bath tubs.
- Beauty and Barber Salon – Many services for both men and women are available, including manicures. You can arrange with the beauty salon an ongoing schedule of appointments, or request services at the time they are needed by informing the Hospitality Desk. If you choose to open a resident account, your fee for Beauty Salon services can automatically be deducted from your account, with your permission. You may also pay with cash, but **the Beauty Salon is not allowed to take tips!** Checks, credit cards or any alternate way of payment cannot be accommodated. Please see the Hospitality Desk for prices. The Beauty and Barber Salon is open to our residents if they would like to have outside hairdressers or family members do their hair. Please see the Hospitality Desk to make arrangements.
- Laundry Room – Facility-done laundry services for personal clothing can be provided for one (1) personal care service point per month. If you would like to do your own laundry, machines are available on 3rd wing.
- Computer Room – Located off the main hallway, next to the Gym. A computer is available for use by our residents.
- Vending Machines – Located in the Sunshine Activity Room. Please ask a staff member to assist you if needed.
- Gym – Located off the main hallway. Various kinds of gym equipment are available for resident and staff use.

Visitation

Residents have the right to receive or deny visitors of their choosing and at the time of their choosing. You may visit with representatives from state and federal agencies, clergy, personal physician or legal representative. The facility is open 24/7 for visitation. However, the front door locks later in the evening and opens again early in the morning. If coming during those hours when the door is locked, there is a door bell to press for entrance that will ring to the security guard and/or staff. Please remember that quiet hours in the facility are between 10 pm and 7 am, daily.

Visitors have the following responsibilities:

- They should not visit if they are feeling ill.
- They must follow transmission-based precautions (wash hands, cough into sleeve, etc) and use personal protective equipment (gloves, masks, gowns, etc.) as instructed.
- They may not interfere with the plan of care or the provision of care.
- They may not compromise DQA requirements
- They must be considerate and respectful of the resident, other residents and their visitors, staff, facility and other resident's property.
- They must cooperate with disaster plans and drills.

Visitors may be asked to leave for the following reasons:

- The resident requests.
- Visits are medically contraindicated (the resident is contagious and/or the visitor is contagious, etc.).
- They are inebriated or disruptive.

- They endanger the safety of the resident, other residents or staff.
- They are disturbing or abusive to the resident, other residents, or staff.
- There are any other issues that could be deemed dangerous or have a negative impact on the resident, other residents or The Legacy at St. Joseph's.

Visitors may take residents into any of the common area rooms or out onto the grounds. If you are taking a resident off of the grounds, sign the book located at the Hospitality Desk and sign back in when you return.

In the event of an outbreak of illness in the facility, a sign will be posted informing visitors about the outbreak. Visitors will be allowed to visit but will need to follow any infection control standards to prevent the spread of illness. Visitors who are ill are requested not to visit, but will not be denied access, but modifications may be made to accommodate that visit.

For fire safety and security, ALL visitors must sign in the book located at the Hospitality Desk and wear a visitor's badge at all times while in the building.

Voting

Residents who are unable or prefer not to go to the polls for voting may cast their votes at the facility. Although The Legacy has a Kenosha address, we are considered to be located in the Village of Pleasant Prairie. Officials from Pleasant Prairie will come to the facility prior to the election in order for you to vote. The dates and times of voting will be posted by the activity calendar. Please see the Life Enrichment Coordinator if you would like to vote here in the facility.

Pets

Resident's pets are not allowed to live at the facility unless the pet is a certified service animal. Pets who are emotional support or comfort animals are not allowed to live here. If you have a pet who wants to visit, the owner must provide up to date vaccination records **prior** to the animal visiting and then annually thereafter. The facility has the right to request the removal of any visiting pet.

Mail and Newspaper Delivery

The United States Post Office delivers mail to the Hospitality Desk. Mail is then delivered to resident rooms. You can send outgoing mail by dropping properly stamped letters to the receptionist. Stamps are available for purchase at the Hospitality Desk.

If you wish to receive a newspaper, you must contact the newspaper office to set up service.

Computer and Internet

A computer with internet access are available for your use in the Computer Room off the main hallway next to the Gym. If you need assistance using a computer, please feel free to ask a staff member to assist you. Wi-fi is available throughout the building. Please see the Hospitality Desk if you have trouble logging onto our network.

Dining Services

We offer three meals a day in our dining area. Depending on your need for assistance, a spot will be designated for you in the dining area where you can be served every meal. If you do not like where you are sitting, you can move at any time. We also do offer tray service in your room for an additional charge. We have a set menu which rotates weekly to be able to offer a wide variety of foods. We also offer an “always available” menu with items such as hamburgers, hot dogs, sandwiches and grilled cheese sandwich. Our menu is set by a certified dietician to assure a nutritional, well-balanced and tasteful homemade meal. Upon your admission, you will be asked your food preferences and we will make reasonable efforts to accommodate your choices. If your doctor has prescribed a diet for you, we will accommodate it as much as possible, but we believe in liberalized diets.

If at any time you are unhappy with the meal that is presented, ask a staff member and we will be happy to serve you an alternate selection from the always available menu. We never want anyone to walk away from the table hungry! We offer a hearty breakfast, a large noon time meal, and a light supper. We also have snacks available at any time. Meal times are as follows:

Breakfast:	8:00 am – 9:00 am.
Lunch:	12:00 pm - 1:00 pm
Supper:	5:30 pm - 6:30 pm

We understand that some of our residents may need or desire different meal schedules to fit their lifestyle. We will do our best to accommodate those situations.

Drinks are available in the front lobby. Vending machines are located in the Sunshine Activity Room and you will also find that treats are often given out during our activity programs. Snacks are available 24/7, located in the front of the main dining room, on the counter and in the refrigerator. A microwave is available in the same area, for your use. If you wish to have snacks in your room, you may do so if they are non-perishable and they are kept in a sealed container.

When appropriate, guests are invited to join their loved one for meals. The charge is \$10.00 per person (\$25 for holiday meals) and a meal ticket can be purchased at the Hospitality desk. A four-hour notice is required. If you plan on having more than four guests, 24-hour advanced notice is necessary.

Food Storage

For your convenience, you may bring a small refrigerator and microwave for your room, if you choose. Any food stored in your room needs to be in a covered container and disposed of by the expiration date. If we don't have a particular food item, you are welcome to bring in food that can be stored in the kitchen, in accordance with our food storage policy or you may store food in your own personal refrigerator. For your own health and safety, if food is stored in the facility's kitchen, all items need to have the resident's name, room number, receiving date and expiration date, clearly marked on them. Perishable foods will be discarded 72 hours after receipt of the food. Foods should be reheated to an internal temperature of 165 degrees by you or a staff member. Any unmarked food in the facility's refrigerators will be disposed of.

Health Supervision and Nursing Services

Personnel

Certified Nursing Assistants and Resident Care Assistants are on duty 24 hours a day, 365 days a year. All employees are provided initial and ongoing training including the State of Wisconsin required certificates. Staff who distribute medications have been thoroughly trained on medication administration and have passed a State of Wisconsin certified program. A licensed nurse usually will be on-site Monday through Friday on the day and pm shifts. If a nurse is not present in the building, there is always a nurse available on-call.

In the event you require assistance, press the call light in your room or pull the cord in your bathroom. If a resident has a change in condition, the rescue squad may be called. We will notify your primary care physician as well as the person you designated as your family contact in a timely manner.

Medications

We provide medication management and administration. The R.N. Administrator oversees the medication management system. Medications are kept locked and are accessible only by delegated staff. All staff administering medications must be certified by the State of Wisconsin, and be delegated by an RN. Medications can be supplied by the resident's pharmacy of choice, but must be packaged in the same unit dose system that the facility uses. The only exception is if you have been found safe to self-administer medications, you may choose your own pharmacy and it can come packaged as you prefer. If you want to self-administer medications, an assessment will be completed to determine if you can safely do so. If you are self-administering medications, they must be kept locked up in your room. Your ability to self-administer medications will be reviewed annually and as needed with changes in condition.

The pharmacy that we use accepts most Medicare Part D plans as well as other freestanding pharmacy insurance plans. Please be sure to present your prescription drug cards upon admission in order for pharmacy to bill your insurance. Your medication bill will come directly from our pharmacy.

Individualized Service Plan

Nursing staff will coordinate with you, your family members, departmental staff, case manager (if applicable) and any other person who provides care and/or services to you, to develop an Individualized Service Plan (ISP) which identifies your needs and desired outcomes. Staff will assess your physical and mental condition in order to help to identify your needs. A temporary ISP will be done to identify your care and services within three (3) days of admission. Within thirty (30) days of admission, staff will meet with you to review your permanent ISP. Your ISP will be reviewed with you annually and with any permanent significant change in your condition.

Advanced Directives and CPR

It is the policy of the facility to ask all residents whether they have executed any advanced directives. Advanced directives are documents that communicate your wishes for future care to your doctor or other healthcare professional. This includes a health care power of attorney, a living will, a Do-Not-Resuscitate (DNR) order or other similar documents. It is your responsibility to provide a copy of any such documents to us. If there is a change to your advanced directive, you must notify us and provide a copy of the change in advanced directive.

In the event that a resident goes into cardiac and/or pulmonary arrest, facility staff will not initiate cardiopulmonary resuscitation (CPR), but will call 911. If you do not want CPR performed, you should obtain a Do-Not-Resuscitate (DNR) bracelet from your physician. This bracelet informs the paramedics that you do not want CPR performed on you. It is your responsibility to always wear this bracelet if you do not want CPR performed on you, since the paramedics may start CPR if you are not wearing it, despite your wishes.

Appointments

If you need a doctor's appointment, we encourage you or your family to make the appointment and set up transportation of your choice. If you need assistance, we will assist with making the arrangements. Please be sure to inform the Clinical Director(s) of any upcoming appointments as soon as you schedule them, so we can plan for them. The facility will send along the necessary paperwork. This paperwork will be at the Hospitality Desk, so please be sure to pick it up prior to leaving for an appointment. If the facility deems it necessary to have someone accompany a resident for safety and there is no family available to go with the resident, we may be able to send along a member of our staff. There will be a \$30 per hour charge for staff to accompany. Please be aware that CBRF regulations require you to see your physician annually.

Paid Caregivers, Home Health Care, Hospice Services

In some circumstances, a resident and/or family member may decide to hire an outside caregiver/agency to supplement their care. You must get approval from the RN Administrator and/or Executive Director to use any agency or individual caregiver. The caregiver/agency may need to enter into an Outside Provider Agreement, and the facility may need to be assured that the caregiver/agency is following applicable laws. The facility has the right to dismiss a caregiver if they are not following the rules, regulations or policies of the facility.

Clothing and Laundry

The Legacy at St. Joseph's will launder linens, towels, washcloths, and bedding without any additional charge. There are two coin operated washers and dryers available for you or your family's use for your personal laundry. The facility will launder personal items for an additional charge (see admission agreement for charge), otherwise, family can choose to do the laundry off-site. If The Legacy will be doing the personal laundry, all clothing must be clearly marked with your name written in permanent ink. Please remember to mark any new clothing that is brought in before putting it in the dresser or closet. It is also recommended that you check clothing periodically and re-mark the clothing as the name wears off. We also ask that you pass this information along to all family members. We recommend that you mark all clothing regardless, in case an item mistakenly goes into the laundry or needs to be laundered immediately because of soiling. If you or your family is doing the laundry, a laundry basket or bag must be put into the closet.

Please remember that some residents require more frequent changes due to soiling. It is recommended that you bring in a minimum of one weeks worth of changes of clothing. Due to space limitations, you may want to keep your closets and dressers stocked with clothes for the season and send non-seasonal clothing home with your family. Clothing should be of a fabric that is durable, easy to maintain and is wash and wear. For the sake of infection control, we use an industrial laundry soap that is harsher than the average commercial soap. The facility is not responsible for any damage caused to clothing that is not washable (i.e., dry clean only, hand washables). The facility is also not responsible for any missing clothing, but we will make every effort to locate those item. We also do not provide sewing or mending services.

Housekeeping Services

The Legacy at St. Joseph's provides housekeeping services to all residents on a scheduled weekly basis. On your cleaning day, you can expect us to supply the needed cleaning supplies and do the following:

- Dusting
- Floor swept and mopped
- Bed linens changed and bed sanitized
- Sink, toilet and bathroom floor cleaned and sanitized

We ask that you or your family do any necessary cleaning in between the weekly cleaning provided by the facility. If you wish to clean your own room, please discuss that with Administration.

Absences from the Facility

If you are temporarily away from the facility for any reason, including medical or nursing home care, you must still pay the total monthly room charges. If you are hospitalized, the nursing staff will complete an assessment prior to hospital discharge to be sure that you do not require more than 3 hours of direct nursing care per week, or require care the facility does not provide. Following hospitalization, if your nursing care needs are less than 3 hours per week, and the Legacy has determined that the facility can provide the care that you need, it will be your choice whether you want to return and receive outpatient therapy or go to a rehabilitation center at another facility. We can assist you with obtaining outpatient therapy, if that is all that is needed for your recuperation, dependent on insurance authorization. Please note that outpatient therapy is less intense than inpatient therapy at a skilled nursing facility.

You are encouraged to go on outings with family and friends as often as you like. You also may go for overnight stays. If you plan to go out for the day, let a staff member know that you are leaving and check to see if you need to take any medication with you. Please inform the staff what time you expect to return. Also, please sign the book located at the Hospitality Desk when you are leaving and when you return. If you plan on going overnight for one or more days, please give the staff at least 24-hour notice so that medication can be ordered and delivered from the pharmacy. Our staff may be available to assist a resident into a private vehicle. For the safety of residents and staff, a resident must be deemed safe for car transfers from facility staff in order for our staff to assist. If a resident is unable to transfer into a vehicle, we can assist you in setting up transportation.

Discharges

Voluntary Discharge

If you choose to discharge from the facility, 30-days written notice is required. If relocation is necessary due to your medical condition, less than 30-days' notice is acceptable but must be accompanied by a certification from your physician. Your discharge date will be 7 days following the receipt of this certification. All personal possessions need to be removed by the discharge date and keys need to be returned. If your possessions remain in the room after your discharge, the facility will store your possessions at a charge to you and they will be disposed of after 30 days. If you do not return your keys, you will be charged for the cost of changing or re-keying the locks.

Involuntary Discharge

There are certain circumstances in which The Legacy at St. Joseph's can request an involuntary discharge. Please refer to the Admission Agreement for conditions that are the basis for involuntary discharge. The facility will give you proper and/or reasonable notice if this should occur. You will be given an explanation for the reason for discharge and will be provided information on your appeal rights and process.

Grievances and Complaints

We are committed to giving our residents exceptional individualized care. We also strive to continuously improve our services. We acknowledge, however, that concerns can arise. If this happens, we strongly encourage you to voice your concern to us as soon as it occurs so we can rectify the problem immediately. All staff is available to listen to your concerns, and staff have been instructed to forward your concerns to the appropriate staff member. Please refer to the grievance policy included in your admission agreement and also posted on the resident information board, for contact information. We suggest that you present your concerns directly to Administration. Grievances can be made orally or in writing. The facility does have a grievance form available.

Outside agencies are available for you to contact if you feel this facility is not acting appropriately to resolve a problem. These agencies include the Ombudsman program or the Department of Health Services. The ombudsman is a person designated from the State of Wisconsin to advocate for residents in long term care and act as a mediator between long term care facilities and residents to resolve issues. The Department of Health Services is the long term care industry's state regulating agency. The addresses and phone numbers of these agencies are listed below:

Long Term Care Ombudsman
1402 Pankratz St. Suite 111
Madison, WI 53704
1-800-815-0015
email: BOALTC@Wisconsin.Gov

Wisconsin Department of Health Services-Division of Quality Assurance
819 N. 6th St.
Milwaukee, WI 53202
1-800-642-6552
Email: DHSwebmailDQA@wisconsin.gov

Resident Abuse (Prevention and Reporting)

The Legacy at St. Joseph's strictly prohibits any mistreatment, abuse, neglect, exploitation, and/or misappropriation of property by anyone, including staff members, other residents, consultants, volunteers, outside agencies, family members, legal guardians, sponsors, friends, or other individuals. If you or your family member believe that you have been mistreated in any way, it is vital that you immediately report it to a staff member. They have been instructed to notify Administration immediately. A thorough investigation will be completed by Administration. The results of the investigation will be reported to regulating as required by law.

The facility will take appropriate steps to assure that all residents are free from potential harm by the accused individual until the investigation is complete. Local law enforcement will be contacted if there is reasonable suspicion of a crime. If an abuse is substantiated, the accused's employment will be terminated. The resident and/or family member will be informed of the outcome of the investigation.

For your peace of mind, abuse of a resident is a rare occurrence at The Legacy at St. Joseph's.

Upon hire and every four years thereafter, a criminal background check is performed on all employees as well as all contracted service workers and we do not employ persons who are restricted from working in a health care setting, as required by Wisconsin Law. All employees are aware that they have to immediately report any arrests or pending charges to Administration, prior to working. All employees are also educated about abuse prevention including how to cope with caring for residents with behavioral symptoms.

Resident Account

You can arrange to set up a personal fund account at the Legacy at St. Joseph's. You may deposit up to \$150 in that account. The Hospitality Desk can assist you with transactions. You may want to have your beauty/barber shop expenses deducted automatically from this account. You or your financial representative will receive at minimum a semi-annual statement informing you of the previous months' transactions and the account balance. In order to deposit money into this account, a separate check must be written to The Legacy at St. Joseph's Resident Trust. You will be refunded the balance of your resident account within 14 days of your discharge in the form of a check. You may request an accounting of your resident account at any time and a statement will be provided to you.

Miscellaneous

Liability

The Legacy at St. Joseph's is not responsible for any accidental injury which occurs to you while a resident of the Home, nor while off the premises. The facility will take every precaution to avoid loss or damage of resident property. Please be sure all items are clearly marked with the resident's name. We recommend that much consideration is taken before bringing valuables into the Home and that you secure renter's insurance coverage for liability and personal property.

Resident Council

The resident council exists so that residents can have input into how things are done at The Legacy at St. Joseph's. It is a forum which is available to voice your concerns and work with other residents and staff to solve problems. The council meets monthly and is chaired by the Resident Council President and a staff member of the residents' choice. It is recommended that you attend this monthly meeting so that you are aware of changes occurring at the facility and the facility can receive feedback from residents about their concerns. Visitors are not allowed to attend as it is strictly for the residents.

Personal belongings

You are welcome and encouraged to bring in personal belongings to make your stay here more comfortable and home-like. We will provide a hospital bed and can arrange to have a recliner, dresser and night stand (if

available) for your room. If you choose to bring in your own furnishings, please keep safety in mind. Try to avoid protruding furniture, allowing for enough room for safe access for yourself and staff. The maintenance department will assist you in hanging pictures. Electrical appliances need to be approved by Administration. Any window treatments must be fire rated and the facility must have this information on file. Throw rugs are highly discouraged due to fall risk. Due to fire regulation, live Christmas trees, wreaths, evergreens, etc. are not allowed. Items should not be stored under the beds or put on the light fixtures. The Legacy at St. Joseph's is not responsible for repair of personal property or cleaning of personal furniture.

Photographs and Video Recording

The Legacy at St. Joseph's protects the right of each resident to be afforded privacy in all aspects of their life. This includes the right to not be photographed or videotaped without informed, written consent by the resident or resident's legal representative. We do, however, require a photo for your medical record for identification purposes. Any photograph or video that would be used outside of the facility, on the facility website or on social media would need to be separately authorized.

Photographs or video recordings taken by residents, families or visitors of other residents is not allowed unless each resident being photographed gives permission. This permission would need to be first verified by Administration. Posting of pictures of other residents on social media by staff or visitors is strictly prohibited.

Telephones

If you choose, you may have a telephone in your room. You must contact the phone company directly to have service installed (AT&T and Spectrum provide service in the facility) and you will be billed independently by them. There is an initial charge for hook-up, and a monthly rate charge. There is also a charge if you transfer service to another room. You must provide your own telephone. If you plan to make frequent phone calls, we suggest that you have a phone installed. If you do not have your own telephone, you may use the private phone located in the computer room for local calls only. For long distance calls you will need to use a calling card. Most residents utilize cell phones in our building.

Therapy

Rehabilitation services may be contracted through an outside therapy provider, if eligible. Most insurances will pay for therapy if certain criteria are met. Please check your insurance policy to see if further coverage is provided by your private insurance company. Please speak with the RN Administrator or Clinical Directors if you would like us to help you make arrangements for therapy services in our building.

Tipping

The Legacy at St. Joseph's does not allow any of its employees to accept tips or gifts. This policy is in place to protect both you and our staff. We are grateful for the many ways that you show your appreciation to us and ask that you respect this policy so that our staff does not end up in the uncomfortable situation of having to refuse a gift. At times, families or residents would like to do something special for the staff and those requests would need to be discussed with the Executive Director.

Volume Levels

In consideration of all residents that live at The Legacy at St. Joseph's, please keep the volume of sound systems and televisions at a respectable level. Please remember that quiet hours are between 10 pm and 7 am, daily.

Emergency Plans

Tornado and Severe Weather Plan

Tornado Watch -- Means that conditions are favorable for a severe thunderstorm or tornado to develop. It will be announced over the loud speakers throughout the facility. Please remember that if you are not able, staff members will be there to assist you in the following:

- Close the windows and shut the blinds in your room, if able
- Move away from the windows, if able
- Prepare to move out into the hallway
- Follow all directions from staff members

Tornado Warning -- Means that a thunderstorm or tornado have been sighted. If a siren sounds, stay inside and continue with Tornado Warning procedures. It will be announced over the loud speakers throughout the facility. Please remember that if you are not able, staff members will be there to assist you in the following:

- Make sure your windows and blinds are closed
- Move out into the hallway and close your room door
- Stay away from any glass doors or windows
- Follow all directions from staff members

Flood Plan

In the event of flooding, staff members have been instructed to immediately contact the Administrator, Maintenance Director and Executive Director if they are not present. The Administrator, highest ranking staff member or emergency personnel will assess the situation and determine evacuation must occur. Staff members will be there to assist you.

Fire Plan

The facility is obligated to be prepared for a fire emergency so therefore we practice unexpected fire drills. You will not know whether a fire emergency is a drill or an actual event so you must be prepared to react.

The presence of a fire or fire drill is indicated by an extremely loud alarm and lights flashing throughout the building. There are extinguishers and fire alarm pull stations located all around the building. Our staff has been trained in Fire and Evacuation procedures so you can rest assured they will assist you during a drill or actual event.

If you experience a fire in your room, the fire alarm and lights will go off automatically. Staff will know the location of the fire. You need to:

If you are able to get out of your room by yourself, do so immediately. Close the room door behind you.

If you are unable to get out of your room by yourself, staff members will be there to assist you.

Follow all directions from staff members or first responders.

During a drill or actual event, your participation is mandatory, you will be asked to evacuate to another area, and you must follow staff direction.

Other Emergencies / Disaster / Evacuation Plan

If due to a disaster, The Legacy at St. Joseph's requires partial or total evacuation of the building, the facility has a plan for how to do so. This plan allows for:

- A method for obtaining available persons to assist with the evacuation
- Establishing a command center in the front lobby or other designated location
- Securing alternate placement for residents
- Securing transportation
- A method to ensure an orderly evacuation which includes:
 - Transportation of medical records; medications; supplies; food and clothing, etc.
 - Which personnel will accompany residents
 - Identifying all residents upon evacuation
 - Contacting family members
 - Ensuring that the entire building has been evacuated and all supplies gathered

Your responsibilities are:

- Follow all directions by staff or emergency personnel
- Realize that the evacuation is mandatory and if you refuse, the evacuation of the rest of the residents will continue and your refusal will be reported to the Administrator and emergency personnel.

Power Outage

The Legacy at St. Joseph's is served by an outside generator in the event of a power outage. All essential electrical items will be powered by the generator including lights. You may not even notice that the power has gone out!

Emergency Services

Emergency services such as paramedics, will be summoned during an emergency even if residents have a written DNR (Do not resuscitate) or Health Care Directive. If a medical emergency occurs, staff will call 9-1-1 and the responding paramedics will assess the situation and follow their guidelines for further treatment and/or transportation. **Please be aware, facility staff WILL NOT perform CPR.** Residents may be billed for 9-1-1 service calls made on their behalf. Some insurance policies may cover the cost of a 9-1-1 call, but one should not assume that every policy has that provision. Please remember, it is best practice to always wear your DNR bracelet if you DO NOT want to be resuscitated, since you may be resuscitated despite your wishes, if you are not wearing it.

Maintenance and Safety

- Residents are required to maintain their rooms in a clean and acceptable condition.
- Maintenance staff will install light bulbs. There is no cost if the bulb is in a facility light fixture. If it is your fixture or lamp, you must provide your own bulb and maintenance will replace it for you.

- No portable heaters are allowed in any portion of your room. If you have a concern about the heat, please speak with a staff member.
- No lighted candles are allowed in your room or anywhere in the facility. Please make sure that visitors abide by this rule, especially during parties or special events.
- Please be aware that toilets use much less water than in the past. The only thing that can be flushed down the toilet is toilet paper and liquid or solid body waste. Regardless if a product states it is flushable, you may not flush sanitary napkins, disposable incontinent products, wipes, etc. down the toilet. If it is found that a resident is flushing these types of items down the toilet, they may be liable for the plumbing cost to unplug the toilet.
- The facility is responsible for the repair of the facility's property in common areas, but not responsible for the repair of the residents' personal property.
- Should you see any part of the building or your room that requires the attention of maintenance staff, we invite you to fill out a maintenance work order at the Hospitality Desk. If this situation is an emergency, please alert a staff member immediately so we can address the issue.

Your Responsibilities

Peaceful Lodging and Living Environment

Anytime there is a group of people gathered in a living arrangement, it becomes necessary to have some guidelines as outlined in this handbook. We ask that you abide by these guidelines and speak with Administration if you have any questions. Resident engaging in activities which present harm to themselves, other residents, staff or the peacefulness of this facility may be required to transfer from The Legacy at St. Joseph's.

Prior to Moving In

- Arrange with the phone company to have phone service connected, if needed.
- Change your address with the US Postal Service. Your new address will be:

The Legacy at St. Joseph's
9244 29th Avenue
Kenosha, WI 53143

- Property - If you would like to donate any household items, please see the Administrator. The Legacy at St. Joseph's reserves the right to decline, change, move, replace or dispose of donated items. Personal household items may not be kept in any common areas unless arranged with the Administrator.
- Keys – Please do not copy keys for any reason. As well intended as loaning or cutting a key may be, it jeopardizes the safety of other residents when keys are distributed to friends, family or vendors. If a key is lost, there will be a fee to rekey and replace the key. All keys issued must be turned in upon move-out or a rekeying will be charged.

This handbook is not intended to be nor shall it be construed as a contract. It may be changed by The Legacy at St. Joseph's in its sole discretion at any time.

The Legacy at St. Joseph's

ACKNOWLEDGEMENT OF RECEIPT OF RESIDENT HANDBOOK

You, the undersigned, acknowledge that you have received the attached Resident Handbook. You understand and agree that (a) the information described in this Resident Handbook may change from time to time during your stay at The Legacy at St. Joseph's and (b) the changes may supersede, modify or eliminate existing information. When the facility makes a change, we will provide you with the update. You also understand and agree that the terms and conditions set forth in this Resident Handbook are incorporated by reference into the Admission Agreement.

Resident's Signature

Date

Resident's Name (printed)

OR

Legal Representative Signature

Date

Legal Representative Name (printed)

Authority (e.g. Activated Power of Attorney, Guardian, etc.)

The Legacy at St. Joseph's

Signature

Printed Name

Title

Date