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Dear New Resident,

Welcome to Sarah Reed Senior Living! We understand that moving can be overwhelming. We hope that this handbook will be a useful resource for both you and your family. You'll learn about services, programs, policies and procedures that can make your stay more comfortable and satisfying. In addition, the back of the handbook outlines your rights as a resident.

Our residents' wellness, dignity and independence are the cornerstones of long-term care at Sarah Reed. In over 140 years of talking with the elderly, we've learned that autonomy, independence and reliable, individualized care are most important to residents. Our staff is dedicated to helping residents maintain the highest practicable level of well being. We pride ourselves in the time we spend getting to know you as a person and incorporating your preferences into a daily care routine. If, at any time, we don't meet your expectations, please contact the appropriate Department Head for assistance.

Sarah Reed strives to provide the best possible care to each individual resident.

Welcome to you and your family.

Welcome to Sarah Reed

Following are the names of the personnel who work together to provide you with quality care and services while you reside at Sarah Reed.

Gale Magyar, Executive Director

Debbie Redditt, Executive Secretary & Notary

****Linda Burling, Main Office (Reed House) Receptionist**

Dina Scribner, Director of Marketing

Bill Redditt, Chief Financial Officer

Mary Bonaminio, Patient Accounts Coordinator

Julie Peterson, Patient Accounts Representative

Karen Karle, Administrator

Laura Matteson, Registered Nurse Assessment Coordinator

Stacy Perry, Registered Nurse Assessment Coordinator

Jeanne Espey, Social Worker

Brittini Collins, Social Worker

Kerry Kohart, Director of Nursing

Janet Kiehlmeier, Assistant Director of Nursing/Infection Prevention

Jamie Shatto, Quality Coordinator

Jennifer Hill, Restorative Nurse

Melissa Jones, Nurse Supervisor

Lindsay Cowan, Nurse Supervisor

Becky Greiner, Nurse Supervisor

Linda Knapp, Nurse Supervisor

Michele Dean, Nurse Supervisor

Debbie Mann, Director of Environmental Services

Mary DiMarco, Director of Housekeeping & Laundry

Eric Schultz, Maintenance Team Leader

Shirleen Dowd, Activity Director & Volunteer Coordinator

Lois Zollars, Music and Art Coordinator

Camille Cancilla, Activities Worker

Kerry Clelland, Food Service Director

Jim McAndrew, Chef Manager

Rebecca Baughman, Dining Room Manager

, Registered Dietician

The telephone numbers for the staff are listed in the Resident Directory, which you will receive when you move in to Sarah Reed.

**The Main Receptionist is also referred to as the Reed House or "RH" Receptionist. The receptionist can be reached by dialing 0 from any phone in the building.

MAIN OFFICE / VISITING HOURS

Sarah Reed has two entrances. The **Main Entrance** is located at 227 West 22nd Street. Visitors to our neighborhoods named the Maples (Rooms 1-30) and the Pines (Rooms 31-60) should use this entrance. A second entrance is located off of Myrtle Street. Visitors to our neighborhoods named the Oaks (Rooms 127-151) and the Willows (Rooms 227-251) should use this entrance. Office hours are 8:00 AM to 7:30 PM weekdays and 8:30 AM to 8:00 PM Saturdays and Sundays.

Visiting is generally between 8:00 AM and 8:00 PM. Sarah Reed does not restrict the right of residents to have visitors at other times. All visitors are required to act in a manner that is not disruptive to other residents or staff. The Administrator has the right to restrict visitors who do not comply with our policy.

All visitors are required to sign in and out at the register located at the Main Office or Myrtle Street entrance. This is important during an emergency situation so all visitors can be accounted for.

After office hours, visitors may enter Sarah Reed through the Employee entrance, which faces West 22nd Street. There is a telephone and instruction signs at this entrance. Nursing will alert the Security Guards and advise them what time to be at the Employee entrance. For security purposes, the Nurse is to give the guard the name of the person or persons he is to be letting into the building. Visitors will then have the Guards escort them to the resident's room. To leave after hours, it is also necessary to exit through the Employee Entrance. Visitors must

get in contact with a nurse and the nurse may page the Security Guard to let the visitor out of the building.

All residents leaving the building should notify nursing of their plans. Family and visitors are also asked to check at the nurses' station when accompanying a resident out of the facility. In addition, family and visitors are asked to sign out on the register at the Main Office window or Myrtle Street desk.

In order to provide a safe environment, Sarah Reed Senior Living has installed security cameras at the entrances and exits of the facility. Therefore, as anyone (including the Resident) enters or exits the building, their image is being monitored and recorded.

Security Guard services are provided each evening. Specific hours are posted at the entrance and exit to the building. Residents who plan to leave the building or return after dark should contact the Reed House receptionist office or nurses station to arrange for security or maintenance staff to escort them to/from the building.

Free notary service is available between 8:00 AM and 4:00 PM Monday through Friday by contacting the Executive Secretary at extension 612.

ADMINISTRATIVE STAFF

Concerns may be directed to them as needed. The Administrator is available to meet with residents and families who have not found satisfaction after meeting with the appropriate Department Head.

MAIL AND BULLETIN BOARDS

A bulletin board is located on each neighborhood. Bulletin boards with posted notices of current interest, survey information and activity events are also located throughout Sarah

Reed. A bulletin board in the Recreation Room provides information about community functions and other interests.

Mail is distributed to nursing stations daily and is delivered to residents by the nursing staff.

SOCIAL SERVICES

The Social Service Offices are located on the second floor of the nursing facility. Office hours are generally from 8:00 AM until 4:30 PM, Monday through Friday. Residents are encouraged to discuss personal concerns with their Social Worker. They assist with the adjustments that can be experienced in making the transition from your prior home to Sarah Reed. For our short-term residents, they will also coordinate your discharge plan to your previous residence.

In addition, they can provide support in resolving any problems encountered while residing here. Questions regarding services in general or about your contract can be directed to the Social Worker.

NURSING SERVICES

Twenty-four hour nursing service is available to all residents. Call bells are located at each bedside and in the bathroom.

Residents receive Nursing Assistance with their activities of daily living and medical and nursing needs. All medications (including non-prescription) must be ordered by the resident's physician and administered by the licensed nurse on duty. This includes Tylenol, enemas, ointments, etc. Heating pads are not permitted. Moist heating pads are available with a physician's order.

An individualized plan of care is established for each resident. A plan of care is developed to guide the staff to provide the highest quality of care to the resident during his/her stay. Residents are interviewed by each staff member to find out individual preferences that are

then incorporated into the plan of care. Residents are given a choice of when to wake, when to eat and when to go to bed.

The Care Plan is formally reviewed at least every 90 days by a multi-disciplinary care plan team consisting of nursing, social services, dietary, activities, therapies, resident and responsible party. Each resident and responsible party will receive notification of the scheduled meeting date and time. However, Residents may request a meeting with Department Heads regarding their concerns at any time.

All residents are requested to consult the licensed nurse on duty concerning medical problems. Hospital admission and discharge must be facilitated by the floor nurse.

In the event of a **hospitalization**, Social Service will review the Bed Hold policy with the resident or responsible party to hold/reserve resident's room if so desired. This information has also been provided with admission paperwork.

PHYSICIANS

Residents are required to have a primary physician who will come to the facility to see them and has been credentialed through Sarah Reed's process. The physician can then assess the residents in the comfort of their own environment and this assures proper communication with nursing and other health care professionals. Nursing personnel will notify your physician when a physician review is due. If your physician is not already credentialed and would like to be, please contact the Administrator at 814-878-2611.

All residents are required to have a complete medical assessment no longer than 14 days after admission. **Physician reviews** are required by regulation at least once every thirty (30) days for the first ninety (90) days, then every sixty (60) days. Residents may be seen more often as necessary to meet the resident's medical needs.

The **Medical Director** is on call 24 hours a day. He is available weekly within our nursing unit for residents who have designated him as their physician.

A **Podiatrist** is available on a weekly basis. Currently, this is scheduled for every Thursday at 9:30 AM in Reed House first floor treatment room. Appointments are scheduled through nursing.

A **Dentist** is available as needed. Arrangements for these services can be made in advance through the nurse.

For residents needing to see a physician or specialist at their office in the community, arrangements can be made through the Nurse Supervisor and Unit Secretary. The staff will assist you in making transportation arrangements. Families are encouraged to accompany residents to medical appointments. However, Sarah Reed will send a staff person with all residents leaving the facility for medical appointments. If applicable, charges will be applied to the resident's statement.

REHABILITATION SERVICES

In a further effort to maximize resident's independence, rehabilitation services are available daily within Sarah Reed. These services include physical therapy, occupational therapy, and speech therapy. Rehabilitative services are initiated with a physician order.

Our team approach to therapy is designed to meet the needs of the short-term resident as well as those who will be permanent residents of Sarah Reed. After a formal program of therapy is completed, our Restorative Nursing staff delivers a protocol of exercises and routines to help our residents maintain their highest level of function.

PHARMACY

Sarah Reed contracts pharmacy services with an independent pharmacy specializing in the needs of a nursing facility. However, residents have the right to choose the pharmacy of their choice. Medications and treatments are prescribed by the physician and obtained through the Pharmacy. Should a resident choose a Pharmacy other than the contracted pharmacy,

medications must be packaged in accordance with facility policy and procedure. Please see your Social Worker to make arrangements to use the non contract pharmacy.

Please do not bring in medications from home, as medications and treatments may change. All medications, including over the counter medications, vitamins, and supplements must be prescribed by the attending physician.

Residents will receive a monthly-itemized statement directly from the pharmacy.

MEDICAL SUPPLIES

There is a nominal fee for most personal hygiene items. Residents may bring in personal hygiene items from home if they wish. In addition, there is a charge for dressings, treatments, and medical equipment, which are not routinely covered under insurance. A listing of the most commonly used supplies is posted on the bulletin boards. Additional pricing can be obtained from the Social Worker or Accounting.

MEALS AND DINING SERVICES

Typical serving hours:

Breakfast	7:30 AM to 11:30 AM
Lunch	11:30 AM to 1:30 PM
Supper	4:30 PM to 6:00 PM

Meals in our dining rooms are served by our waiters & waitresses. There are routine times in the main dining room each day. A resident may choose to have their meals in the dining room at selected times or in another setting of their choice, such as their individual room. Food is available 24 hours a day should a resident choose to eat outside of the typical dining room meal times. A separate menu of large variety is available for selection should the resident desire to dine at a time other than set dining times. Effort is made to provide open seating in

the dining room. A resident does have the choice to request dining companions and dining seats if they choose.

Daily homemade meals are prepared by the Dietary staff. A liberalized five week menu cycle is written by the Registered Dietitian and reviewed each week to assure seasonal foods are incorporated. Weekly menus showing breakfast, lunch and dinner are posted. Breakfast consists of traditional breakfast foods and is cooked to order. Lunch and supper include a choice of two entrees and a vegetable and dessert. A substitute listing of foods is available with multiple substitutions to select from should the resident not find the menu of the day to their liking. Menus are also posted daily on conveniently located bulletin boards near the dining rooms on each nursing floor.

Menus are written to meet the current recommended daily intake for seniors. The menus are therapeutically adapted to provide a special diet for certain disease conditions, such as diabetes, heart disease or renal disease. Meals are also altered in consistency for residents who may have dental issues, swallowing issues, or conditions in which food must be changed to a consistency that the resident can safely tolerate. The staff will help the resident who cannot select for him/herself with foods that are available for ordering.

Foods/snacks are also available in the Kitchen Units on each nursing floor. Family and friends of the residents are welcome to bring in foods for the resident, but are asked to notify the Charge Nurse in case of any nutritional or therapeutic restrictions. The Food Service Director attends Resident Council meetings each quarter to listen to any concern regarding food service and dining and to solicit information from the residents for menu or dining room suggestions.

Meal deductions by means of a credit on the monthly statement will be granted for absences for a period of 14 consecutive days or longer, as well as for hospitalizations of any length of time.

Residents are entitled to one free guest meal per month, accumulating one per month for a 6 month period (January to June and July - December.) Unused guest meals are not carried over. Additional **charges for guests** depend upon whether breakfast, lunch or dinner has been served. Please check the bulletin boards for current charges. Charges are placed on monthly bills or may be paid to the Office Receptionist following the meal.

Delayed seating for residents and guests may be necessary to avoid congestion in the Dining Room. For special holidays, such as Thanksgiving and Christmas, residents who plan to be away or have guests for meals are asked to make their reservation to the Dining Room Supervisor.

Guests may be invited to meals by making arrangements with the Dining Room staff at extension 542. When available **Private luncheon/dinner parties** (3 to 15 guests) may be planned by giving one (1) week's notice to the Charge Waitress.

Residents may request the use of the lounges for entertaining when available. For a fee, beverages and a light dessert can be served by the dining room staff with advance notice to the department at extension 640.

LAUNDRY

Sarah Reed provides **personal laundry service** for residents of Reed House Monday through Friday. Laundry staff will mark all personal clothing with marker and/or labeling system. Please mark all personal clothing with a permanent marker. Any article of clothing that has no identification on it is stored in our Reed House Laundry Room for six (6) months. After six (6) months the clothing is donated to charity. Please contact our laundry if you are missing anything.

Clean bedding, towels and washcloths are provided by Sarah Reed.

Minor **mending** is provided such as, sewing a button, repairing small tears and repairing hems. Articles that require major repairs will be given to Social Service and the family or resident will be alerted.

The laundry discourages any items that are "dry clean only." Laundry will not be held responsible for damaging any fine washables. If a resident has items that need to be dry cleaned, please see the Receptionist for information.

HOUSEKEEPING

Reed House bathrooms are cleaned daily. Trash is also removed daily. A brush-up cleaning is provided weekly. This includes: room dusted, plants watered, floors mopped, bathroom cleaned, and trash removed. A more involved cleaning is provided once every three (3) months. Extra cleaning duties are performed as scheduled and as needed. The Housekeeping staff provides toilet tissue, hand soap and paper towels in each room.

ACTIVITY PROGRAMS

A Program of Recreation and Entertainment is provided. The Director and assistants are available daily to supervise and coordinate planned activities. These include: current events, exercise, music programs, bingo, socials, a variety of games, reminisce time, pet therapy, religious programs, movies, special outings, holiday parties, and entertainment.

A monthly activity calendar is posted. Activities and announcements are addressed daily on TV Channel 8. All residents are encouraged to participate in programs and activities of their choice.

RELIGIOUS PROGRAMS

Sunday worship services are conducted at 3:00 PM. Communion is distributed the first Sunday of the month. The Chaplain conducts Faith Dialogue Service every Tuesday at 2:00 PM.

The Chaplain is available to residents at their request.

A monthly Catholic Mass is celebrated the first Wednesday of each month at 10:15 AM in the Chapel. In addition, residents can meet every Wednesday at 10:15 AM in the Chapel to say the Rosary and receive Communion. In-room communion is given on Sunday and Wednesday mornings.

ACCOUNTING DEPARTMENT

The **Accounting Department** is located on the ground floor of Reed House. Office hours are from 8:00 AM until 4:30 PM, Monday through Friday. The residents can make payments for Monthly Statements to the Receptionist or Accounting Office. When the Accounting Office is closed, the Reed House receptionist will accept payments. Questions regarding statements should be directed to the Accounting Department.

Minimal funds are kept in the Accounting Assistant's Office for making change. To cash a personal check, take it to the Accounting Office, on Wednesday or Thursday by noon. When the Accountant or staff member goes to the bank, he/she will have personal checks cashed. The Main desk receptionist will notify the residents to pick up their cash.

RESIDENT COUNCIL

A **Resident Council** has been established to enable residents to offer suggestions and express concerns. Residents volunteer or are elected to serve as Chairman and Vice Chairman with a one year term. The Resident Council meets the 1st Thursday of each month at 3:00 PM in the RH-II Lounge. A Social Worker acts as an advisor. All Residents/responsible parties are invited to attend meetings. Specific concerns regarding care or service should be referred to a Department Head or Administration.

The minutes of the Resident Council meeting are presented to the Administration. The Staff and Board appreciate the suggestions from the residents.

FIRE DRILLS

Fire drills are scheduled on a monthly basis. Fire drills are held at least four times per year per shift at unspecified hours of the day or night. All employees are trained in fire safety and evacuation procedures. Our buildings are fully sprinklered. Smoke detectors are also distributed throughout the building. Smoke detectors are directly tied into the fire system. Sarah Reed staff will evacuate residents if necessary.

SARAH'S SUPERETTE & ATTIC

On Wednesday from 10:30 AM to 12:00 PM, volunteers open the **Gift/Thrift Shop** on the ground floor of Reed Terrace near the Sassafras Street entrance lobby. Stamps, stationery, toiletries and other supplies can be purchased there. A thrift section of the shop contains quality used items at low prices.

GREETING CARDS

Greeting cards can be purchased in the Activity Department located on the ground floor of Reed Terrace across from the Multi-Purpose Room. Please select your cards and deposit money in the receptacle provided.

BEAUTY SHOP

The **Beauty Shop** is located on the first floor of Reed House West. Hours are 9:00 AM until 4:00 PM, Monday through Friday. Arrangements can be made by calling the Beauty Shop at x. 656. Your Social Worker or the Charge Nurse can also arrange an appointment with the beautician. You are responsible for your own charges, which can be paid by cash or placed on your monthly statement. Gift certificates are available through the Accounting office or the Main Office.

LIBRARY

Books may be borrowed from the Library on the **second floor of Reed Terrace**. You are welcome to borrow any book except the encyclopedia. Books may be checked out for a reasonable period of time (usually 2-3 weeks) and then returned to the **collection table**.

Although there is no limit to the number of books you borrow, the following guidelines are established to assure consideration for others and assist the staff and residents who re-shelve the books.

1. Write the book title on the sign-out sheet located on the dictionary stand.
2. Write the author's name.
3. Sign your name in the next column.
4. Write the date of take-out.
5. Later, write the date of return.
6. Leave the book on the center table.

RESERVING LOUNGES

Comfortable lounge rooms throughout Sarah Reed are available for visiting, reading, television viewing and card playing. Reservations for such rooms for entertainment of groups are available to all residents and can be made through the Main Office.

SUN PORCHES/OUTDOOR AREAS

A covered porch is available for use on the first floor off of the Recreation Room. Smoking is restricted in this area.

SMOKING

Sarah Reed Senior Living is a smoke-free facility. Individual concerns about smoking can be addressed with your Social Worker.

GUEST ROOM

Occasional overnight guests can be accommodated in the guest room on Reed Terrace second floor. Requests to use the guest room must be made with the Reed House receptionist at least 5 days in advance of anticipated stay. In an effort to keep the guest room available to families in need, we ask that visitors using the guest room limit their stay to a maximum of seven nights. Guests must be independent and not depend on Sarah Reed's staff for nursing or

medical services. Residents and/or guests may pay by check to the Receptionist or charges may be placed on residents' statement.

MAINTENANCE

The property of Sarah Reed is maintained by our Maintenance Department. Resident's personal electrical appliances such as lamps, clocks, and/or television, etc. are the responsibility of the residents. We ask that when you move in, you and/or your family inspect all cords for signs of wear. Maintenance can be requested to repair an item on a time available basis and at a charge.

Extension cords **are not** permitted. Surge protectors are to be used and they must be the appropriate length so that the base of the surge protectors lays flat on the floor. All electrical appliances will be inspected by our housekeepers and if a hazard is found, maintenance is immediately contacted.

Residents needing assistance, such as hanging pictures, should call the Reed House Receptionist at x. 0. Our Maintenance staff are able to hang items up to 10 lbs. Sarah Reed does not permit televisions to be mounted on the walls due to the destruction caused during removal.

TELEVISION/TELEPHONE

Cable television is provided free of charge in all rooms. Residents must provide their own digital TV or Digital Converter box to receive the cable signal. Flat Screen TV's no larger than 36 inches are preferred. A listing of current TV channels is at the back of the handbook.

Telephone service is available in each resident room for a charge. Residents are responsible for providing their own telephones. Residents must dial "3" for an outside line. Sarah Reed bills residents directly for the monthly service fee as well as long distance calls. An in-house directory is updated periodically. Residents should not sign up with a Long Distance Carrier as we bill you directly for charges. Any concerns or questions about phone service should be directed to the Reed House Receptionist who will notify the proper person for service.

DONATIONS/MEMORIALS

Many of Sarah Reed's outstanding facilities are the result of generous contributions made by the friends of Sarah Reed. Donations and memorials continue to be accepted and are always appreciated. Sarah Reed is a 501(c)(3) charitable organization and all donations are tax deductible to the fullest extent of the law.

SOLICITATION/SALES

It is Sarah Reed's policy not to permit solicitation or any purchase among staff and residents. Residents and/or guests, and staff members may not carry on any private business or distribute any notices.

TIPPING

No tips or favors are accepted or expected. Personnel Policy prohibits staff from accepting tips or favors.

Upon request from the Resident Council, a collection box is placed in the Reed House office before the holidays for anonymous contributions, which are then divided proportionately among staff members as a **Holiday Gift**.

VALUABLES

We ask that Residents not bring in valuables or cash, as Sarah Reed is not responsible for loss or damage. A small amount of cash (not greater than \$50.00) may be kept secure in the Accounting Office for the resident's convenience. Each resident has a locked box or locked drawer in their room for valuables. We encourage residents to use this provided space.

AREA CHURCHES

Neighborhood churches:

St. Joseph Roman
Catholic
147 W. 24th Street

Simpson United
Methodist
163 W. 21st Street

Glenwood United
Methodist
2931 Myrtle Street

St. John's Lutheran
23rd and Peach Street

Antioch Baptist
160 West 20th Street

COMPLIMENTS/CONCERNS/COMPLAINTS

It is suggested that should Residents or responsible parties have compliments, concerns about services, policy or procedures, or complaints that they address them with Department Heads at the time of occurrence. Should an incident occur in the evening or weekends when Department Heads are generally not on duty, Dietary has a charge person available until 7:00 PM and Nursing has a charge person available 24 hours a day. The nurse on duty or receptionist can contact Department Heads or Administration if the problem warrants immediate attention. Non-emergency concerns can be directed to Department Heads Monday thru Friday. The Executive Director and Administrator encourage persons to consult with the Department Head first, but remain available to meet with persons should they not be satisfied by the Department Head. A copy of our grievance policy is available upon request.

YOUR NEW HOME

The staff of Sarah Reed strives to make your stay as comfortable and satisfying as possible. We are committed to working with you to keep you at your best physically, mentally, and spiritually. Enjoy yourself and us in our atmosphere of security, comfort and convenience.

OUR HISTORY

In 1871 thirty dedicated women founded the Erie area's first social service agency, known as "The Erie Association for Improving the Conditions of the Poor and a Home for the Friendless." The association grew and evolved, improving to meet the expanding community needs. By 1890, separate buildings housed the children and adults, marking what was to become a complete division of services.

Sarah A. Reed was one of those thirty women, and in 1936, the name Sarah A. Reed Home was adopted by the Board of Directors to honor the woman whose great faith and convictions helped to develop that early association into what has been known as The Sarah A. Reed Retirement Center.

In 1961, the Children's Center moved to a new location where specialized treatment could be provided for children with social and emotional disorders. In 1969, as the Adult Division continued to expand, a new building was erected on the former site of the Children's Center, which included residential and skilled nursing facilities. In 1986, the Children's Center and the Retirement Center were incorporated as separate, private, non-profit organizations. Today, we do business as Sarah Reed Senior Living.

In 1990, the construction of a new long-term care facility was completed, allowing the rest of the facility to be devoted entirely to Residential Living and Personal Care. In 2000, Sarah Reed developed a special care unit to meet the needs of personal care residents with dementia.

The Long Term Care facility of Sarah Reed includes Intermediate and Skilled nursing services, including physical, occupational, speech, and IV/oxygen therapies. These services are designed to enhance the lives of older adults by helping residents to maintain their highest level of physical, mental and psychosocial well-being.

RESIDENT RIGHTS

1. **Sarah Reed will treat each resident with respect and dignity and care** for each resident in a manner and in an environment that promotes maintenance or enhancement of his or her quality of life, recognizing each resident's individuality. The facility must protect and promote the rights of the resident.
2. **Sarah Reed will provide equal access to quality care** regardless of diagnosis, severity of condition, or payment source. Sarah Reed maintains identical policies and practices regarding transfer, discharge, and the provision of services under the State plan for all residents regardless of payment source.
3. **Exercise of rights.** The resident has the right to exercise his or her rights as a resident of the facility and as a citizen or resident of the United States.
 1. Sarah Reed ensures that the resident can exercise his or her rights without interference, coercion, discrimination, or reprisal from the facility.
 2. The resident has the right to be free of interference, coercion, discrimination, and reprisal from the facility in exercising his or her rights and to be supported by the facility in the exercise of his or her rights as required under this subpart.
 3. In the case of a resident who has not been adjudged incompetent by the state court, the resident has the right to designate a representative, in accordance with State law and any legal surrogate so designated may exercise the resident's rights to the extent provided by state law. The same-sex spouse of a resident is afforded treatment equal to that afforded to an opposite-sex spouse if the marriage was valid in the jurisdiction in which it was celebrated.
 - A. The resident representative has the right to exercise the resident's rights to the extent those rights are delegated to the resident representative.
 - B. The resident retains the right to exercise those rights not delegated to a resident representative, including the right to revoke a delegation of rights, except as limited by State law.
 4. Sarah Reed treats the decisions of a resident representative as the decisions of the resident to the extent required by the court or delegated by the resident, in accordance with applicable law.
 5. Sarah Reed shall not extend the resident representative the right to make decisions on behalf of the resident beyond the extent required by the court or delegated by the resident, in accordance with applicable law.
 6. If Sarah Reed has reason to believe that a resident representative is making decisions or taking actions that are not in the best interests of a resident, the facility shall report such concerns in the manner required under State law.
 7. In the case of a resident adjudged incompetent under the laws of a State by a court of competent jurisdiction, the rights of the resident devolve to and are exercised by the resident representative appointed under State law to act on the resident's behalf. The court-appointed resident representative exercises the resident's rights to the extent judged necessary by a court of competent jurisdiction, in accordance with State law.
 - A. In the case of a resident representative whose decision-making authority is limited by State law or court appointment, the resident retains the right to make those decisions outside the representative's authority.
 - B. The resident's wishes and preferences must be considered in the exercise of rights by the representative.
 - C. To the extent practicable, the resident must be provided with opportunities to participate in the care planning process.
 - D. Planning and implementing care. The resident has the right to be informed of, and participate in, his or her treatment, including:
 1. The right to be fully informed in language that he or she can understand of his or her total health status, including but not limited to, his or her medical condition.
 2. The right to participate in the development and implementation of his or her person-centered plan of care, including but not limited to:
 - i. The right to participate in the planning process, including the right to identify individuals or roles to be included in the planning

3. The right to reside and receive services in the facility with reasonable accommodation of resident needs and preferences except when to do so would endanger the health or safety of the resident or other residents.
 4. The right to share a room with his or her spouse when married residents live in the same facility and both spouses consent to the arrangement.
 5. The right to share a room with his or her roommate of choice when practicable, when both residents live in the same facility and both residents consent to the arrangement.
 6. The right to receive written notice, including the reason for the change, before the resident's room or roommate in the facility is changed.
 7. The right to refuse to transfer to another room in the facility, if the purpose of the transfer is:
 - A. To relocate a resident of a SNF from the distinct part of the institution that is a SNF to a part of the institution that is not a SNF, or
 - B. to relocate a resident of a NF from the distinct part of the institution that is a NF to a distinct part of the institution that is a SNF.
 - C. solely for the convenience of staff.
 8. A resident's exercise of the right to refuse transfer does not affect the resident's eligibility or entitlement to Medicare or Medicaid benefits.
6. **Self-determination.** The resident has the right to and Sarah Reed will promote and facilitate resident self determination through support of resident choice, including but not limited to the rights specified in paragraphs of this section.
1. The resident has a right to choose activities, schedules (including sleeping and waking times), health care and providers of health care services consistent with his or her interests, assessments, plan of care and other applicable provisions of this part.
 2. The resident has the right to make choices about aspects of his or her life in the facility that are significant to the resident.
 3. The resident has a right to interact with members of the community and participate in community activities both inside and outside the facility.
 4. The resident has a right to receive visitors of his or her choosing at the time of his or her choosing, subject to the resident's right to deny visitation when applicable, and in a manner that does not impose on the rights of another resident.
 1. Sarah Reed will provide immediate access to any resident by:
 - A. Any representative of the Secretary,
 - B. Any representative of the State,
 - C. Any representative of the Office of the State long term care ombudsman,
 - D. The resident's individual physician,
 - E. Any representative of the protection and advocacy systems, as designated by the state, and as established under the Developmental Disabilities Assistance and Bill of Rights Act,
 - F. Any representative of the agency responsible for the protection and advocacy system for individuals with a mental disorder, and
 - G. The resident representative.
 2. Sarah Reed will provide immediate access to a resident by immediate family and other relatives of the resident, subject to the resident's right to deny or withdraw consent at any time;
 3. The facility must provide immediate access to a resident by others who are visiting with the consent of the resident, subject to reasonable clinical and safety restrictions and the resident's right to deny or withdraw consent at any time;
 4. Sarah Reed will provide reasonable access to a resident by any entity or individual that provides health, social, legal, or other services to the resident, subject to the resident's right to deny or withdraw consent at any time; and
 5. Sarah Reed will have written policies and procedures regarding the visitation rights of residents, including those setting forth any clinically necessary or reasonable restriction or limitation or safety restriction or limitation, when such limitations may apply consistent with the requirements of this subpart, that the facility may need to place on such rights and the reasons for the clinical or safety restriction or limitation.
 6. Sarah Reed will meet the following requirements:

- A. Inform each resident (or resident representative, where appropriate) of his or her visitation rights and related facility policy and procedures, including any clinical or safety restriction or limitation on such rights, consistent with the requirements of this subpart, the reasons for the restriction or limitation, and to whom the restrictions apply, when he or she is informed of his or her other rights under this section.
 - B. Inform each resident of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse (including a same-sex spouse), a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
 - C. Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
 - D. Ensure that all visitors enjoy full and equal visitation privileges consistent with resident preferences.
5. The resident has a right to organize and participate in resident groups in the facility.
- A. Sarah Reed will provide a resident or family group, if one exists, with private space; and take reasonable steps, with the approval of the group, to make residents and family members aware of upcoming meetings in a timely manner.
 - B. Staff, visitors, or other guests may attend resident group or family group meetings only at the respective group's invitation.
 - C. Sarah Reed will provide a designated staff person who is approved by the resident or family group and the facility and who is responsible for providing assistance and responding to written requests that result from group meetings.
 - D. Sarah Reed will consider the views of a resident or family group and act promptly upon the grievances and recommendations of such groups concerning issues of resident care and life in the facility.
 - I. Sarah Reed will be able to demonstrate their response and rationale for such response.
 - II. This should not be construed to mean that Sarah Reed must implement as recommended every request of the resident or family group.
6. The resident has a right to participate in family groups.
7. The resident has a right to have family member(s) or other resident representative(s) meet in the facility with the families or resident representative(s) of other residents in the facility.
8. The resident has a right to participate in other activities, including social, religious, and community activities that do not interfere with the rights of other residents in the facility.
9. The resident has a right to choose to or refuse to perform services for the facility and the facility must not require a resident to perform services for the facility. The resident may perform services for the facility, if he or she chooses, when;
- A. The facility has documented the resident's need or desire for work in the plan of care;
 - B. The plan specifies the nature of the services performed and whether the services are voluntary or paid;
 - C. Compensation for paid services is at or above prevailing rates; and
 - D. The resident agrees to the work arrangement described in the plan of care.
10. The resident has a right to manage his or her financial affairs. This includes the right to know, in advance, what charges a facility may impose against a resident's personal funds.
- A. Sarah Reed will not require residents to deposit their personal funds with the facility. If a resident chooses to deposit personal funds with the facility, upon written authorization of a resident, the facility must act as a fiduciary of the resident's funds and hold, safeguard, manage, and account for the personal funds of the resident deposited with the facility, as specified in this section.
 - B. Deposit of funds.
 - I. In general, the facility will deposit any residents' personal funds in excess of \$100 in an interest bearing account (or accounts) that is

separate from any of the facility's operating accounts, and that credits all interest earned on resident's funds to that account. (In pooled accounts, there must be a separate accounting for each resident's share.) The facility will maintain a resident's personal funds that do not exceed \$100 in a noninterest bearing account, interest bearing account, or petty cash fund.

II. Residents whose care is funded by Medicaid: The facility will deposit the residents' personal funds in excess of \$50 in an interest bearing account (or accounts) that is separate from any of the facility's operating accounts, and that credits all interest earned on resident's funds to that account. (In pooled accounts, there must be a separate accounting for each resident's share.) The facility will maintain personal funds that do not exceed \$50 in a non-interest bearing account, interest-bearing account, or petty cash fund.

C. Accounting and records.

I. The facility will establish and maintain a system that assures a full and complete and separate accounting, according to generally accepted accounting principles, of each resident's personal funds entrusted to the facility on the resident's behalf.

II. The system must preclude any commingling of resident funds with facility funds or with the funds of any person other than another resident.

III. The individual financial record must be available to the resident through quarterly statements and upon request.

D. Notice of certain balances. The facility must notify each resident that receives Medicaid benefits:

I. When the amount in the resident's account reaches \$200 less than the SSI resource limit for one person, and

II. That, if the amount in the account, in addition to the value of the resident's other nonexempt resources, reaches the SSI resource limit for one person, the resident may lose eligibility for Medicaid or SSI.

E. Conveyance upon discharge, eviction, or death. Upon the discharge, eviction, or death of a resident with a personal fund deposited with the facility, the facility will convey within 30 days the resident's funds, and a final accounting of those funds, to the resident, or in the case of death, the individual or probate jurisdiction administering the resident's estate, in accordance with State law.

F. Assurance of financial security. Sarah Reed has purchased a surety bond, or otherwise provided assurance satisfactory to the Secretary, to assure the security of all personal funds of residents deposited with the facility.

11. Sarah Reed will not impose a charge against the personal funds of a resident for any item or service for which payment is made under Medicaid or Medicare (except for applicable deductible and coinsurance amounts). The facility may charge the resident for requested services that are more expensive than or in excess of covered services. (This does not affect the prohibition on facility charges for items and services for which Medicaid has paid, which limits participation in the Medicaid program to providers who accept, as payment in full, Medicaid payment plus any deductible, coinsurance, or copayment required by the plan to be paid by the individual.)

A. Services included in Medicare or Medicaid payment. During the course of a covered Medicare or Medicaid stay, Sarah Reed will not charge a resident for the following categories of items and services:

1. Nursing services as required.

2. Food and Nutrition services.

3. An activities program as required.

4. Room/bed maintenance services.

5. Routine personal hygiene items and services as required to meet the needs of residents, including, but not limited to, hair hygiene supplies, comb, brush, bath soap, disinfecting soaps or specialized cleansing agents when indicated to treat special skin problems or to fight infection, razor, shaving cream, toothbrush,

toothpaste, denture adhesive, denture cleaner, dental floss, moisturizing lotion, tissues, cotton balls, cotton swabs, deodorant, incontinence care and supplies, sanitary napkins and related supplies, towels, washcloths, hospital gowns, over the counter drugs, hair and nail hygiene services, bathing assistance, and basic personal laundry.

6. Medically-related social services as required.
 7. Hospice services elected by the resident and paid for under the Medicare Hospice Benefit or paid for by Medicaid under a state plan.
- B. Items and services that may be charged to residents' funds. Listed below are general categories and examples of items and services that the facility may charge to residents' funds if they are requested by a resident, if they are not required to achieve the goals stated in the resident's care plan, if the facility informs the resident that there will be a charge, and if payment is not made by Medicare or Medicaid:
1. Telephone, including a cellular phone.
 2. Television/radio, personal computer or other electronic device for personal use.
 3. Personal comfort items, including smoking materials, notions and novelties, and confections.
 4. Cosmetic and grooming items and services in excess of those for which payment is made under Medicaid or Medicare.
 5. Personal clothing.
 6. Personal reading matter.
 7. Gifts purchased on behalf of a resident.
 8. Flowers and plants.
 9. Cost to participate in social events and entertainment outside the scope of the activities program.
 10. Non-covered special care services such as privately hired nurses or aides.
 11. Private room, except when therapeutically required (for example, isolation for infection control).
 12. Specially prepared or alternative food requested instead of the food and meals generally prepared by the facility.
 - A. The facility may not charge for special foods and meals, including medically prescribed dietary supplements, ordered by the resident's physician, physician assistant, nurse practitioner, or clinical nurse specialist.
 - B. When preparing foods and meals, a facility must take into consideration residents' needs and preferences and the overall cultural and religious make-up of the facility's population.
- C. Requests for items and services.
1. The facility can only charge a resident for any non-covered item or service if such item or service is specifically requested by the resident.
 2. The facility must not require a resident to request any item or service as a condition of admission or continued stay.
 3. The facility must inform, orally and in writing, the resident requesting an item or service for which a charge will be made that there will be a charge for the item or service and what the charge will be.

7. Information and communication.

1. The resident has the right to be informed of his or her rights and of all rules and regulations governing resident conduct and responsibilities during his or her stay in the facility.
2. The resident has the right to access personal and medical records pertaining to him or herself.
 - A. The facility will provide the resident with access to personal and medical records pertaining to him or herself, upon an oral or written request, in the form and format requested by the individual, if it is readily producible in such form and format (including in an electronic form or format when such records are maintained electronically); or, if not, in a readable hard copy form or such other form and format as agreed to by the facility and the individual, within 24 hours (excluding weekends and holidays); and
 - B. The facility must allow the resident to obtain a copy of the records or any portions thereof (including in an electronic form or format when such records are maintained

- electronically) upon request and 2 working days advance notice to the facility. The facility may impose a reasonable, cost based fee on the provision of copies, provided that the fee includes only the cost of:
- C. Labor for copying the records requested by the individual, whether in paper or electronic form;
 - D. Supplies for creating the paper copy or electronic media if the individual requests that the electronic copy be provided on portable media; and
 - E. Postage, when the individual has requested the copy is mailed.
3. The facility must ensure that information is provided to each resident in a form and manner the resident can access and understand, including in an alternative format or in a language that the resident can understand. Summaries that translate information may be made available to the resident at their request and expense in accordance with applicable law.
 4. The resident has the right to receive notices orally (meaning spoken) and in writing (including Braille) in a format and a language he or she understands, including;
 - A. Required notices as specified in this section. Sarah Reed will furnish to each resident a written description of legal rights which includes:
 - I. A description of the manner of protecting personal funds;
 - II. A description of the requirements and procedures for establishing eligibility for Medicaid, including the right to request an assessment of resources;
 - III. A list of names, addresses (mailing and email), and telephone numbers of all pertinent State regulatory and informational agencies, resident advocacy groups such as the State Survey Agency, the State licensure office, the State Long-Term Care Ombudsman program, the protection and advocacy agency, adult protective services where state law provides for jurisdiction in long-term care facilities, the local contact agency for information about returning to the community and the Medicaid Fraud Control Unit; and
 - IV. A statement that the resident may file a complaint with the State Survey Agency concerning any suspected violation of state or federal nursing facility regulations, including but not limited to resident abuse, neglect, exploitation, misappropriation of resident property in the facility, noncompliance with the advance directives requirements and requests for information regarding returning to the community.
 - B. Information and contact information for State and local advocacy organizations, including but not limited to the State Survey Agency, the State Long-Term Care Ombudsman program and the protection and advocacy system (as designated by the state, and as established under the Developmental Disabilities Assistance and Bill;
 - C. Information regarding Medicare and Medicaid eligibility and coverage;
 - D. Contact information for the Aging and Disability Resource Center; or other (No Wrong Door Program);
 - E. Contact information for the Medicaid Fraud Control Unit; and
 - F. Information and contact information for filing grievances or complaints concerning any suspected violation of state or federal nursing facility regulations, including but not limited to resident abuse, neglect, exploitation, misappropriation of resident property in the facility, noncompliance with the advance directives requirements and requests for information regarding returning to the community.
 5. Sarah Reed has posted, in a form and manner accessible and understandable to residents, and resident representatives:
 - A. A list of names, addresses (mailing and email), and telephone numbers of all pertinent State agencies and advocacy groups, such as the State Survey Agency, the State licensure office, adult protective services where state law provides for jurisdiction in long-term care facilities, the Office of the State Long-Term Care Ombudsman program, the protection and advocacy network, home and community based service programs, and the Medicaid Fraud Control Unit; and
 - B. A statement that the resident may file a complaint with the State Survey Agency concerning any suspected violation of state or federal nursing facility regulations, including but not limited to resident abuse, neglect, exploitation, misappropriation of resident property in the facility, noncompliance with the advance directives requirements and requests for information regarding returning to the community.

6. The resident has the right to have reasonable access to the use of a telephone, including TTY and TDD services, and a place in the facility where calls can be made without being overheard. This includes the right to retain and use a cellular phone at the resident's own expense.
7. The facility must protect and facilitate that resident's right to communicate with individuals and entities within and external to the facility, including reasonable access to:
 - A. A telephone, including TTY and TDD services;
 - B. The internet, to the extent available to the facility; and
 - C. Stationery, postage, writing implements and the ability to send mail.
8. The resident has the right to send and receive mail, and to receive letters, packages and other materials delivered to the facility for the resident through a means other than a postal service, including the right to:
 - A. Privacy of such communications consistent with this section; and
 - B. Access to stationery, postage, and writing implements at the resident's own expense.
9. The resident has the right to have reasonable access to and privacy in their use of electronic communications such as email and video communications and for Internet research.
 - A. If the access is available to the facility
 - B. At the resident's expense, if any additional expense is incurred by the facility to provide such access to the resident.
 - C. Such use must comply with state and federal law.
10. The resident has the right to:
 - A. Examine the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility; and
 - B. Receive information from agencies acting as client advocates, and be afforded the opportunity to contact these agencies.
11. Sarah Reed will:
 - A. Post in a place readily accessible to residents, and family members and legal representatives of residents, the results of the most recent survey of the facility.
 - B. Have reports with respect to any surveys, certifications, and complaint investigations made respecting the facility during the 3 preceding years, and any plan of correction in effect with respect to the facility, available for any individual to review upon request; and
 - C. Post notice of the availability of such reports in areas of the facility that are prominent and accessible to the public.
 - D. The facility shall not make available identifying information about complainants or residents.
12. Sarah Reed will comply with requirements of Advance Directives.
 - A. These requirements include provisions to inform and provide written information to all adult residents concerning the right to accept or refuse medical or surgical treatment and, at the resident's option, formulate an advance directive.
 - B. This includes a written description of the facility's policies to implement advance directives and applicable State law.
 - C. Facilities are permitted to contract with other entities to furnish this information but are still legally responsible for ensuring that the requirements of this section are met.
 - D. If an adult individual is incapacitated at the time of admission and is unable to receive information or articulate whether or not he or she has executed an advance directive, the facility may give advance directive information to the individual's resident representative in accordance with State law.
 - E. The facility is not relieved of its obligation to provide this information to the individual once he or she is able to receive such information. Follow-up procedures must be in place to provide the information to the individual directly at the appropriate time.
13. Sarah Reed will display in the facility written information, and provide to residents and applicants for admission, oral and written information about how to apply for and use Medicare and Medicaid benefits, and how to receive refunds for previous payments covered by such benefits.
14. Notification of changes.
 - A. Sarah Reed will immediately inform the resident; consult with the resident's physician; and notify, consistent with his or her authority, the resident representative(s), when there is;

- I. An accident involving the resident which results in injury and has the potential for requiring physician intervention;
 - II. A significant change in the resident's physical, mental, or psychosocial status (that is, a deterioration in health, mental, or psychosocial status in either life threatening conditions or clinical complications);
 - III. A need to alter treatment significantly (that is, a need to discontinue or change an existing form of treatment due to adverse consequences, or to commence a new form of treatment); or
 - A. A decision to transfer or discharge the resident from the facility as specified.
 - B. When making notification, Sarah Reed will ensure that all pertinent information is available and provided upon request to the physician.
 - C. Sarah Reed will also promptly notify the resident and the resident representative, if any, when there is;
 - I. A change in room or roommate assignment; or
 - II. A change in resident rights under Federal or State law or regulations.
 - D. Sarah Reed will record and periodically update the address (mailing and email) and phone number of the resident representative(s).
15. Admission to a composite distinct part.
A facility that is a composite distinct part must disclose in its admission agreement its physical configuration, including the various locations that comprise the composite distinct part, and must specify the policies that apply to room changes between its different locations. (Please note: Sarah Reed does not have a distinct part.)
16. Sarah Reed will provide a notice of rights and services to the resident prior to or upon admission and during the resident's stay.
- A. Sarah Reed will inform the resident both orally and in writing in a language that the resident understands of his or her rights and all rules and regulations governing resident conduct and responsibilities during the stay in the facility.
 - B. Sarah Reed will also provide the resident with the State-developed notice of Medicaid rights and obligations, if any.
 - C. Receipt of such information, and any amendments to it, must be acknowledged in writing;
17. Sarah Reed will:
- A. Inform each Medicaid-eligible resident, in writing, at the time of admission to the nursing facility and when the resident becomes eligible for Medicaid of—
 - I. The items and services that are included in nursing facility services under the State plan and for which the resident may not be charged;
 - II. Those other items and services that the facility offers and for which the resident may be charged, and the amount of charges for those services; and
 - B. Inform each Medicaid-eligible resident when changes are made to the items and services.
18. Sarah Reed will inform each resident before, or at the time of admission, and periodically during the resident's stay, of services available in the facility and of charges for those services, including any charges for services not covered under Medicare/ Medicaid or by the facility's per diem rate.
- A. Where changes in coverage are made to items and services covered by Medicare and/or by the Medicaid State plan, Sarah Reed will provide notice to residents of the change as soon as is reasonably possible.
 - B. Where changes are made to charges for other items and services that the facility offers, Sarah Reed will inform the resident in writing at least 60 days prior to implementation of the change.
 - C. If a resident dies or is hospitalized or is transferred and does not return to the facility, Sarah Reed will refund to the resident, resident representative, or estate, as applicable, any deposit or charges already paid, less the facility's per diem rate, for the days the resident actually resided or reserved or retained a bed in the facility, regardless of any minimum stay or discharge notice requirements.
 - D. Sarah Reed will refund to the resident or resident representative any and all refunds due the resident within 30 days from the resident's date of discharge from the facility.
 - E. The terms of an admission contract by or on behalf of an individual seeking admission to the facility must not conflict with the requirements of these regulations.

8. Privacy and confidentiality.

The resident has a right to personal privacy and confidentiality of his or her personal and medical records.

- A. Personal privacy includes accommodations, medical treatment, written and telephone communications, personal care, visits, and meetings of family and resident groups, but this does not require the facility to provide a private room for each resident.
- B. Sarah Reed will respect the residents right to personal privacy, including the right to privacy in his or her oral (that is, spoken), written, and electronic communications, including the right to send and promptly receive unopened mail and other letters, packages and other materials delivered to the facility for the resident, including those delivered through a means other than a postal service.
- C. The resident has a right to secure and confidential personal and medical records.
 - I. The resident has the right to refuse the release of personal and medical records.
 - II. The facility must allow representatives of the Office of the State Long-Term Care Ombudsman to examine a resident's medical, social, and administrative records in accordance with State law.

9. Safe environment.

The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely. Sarah Reed will provide:

- A. A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible.
 - I. This includes ensuring that the resident can receive care and services safely and that the physical layout of the facility maximizes resident independence and does not pose a safety risk.
 - II. The facility shall exercise reasonable care for the protection of the resident's property from loss or theft.
- B. Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior;
- C. Clean bed and bath linens that are in good condition;
- D. Private closet space in each resident room;
- E. Adequate and comfortable lighting levels in all areas;
- F. Comfortable and safe temperature levels. Sarah Reed will maintain a temperature range of 71 to 81 °F; and
- G. For the maintenance of comfortable sound levels.

10. Grievances.

1. The resident has the right to voice grievances to the facility or other agency or entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal. Such grievances include those with respect to care and treatment which has been furnished as well as that which has not been furnished, the behavior of staff and of other residents; and other concerns regarding their LTC facility stay.
2. The resident has the right to and the facility must make prompt efforts by the facility to resolve grievances the resident may have, in accordance with this paragraph.
3. Sarah Reed will make information on how to file a grievance or complaint available to the resident.
4. Sarah Reed will establish a grievance policy to ensure the prompt resolution of all grievances regarding the residents' rights contained in this paragraph. Upon request, the provider must give a copy of the grievance policy to the resident. The grievance policy must include:
 - A. Notifying resident individually or through postings in prominent locations throughout the facility of the right to file grievances orally (meaning spoken) or in writing; the right to file grievances anonymously; the contact information of the grievance official with whom a grievance can be filed, that is, his or her name, business address (mailing and email) and business phone number; a reasonable expected time frame for completing the review of the grievance; the right to obtain a written decision regarding his or her grievance; and the contact information of independent entities with whom grievances may be filed, that is, the pertinent State agency, Quality Improvement Organization, State Survey Agency and State Long Term Care Ombudsman program or protection and advocacy system;

- B. Identifying a Grievance Official who is responsible for overseeing the grievance process, receiving and tracking grievances through to their conclusion; leading any necessary investigations by the facility; maintaining the confidentiality of all information associated with grievances, for example, the identity of the resident for those grievances submitted anonymously; issuing written grievance decisions to the resident; and coordinating with state and federal agencies as necessary in light of specific allegations;
- C. As necessary, taking immediate action to prevent further potential violations of any resident right while the alleged violation is being investigated;
- D. Immediately reporting all alleged violations involving neglect, abuse, including injuries of unknown source, and/or misappropriation of resident property, by anyone furnishing services on behalf of the provider, to the administrator of the provider; and as required by State law;
- E. Ensuring that all written grievance decisions include the date the grievance was received, a summary statement of the resident's grievance, the steps taken to investigate the grievance, a summary of the pertinent findings or conclusions regarding the resident's concern(s), a statement as to whether the grievance was confirmed or not confirmed, any corrective action taken or to be taken by the facility as a result of the grievance, and the date the written decision was issued;
- F. Taking appropriate corrective action in accordance with State law if the alleged violation of the residents' rights is confirmed by the facility or if an outside entity having jurisdiction, such as the State Survey Agency, Quality Improvement Organization, or local law enforcement agency confirms a violation of any of these residents' rights within its area of responsibility; and
- G. Maintaining evidence demonstrating the results of all grievances for a period of no less than 3 years from the issuance of the grievance decision.

11. Contact with external entities.

Sarah Reed will not prohibit or in any way discourage a resident from communicating with federal, state, or local officials, including, but not limited to, federal and state surveyors, other federal or state health department employees, including representatives of the Office of the State Long-Term Care Ombudsman, and any representative of the agency responsible for the protection and advocacy system for individuals with mental disorder, regarding any matter, whether or not subject to arbitration or any other type of judicial or regulatory action.

TV CHANNEL LISTING

2	54/WQLN - PBS	20		38	FX
3	12/WICU - NBC	21	QVC	39	TNT
4	24/WJET - ABC	22	COUNTRY MUSIC TV	40	LIFETIME MOVIE
5	35/WSEE - CBS	23	HALLMARK	41	LIFETIME
6	66/WFXP - FOX	24	ROOT SPORTS PITTSBURGH	42	AMERICAN MOVIE CLASSIC
7	GAME SHOW NETWORK/GSN	25	ESPN	43	A & E
8	SARAH REED CHANNEL	26	ESPN 2	44	HISTORY
9	FOX NEWS	27	SPORTS TIME OHIO	45	ANIMAL PLANET
10	CSPAN	28	FOX SPORTS	46	NATIONAL GEOGRAPHIC
11	CNN	29	UNIVISION (ESTE)	47	ABC FAMILY/FREEFORM
12	MSNBC	30	TV LAND CLASSIC	48	FOOD NETORK
13	HEADLINE NEWS	31	TLC/THE LEARNING CHANNEL	49	HGTV/HOME & GARDEN
14	TRINITY BROADCAST - TBN	32	ION		
15	ETERNAL WORD TV	33	E NEWS!		
16	XM- TRADITIONAL COUNTRY	34	TURNER CLASSIC MOVIES		
17	XM - INSTRUMENTALS	35	TBS		
18	XM - MALT SHOP OLDIES	36	WEATHER CHANNEL		
19	UPCOMING MOVIES	37	USA		