



**INFORMATION & NOTICES**

September 7, 2018

**(This information is available in large print upon request)**

## **OUR MISSION**

The Washington Odd Fellows Home celebrates the dignity of life at each of its stages with joy, respect, kindness, and love. We strive to provide an atmosphere of caring service and excellence where each resident receives the residential or health services necessary to maintain dignity and worth. We are sincerely committed to setting the standard in aging services. We value each member of our health care team, and recognize the importance of each individual job. To this end, we endeavor to create an environment that fosters the creativity and growth of our employees.

## **GENERAL INFORMATION**

The Washington Odd Fellows Home is a non-profit retirement facility offering three levels of care: independent apartments, assisted living, and skilled nursing.

Our **Three Links Center**, or TLC for short, offers **assisted living** in private apartments. Cost includes all meals, weekly cleaning, laundering linens, transportation to doctor appointments, shopping trips, and all activities. Laundry facilities are provided on each floor for those residents capable of doing their own laundry. Supervisory care is provided, including assistance with daily living tasks, medications, physician appointments, and nurse calls. The charges for **TLC** are two tiered, and include a basic room and board charge and an additional monthly fee based on the level of care and services needed or desired. Our assisted living team will work with you to design a program to meet your special needs, emphasizing and promoting activities and tasks to maintain your independence.

If nursing care is required, our **Care Center** offers all of the above services, plus 24 hour licensed skilled nursing care. These services are all included in the daily rate. Residents are encouraged to bring their own furnishings to make their new home as comfortable as possible. The Home will assist with any furniture needs where possible.

Food service includes three delicious, well-balanced meals daily, served individually in our five dining rooms. Any special prescribed diet can be accommodated in the care center, with low salt and diabetic diets offered for residential and assisted living. A full spectrum of social and spiritual activities is offered, including many events held off the campus.

Residents of the Home and apartments have preference over the waiting list for any other level of care needed.

## **ACH PAYMENT**

We are able to accept automatic payments directly from bank accounts. If you are interested in setting up an automatic payment schedule, please contact the Accounting Office.

## **ADDITIONAL CHARGES**

The basic daily rate covers most of the services and supplies you will encounter at the Odd Fellows Home. In the Three Links Center, additional services for assistance in daily living tasks and 24-hour supervision by licensed nurses and aides are charged based on a point system. This monthly charge is based on the assessed and documented individual resident needs, and is in addition to the basic room and board rate. The charge for these services is \$1.75 per point per day. There are some specialized medical supplies for which there is an additional charge. These special medical items include such items as oxygen and oxygen supplies, urological supplies, specialized dressings, and rehabilitation supplies and equipment. You may also charge purchases for guest meal tickets and Beauty Shop services to your room. Therapy services are itemized on your bill at the current rate. If our "house" supplies are not what you wish, you are always welcome to purchase your own supplies to meet your personal preferences. Most of the activities and outings are provided free of charge. Occasionally "no-host" activities are planned. These are clearly indicated on the sign-up sheet.

### **PRICES:**

Telephone service:	Complimentary
Internet Service:	Complimentary
Cable TV	Complimentary
Guest Meals:	
Breakfast:	\$3.00
noon meal:	\$5.00
evening meal:	\$4.00
Bella Bella Salon:	services by independent contractors at posted rates
The Courtyard Gift Shop:	retail items available for purchase at marked prices

Residents who reside in the **Care Center** and receive Medicaid assistance are entitled to simple haircuts and trims provided by caregivers. Professional barber and beautician services are available at very reasonable rates for all residents.

In addition, for those residents residing in the **Three Links Center** and who are receiving Assisted Living Medicaid assistance, certain personal care items are included at no additional charge. Generic personal care items needed by the resident such as soap, shampoo, toilet paper, toothbrush, toothpaste, deodorant, sanitary napkins, and disposable razors are provided to Medicaid clients. This does not include items covered by medical coupons. The resident may choose to purchase his or her own name-brand personal care items.

## **ADMISSIONS**

Admission decisions are based upon our assessment of whether or not we feel that the Odd Fellows Home can appropriately care for the health and social needs of a prospective

resident. The Washington Odd Fellows Home does not discriminate based on any protected group status, as well as the prospective resident's source of funding.

## **ADVANCE DIRECTIVES**

Advance Directives are a method by which resident may provide written treatment direction regarding possible future medical needs. Through an Advance Directive, a resident can also appoint an individual to act as their health care decision-maker. Advance Directives are relied on when:

1. the resident is no longer able to make medical decisions, and,
2. the treatment direction is consistent with the resident's current treatment need and current condition.

Advance Directives are prepared while a resident is still competent and before there is medical need for the treatment decision to be made. The most common types of Advance Directives are:

1. Health Care Directive (Living Will)
2. Durable Power of Attorney for Health Care
3. Do Not Resuscitate instructions.

If you are interested in having an Advance Directive, one of our nurses or social workers can assist you.

## **ALARMS & BEDRAILS**

The Washington Odd Fellows Home views the use of alarms and bed rails as potentially dangerous devices, and as such severely limits their use. The Odd Fellows Home strives to identify and reduce the safety risks and hazards commonly associated with alarms or bed rail use. When alarms or bed rails are deemed necessary and appropriate, the facility will provide education to resident or resident's representative pertaining to the risk and benefits of their use. The facility's priority is to ensure safe and appropriate use of these devices.

## **ASSISTED LIVING INFORMATION**

If you have any questions regarding your care, any of the nurses in the Nursing Office would be happy to answer your questions. Unfortunately, there are several medical conditions that we are not able to care for in the **TLC** under our license with the state. You would need to arrange for your own care should you need assistance with respiratory ventilation, IVs, suctioning, or are bed-bound, as our license does not permit our staff to assist in these areas. In addition, we are not prepared to care for residents exhibiting violent, disruptive, or suicidal

behaviors; or noncompliance with medical advice that, in our opinion, would put the resident at risk. While we whole-heartedly support the expression of choice, our ethical obligation to the life, health, and safety of our residents is paramount.

Please notify the Nursing Office if you have any new “over-the-counter” medications. If a resident is receiving help with their medications, please consult the nurse regarding any medical needs; do not provide OTC or any other medicines to any resident without the nurse’s knowledge.

The care of each resident is reviewed semi-annually and upon a significant change in condition. As your care needs change, there may be an impact on the points used to calculate the charges for care services. You and your family are encouraged to participate in reviewing your care needs. Input from the resident and family is essential in the care planning process. If you have any questions, concerns, or suggestions regarding the **TLC**, please feel free to contact us.

## **CANNABIS**

The Washington Odd Fellows Home supports the resident’s right to use cannabis consistent with the provisions of Washington’s Medical Marijuana statute, RCW 69.51A under certain circumstances within this long-term care setting.

## **CARE CENTER INFORMATION**

The nurse in charge of your care in the skilled nursing area will have ready information on your progress, while the Social Worker or Director of Nursing will be helpful in resolving problems or complaints.

Family members are always welcome to observe or participate in activities. Care Conference is also conducted for every resident, when nursing, activity, social service, and dietary departments meet to discuss progress and care preferences. Input from the resident and their family is essential in this process.

We strongly encourage you to bring personal items and decorations to brighten and personalize your room. Personal chairs in care center rooms must be vinyl, plastic, or have a plastic covering around the seat cushion so that we can keep them clean. Extremely valuable or breakable items are brought in at your own risk. We suggest that "dry cleanable only" clothing not be brought in; they may inadvertently go to our laundry, and be ruined. It is important to have the nurse record all gifts or clothing items so they can be added to the "personal belongings", and to label them list in case they are lost or misplaced. We do prefer that each resident have his/her own electric razor.

We ask that you do not bring medications, cosmetics, or craft supplies marked "Keep out of the reach of children" or "If ingested, call poison control center". We also ask that you refrain from stacking or placing items on radiators in the room.

**Food:** Please do not bring uncovered food to the room. If you bring any perishable food that requires refrigeration, we would be happy to store it for you in a central refrigerator to conform to food safety requirements. As always, check with the nurse to make sure food gifts are acceptable on the resident's diet.

If you have any questions or concerns not addressed here, please feel free to contact the administrative office. Our first concern is to provide the best in quality of care for our residents.

### **CLOTHING NAME TAGS**

It is essential that everyone associated with the Odd Fellows Home be aware of the importance of labeling clothing. A lot of clothing is washed during the day and we must have names in the garments in order to return clean clothes to the proper person. As you plan to move in, please mark the clothing you are wearing in indelible ink. We have laundry markers for your use. Also, make sure the rest of your clothes go to our seamstress to have nametags sewn in. There is no charge for these services.

*It is important to remember that marking clothing applies to everything from shirts to socks; everything must be labeled. As you get new clothing, your nurse can help you arrange for name tags to be sewn in before you wear it for the first time.*

### **DEATH WITH DIGNITY ACT**

The Washington Odd Fellows Home will not participate in any aspect of physician-assisted suicide including, but not limited to: the provision of information intended to promote physician-assisted suicide; resident assessment for the purpose of eligibility, prescribing, procuring, providing or administering a lethal prescription; or presence when the medication is ingested. Residents who choose to exercise their rights under the Washington Death with Dignity Act will not be excluded from the full range of services provided by the Washington Odd Fellows Home.

### **DISASTER PLAN**

The Washington Odd Fellows Home has a detailed emergency response plan in place. Our plan includes procedures for sheltering in place as well as evacuating all residents safely, if that is necessary. We will ensure that food, water and medical supplies are provided. We also have detailed plans for communicating with family members during an emergency.

Having a plan is important, but it's just the first step. Our staff has taken time to practice implementing our emergency procedures. Throughout the year, we conduct regular fire drills as well as other drills for hazard identified by Walla Walla County Emergency Preparedness. We have worked closely with our local first responders, including the fire and police departments to ensure we have their support during any situation that occurs.

You trust us to provide quality care for your loved one. Each day, we do all we can to fulfill that promise. That includes being prepared for all circumstances, including natural disasters or other emergencies.

A copy of the Washington Odd Fellows Home Disaster Plan is available at each nursing station, the front office, or upon request.

## **DISCRIMINATION**

The Washington Odd Fellows Home complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Washington Odd Fellows Home does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Washington Odd Fellows Home:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
  - Provides free language services to people whose primary language is not English, such as:
    - Qualified interpreters
    - Information written in other languages

If you need these services, contact your Social Worker. If you believe that the Washington Odd Fellows Home has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: John Brigham, CEO, 534 Boyer Avenue, Walla Walla, WA 99362. Phone: 509-525-6463, Fax: 509-526-6883, or at [jbrigham@oddfellows.com](mailto:jbrigham@oddfellows.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, your Social Worker is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## **DINING**

We encourage all residents to eat in our dining rooms. If, however you become ill we will provide tray service to your room during your illness.

## **FIREARMS**

Firearms of any kind are prohibited in any room, apartment, building, or on the property of the Washington Odd Fellows Home at any time. This applies to all residents, their family and visitors, and staff, regardless of whether the weapon is state permitted or not.

## **GRIEVANCES**

We will always try to accommodate the wishes of the resident or family. If you have a recommendations, suggestions, or concerns regarding our policies or services, please feel free to contact:

Tammy Sharon	East Care Center Social Worker	526-6815
Estée Pummel	West Care Center Social Worker	526-6846
Kari Randall	Assisted Living Social Worker	526-6843

## **GUEST APARTMENTS**

We are pleased to be able to offer several guest apartments for our out of town visitors. For Guest Apartment bookings, please email Stephanie Cole at [scole@oddfellows.com](mailto:scole@oddfellows.com) or by phone at 509-524-4821

## **HOLD ROOM**

When a resident is admitted to the hospital from **TLC**, full rate is charged to hold their existing room. If residents are admitted to our **Care Center** during illness or injury, one-half rate of the usual rate is charged to hold their existing room. A room can be held at 1/2 rate for a maximum of three months. For Medicaid residents, the State will pay to hold the room for 20 days for **TLC**, provided the resident is able to return to the same level of care. Cost of the hold-room rate then becomes the obligation of the resident or family. **Care Center** residents admitted to the hospital are not covered by the State while out of the facility, but the family may elect to pay to hold the room.



If you decide not to pay to hold a bed during a hospital stay, we cannot guarantee that you will return to the same room; however, you will have priority for the first available room.

## **MEDICAID**

The Odd Fellows Home is certified as a Medicaid facility. Should you feel the need for financial assistance through this program, application can be made by contacting the Department of Social and Health Services at 524-4960.

Please advise the admissions office if you are planning to apply for financial assistance. If you would like help in completing the paperwork necessary to apply for Medicaid, our office staff is very knowledgeable in Medicaid paper processing and will assist and advise you through the entire procedure.

**Required Notice:** The Washington Odd Fellows Home participates in the Boarding Home and Nursing Home Medicaid programs. In the future, the Home may choose to withdraw from the Medicaid program, and if it withdraws from the program, it will continue to provide services to current Medicaid residents and to those who have paid privately for two years and who convert to Medicaid within six months of withdrawal. If the Odd Fellows Home later decides to withdraw from the Medicaid program, it would be able to transfer or discharge residents for nonpayment if they do not meet the above criteria, even if the residents become eligible for Medicaid.

## **MEDICARE**

The Odd Fellows Home is certified for reimbursement by Medicare for inpatient services provided under Medicare Part A for those who meet the federal qualifications after a hospital stay. Services provided under Medicare Part B, such as doctor visits and therapy, are also covered.

## **MOTORIZED SCOOTERS & WHEELCHAIRS**

Washington Odd Fellows allows the use of motorized carts by residents; however, the following guidelines are required:

1. Completion of training offered by the manufacturer or distributor when purchasing a motorized cart is required.
2. A physician's attestation that the resident has sufficient vision acuity, depth perception, peripheral vision, hearing, and judgment to safely operate the vehicle.
3. Pedestrians shall always have the right-of-way over all motorized carts, whether indoors or outdoors.

4. Residents shall operate carts in a conservative and safe manner, taking special precautions near doorways, at corners, when approaching pedestrians, when backing up, and in other situations that present an additional risk of injury or alarm to others in the vicinity. The Resident shall not operate the vehicles in any way that creates a disturbance or threat of harm to the driver or others, or damage to facility property.
5. When used in any indoor common area of the facility, carts shall not be driven faster than the natural walking speed of any pedestrian in the vicinity and the speed is to be set at the lowest feasible setting.
6. The resident must not block hallways or egress with parked carts.
7. If there is a concern regarding a Resident's ability to operate a motorized cart safely and appropriately, testing of the Resident's knowledge of the basic rules of safety and/or review of the Resident's operating capabilities and skills will be required.
8. For continued use of the motorized cart after inappropriate or unsafe use is observed, the resident must consent, at their expense, to therapist administered training.
9. If a Resident demonstrates unsafe operation of their cart, or causes an accident resulting in injury or damage, the Administrator may revoke their privilege of using the motorized cart within the Odd Fellows Home.
10. Residents will be expected to pay material and labor charges to repair any damage to the carpeting, flooring, or furniture caused by the cart.

### **NOTICE OF NONDISCRIMINATION**

It is the policy of the Washington Odd Fellows Home to admit and care for persons determined to be in need of the services provided by the Washington Odd Fellows Home without regard to sex, race, handicap, color, national origin, or age. Our residents will be provided the highest standard of physical, psychological, or social care which will contribute to their attaining the highest level of functioning possible in the most appropriate care setting. If you believe that you have experienced discrimination on the basis of a handicapping condition, please contact the office immediately for information regarding the handicap discrimination grievance procedure.

### **PERSONAL FUND ACCOUNT**

Upon request, the Odd Fellows Home will provide a personal fund account for any resident. Money may be deposited and withdrawn from this account and will also earn bank interest. Funds may be withdrawn from the Front Office during normal business hours. After hours transactions for small amounts can be accommodated by the nurse. There is no charge for this service.

### **PETS**

Pets are not permitted in the Assisted Living or Care Centers. Service animals are permitted within the definition of the Americans with Disabilities Act. Service animals are working

animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

## **PHARMACY**

The Odd Fellows Home has a contract with an institutional pharmacy, Evergreen Pharmaceuticals, to provide medications and consulting services to our residents. This is a pharmacy that specializes in serving the needs of residents of nursing homes and assisted living facilities. We will automatically obtain your medications from Evergreen Pharmaceutical, unless you specifically instruct us to use a different pharmacy. You are welcome to choose a pharmacy other than Evergreen, and you may change your pharmacy provider at any time; however, it must meet three criteria:

1. The pharmacy must supply its medications in "bubble packs", and,
2. The pharmacy must deliver to the Odd Fellows Home.
3. You understand that at times, physicians will order medication changes after hours. If you need a medication from our emergency kit, you may receive a bill from Evergreen Pharmaceutical.

There is a charge of 5 points to coordinate pharmacy services for **TLC** residents. This fee is waived if Evergreen Pharmaceutical is chosen as the pharmacy provider. There is a \$100 per month service fee to manage pharmacy services for any pharmacy other than Evergreen for **Care Center** residents.

## **RECOMMENDATIONS OR CONCERNS**

We will always try to accommodate the wishes of the resident or family. If you have a recommendation or suggestion regarding our policies or services, please feel free to contact the following people at 509-525-6463:

John Brigham	CEO	526-6839
Katie Houck	Director of Nursing Services	526-6829
Kathy Spencer	Director of Assisted Living	526-6849

## **REPORTING**

The Washington Odd Fellows Home will investigate all occurrences of suspected resident abuse and does not tolerate any form of abuse, neglect, or exploitation. If you need to report a violation to the Home, you may contact:

John Brigham	CEO	526-6839
Katie Houck	Director of Nursing Services	526-6829
Kathy Spencer	Director of Assisted Living	526-6849
DSHS	State Regulatory Agency	1-800-562-6078

## **RESIDENT RIGHTS**

Your rights as a resident in a long term care facility are summarized below. For a copy of the complete text, please ask at the office. Each resident has the right:

1. To be informed of your rights, rules, and policies of the facility.
2. To be told of all services available and all costs, including those charges covered or not included in the basic rate.
3. To be informed of your health condition and be in control of your treatment plan and to participate in or refuse any treatment.
4. To be transferred or discharged only after written notice is given and only for increased medical needs or non-payment.
5. To be encouraged to exercise your rights as a resident and citizen; to complain and suggest without fear of coercion or retaliation.
6. To manage your personal affairs, or if this is delegated, to receive a regular accounting.
7. To be free of mental and physical abuse and of chemical and physical restraints.
8. To have your personal and medical records treated as confidential.
9. To send and receive personal mail unopened.
10. To participate in social, religious, and community activities as possible.
11. To have your own clothing and possessions and be allowed to use them as space permits.
12. To have privacy for visits and telephone calls, with your spouse, relatives, friends, and others.

## **ROOM CHANGES & TRANSFERS**

In the Care Center, there are times when a resident is in a double room with the second bed unoccupied. In these cases, it may be necessary that the resident move to another room with a vacant bed so that a double room can be made available for incoming residents of the opposite sex. Refusal to move will result in charges to the resident to hold the vacant bed until it is occupied.

As care needs change, it occasionally becomes necessary to change levels of care. Current prices for each level are always available in our brochure, or by contacting the front office or Admissions Coordinator. It is the policy of the Washington Odd Fellows Home that residents are placed in the appropriate level of care to meet their needs. Should care needs exceed those services offered at the current level of care, a change of status will be necessary.

Although we strive to provide the most appropriate care to all residents of the Home, there are a few care needs that, due to the layout of our facility, we are not equipped to meet. Severe

yelling behaviors and aggressiveness toward other residents are examples of situations which may make it necessary to move a resident to an alternate care setting in order to meet their specialized needs.

Several of our rooms are designated as Rehab Rooms. This means that those specific rooms are dedicated to residents receiving intensive Medicare rehabilitative care after a hospital stay. Your care team will keep you informed regarding your progress toward your rehab goals so that you can prepare for discharge. After a rehab stay, discharge means going back to your home, your assisted living apartment, or a long term care room in the Care Center.

## **SMOKING**

The Washington Odd Fellows Home does not allow smoking within any building or on its campus. Further, the Washington Odd Fellows Home does not permit resident smoking and will not accommodate the smoking habit of any resident.

## **TELEPHONE SERVICE**

To call any telephone on the Odd Fellows Home campus, just dial the party's four digit extension number. Extension numbers are assigned to the rooms as follows:

East Care Center: room number + 1 for bed one or 2 for bed two  
West Care Center: 4 + room number + 1 for bed one or 2 for bed two  
Assisted Living: 5 + room number  
Brick Building: 3 + room number  
Clinton Street: apartment number  
Merriam Street: apartment number

To make an outbound call, dial "9" then dial the number as you normally would. Dial 6000 and follow the prompts to answer Voice Mail messages.

Cordless phones and other devices that operate on the 2.4 GHz band are not permitted. These devices interfere with our wireless internet systems. Phones that operate on the 900 MHz or 5.8 GHz bands are acceptable.

## **TRANSPORTATION**

We are happy to provide complimentary transportation to your local medical appointments. The hours of our transportation service are 8:00 a.m. to 4:30 p.m. If you need a ride outside these hours, you will need to arrange for your own transportation, or you may incur a charge from a local transportation service.

We also have regularly scheduled trips to various shopping destinations around town. Please check the calendar for the day and time for these trips, as well as for social events. There is no charge for these services.

We do not provide private taxi service for our residents. If you would like to go somewhere not on our scheduled stops, you should make arrangements with your family, friends, taxicab, or Dial-A-Ride.

## **VISITING**

Visiting hours at Washington Odd Fellows Home are unrestricted. If there are people visiting from another town, or a family gathering is desired, there are private areas available for this purpose, as well as guest apartments.