



BROOKS-HOWELL

A retirement community that is called, served, and serving still

Health Center Handbook 2019

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Brooks-Howell Health Center Handbook

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The Brooks-Howell Mission Statement

- ❖ To affirm each resident's dignity, independence and value;
- ❖ To provide an atmosphere for an enriching life style in a secure, stimulating Christian community;
- ❖ To encourage and assist residents in reaching and maintaining their full potential in the area of physical, social, and spiritual well-being;
- ❖ To implement new programs and ministries which address current and future needs;
- ❖ To operate on a fiscally sound basis.

The Brooks-Howell Vision Statement

Brooks-Howell, a community where people;

"Live all of their lives in freedom from care, where they might be an asset to each other, to their community, and to their church."

Miss Mabel K. Howell

Former Professor of Missions at Scarritt College

Brooks-Howell Story

Brooks-Howell is a non-profit, charitable continuing care retirement community owned and supported by the United Methodist Women of The United Methodist Church. It was established to provide a retirement facility for deaconesses, missionaries, and others approved by United Methodist Women.

At the 1954 Fourth Assembly of the Woman's Society of Christian Service and Wesleyan Service Guild, an offering was taken to be used "in some way for retired deaconesses and missionaries."

In April 1955, the Committee for a New Home for Retired Workers was named to study the location for a new retirement home.

Questionnaires sent to active and retired deaconesses and missionaries indicated a preference for the Southeastern Jurisdiction and ultimately Asheville was chosen.

The name **Brooks-Howell** honors Mrs. Frank G. Brooks, then president of the Woman's Division of Christian Service, and Miss Mabel K. Howell, former professor of missions at Scarritt College. Miss Howell was said to have taught more missionaries and deaconesses than any other person.

Our community currently offers many amenities, including beauty/barber shop, therapy gym, audio-visual center, aqua-therapy pool, and a chapel designed to seat 200. Also included are a well-stocked library operated by residents, an international room, housing artifacts from around the world along with histories of retired residents who were in missions, numerous lounges offering opportunities for card games, jigsaw puzzles, and meetings of various sorts. There is a formal dining area as well as two small dining areas designed primarily for persons needing assistance. A gift shop is open several days a week.

Our community is grateful to United Methodist Women, from local units to the global office, for providing us with this opportunity to be called, served, and serving still.

Activities

The Activities Director plans a calendar of events to help the residents live stimulating and fulfilling lives. Residents are encouraged to maintain past interests and to actively pursue new ones. Upon admission a comprehensive activity assessment is completed to ensure that each individual's activity interest and preferences are known. The activities staff does encourage resident input into all activity planning. There are opportunities for recreational, social, educational, and religious programs based on your personal choice. Outings are also scheduled on a regular basis; there may be an additional charge for the event, meal, or transportation. Upon admission to the unit, you will be given the opportunity to participate in outings or excursions by you or your responsible party signing the admissions consent paperwork.

A copy of the monthly activity calendar is available to each resident, and large Activity Calendars are posted on both BTU and CHU.

Administration

The overall administration of the Health Center is the direct responsibility of the Administrator.

The primary function of the Administrative Department is to:

- A. Provide the proper management services necessary for the smooth operation of the Health Center.
- B. Provide support to the other departments.
- C. Serve as the primary interface between the residents and the Health Center staff.
- D. Provide marketing and public relations activities on an on-going basis.

Admissions/Discharges/Transfers

Admissions: Residents who are seeking placement in our Health Center are screened by nursing personnel prior to admission to ensure Brooks-Howell is able to meet the clinical needs of the resident. Upon admission you or your representative will need to pay a pro-rated amount of the daily rate for the remainder of the month.

Discharges: For residents who have discharged, and are not returning to Brooks-Howell, the facility may need to store the contents of the room in another location on campus. This would be necessary if the room is needed for another resident. If this occurs Brooks-Howell will charge ½ the daily room rate until the belongings are picked up.

Transfers: Residents who are transferred to another health care setting will continue to be billed the daily room rate until belongings are cleared from the room.

Advance Directives

An advance directive is a set of directions you give about the medical and mental health care you want if you ever lose the ability to make decisions for yourself. North Carolina has four ways for you to make a formal advance directive. These include: Living Wills; Healthcare Power of Attorney; Medical Orders for Scope of Treatment (MOST) form; and Portable Do Not Resuscitate Order (DNR) Form.

Advance Directives can be changed at any point you choose while you are able to communicate your decisions. Always inform your physician and responsible party(s) of your intention to change and what those changes are.

If you become unable to make your own decisions, and you have no advance directive, your physician will consult with someone close to you and make decisions regarding care, based on the information provided to the physician. Upon admission to the Health Center, the Social Worker will ask you for a copy of these documents.

If you do not have an Advance Directive already formalized, the Social Worker can assist you in obtaining the information you need to make an informed decision.

Advance Directive Options:

- A Living Will is a legal document that tells others that you want to die a natural death if you:
 - ✓ Become incurably sick with an irreversible condition that will result in your death within a short period of time;
 - ✓ Are unconscious and your physician determines that it is highly unlikely you will regain consciousness;
 - ✓ Have advanced dementia or a similar condition which results in a substantial cognitive loss and it is highly unlikely the condition can be reversed.

You can direct your physician not to use certain life-prolonging treatments such as a breathing machine (respirator or ventilator), or to stop giving you food or water through a tube (artificial nutrition or hydration).

A Living Will goes into effect only when your physician and one other physician determines that you meet one of the conditions specified in the Living Will.

- A Health Care Power of Attorney or General Power of Attorney is a legal document in which you can name a person(s) as your health care agent(s) to make medical and mental health decisions for you if you become unable to decide for yourself.

Choose someone that you trust to be your health care agent. Discuss your wishes with that person(s) before you put them in writing. A Power of Attorney will go into effect when a physician states in writing that you are not able to make or to communicate your health care choices.

- A MOST form (Medical Orders for Scope of Treatment) contains instructions for CPR and also addresses other end-of-life treatments that you make or may not want to receive. The areas covered on the MOST form are as follows:
 - ✓ Cardiopulmonary Resuscitation (CPR)
 - ✓ Degree of medical intervention
 - ✓ Use of antibiotics
 - ✓ Use of IV fluids
 - ✓ Use of tube feedings
- A DNR form (Portable Do Not Resuscitate Order) is a simple form that informs medical personnel that if your heart stops and you stop breathing, to not attempt CPR.

State approved blank forms can be obtained from www.secretary.state.nc.us/ahcdr or by calling the Advance Health Care Directive Registry at 919-807-2167.

A copy of your Advance Directive will be maintained on your chart in the Health Center. You may also choose to register your advance directives with North Carolina Advance Health Care Directive Registry at www.secretary.state.nc.us/ahcdr.

Alcoholic Beverages

Health Center residents are permitted to have alcoholic beverages with a written physician's order. These beverages must be kept in a locked area at the nursing station, as they are considered an ordered medication. Alcohol is not provided by Brooks-Howell or the pharmacy – your family must obtain and deliver to the nurses' station.

Antibiotic Stewardship

➤ **What are antibiotics?**

- Antibiotics are medicines that fight infections caused by bacteria. Antibiotics work by targeting and killing harmful bacteria.

➤ **How do people get bacterial infections?**

- Normally your immune system helps control the bacteria you have. But sometimes bacteria grow so quickly that your immune system can't keep up and then you may develop an infection that needs to be treated.

➤ **When are antibiotics used to treat urinary tract infections (UTIs)?**

- A urinary tract infection (UTI) is an infection involving any part of the urinary system, including urethra, bladder, and kidney. If you are experiencing symptoms of an infection and bacteria are found, you will typically be prescribed an antibiotic.
- Antibiotics do not help when there are no UTI symptoms. In fact, taking antibiotics when they are not needed may cause health problems.
- If you do not have any symptoms, but your urine sample shows some bacteria, it may be better to wait and drink extra water or other beverages. Nurses may check on you and ask you to drink more for a few days.

➤ **When are antibiotics used to treat lower respiratory tract infections or LRTI?**

- There are many different kinds of respiratory tract infections, such as colds and coughs, the flu, pneumonia, and bronchitis. Not all respiratory tract infections need to be treated with an antibiotic.
- Doctors often use antibiotics to treat some lower respiratory tract infections like pneumonia and bronchitis.
- The most common symptoms of a respiratory infection needing an antibiotic are a fever with a bad cough. A cough alone is typically not treated with an antibiotic.
- If you are only experiencing a cough, it is often better to wait. Your doctor will request that nurses check on you often to see how you are feeling, take your temperature, and ask if you are experiencing any other symptoms. They may give you acetaminophen (Tylenol) and/or a cough suppressant to make you feel better. They may also ask you to drink more fluids and raise your head with pillows. Nurses may check on you more and provide acetaminophen for a few days.

➤ **What are the risks—or harms—of antibiotics?**

- Antibiotics are important for treating you when you definitely have an infection, but unneeded antibiotics can do more harm than good.
- Before taking an antibiotic, it is important to understand how antibiotics could harm or hurt you. There are five potential health problems that occur as a result of taking an antibiotic.
 1. Allergic reactions, like a rash or swelling.
 2. Side effects, such as a stomach upset.
 3. Drug interactions.
 4. An infection called *Clostridium difficile* or *C. diff*.
 5. Antibiotic resistance.

➤ **What is our nursing home doing to decrease the chance of these risks?**

- Improving the way we use antibiotics for our residents is one way we can protect your health and ensure the safety of your care.
- Our nursing home is taking action in two ways to make sure that you and other residents get the right care at the right time.
 - First, we share information and help you understand the risks of antibiotics.
 - Second, we have a program to:
 - Make sure you get antibiotics only when absolutely necessary—when you have a bacterial infection.
 - Make sure that you get the right antibiotic, at the right time, for the right length of time.

➤ **What can you do to get the best care for yourself?**

- Ask your doctor or a nurse about the benefits and risks of taking an antibiotic.
- Tell someone, like the nurse, if you want more information or have concerns about antibiotics and their risks.

When you take an antibiotic, you may experience several side effects such as a rash, diarrhea, nausea, vomiting, and headaches. If you are (or think you may be) experiencing any of these side effects, or just feel different, let a nurse know immediately.

AHRQ Pub. No. 17-0006-8-EF
October 2016

Beauty Salon

The beauty salon is available for the convenience of Health Center residents; it is not open to the general public.

Operating hours and rates are set by the beautician and are subject to change without notice. The current schedule for beautician will be posted outside the Beauty Salon. Scheduled appointments are given priority over “walk-ins”.

To schedule an appointment please contact the front desk at Ext: 1221.

For convenience of the Health Center residents, charges for beauty salon services are billed on the regular monthly Brooks-Howell statement.

For a listing of current costs please refer to Appendix – C

Bed Holds

Residents who leave the Health Center on a temporary basis will still be considered a resident of the Health Center. Residents who are deemed temporary in the Health Center will be charged as long as they reserve a room or keep personal belongings in the room, whichever is longer. Residents who have permanent status in the Health Center must continue paying the daily or monthly rate even when leaving the Health Center on a temporary basis.

Bird Feeders

Residents are permitted to have bird feeders outside if the feeder is approved by the maintenance department. The Maintenance Department will assist in the placement of the feeder. Brooks-Howell is not responsible for placing bird seed in the feeder. Bird seed is not permitted to be stored in the resident’s room.

The bird feeder may need to be removed when bears are seen on campus. This usually happens each summer. Please keep this in mind when purchasing a feeder. Check with the Maintenance Department for suggestions.

Cable TV

Digital cable service is available through Direct TV at no cost to you. Maintenance is available to mount a TV in your room, if you wish. Brooks-Howell does have a limited number of donated televisions for use by short-term residents. Long term residents are expected to provide their own. Maintenance will mount the TV on the wall for an additional cost.

The TV Guide Channel is channel 56.

The Brooks-Howell Channel is Channel 57 and Channel 2.
(This is an internal channel that broadcasts announcements & events on the campus)

For a complete channel listing see Appendix – C.

Care Planning

The Health Center maintains a written plan of care for each Health Center resident. On admission and at least quarterly, an opportunity to meet with the care plan team will occur. Using a team approach, nursing, activities, dining services, social services and administration, together with the resident, the family and/or responsible party develop a plan which identifies the Health Center residents' needs and develops goals and approaches to meet each resident's individual needs.

Cardiopulmonary Resuscitation (CPR)

It is the policy of Brooks-Howell that residents living in the Health Center will have CPR initiated when cardiac arrest occurs in the following residents:

1. Residents who have requested CPR in their advance directives;
2. Who have not formulated an advance directive;
3. Who do not have a valid DNR order; or
4. Who do not show the American Heart Association (AHA) signs of clinical death as defined in the AHA Guidelines for CPR and Emergency Cardiovascular Care (ECC).
 - a. According to the AHA, reversal of clinical death is among the goals of ECC since brain death begins four to six minutes following cardiac arrest if CPR is not administered during that time. AHA guidelines urge "...all potential rescuers to initiate CPR unless:
 - i. A valid DNR order is in place;
 - ii. Obvious signs of clinical death (e.g., rigor mortis, dependent lividity, decapitation, transection, or decomposition) are present;
 - iii. Initiating CPR could cause injury or peril to the rescuer.
5. At the time CPR is initiated the Buncombe County Emergency Medical Service will be contacted using the 911 Emergency contact number.
6. CPR-certified staff will be available 24 hours a day to provide CPR when needed to residents who fall under the above criteria.
7. To be considered CPR-certified in the facility, the employee must maintain at a minimum an active certification in Heartsaver CPR.

Chaplain Services

Brooks-Howell employs one part-time chaplain who provides pastoral care to residents and staff. Pastoral care is offered with respect given to the faith preferences and customs of the resident or employee.

Appointments and requests may be scheduled directly through the chaplain's office, 253-6712 ext 1247. After-hour requests for emergency pastoral care should be directed through the nursing supervisor on duty.

Church Services

Church Service – Televised from Central UMC – Sunday @ 10:55am channel 57

Bible Study is offered weekly in the International Room – Tuesday @ 3:15pm

Choir is offered weekly in the Chapel – Thursday @ 2:45pm

Chapel Service is offered weekly in the Chapel – Thursday @ 3:15pm

“Sunday School” Service is offered in the Media Room – Saturday @ 10:00am

Communication

Open lines of communication are important for healthy, satisfied customers. Our team of employees is available to listen and direct you to the appropriate department manager for resolution. For successful relationships and the best possible outcome, it is important to share your cares and concerns. Your feedback is very important!

Comment / Idea boxes are located in the following locations in the main building; Main Lobby, Main Dining Room, BTU, and CHU. Please feel free to drop us an idea on how we can improve your care and services.

Brooks-Howell has established a formal process for addressing grievances, should you feel your concern has not been resolved to your satisfaction. To complete a grievance report, please see the Social Worker. The Social Worker will involve the appropriate department manager in addressing the concern and correcting it. If the resolution remains unsatisfactory, the Administrator may be contacted.

Companions – Private Duty Sitters / Nurses

Residents or responsible parties may hire private duty nurses or companions, but approval and continued retention is subject to review by the Director of Nursing. Should you desire to proceed with hiring a sitter, the following process must be followed:

- The family will provide the following information to the Director of Nursing or designee;
 - Desire to utilize a private sitter/companion or agency for the resident
 - What services or tasks the sitter/companion or agency will be providing to the resident
 - Tentative schedule for the sitter/companion or agency
 - Contact information for the sitter/companion or agency
 - Prior to beginning sitter services, the private sitter must be approved by the facility.
 - Current or prior employees are not allowed to be a sitter at Brooks-Howell.
- Approval is contingent on successful completion or submission of the following information;
 - Background check (to include Abuse Registry Check and Sex Offender Registry Check)
 - Fingerprint check – if the individual has lived in North Carolina less than 5 years
 - Drug Screen

- Proof of a negative TB skin test in the previous 12 months
- Proof of liability insurance

* To see the costs associated with the above items, please check Appendix – C.

* The above information can be provided to the facility by the agency the sitter works for.

* If the resident/responsible party desires to hire a private individual, Brooks-Howell will contract with a third party at the cost of the resident/responsible party to conduct the drug screen and background check. The TB skin test will be conducted onsite, and also billed to the resident/responsible party.

After approval, the private sitter must attend a facility orientation consisting of the following:

- Residents' rights and Confidentiality;
- Abuse/Neglect Training;
- Fire/Disaster Training;
- Infection Control;
- Parking requirements;
- Dress Code Requirements;

Choosing to employ a sitter will not replace our staff's responsibility or involvement in completing your personal care. The Brooks-Howell staff is both qualified and trained in completing your physician ordered care in a manner that ensures your safety and abides by the rules governing nursing homes.

Dining Services

The supervision of dining services is the direct responsibility of the Director of Food Services.

The primary function of the dining service department is the provision of healthy nutritious meals, using a menu cycle that is approved by a registered dietician. Counseling by a registered dietitian on nutrition and special dietary meals and preparing special diets when prescribed by a physician is available for individual residents by request.

The Main Dining Room is also open during the day for Health Center residents. Prior to dining in the Main Dining Room, the Health Center resident must be screened by therapy to ensure the resident is safe to dine in the independent dining room. A resident may also go to the Main Dining Room if the family assumes responsibility for the resident while in the Independent Dining venue by signing the resident out at the nurses station.

Menus

All menu items are selected based upon nutritional value, availability of seasonal items, preferences of Brooks-Howell residents, and cost.

Health Center residents will select items from a prepared menu and members of the Health Center staff will serve them.

A) Serving Hours

Dining Room Hours of Operation	
Breakfast	8:00 AM – 9:00 AM
Lunch	12:00 PM – 1:00 PM
Dinner	5:00 PM – 6:00 PM

Tray Service Availability	
Breakfast	7:15 AM – 8:30 AM
Lunch	11:15 AM – 12:45 PM
Dinner	4:50 PM – 5:45 PM

B) Liberalized Diets

The Health Center provides a liberalized diet format. The founding principle of this standard is to provide the least restrictive diet to residents and to honor resident preferences and dietary requests to ensure the highest quality of life.

The use of informed consent is used when providing food or beverages to a resident who requests an item that may conflict with the prescribed diet.

C) Nutrition / Diet Counseling

A registered dietician reviews the entire dining service program on a continuing basis.

D) Snacks

The Health Center has a nourishment room with a range of snack options available. These snacks are available at any time. Please ask one of the staff if you would like something from our nourishment room.

E) Food from outside the Health Center

We advise friends / families to check with the nursing staff when bringing food/ snacks in for residents to be sure that the foods are not contraindicated with the resident's diet plan.

Food that is permitted to be retained by the resident should be in containers with tight-fitting lids, labeled, dated and kept in the nourishment room refrigerator. Perishable foods not in airtight containers, dated and appropriately labeled, may be removed.

Leftovers and perishables should be disposed of after 72 hours. Please label any bowls or serving dishes that you wish to be returned.

A microwave is available for staff to re-heat items as needed.

Facility Alarms

To ensure the safety of our residents, Brooks-Howell has multiple systems in place that provides auditory and/or visual alarms to the staff to alert them of an issue that requires follow-up. Please do not attempt to reset these alarms. Staff have been instructed to not give out these codes.

Fire / Fire Alarm

At Brooks-Howell we have a complex fire detection system that requires ongoing testing and drills to ensure the safety of our residents. In the event of a fire alarm, please follow the directions of the staff and do not attempt to go through or open closed doors without the instruction of staff. These measures are in place for your safety. Treat all alarms as if they are real, and wait for further instructions from staff.

Funeral Home Information

Planning the funeral service ahead of time can make things slightly easier. By getting family members to openly talk and discuss matters ahead of time, helps to relieve the immediate feeling of "what do we do first" when a death actually happens.

Planning ahead can:

- Prevent your family members from having to make difficult decisions at very difficult times.
- Help to prevent overspending by family members who can only guess what you might have wanted.
- Let you decide for yourself whether to be buried or cremated.
- Enable you to choose the type of casket you wish to be buried in and what other ancillary services you require.

There are various ways that you can plan ahead.

You can simply decide upon your wishes, document your funeral "plan" and share this with family for when the need arises.

A Totten Trust, or Payable-on-Death Account (POD), is a simple but logical approach to arranging for funeral expenses. An account of this kind is easy and free to set up with your local bank. How it works is that you obtain from your bank a form for naming a POD beneficiary. You then write in the name and return the form to the bank, which completes this very easy transaction. It is not recommended that you name the funeral director as your beneficiary.

Purchasing funeral insurance, sometimes referred to as burial insurance, is another way that you can plan ahead. A funeral insurance plan from a reputable insurance agency can facilitate having your death care expenses taken care of.

One of the common oversights in planning ahead is that surviving family are not aware of the existing contract with the funeral home, and can have already arranged the funeral services before this comes to light.

A free burial at a national cemetery is available to all United States veterans and some civilians who have worked for either the military or the US Public Health Service and their spouses.

Some unions provide death benefits, as do some social groups. The Railroad Retirement Board offers its members funds for use toward funeral expenses.

The Social Security Administration does allow the sum of \$255 in a lump-sum payment that can be used toward funeral expenses.

Local Funeral Homes and Crematories

Asheville Area Alternative Funeral and Crematory	(828)-258-8274
Asheville Mortuary Services	(828)-254-0566
Groce Funeral Home and Cremation	(828)-687-3530
Morris Funeral Home	(828)-252-1821

Furnishings

We want your stay to be as comfortable as possible and would like you to bring some of your favorite items from home. A favorite chair may replace the Brooks-Howell chair, provided sufficient space is available. Please note that recliners and lift chairs are not standard furnishings of the resident rooms.

Standard furnishings include: hospital bed, a straight back chair, nightstand, bedside table, dresser, and trash can.

Please work with the maintenance department if you would like to move the standard furnishings, as these are placed to ensure resident safety and security. Residents must be able to access the call light, and beds must be in close proximity to the emergency red outlets.

Other items that are permitted are:

- Portable TV
- Clock or clock-radio combination
- Favorite pillow and / or afghan
- Letter writing materials / books
- Craft or hobby material
- Personal calendar
- Favorite pictures or paintings (Maintenance will hang)

(Electrical items, such as radios, TV's, lamps, etc. must be checked by Maintenance for safety before being placed in the resident's room.)

We are sorry but the following are not allowed in resident rooms;

Coffee Pots	Candles	Household Cleaning Chemicals
Electric blankets	Oil Lamps	Laundry Detergents
Electric heaters	Drop Cords (Standard)	Air Fresheners or Infusers
Heating Pads	Throw Rugs	Certain cosmetics (e.g. Nail Polish Remover)
Refrigerators	Microwaves	Toasters

Extension Cords:

Fire Code and State Regulations require specific UL approved power strips/multi plugs (must have built in circuit breaker). Common extension cords are not permitted per state regulations. Approved power strips cannot have a cord longer than 3 feet and must be plugged directly into a wall outlet.

The UL approved power strips are as follows:

- Powering resident care-related equipment – UL 1363A or UL 60601-1
- Powering non-care related equipment – UL 1363

We will be happy to assist you in purchasing the item that has been approved for use.
Red Outlets:

Each resident room has a red electrical outlet. This outlet is for medical equipment only in the event of a power outage. This outlet source runs off of our generator.

Window Treatments, Door Decorations & Wall Hangings:

All window treatments, door decorations and wall hangings must be fire retardant. If they are not purchased as such, an aftermarket fire retardant must be applied in order for them to be used in the Health Center. Brooks-Howell asks that proof of this treatment be provided. Brooks-Howell can supply the name of a company that can provide this service.

Picture Hanging:

Upon initial move-in Brooks-Howell maintenance staff can provide limited service to hang pictures for Health Center residents. Please inform the Social Worker to have this service provided. If a room change is necessary and dictated by Brooks-Howell for health reasons there will be no additional charge for this service.

Governing Body

Brooks-Howell is a continuing care retirement community in Asheville, North Carolina, which is owned and operated as a program of United Methodist Women. Brooks-Howell is unincorporated and operates under a Certificate of Authority to do business in the State of North Carolina.

The Executive Director is responsible for the overall organization of Brooks-Howell.

Grievances

All grievances and concerns will be resolved appropriately and in a timely manner. Any resident/responsible party may file a grievance or a concern that you feel has not been handled appropriately without fear of threat or reprisal in any form.

Most complaints can be resolved quickly at the time of the concern and therefore do not require the time or process of completing a grievance/concern form. If something is noticed to be of concern, one should immediately talk to the appropriate supervisor available. For example, if it is something about meal service, one should talk with the Director of Food Service; if a work order has been turned in and no action taken by maintenance, one should talk with the maintenance supervisor. If you feel that the issue is not satisfactorily responded to, a grievance/concern form should be completed per the procedure below.

- Obtain the Grievance/Concern Form, which are located at each nursing station on each floor. If you have trouble with the form, the Social Worker can assist you in completing the form.
- Answer all questions on the form being sure the information is correct and it is signed and dated. The form may then be placed in an envelope for privacy and confidentiality.
- Please return the form to the designated department head. For example, if it is a nursing issue then you may give it to the Director of Nursing. If the Social Worker assists you in the

completion of the form, then the Social Worker can ensure the form is given to the appropriate department head.

- The department head receiving the grievance has 24 hours after receipt to notify the Social Worker.
- The facility has 5 business days or 7 calendar days to process the concern, develop a resolution, and communicate this resolution to you. All response and follow-up will respect the privacy and confidentiality of the parties involved.
- If you feel your grievance was not resolved appropriately, you may contact the administrator directly.
- If you feel after speaking with the administrator, that your concern remains unresolved, you may contact the Ombudsman at 828.251.6622.

Guests / Guest Charges

Residents are encouraged to invite guests to visit with them and share various aspects of life at Brooks-Howell during their Health Center stay. Guests will be asked to abide by the policies and regulations set for all residents of the Health Center. Guests are encouraged to participate in the activity program offered to residents. Event calendars are posted throughout the Health Center.

Guest Meals

Guests are welcome to join you for any meal. Health Center residents should notify the Kitchen at ext: 1228 at least 24 hours in advance. Residents will be charged for guest meals on the next monthly bill. Guest meal pricing can be found on Appendix – C.

Holiday meals - we ask that if you plan to have guests join you for a holiday meal, please provide the kitchen with a minimum of 72 hours' notice, to ensure adequate seating and entrees are available.

A meal ticket must be obtained from the front desk prior to the meal.

Guests may attend meals with less than 24 hours notice, but this privilege should be limited **ONLY** to unexpected circumstances. Circumstances falling outside this guideline should be discussed with the dining manager to experience the best possible dining experience for the resident and guest.

If a reservation has been made and either more or fewer guests actually attend, the Health Center resident should alert the dining department in order to adjust any charges prior to billing.

Guest Room Reservations

As a Health Center resident, you may reserve one of our guest rooms for relatives or friends on a first-come, first-serve basis. You may contact the front desk to reserve a guest room. Check in time is 3:00 PM. Check out time is 11:00 AM. Keys may be picked up and returned to the front desk. A fee may be associated with late checkouts. Guest Room Rate – Appendix – C.

Hallway Egress

- No items are to be stored at any time in the hallway blocking handrails.
- These items are to include but not exclusive to electric wheelchairs, jazzies, walkers, furniture, etc.
- Electric wheelchairs and jazzies are not to be charged in the hallway.

HIPAA (Notice of Abridged Privacy Practices) Effective Date: 03/27/2018

We are required by law to:

- Maintain the privacy of protected health information
- Give you this notice of our legal duties & privacy practices regarding health information about you
- Follow the terms of our notice that is currently in effect

The following describes the ways we may use and disclose health information that identifies you (“Health Information”).

1. Treatment, 2. Payment, 3. Health Center Operations, 4. Appointment Reminders, Treatment Alternatives and Health Related Benefits and Services, 5. Individuals Involved in Your Care or Payment for Your Care, 6. Research

The following uses and disclosures of your Protected Health Information will be made only with your written authorization:

1. Uses and disclosures of Protected Health Information for marketing purposes; and
2. Disclosures that constitute a sale of your Protected Health Information

Other uses and disclosures of Protected Health Information not covered by this Notice or the laws that apply to us will be made only with your written authorization. If you do give us an authorization, you may revoke it at any time by submitting a written revocation to our Campus Privacy Officer and we will no longer disclose Protected Health Information under the authorization. But disclosure that we made in reliance on your authorization before you revoked it will not be affected by the revocation.

You have the following rights regarding Health Information we have about you:

- ***Right to Inspect and Copy your Medical Record***
- ***Right to an Electronic Copy of Electronic Medical Records***
- ***Right to Get Notice of a Breach***
- ***Right to Amend your Medical Record***
- ***Right to an Accounting of Disclosures***
- ***Right to Request Restrictions***
- ***Right to Request Confidential Communications***
- ***Right to an Unabridged Paper Copy of This Notice.***

We reserve the right to change this notice and make the new notice apply to Health Information we already have as well as any information we receive in the future. We will post a copy of our current notice on our campus website www.Brooks-Howell.org. The notice will contain the effective date on the first page in the top right-hand corner. If you believe your privacy rights have been violated, you may file a complaint with our campus or with the Secretary of the Department of Health and Human Services. To file a complaint with our campus, contact our Campus Privacy Officer. All complaints must be made in writing. **You will not be penalized for filing a complaint.**

Housekeeping / Laundry Services

Housekeeping and Laundry Services is supervised by the Director of Facility Services and has the following responsibilities:

Basic housekeeping services daily in the Health Center resident rooms.

Cleaning of the public spaces of the Health Center.

Brooks-Howell reserves the right to enter a room to perform routine housekeeping services in a resident's absence.

Identification Methods

The state of North Carolina requires that we have a method to positively identify each Health Center resident. The Health Center uses pictures and /or identification bracelets.

Immunizations

Brooks-Howell offers Influenza Vaccine annually to all residents living in the Health Center and the Pneumococcal Vaccine(s) to all residents who have not received these vaccine(s) after age 65.

Information

To assist you with reaching the correct department, we have included a list of our departmental phone extensions. (See Appendix A of this handbook)

The Front Desk (Ext: 1221) is staffed daily with a receptionist from 7:00am - 9:00pm.

The receptionist on duty can help answer questions, handle routine administrative tasks for residents, direct guest and visitors to the Health Center and assist with work order requests.

Internet Service

Wi-Fi Internet Service is available for residents for a monthly cost. See Appendix – C for current rate

Laundry

Brooks-Howell provides bed linens, towels and pillows in the Health Center.

Personal clothing must be labeled upon entry to the Health Center, as it is our policy that all clothing be labeled to minimize the possibility of loss. Labeling should be done with a “laundry pen” and not a sharpie. A sharpie fades and can damage the colors in the clothing.

Laundering of personal clothing can be provided by Brooks-Howell for a monthly fee and please refer to Appendix – C for current rate. We recommend clothing that is easy care/ “wash and wear”. It can also be done by family or responsible party outside of Brooks-Howell.

Laundry Hampers

If laundry is performed by family of responsible party, we recommend purchasing a laundry hamper. The hamper will be kept in the resident's room, and dirty clothing would be placed into the hamper. All laundry hampers must be NFPA 701 approved and provided by resident. Hampers must be enclosed with lid, not open containers, or containers with holes. No straw or wicker products are permitted as trashcans or hampers. Family must pick up laundry at least on a weekly basis. If laundry is not picked up weekly, Brooks-Howell will perform laundry at the current monthly rate.

Leave of Absence

Prior to a leave of absence, all Health Center residents must sign, or have their responsible party sign the Leave of Absence Form.

Medications will be given to the resident or responsible party for the length of stay. The resident or responsible party will be advised on how and when the medications are to be given.

Any Health Center resident whose current physical condition is in question will require a written order from the attending physician prior to leaving the facility for a leave of absence.

Live Plants

In the Health Center, we know that flowers and potted plants can bring happiness and joy to our residents. We request though that you refrain from bringing in any plants that are poisonous in nature.

Plants are welcome if they meet the following requirements:

- Small (8-12 inch pot, no taller than 12 inches in height from the top of the pot or vase)
- In a non-glass or ceramic container (plastic preferable)
- Not poisonous
- In good health (plants that are in poor health or dying, poses a fire risk, and will need to be removed)
- Does not have combustible material in the pot (e.g. dry moss)

Brooks-Howell is not responsible for the care and upkeep of resident plants in the Health Center.

Lost and Found

The Health Center will not be responsible for the loss or theft of any personal property of guests or visitors.

The Social Worker will maintain all found property until either the owner is identified or 90 days have passed, after which the Center may dispose of it, as appropriate.

For "found" items deemed to have value, the Health Center will post a "found" notice on the bulletin board. For lost items, the resident may prepare a "lost" notice and present it to the Health Center Social Worker or Activities Director for posting.

Mail Delivery for Health Center Residents

Mail service to the Health Center follows the schedule of the United States Postal Service. It will be taken to the resident for whom it is addressed.

Resident mailing address is:

Resident Name
Room number
266 Merrimon Avenue
Asheville, NC 28801

Medications

Medication use in the Health Center is highly regulated. To meet regulatory and safety requirements, Health Center residents may not keep medications in their rooms unless so ordered by the attending physician. The responsible party must check with the nurses' station before leaving any salves, creams, drops, etc. If medication is left in the room, it must be kept in a locked drawer or this privilege will be revoked. The Health Center dispenses medication in a unit dose system.

As a condition for admission to the Health Center, the resident or the responsible party agrees to use our unit dosing system, or if the resident or responsible party chooses to use a community pharmacy, to choose one that provides a compatible system, provides service delivery and stocks the drugs normally used by long-term care residents. The compatible system must include the accompanying required forms.

Health Center residents cannot use sample medications unless the medication is labeled with the following information as required according to state regulation 10A NCAC 13D .2604.

(a) The name of the patient for whom the drug is intended; (b) The date issued; (c) The name of the prescriber; (d) The drug name, concentration, and quantity dispensed; (e) The directions on administration including; dose, frequency, and route of administration; (f) The expiration date, unless dispensed in a single unit or unit dose package.

For planned admissions please check with the nursing staff to review what steps to take with this process.

Medicare / Medicaid Benefits

Brooks-Howell does not participate in the Medicare or Medicaid program in North Carolina.

Newspaper Delivery Service

You have the option to receive your newspaper while living in the Health Center. Please contact the paper of your choice and provide them with your address.

Parking

Visitors are asked to park in designated parking locations only. We ask that they refrain from blocking the front entrance, ambulance entrance, and the loading zone for deliveries. These areas must remain clear at all times.

Payment of Monthly Service Fee

On or about the first of each month, each Health Center resident or responsible party will receive a written statement for the coming month's service fee, plus an itemized listing of all supplies and optional services delivered during the previous month, plus any outstanding balance that may be due.

Payment is due upon receipt. Checks should be made payable to Brooks-Howell.

Should a Health Center resident or responsible party wish to question or dispute any item on the statement, a check should be submitted to the billing office for the undisputed amount and an appointment made for the resident or responsible party with the bookkeeper. Any issues still unresolved after discussing the matter with the Bookkeeper will be referred to the Health Center Administrator.

Pest Control

Pest control service will be provided on a scheduled basis. Should the resident experience difficulties with pests, the resident should alert a staff member who will arrange for pest control to re-spray the room.

Pets

Dogs and cats are not permitted to reside with residents in the Health Center.

Although the Health Center residents are not permitted to have a dog or a cat reside with them, a guest or visitor with a dog or cat will be permitted to bring them into the Health Center for a short visit. Dogs and cats are not permitted in any area where food is being served, including any activities involving food.

Visiting pets are subject to the following:

- ✓ Leashed at all times while in the Health Center (no retractable leashes).
- ✓ Clean, Healthy, and Well groomed.
- ✓ Proper Temperament.
- ✓ Walked only in certain designated areas while on the premises.
- ✓ Owners are responsible to clean up any accidents by their pet.
- ✓ Vaccinations current and on file with the Activities Director.
- ✓ Visitors or guests will keep pet noise to a minimum.

Pharmacy Services

The facility has developed written policies and procedures for drug therapy, distribution and control, and uses a dosing distribution medication system. The facility has contracted with a long term care pharmacy to provide medication prescribed for its residents in accordance with North Carolina licensure rules. To ensure uniform administration of the facility's drug program, the facility recommends that all residents purchase all of their medication from the contracted pharmacy.

However, the facility does not require the resident to use our contracted pharmacy. The resident has the right to use another pharmacy so long as the supplies are furnished using a dosing system

compatible to the one being used at Brooks-Howell and will provide 24-hour delivery service to the facility.

The pharmacy charges will be billed directly to the resident or responsible party. The bill will not appear on the monthly Brooks-Howell statement.

Pharmacy billing questions should be directed to the contracted pharmacy and not Brooks-Howell.

Physician Service

Brooks-Howell has a medical director who is responsible for the overall coordination of the medical care provided to residents. Each resident may select his/her own personal physician as long as the physician meets the following requirements:

1. The physician is on staff in a hospital located in Buncombe County and is licensed to practice medicine in the State of North Carolina
2. The physician complies with the operating policies of the Brooks-Howell; including frequent visits that comply with State and Federal laws.

Physician fees will be billed directly to the patient, responsible party or Medicare. The bills will not appear on the monthly Brooks-Howell statement.

Political Activities

Brooks-Howell is non-political in nature and active political electioneering on the grounds by, or on behalf of, a candidate for public office is prohibited. The Health Center Residents' Council, however, may invite candidates for public office to speak at a special forum. The Activities and Social Work staff will assist Health Center residents in voter registration and arranging for absentee ballots.

Brooks-Howell, as a tax-exempt organization, is prohibited from endorsing any specific candidate or political party on a local, state or national level.

Resident Council

All residents of the Health Center are encouraged to attend and participate in the Health Center Residents' Council. The council meets quarterly to identify ways in which to improve the quality of life for all residents. The council is run by a volunteer Health Center resident who serves as chair and may be attended by any current resident of the Health Center. Key staff members and administration attend, as requested, to address specific matters. In the absence of a volunteer resident president, the Activity Director will conduct the meeting.

Residents' Rights –

EVERY RESIDENT SHALL HAVE THE FOLLOWING RIGHTS:

Declaration of Resident's Rights - § 131E-117.

All facilities shall treat their patients in accordance with the provisions of this Part. Every patient shall have the following rights:

To be treated with consideration, respect, and full recognition of personal dignity and individuality;

To receive care, treatment and services which are adequate, appropriate, and in compliance with relevant federal and State statutes and rules;

To receive at the time of admission and during the stay, a written statement of the services provided by the facility, including those required to be offered on an as-needed basis, and of related charges. Charges for services not covered under Medicare or Medicaid shall be specified. Upon receiving this statement, the patient shall sign a written receipt which must be on file in the facility and available for inspection;

To have on file in the patient's record a written or verbal order of the attending physician containing any information as the attending physician deems appropriate or necessary, together with the proposed schedule of medical treatment. The patient shall give prior informed consent to participation in experimental research. Written evidence of compliance with this subdivision, including signed acknowledgements by the patient, shall be retained by the facility in the patient's file;

To receive respect and privacy in the patient's medical care program. Case discussion, consultation, examination, and treatment shall remain confidential and shall be conducted discreetly. Personal and medical records shall be confidential and the written consent of the patient shall be obtained for their release to any individual, other than family members, except as needed in case of the patient's transfer to another health care institution or as required by law or third party payment contract;

To be free from mental and physical abuse and, except in emergencies, to be free from chemical and physical restraints unless authorized for a specified period of time by a physician according to clear and indicated medical need;

To receive from the administrator or staff of the facility a reasonable response to all requests;

To associate and communicate privately and without restriction with persons and groups of the patient's choice on the patient's initiative or that of the persons or groups at any reasonable hour; to send and receive mail promptly and unopened, unless the patient is unable to open and read personal mail; to have access at any reasonable hour to a telephone where the patient may speak privately; and to have access to writing instruments, stationery, and postage;

To manage the patient's financial affairs unless authority has been delegated to another pursuant to a power of attorney, or written agreement, or some other person or agency has been appointed for this purpose pursuant to law. Nothing shall prevent the patient and facility from entering a written agreement for the facility to manage the patient's financial affairs. In the event that the facility manages the patient's financial affairs, it shall have an accounting available for inspection and shall furnish the patient with a quarterly statement of the patient's account. The patient shall have reasonable access to this account at reasonable hours; the patient may terminate the agreement for the facility to manage the patient's financial affairs at any time upon five days' notice.

To enjoy privacy in visits by the patient's spouse, and, if both are inpatients of the facility, they shall be afforded the opportunity where feasible to share a room;

To enjoy privacy in the patient's room;

To present grievances and recommend changes in policies and services, personally or through other persons or in combination with others, on the patient's personal behalf or that of others to the facility's staff, the community advisory committee, the administrator, the Department, or other persons or groups without fear of reprisal, restraint, interference, coercion, or discrimination;

To not be required to perform services for the facility without personal consent and the written approval of the attending physician;

To retain, to secure storage for, and to use personal clothing and possessions, where reasonable;

To not be transferred or discharged from a facility except for medical reasons, the patient's own or other patients' welfare, nonpayment for the stay, or when the transfer or discharge is mandated under Title XVIII (Medicare) or Title XIX (Medicaid) of the Social Security Act. The patient shall be given at least five days' advance notice to ensure orderly transfer or discharge, unless the attending physician orders immediate transfer, and these actions, and the reasons for them, shall be documented in the patient's medical record;

To be notified within 10 days after the facility has been issued a provisional license because of violation of licensure regulations or received notice of revocation of license by the North Carolina Department of Health and Human Services and the basis on which the provisional license or notice of revocation of license was issued. The patient's responsible family member or guardian shall also be notified. (1977, c. 897, s. 1; 1983, c. 775, s. 1; 1989, c. 75; 1997-443, s. 11A.118(a).)

Restraint Free Environment:

It is the policy of Brooks-Howell to promote individual independence, freedom of mobility and to be a restraint free facility. Restraints can be physical (such as seat belts), or chemical (certain medications). Restraints will only be utilized with proper consent, and will be evaluated for ongoing reduction.

Safekeeping of Personal Property

Brooks-Howell is committed to the safekeeping of the resident's personal property and therefore strongly discourages residents from keeping valuable possessions, such as jewelry, cash, credit card, etc., in their rooms.

Brooks-Howell shall not be responsible for the loss of any property belonging to the Resident due to theft, mysterious disappearance, fire or any other cause. A locked safe is available in the administrative offices to secure valuables temporarily until other arrangements can be made.

Hearing aids, dentures and glasses should be labeled prior to admission. It is strongly recommended that personal insurance is obtained on these small items as they can easily be misplaced or damaged during your stay in the Health Center. Brooks-Howell is not responsible for any missing or damaged hearing aids, dentures, or glasses.

Personal items cannot be stored under the bed, or within 18 inches of the sprinkler heads, or on top of light fixtures.

Do not use the bottom of the Health Center closet as storage.

Signing Out Process

The signing out process is in place to ensure the safety and security of all residents in the Health Center. Each resident leaving the Health Center must be signed out. This excludes transfers to other healthcare settings like the hospital, discharges from the center, or scheduled appointments and activity outings.

The sign out process includes documenting the following information in the sign out log; date, time, person taking responsibility, contact number to reach the responsible person, estimated time until return.

The resident and/or responsible party must talk with the nurse for the resident prior to leaving the unit, to ensure medically that the resident may leave the unit.

Upon return to the Health Center the resident must be signed back in, and the nurse for that resident should also be made aware of the resident’s return.

Smoking

Brooks-Howell is a smoke-free / tobacco free campus.

All other visitors and employees must abide by the smoke-free / tobacco free policy while on campus.

Special Events / Room Reservations

Brooks-Howell recognizes that during your stay in the Health Center, you may have important events that may involve small family gatherings or larger public events. When these events occur, we ask that you make the Activities Director and Social Worker aware, so they can assist you with the logistics of reserving an adequate space on the campus to host these events.

State and Social Service Agencies

Any person having knowledge of alleged abuse, neglect, misappropriation of a residents’ property or a resident not receiving care and treatment to which he/she is entitled may file a complaint verbally or in writing to the appropriate State or Social Services agencies listed below:

Nursing Home Licensure and Certification Phone: 919-855-4520	State Long Term Care Ombudsman Phone: 919-855-3400
NC Division of Health Service Regulation Complaint Intake Unit Toll Free: 1-800-624-3004	Regional Long Term Care Ombudsman Land-of-Sky Regional Council Phone: 828-251-6622
Department of Health & Human Services Customer Service Line Toll Free: 1-800-662-7030	Buncombe County DSS Department of Social Services Phone: 828-250-5800
Governor's Advocacy Council for Persons with Disabilities Toll Free: 1-800-821-6922	Medicare Hotline Toll Free: 1-800-633-4227

Statement of Resident Responsibilities

Every resident is responsible for:

- Abiding by the Community’s policies and procedures and such amendments, modifications, and changes for the policies and procedures as may hereafter be adopted by Brooks-Howell and the Community.

- Consideration of other residents by:
 - 1) Being respectful of other's privacy.
 - 2) Using TVs, telephones, radio, & lights in a manner that is not disturbing to others.
 - 3) Cooperating in the use of heating and air conditioning equipment.
 - 4) Being appropriately dressed while using public areas and facilities.
- Keeping appointments or notifying the staff if you need to cancel an appointment.
- Signing out anytime leaving the Health Center
- Inquiring of the staff when in doubt regarding procedure.
- Bringing concerns and cares to the proper sources.
- Being respectful of individual religious practices and political views.
- Being aware that gratuities *(tips) are strictly against the regulations of Brooks-Howell. However, donations can be made to Brooks-Howell Year-End Fund, which is evenly split between all hourly employees. Please see the Bookkeeper to make a donation.
- Fulfilling the financial obligations of care as promptly as possible.
- Using services appropriately & economically to assure availability to other residents.
- The resident should be responsible for his or her own personal property and is encouraged to use the secure areas aforementioned.
- Being courteous and considerate of staff
- Treating Brooks-Howell property with respect.

*(Tips can be considered as any exchange of money or physical property from a resident/family to an employee)

Telephone Service

Health Center residents may request phone service through Brooks-Howell. This service is available for a monthly fee. See Appendix – C for current charge. The Admissions Coordinator can assist residents in starting telephone service if requested to do so. The charge will appear on the monthly Brooks-Howell statement.

We also have a phone available at the CHU nurses station for residents to make and receive personal calls.

Therapy Services (Physical, Occupational, Speech)

The services of a licensed therapist are available in the Health Center. Feel free to discuss the need for obtaining such services with your attending physician or charge nurse. Therapy can be obtained only when ordered by your physician. Depending on your type of admission and your insurance, you may be responsible for a portion of your therapy treatment costs. If you have questions about what the out of pocket expenses will be, feel free to contact the therapy department and they can assist in answering these questions.

Transportation

Brooks-Howell offers medical appointment transportation services Monday – Friday 9am – 3pm. The more advanced notice of the appointment the more likely Brooks-Howell will be able to accommodate your original appointment time. An additional charge is associated with transportation and for a travel assistant. The travel assistant is required for all Health Center residents unless a family member who is able and willing to assist with transfers and toileting is going with the Health Center resident.

See Appendix – C for current rate.

Brooks-Howell transportation will confirm scheduled appointments. Appointments not made by the Health Center staff may result in non-availability of transportation. The resident or family will be responsible for transportation in this case or may be asked to reschedule the appointment.

Should the area be challenged with inclement weather, we will work with your physician office to have your appointment rescheduled for your safety.

Should your appointment be rescheduled by you or your doctor, please notify the nursing staff immediately – they must notify transportation of this change and any new appointment made.

Understanding the Possible Affects Aging can have on a Person

Aging is a normal process that begins at birth. Some components of aging result from aging itself; others result from diseases, lifestyles, and exposures. Normal changes related to aging inevitably put the elderly at risk for certain conditions and outcomes. Underlying disease processes may compound and increase these risks. Our community is committed to minimize these risks; however we cannot totally prevent them. Following are common challenges and conditions our elderly face.

Depression

Clinical depression in the elderly may be associated with many symptoms such as depressed mood, loss of interest or pleasure, change in appetite and weight loss, insomnia, agitation, decreased energy, feelings of worthlessness, and thoughts of death or suicide. Depression may also be associated with chronic medical illness, disability, or mental or social stress. It may accompany or become complicated with dementia, physical illness resulting in disability, bereavement for the loss of loved ones and friends, and certain prescription medications.

Falls

Altered visual acuity, decreased reaction time, decreased balance and muscle strength, demineralization of bone, and increased incidence of orthostatic hypotension put the elderly at risk for falls. The onset of dementia or memory problems increases risk of falls due to poor safety awareness. Medications taken for hypertension, heart disease, depression, anxiety, behaviors associated with dementia, and pain also increase the risk of falls. Medical conditions such as arthritis, strokes, hip fractures, dementia, Parkinson's, and foot disorders and deformities make the possibility of a fall more likely.

Infections

Due to the normal changes to the immune system with age, the elderly are more vulnerable to infections, tumors, and immune disease. The decrease in movement places them at risk for pneumonia. The decrease in fluid consumption puts them at risk for urinary tract Infections. Once infection is present, the elderly are at much greater risk for death due to their body's ability to fight the infection.

Medications Usage

Age-related changes as well as the presence of medical conditions, lead to medication usage in the elderly. Most elderly people living at home consume 4-5 medications daily. Residents in nursing homes usually consume more medications due to the various disabilities and medical conditions they possess. Medications must be monitored closely in the elderly due to decreased kidney function and metabolism may lead to toxicity.

Memory Impairment

Dementia remains the most common problem, and affects an estimated 50-70% of residents. Problematic behaviors are also common, shown by at least one third of nursing home residents. These behaviors may include verbal and physical abuse, acting inappropriately in public, resisting necessary care, and wandering. Cardiovascular disease, strokes, psychiatric disease, and Parkinson's disease increase the risk for the development of Dementia.

Pain

Pain is a common experience for many older adults, and is associated with a number of chronic and acute conditions. The most common causes of persistent pain are arthritis, other muscle and bone conditions, and cancer. Shingles, poor circulation, and inflammatory disease involving the blood vessels are some other pain syndromes that are known to affect older adults.

Pressure Ulcers / Wounds

Thin fragile skin as well as a loss of fat under the skin puts the elderly at risk for injury to the skin. The lack of exercise and movement and loss of sensation can lead to deterioration of the skin. The loss of bladder or bowel control is associated with ulcers due to the moisture and bacteria on the skin. Poor nutrition and hydration contributes to ulcer development and its presence prevents wound healing. Diseases such as diabetes, renal failure, congestive heart failure, peripheral vascular disease, anemia, dementia and various infections can also put individuals at risk for ulcer development.

Skin Tears & Bruises

As we age our skin becomes thinner, due to a loss of fat under the skin, and sluggish circulation increase the risk of skin tears and bruising. Daily routines such as getting dressed or a slight bump against something can cause skin tears and bruising in the elderly. Medications such as blood thinners and steroids may contribute to bruising.

Urinary Incontinence

Loss of bladder control is a problem for up to one third of older adults living in the community and about half of those living in nursing homes. There are several risk factors such as advanced age, childbearing, depression, heart attack, stroke, congestive heart failure, constipation, obesity, chronic obstructive lung disease, chronic cough, diabetes, and impaired activities of daily living. There are various types of urinary incontinence; however the most common type in older adults is urge incontinence. Urge incontinence is when the bladder contracts when it shouldn't, causing the urethra to open allowing urine to leak without the person's voluntary control.

Weight Loss & Dehydration

Due to the decrease or loss of taste and smell, some elderly lose the desire to eat and drink. Decrease in Kidney function may lead to more fluid loss and dehydration. Certain medications may reduce appetite as well as thirst sensation. Loss of saliva may make it difficult to swallow foods. Large populations of nursing home residents have some type of dementia and memory loss which may cause the resident to refuse to eat.

Visitation

Brooks-Howell does not have set visitation hours for our residents in the Health Center. We do ask though that you advise visitors to adhere to the following for the safety and welfare of all residents and staff.

1. Always use the main entrance. The main entrance of Brooks-Howell is staffed with a receptionist Monday through Sunday from 7am – 9pm. After 9pm, these doors are locked and Security is available to let visitors in the front entrance. Security can be reached at (828) 273-7814.

2. All visitors must sign in at the front desk, so that in the event of an emergency, we are able to account for all occupants of the campus.
3. Visitors should be cognizant of the time of day they are visiting, and be aware that some residents may be sleeping at that time. Please keep noise levels down to prevent disturbing other residents.

Weapons on Campus

Brooks-Howell prohibits Health Center residents, visitors, and staff from carrying or possessing fire arms in the Health Center. Brooks-Howell also prohibits residents from having any type of knife in their possession in the Health Center. Knives that are required for food consumption will be provided by the dining department and picked up at the conclusion of the meal.

The above is for the safety and welfare of our residents, visitors, and staff.

What to Bring to the Health Center

Suggested Clothing

In order to assist you to determine the resident's clothing and personal needs, may we suggest the following:

- ✓ Five changes of comfortable wash and wear clothing
- ✓ Sweat suits are appropriate (seasonal fabric)
- ✓ Six pairs of stockings or socks
- ✓ Two pairs of sensible walking shoes
- ✓ Two pairs of slippers with non-skid soles
- ✓ Nightclothes and robes
- ✓ A sweater or two
- ✓ Clock
- ✓ Address book / Appointment book
- ✓ 8-10 pairs of underwear
- ✓ Makeup
- ✓ Hairbrushes

There are items used in the Health Center that will incur a charge if used from our stock. You may opt to bring those items from home to avoid additional costs, but these are available if you choose to use ours.

Wheelchairs / Electric Wheelchairs

If during your stay at Brooks-Howell you need a wheelchair, then Brooks-Howell will provide you with a temporary standard wheelchair. If the need for a wheelchair becomes an ongoing need, our therapy department will screen you to determine the appropriate type of chair to meet your ongoing need.

If you desire to have a motorized wheelchair (commonly known as a "Jazzy"), therapy will need to screen to determine if this is appropriate. If deemed appropriate, therapy will continue to work with you on how to use the motorized wheelchair to ensure the safe operation of the chair, while in the Health Center. Therapy will then screen you annually and with any health related change to ensure the use of a motorized chair remains appropriate.

Appendix - A

Staff Phone Directory

Main Number: (828) 253-6712

Fax: (828) 367-7978

Security: (828) 273-7814

ADMINISTRATION			
REBECCA	BRAWN	HIPAA CAMPUS PRIVACY OFFICER	Ext: 1231
MARIA	DIPRIMA	DIRECTOR OF FOOD SERVICES	Ext: 1227
CAROLE	GILHAM	ADMINISTRATOR/ BUSINESS DIR.	Ext: 1225
RON	GOWING	DIRECTOR OF FACILITY SERVICES	Ext: 1252
ANGIE	LITTKE	DIRECTOR OF CLINICAL SERVICES	Ext: 1237
GEORGIANNA	O'ROURKE	DIRECTOR OF NURSING	Ext: 1254
TRACEY	OWENS	DIRECTOR OF ACTIVITIES	Ext: 1240
DEREK	PARRIS	DIRECTOR OF OUTREACH MINISTRIES	Ext: 1253
HIREN	PATEL	MEDICAL DIRECTOR	Ext: 1230
AUDREY	RAY	DIRECTOR OF SOCIAL SERVICES	Ext: 1256
STAFF EXT / CELL NUMBERS			
PATTI	BAILEY	ASSISTANT DIRECTOR OF FACILITY SERVICES	Ext: 1236
STEVE	CHANDLER	TRANSPORTATION	Ext: 1222
TAMEIKA	EDGERTON	HEALTH CENTER UNIT SECRETARY	Ext: 1230
LUCY	HILLMAN	RECEPTIONIST (FRONT DESK)	Ext: 1221
ALYCIA	JOHNSON	CHAPLAIN/ ACTIVITIES	Ext: 1247
JILL	KNIGHT	ADMISSIONS COORDINATOR	Ext: 1248
TINA	MORROW	MEDICAL RECORDS	Ext: 1233
SHEILA	O'CONNOR	THERAPY DIRECTOR - Office: (828) 258-1034	
COLLEEN	OWNSBEY	BOOKKEEPER	Ext: 1223
DEE DEE	SAYLOR	CARE COORDINATOR	Ext: 1255
CARETHA	YOUNG	EVS LEAD	Ext: 1235
OTHER EXTENSIONS			
ACTIVITIES			Ext: 1222
ACTIVITIES BUILDING			Ext: 1242
ARCHIVES LIBRARY			Ext: 1246
BEAUTY SHOP			Ext: 1238
BTU DINING ROOM			Ext: 1239
BTU NURSE DESK			Ext: 1243
CHU NURSE DESK			Ext: 1232
CHU CLASS ROOM			Ext: 1234
CHAPEL FOYER			Ext: 1245
DEMENTIA FRIENDLY WNC			Ext: 1241
KITCHEN			Ext: 1228
LAUNDRY			Ext: 1249
POOL			Ext: 1301
MEDIA ROOM			Ext: 1258

Appendix - B

Channel Guide – Bulk TV (Direct TV)

2 – Community Channel	29 – ABC Family
3 – Fox	30 – AMC
4 – NBC	31 – Hallmark
5 – PBS	32 – TBS
6 – MNT	33 – TNT
7 – CBS	34 – USA
8 – CW	35 – TV Land
9 – IND	36 – Tru TV
10 – Fox News	37 – GSN
11 – Headline News	38 - Lifetime
12 – The Weather Channel	39 – Oxygen
13 – ABC – WLOS	40 – Disney E
14 – CNN	41 – PBS
15 – CNBC	42 – WE
16 – MSNBC	43 – TBN
17 – C-SPAN	44 – Fox Movies
18 – Animal Planet	45 – TCM
19 – Discovery	46 – Bravo
20 – OWN	47 – EWTN
21 – History	48 – ESPN
22 – TLC	49 – ESPN 2
23 – National Geographic	50 – Sports South
24 – Food Network	51 – Fox Sports South
25 – HGTV	52 – Golf
26 – Travel	53 – C-SPAN2
27 – QVC	54 – BBC A
28 – A&E	56 – Brooks-Howell Channel Guide
	57 – Brooks-Howell Channel

Appendix – C

Health Center Costs

Item	Cost Associated								
1. Daily Room Rate	\$255.00								
2. Laundry Service	\$20.00 / month (Brooks-Howell) \$5.00 / per load (Mrs. Pressley) If Family is doing laundry and does not pick up the laundry timely – Brooks-Howell will do for \$0.75 a day								
3. Supplies	Market Price								
4. Telephone Service	\$25.00 / month on average								
5. WIFI Service	\$30.00 / month								
6. Transportation	\$20.00 + \$.50/mile								
7. Travel Assistant	\$20.00 / hour								
8. Beauty Salon	<table border="1" style="width: 100%;"> <tr> <td>Shampoo and Set</td> <td style="text-align: right;">\$15.00</td> </tr> <tr> <td>Haircut</td> <td style="text-align: right;">\$15.00</td> </tr> <tr> <td>Permanent</td> <td style="text-align: right;">\$50.00</td> </tr> <tr> <td>Color Treatment</td> <td style="text-align: right;">\$40.00</td> </tr> </table>	Shampoo and Set	\$15.00	Haircut	\$15.00	Permanent	\$50.00	Color Treatment	\$40.00
Shampoo and Set	\$15.00								
Haircut	\$15.00								
Permanent	\$50.00								
Color Treatment	\$40.00								
9. Restorative Therapy	\$5.00 / 15 minutes of treatment								
10. Sitter/Companion – Screening	<table border="1" style="width: 100%;"> <tr> <td>Background Check</td> <td style="text-align: right;">\$15.00</td> </tr> <tr> <td>Finger Print Check (Finger Print Card - \$10.00)</td> <td style="text-align: right;">\$50.00</td> </tr> <tr> <td>TB Skin Testing</td> <td style="text-align: right;">\$20.00</td> </tr> <tr> <td>Urine Drug Screening</td> <td style="text-align: right;">\$40.00</td> </tr> </table>	Background Check	\$15.00	Finger Print Check (Finger Print Card - \$10.00)	\$50.00	TB Skin Testing	\$20.00	Urine Drug Screening	\$40.00
Background Check	\$15.00								
Finger Print Check (Finger Print Card - \$10.00)	\$50.00								
TB Skin Testing	\$20.00								
Urine Drug Screening	\$40.00								
11. Guest Rooms	\$80.00 per night (1 bedroom) \$160.00 per night for (2 bedroom)								
12. Guest Meals <ul style="list-style-type: none"> • Children ages 7-12 half price (under 6 eat free) 	<table border="1" style="width: 100%;"> <tr> <td>Breakfast</td> <td style="text-align: right;">\$7.50</td> </tr> <tr> <td>Lunch</td> <td style="text-align: right;">\$12.00</td> </tr> <tr> <td>Dinner</td> <td style="text-align: right;">\$7.50</td> </tr> </table>	Breakfast	\$7.50	Lunch	\$12.00	Dinner	\$7.50		
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Lunch	\$12.00								
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