

West Virginia Veterans Nursing Facility

RESIDENT INFORMATION HANDBOOK

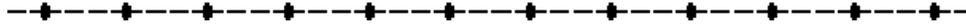


Department of Military Affairs and Public Safety
West Virginia Division of Veterans Affairs

Revised February 2009

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Welcome
to the
West Virginia
Veterans Nursing Facility

"Serving those who have served us"





INTRODUCTION

On behalf of the West Virginia Veterans Nursing Facility please allow us to say welcome to our facility and thank you for choosing us to meet your long term needs. We are excited about the opportunity to serve you and trust that you will find this an enjoyable place to stay.

This facility is designed to provide a warm, pleasant environment. While also, providing modern state-of-the-art equipment and well trained staff to meet your medical needs. The well being of each and every one of our residents is our most important goal and your satisfaction is our highest calling.

In order to help you become more familiar with us, each prospective resident receives a handbook. The handbook outlines the rights and responsibilities of the resident as well as the services offered and responsibilities of the facility.

As you become more familiar with this facility, we encourage you to take part in the activities and events that will be designed just for you. And of course, if at any time you have a question or concern, we are available to assist you. Please feel free to call on us so that we may quickly resolve any issue you may have.

As part of our promise to you, our resident, we will strive to provide an environment where caring, compassion and friendliness are a way of life. Also, we promise to respect your freedom of choice, your right to privacy, and your right to be a part of any care decision that affects your well being.



Thank you for allowing us
the opportunity to serve you,
the Veterans of America's
Armed Forces.





MISSION STATEMENT

It is the mission of the West Virginia Veterans Nursing Facility to serve those veterans who have served this nation with dignity, honor, and sacrifice.

We pledge to each veteran that resides in this facility that the environment will be one where comfort and well-being is the order of the day and to provide treatment and care that meet their needs.

We further pledge to preserve the rights, dignity and honor of all who come this way.



ADMISSIONS CRITERIA

The following veterans shall be eligible for admission to the WVVNF:

Veterans who have served on active duty or performed active service in a reserve component of the armed forces for a period of at least 12 consecutive months; *or who have been medically discharged for a service connected injury prior to 12 months service.*

Veterans whose discharge status from military service is better than dishonorable.

Veterans who have continuously been a citizen of the state of West Virginia for one (1) year immediately prior to application to the WVVNF, or who was a resident of West Virginia at the time they initially entered active military service.

Veterans who are physically unable to maintain themselves in their own home by reason of age, disability or disease and meet the criteria for intermediate or skilled nursing care.

Non-veteran spouses may be considered for admission **ONLY** when the veteran's nursing facility capacity is greater than 75% of the total licensed beds and when there are no veterans awaiting admission on the interest list.

The WVVNF shall not admit any applicant who requires treatment primarily for mental retardation, mental illness, substance abuse. Who has a documented history of physical violence and/or disciplinary problems whose needs cannot be met by the facility. As a matter of clarity, prospective residents with Alzheimer disease or dementia are eligible for consideration.

The veteran must be eligible for some form of federal assistance, VA compensation, pension, or agrees to pay an applicable amount or amounts established by the WVVNF.

The West Virginia Veterans State Nursing Facility is a Smoke-Free facility. All veterans must agree not to smoke anywhere on facility grounds.

TRANSFER AND DISCHARGE RIGHTS

WVNF will permit the resident to remain in the facility without transfer or discharge from the facility unless:

- a. The resident's needs can no longer be met in the facility.
- b. The safety or health of the resident or other individuals is endangered.
- c. The resident has failed, after reasonable and appropriate notice, to pay for his room and care.

DISCHARGE PLANNING

Residents with potential for discharge from WVNF will be identified and provided with discharge planning by their treatment team.

Discharge potential will be reviewed during admission and annual care planning conferences and more often if active discharge planning is in progress.

When discharge potential is assessed as reasonable for a resident, a comprehensive discharge plan will become a part of the interdisciplinary care plan.

You have the right to appeal this action by contacting the Board of Review:

WVDHHR Office of the Inspector General
Chairman Board of Review: Erika H. Young
State Capitol Complex
Bldg. 6 Room 817-B
Charleston, WV 25305
Phone: 1-304-558-2134

Other State Agencies that you may contact:

State LTC Ombudsman-Interim
Suzanne Messenger
WV Bureau of Sr. Services
1900 Kanawha Blvd. East
Charleston, WV 25305-0160
1-304-558-3317
Internet: www.state.wv.us/seniorservices

WV Advocates for M.I and M.R.
1207 Quarrier St. 4th Floor
Charleston, WV 25301
1-800-950-5250
TTY Phone: 304-346-0847
Phone: 304-346-0847
Internet: www.wvadvocates.org

Medicare/Medicaid Fraud
1-800-447-8477

Adult Protective Services
1-800-352-6513

CHARGES FOR ROOM AND CARE

There is a monthly charge for room and care at WVNF. If any change in monthly charges occurs, residents and/or representatives will be notified 30 days in advance of effective date.

Determination of charges for room and care is based on the resident's gross monthly income (earned or received). Additionally, your level of care will also play a factor in determining charges.

Residents will meet with accounting office personnel prior to admission for detailed information on specific charges.

The Business Office hours are 9:00am – 12:00pm and 1:00pm – 3:30pm.

FINANCES AND BILLING

To assure that a resident will have sufficient funds to make purchases of a personal nature, a Resident Trust Fund may be established by/for each resident on or about the date the resident is admitted.

Contributions to the fund will be exempted from room and care charges.

If a resident has given Power of Attorney to a person to handle financial or legal matters, or is under guardianship, then copies of such documents must be maintained in the resident's administrative file.

PROTECTION OF RESIDENT FUNDS

1. The resident has the right to manage his or her financial affairs, and the facility management may not require residents to deposit their personal funds with the facility.
2. Management of personal funds.
 - a. Upon written authorization of a resident, the facility management must hold, safeguard, manage, and account for the personal funds of the resident deposited with the facility, as specified in paragraphs (3)- (6) of this section.
3. Deposit of funds.
 - a. Funds in excess of \$50.00. The facility management must deposit any residents' personal funds in excess of \$50.00 in an interest bearing account (or accounts) that is separate from any of the facility's operating accounts, and credit all interest earned on resident's funds to that account. (In pooled accounts, there must be a separate accounting for each resident's share.)
 - b. The facility management will deposit all resident's personal funds in an interest bearing account.

4. Accounting and records.

The facility must establish and maintain a system that assures a full, 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.

- a. The system must preclude any commingling of resident funds with facility funds or with the funds of any person other than another resident.
- b. The individual financial record must be available through quarterly statements and on request to the resident or his or her legal representative.

5. Conveyance upon death or discharge from the facility

Upon death or discharge of a resident with funds deposited with the nursing facility, the facility shall convey, within 30 days, the resident's funds, and a final accounting of those funds, to the discharged resident, or to the person or probate jurisdiction administering the resident's estate.

6. Assurance of financial security.

The facility management must purchase a surety bond, or otherwise provide assurance satisfactory to the Under Secretary for Health, to assure the security of all personal funds of residents deposited with the facility.

RESIDENT CASH TRANSACTIONS

Resident funds will be available during regular business hours (9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 3:30 p.m.) from the Business Office.

After hours funds will be available by contacting the nurse supervisor. The nurse supervisor will have access to the cashier's drawer in the Business Office. The resident account information along with a Withdrawal Request Form will be in the cashier's drawer along with the funds and transaction log.

The nurse supervisor will need to verify the resident has funds available, complete the withdrawal form and log sheet for each transaction.

On the next business day the Business Office staff will reconcile the cash drawer and update resident transaction information.

The Business Manager will contact the Nurse Supervisor for any discrepancy.

ROOM FURNISHINGS

Since space is limited in our resident rooms, only a few personal items may be brought into the home. Large items need to be approved. Electrical appliances, other than small refrigerators, are prohibited. If you need advice on what might be acceptable, you may check with Administration or Social Services.

VEHICLES:

Resident vehicles are not permitted on the facility grounds.

ADDITIONAL CHARGES:

Although every effort will be made to minimize resident costs, certain medical services will not be provided by WVVNF.

Medical services obtained from sources other than WVVNF may result in a charge from that source to the resident.

Among these medical services are:

- a. X-rays
- b. Dental work
- c. Eyeglasses or other optometry services
- d. Hospital services (Note: VA charges for certain veterans)
- e. Ambulance Services
- f. Hearing Aids
- g. Podiatry services
- h. Specialized medications not on formulary
- i. Specialized equipment

If in doubt as to whether or not there will be a charge for a service, please inquire at the Administration Office.

BEDHOLD POLICY:

When the facility transfers or allows a resident to go on therapeutic leave, the Veterans Nursing Facility will hold the resident's bed subject to the following provisions:

Returning to Same Level of Care:

Every effort will be made to ensure the resident returns to his/her original bed and original unit/ward. However, in rare cases the resident may be returned to a different bed within the Veterans Nursing Facility at the same level of care.

Returning to Different Level of Care:

When a physician determines that the resident no longer requires the services of the original level of care, the resident will be returned to a level of care within the Veterans Nursing Facility that meets his/her needs.

After hospitalization or leave of absence for which there was no bed-hold, a former resident has the right to be re-admitted to the first available bed in a semi-private room in the nursing home from which he or she came, if the resident requires the services provided by the nursing home.

After 96 hours, in addition to the monthly payment, the resident will also be responsible for reimbursing the Veterans Nursing Facility for the Veterans Administration per diem (currently at \$71.42) starting with the first day of absence to the date the resident returns to the facility.

Notification:

Upon admission to the Veterans Nursing Facility, the resident and/or legal representative is provided with a copy of this policy and Resident Bill of Rights.

The resident and/or legal representative has the right to terminate a bed-hold. Social Services must be contacted to do so.

MARRIED COUPLES:

The veteran has the right to share a room with his or her veteran spouse when married residents live in the same facility, meet the admissions criteria for West Virginia Veterans Nursing Facility and both spouses consent to the arrangement.

Non veteran spouses may be considered for admission only when the WV Veterans Nursing Facility capacity is greater than 75% of the total licensed beds and when there are no veterans awaiting admission on the interest list.

TELEPHONE CALLS

Residents can be reached by dialing 626-1601 and then follow the prompt to enter the extension number of the resident's room.

A telephone is provided by the facility at no expense to the resident. Only local calls can be made from this phone. A TTY/TDD telephone is also available in the first floor conference room for the resident's use. Long-distance calling cards are required for all long-distance phone calls when made on WVNPF phones.

MAIL

There will be incoming and outgoing mail services provided by US Postal Service Monday through Saturday for our residents. Mail marked "Postage Due" addressed to a resident will be the responsibility of the resident or responsible party.

ALCOHOLIC BEVERAGES/NON-PRESCRIBED MEDICATIONS

Residents or others are not permitted to bring alcoholic beverage and non-prescribed medication on WVVNF premises. Offending residents will be subject to discharge from WVVNF.

Residents may be allowed to drink alcoholic beverages only upon written orders of the WVVNF physicians and will be dispensed by nursing staff as ordered.

VISITATION POLICY

Visiting hours are from 8:00am to 8:00pm. Visitors allowed during these hours include family members, guardians and friends. This information is provided at the front door entrance on the first floor, third floor information area and second floor.

Everyone must register at the security desk on the third floor.

Immediate family or other relatives are not subject to visiting hour limitations or other restrictions not imposed by the resident. The doors will be locked from 8:00pm until 8:00am.

Visitors are limited to WVVNF common areas such as dining, living, recreation and lounge areas. Consent of the resident must be obtained before a visitor enters the room of the resident.

Visitors who become disruptive or interfere in any way with the operations of WVVNF will not be allowed to remain on the premises.

SMOKING POLICY

WVVNF smoking policy is designed to address local, state and federal regulations regarding smoking in long term care facilities and takes into account the safety, health and well-being of all residents.

According to the regulations of the Harrison-Clarksburg Health Department, smoking is prohibited indoors and within 20 feet outside of any entry/exit. Section 1004. B states: Smoking shall be prohibited in all enclosed facilities within a place of employment without exception. This includes common work areas, auditoriums, classrooms, conference and meeting rooms, private offices, elevators, hallways, medical facilities, cafeterias, employee lounges, stairs, restrooms, vehicles, and all other enclosed facilities.

NO RESIDENT WILL BE PERMITTED TO SMOKE ON FACILITY PROPERTY, EITHER INSIDE OR OUTSIDE THE FACILITY.

The resident must agree not to begin smoking while a resident at the facility. Any resident found smoking on facility grounds may be discharged from the facility according to applicable state and federal laws.

GIFTS TO EMPLOYEES

State law prohibits WVNF employees, on or off duty, from accepting gifts or gratuities of any kind from residents, potential residents, former residents or families. If you wish to recognize an employee or group of employees, you may give something, such as a basket of fruit or box of candy and place in a common area for all staff to share. A donation to WVNF Benefit Fund or purchase of an item that can be donated for benefit of all residents is also acceptable. A complimentary letter is always appreciated.

USE OF REFRIGERATORS

Refrigerators will not automatically be made available to all residents. If a resident would like a refrigerator, they are to make that request to the Social Worker.

All refrigerators will be cleaned by housekeeping. All items in the refrigerator will be checked for expiration and spoilage by nursing, housekeeping or other designated staff.

USE OF TELEVISIONS

Televisions are provided to each resident and each resident has a right to use it as long as it doesn't infringe upon another resident's rights.

The resident has a responsibility to be considerate of the rights of other residents by keeping the volume low and curtains pulled to prevent light and sound from disturbing roommates.

The televisions in the main living room and unit lounges may be used at any time.

USE OF COMPUTERS

Residents who wish to bring their own computers into the facility will be permitted to do so as long as their computer meets the minimum requirements of the facility network. Residents must understand that the facility is not responsible for their personal computers. All maintenance done on those computers must be done by someone other than a facility staff member. The user assumes full responsibility for personal devices used on the facility network. The nursing facility is not responsible for accidents that occur with personal equipment. The IT Staff will NOT support equipment that does not belong to the facility.

Computers must be complete. The facility will not provide equipment to the residents. We will not have printers, scanners, or fax machines for resident use. Resident computers will only access a wireless internet connection and therefore must have a wireless network adapter installed. Wired connections are not available in resident rooms.

Residents will be provided access to the internet in the large library on the first floor. This access will be on a first come first serve basis. Residents must also understand that there will be restrictions on the use of the internet. Internet content can be blocked and filtered on the facility network at the discretion of the Information Technology and Administrative Staff.

RESIDENT COUNCIL

WVNF Resident Council meets monthly. The Resident Council may have an elected chairman and vice chairman who address issues that residents may have regarding WVNF. Council meetings may be attended by selected staff members at various times upon the request of members. All residents are invited to attend these meetings.

OXYGEN USE

Oxygen is provided via wall outlets in each resident's room. Residents in need of oxygen are asked to use the wall outlets rather than portable tanks when they are in their rooms.

Portable oxygen tanks are provided for use outside the residents' rooms for activities such as meals, physical therapy, participation in activities within the facility, transportation to and from doctors appointments and other WVNF sponsored activities.

Portable oxygen tanks and gauges will not be released for personal use such as family outings or passes. The resident or the resident's family is responsible for making arrangements for providing oxygen while the resident is away from WVNF for other than WVNF sponsored events.

Residents must have a physician's order for oxygen and must adhere to the facility's smoking policy regarding oxygen.

MEDICAL CARE

WVNF staff physicians will direct overall resident medical care. Upon admission, the resident has the right to choose a primary care physician.

After your admission, a routine physical examination will be performed. WVNF is sufficiently staffed to provide appropriate care and treatment of residents. You should consult with your facility provider prior to any "outside" medication intervention.

If hospital care is required during your stay at WVNF, arrangements will be made by a medical provider. Cost of care while a patient is in any hospital will be the sole responsibility of the resident.

Transportation is provided for medical appointments arranged by WVNF physicians. Medical appointments arranged by those other than WVNF staff will require transportation be arranged by the resident or resident's family.

PHARMACY

Medications ordered by WVNF physicians will be provided and readily available to the residents of the facility.

All medication obtained by a resident while on leave from WVNF must be provided to the nursing staff upon his/her return to the facility for a physician's review.

To ensure safety of visitors and other residents, medications cannot be kept at the bedside unless deemed necessary by your staff physician and approved by the Interdisciplinary Care Team.

Residents should give 96 hours notice to the nursing department when planning to go on leave. This will allow sufficient time for medications to be packaged and dispensed by the pharmacy.

COMPLAINTS/GRIEVANCES

If you feel your rights have been violated, you may discuss the situation with a representative from the Resident Council, Physician, Supervising Nurse, Social Worker, State Ombudsman or Administrator. Grievance forms are available and when completed will be acted upon in a timely manner.

INTERDISCIPLINARY CARE PLAN CONFERENCE

Care plan conferences are held every three months to discuss the resident's care. Prior to each Interdisciplinary Care Plan Conference, the resident and/or Next Of Kin (NOK), Power Of Attorney (POA), or Guardian will receive written notification. The NOK/responsible individual or resident is encouraged to attend these meeting in order to promote the best possible care for the resident.

SERVICES

DIETARY SERVICES

WVNF provides three meals per day that are designed to meet the resident's daily nutritional needs. Snacks are also provided. All residents are encouraged to eat their meals in the dining rooms. A registered dietitian supervises the total operation of the Dietary Department.

BARBER/BEAUTY SERVICES

A barber/beauty shop is available. These services are provided at a minimal additional cost to the resident. The staff at WVNF may refer a resident to the barber/beautician, or the resident may request the services of the barber/beautician, as needed, by contacting nursing, activities, or social services personnel.

LAUNDRY SERVICES

Laundry services are provided for all residents on each unit. Residents and/or family members are encouraged to wash resident's clothing during visiting hours. Detergents and softeners are to be provided by the resident and/or family. Staff will be available to launder clothes during evening and night hours for those residents and families that are unable. WVNF is not responsible for dry cleaning services; arrangements should be made by the resident and/or family for these services.

All clothing should be labeled prior to admission by writing the resident's name in each garment with a waterproof marker (laundry marker). If new clothing is brought in after admission, please remember to have the pieces labeled.

PET THERAPY

Some of our residents have been responsible pet owners and have a natural affinity for animals. Animal visits can be scheduled through the Activities Department.

NEWSLETTER

A newsletter is published quarterly and contains current information and news. The newsletter is available free of charge to all residents, their families and staff.

LIBRARY

Library services are also available -- including newspapers, magazines, audio-visual materials, as well as numerous books. For residents who are unable to read standard print, large print books, recorded fiction and periodicals are available through the Library for the Blind.

ACTIVITIES

WVNF has a full time Activity Director who plans daily activities. You are encouraged to attend these activities. There is staff available to assist you in going to the activities of your choice.

A monthly activity schedule is posted in each resident's room as well as posted on unit bulletin boards. Check this schedule for activities such as bingo, exercise sessions, movies, religious services, outing, picnics, visiting groups and special parties.

VOLUNTEER SERVICES

Volunteer Services is a department serving both residents and staff. Individuals, as well as several service-related groups from surrounding communities, come to WVNF to volunteer their services and/or materials. A resident may wish to fill some of his/her leisure time helping in crafts, assisting other residents, or helping staff with various duties. Volunteer Services will coordinate assignment of duties for volunteers.

Some individuals escort residents to medical appointments. Anyone wishing to become a volunteer should contact our Volunteer Coordinator.

CHAPLAIN SERVICES

Chaplain Services exist to provide the residents with positive and meaningful religious experience for residents during their stay at WVNF. Volunteer Chaplain Services seeks to support residents in a constructive manner.

Volunteer Chaplain Services maintains a regular routine of unit visitation to meet and talk with the residents.

Worship experiences or other religious activities are made available for residents of all faiths. The Activity Director will contact community clergy to schedule activities as necessary.

SOCIAL SERVICES

The Social Services Department is responsible for providing medically related social services to the residents' families. They emphasize preservation of residents' rights and assist them in maintaining the highest possible level of independence.

A social worker is available to each resident and will maintain contact with them and their family throughout their stay. Your social worker will assist you with any concerns you may have regarding your placement, care needs, adjustment, interactions with others, etc. If you decide to visit with your family and/or to live independently, it is important that you notify your social worker as far in advance as possible.

Your social worker can assist you in making the necessary plans with people in your community or other agencies as appropriate.

Your social worker can assist you/your family in obtaining information on possible funeral/burial benefits and burial honors that you may be eligible for. Any changes in addresses/phone numbers, contact persons, funeral home preferences, etc., should be relayed to the social worker as soon as possible so this change can be noted on your medical record.

HOSPICE SERVICES

As a resident of the West Virginia Veterans Nursing Facility you have the option of Hospice Services. If you should desire these services and would like more information regarding hospice and palliative care please contact the Social Services Department here at the facility and we will assist you with any questions you may have by calling 304-626-1600 extension 2044 or page at 5004.

ADVANCE DIRECTIVES INFORMATION

An Advance Directive is a written document that tells us how to provide care for you, should you become unable to speak for yourself.

You have been given a WVNF booklet entitled Advance Directives; any questions you have concerning Advance Directives may be answered by the WVNF staff.

ADVANCE DIRECTIVES POLICY

WVNF will adhere to State and Federal Laws and Regulations on Advance Directives (16-30-8).

Procedures:

- a. A written copy of this policy shall be provided to each resident and/or legal representative at the time of admission.
- b. The Social Service Staff (and others as directed by the Administrator) shall meet with the resident and/or legal representative and explain Advance Directives.
- c. An Advance Directive is a written instrument, such as a living will, durable power of attorney, or health care surrogate which states treatment preferences in accordance with WV Code 16-30-8.
- d. WVNF shall not condition the provision of care or otherwise discriminate against an individual who chooses not to execute an Advance Directive.
- e. WVNF shall provide education in-services to the staff and community on Advance Directives.

- f. The facility's staff will document in an individual's medical record whether or not an Advance Directive has been executed.
- g. The resident and/or legal representative will date and sign a statement attesting that the Advance Directive and facility policy has been explained.
- h. Social Services or designated others will assist those residents who elect to execute an Advance Directive.
- i. Pursuant to law, no employee of the facility may witness the execution of an Advance Directive or serve in the capacity of health care surrogate.

An Advance Directive may be revoked by the resident at any time by:

- a. A written declaration signed and dated by the grantor;
- b. An oral statement in front of two witnesses, one of whom will be a health care provider.

Destruction of the document by the grantor or by some person in the presence of the grantor, who has been directed by the grantor.

WVNF reserves the right to review, on a case by case basis, circumstances which may be questionable under our policy and/or WV Code 16-30-8.

The Advance Directive Committee will review such cases and the decision of the Committee will be adhered to.

The Advance Directive Committee shall consist of the following WVNF Staff:

- a. Administrator/Assistant Administrator
- b. Medical Director
- c. Director of Nursing
- d. Director of Social Services
- e. Primary Care Nurse

Any person may bring a situation of concern to any member of the Advance Directive Committee. That member shall be responsible for calling a committee meeting.

The Advance Director Committee will meet on an "as required" basis.

The decision of the Advance Directive Committee will be given to the resident and/or legal representative.

The facility will assist the resident and/or legal representative in transfer to another facility, when necessary.

This transfer assistance may include:

- a. Talking with the resident and/or legal representative concerning preferences for location/proximity of another facility;
- b. Referral to another facility;
- c. Help with transport arrangements;
- d. Other measures deemed necessary to meet the wishes of the resident and/or legal guardian.

REHABILITATION SERVICES

Physical, Occupational and Speech Therapy services are offered to restore, improve and maintain physical function. Each resident is encouraged to achieve and maintain the highest level of independence possible in performing activities of daily life. Licensed physical, occupational and speech therapists plan and supervise the treatment program prescribed by the staff physician. The therapy provided to the resident will be at their expense.

POWER AND MANUAL WHEELCHAIRS NOT BELONGING TO WVVNF

WVVNF cannot accommodate electric chairs that require wet cell batteries. All needed repairs will be financially supported by the resident or their responsible party. If a personally owned wheelchair is no longer in good working condition, it is the resident's or his/her legal representative's responsibility to make the wheel chair safe and in good operating condition or remove it completely from WVVNF.

All residents using power wheelchairs must be evaluated by Rehabilitation Services and physicians for need and ability to operate in a safe manner. If evaluation deems the resident is unable to operate in a safe manner, approval to utilize a power wheelchair will not be granted.

Safety Rules: Courtesy to pedestrians must be displayed by wheelchair operators at all times. Intentional reckless driving will result in loss of the privilege of operating a wheelchair at WVVNF.

SAFETY

WVVNF will provide a safe environment for all residents. Due to potential safety hazards, residents are not permitted in the warehouse, shipping, laundry, maintenance, boiler, employee dining areas or any other area within Support Services.

BILL OF RIGHTS POLICY

Upon admission, every resident shall receive an explanation of the Resident Bill of Rights. On or prior to admission, the resident's bill of rights will be read and explained to the resident and the resident's responsible party. The resident's signature or that of the responsible party will be obtained, showing understanding and acceptance of the bill of rights.

The resident has the right to be fully informed, by a physician of his/her medical condition unless medically contraindicated (as documented by a physician) and will be provided the opportunity to participate in the planning of his/her medical treatment and to refuse to participate in any research.

The resident has the right to be transferred or discharged from WVNF for medical reasons or for his/her welfare or that of other residents and to be informed in advance of any such moves. In cases where the resident has a representative acting on his/her behalf, the representative shall be advised of any such planned action.

The resident is encouraged to exercise his/her rights as a citizen and as an individual. To this end, he/she may express grievances, complaints and recommend changes in policies and services to facility staff and/or to outside representatives of his/her choice, free from restraint, interference, coercion, discrimination or reprisal.

The resident has the right to be informed of his/her financial status by individuals qualified to discuss this aspect of their life.

The resident has the right to be free from mental, physical, sexual or emotional abuse and to be free from chemical or physical restraints except as authorized in writing by a physician and subject to provisions of prevailing state and federal guidelines.

The resident has the right to be assured of confidential treatment of his/her personal and medical records. The release of records to any individual outside the facility, except in the case of his/her transfer to another health care facility, or as required by law, will require written consent from the resident or legal guardian.

The resident has the right to be treated with consideration, respect and dignity, including privacy in treatment and in the care of his/her personal needs.

The resident has the right to refuse to perform any services for the facility which are not part of his/her therapeutic treatment plan and for which he/she does not receive adequate compensation. Refusal to participate in such non-therapeutic services shall not be a condition for discharge or transfer from the facility.

The resident has the right to associate with, communicate with and to meet privately with persons of his/her choice and to send and receive personal mail and phone calls unless medically contraindicated. (Any charges associated with postage or phone calls shall be the responsibility of the individual resident.)

The resident has the right to meet with and participate in the activities of social and religious groups as desired.

The resident has the right to retain and to use his/her personal clothing and possessions as space permits, unless to do so would infringe upon the rights of other residents and unless medically contraindicate.

The resident has the right to have visits in private with family and friends, or from any interested party of his/her choice. This also applies to medical examinations.

The resident has the right to exercise his/her civil and religious liberties, including the right to independent personal decisions to the limits of his/her mental and physical abilities as determined by the facility's medical staff.

The resident shall have the right to participate in a Resident/Council and shall have an equal right to be nominated and to serve (if elected by the residents) in the capacity of any office of that organization.

RESPONSIBILITIES

- a. The resident is expected to follow the treatment plan recommended by the practitioner primarily responsible for his/her care. This includes following the instructions of health professionals on his/her treatment planning team as they carry out the coordinated plan of care and enforce the applicable rules and regulations governing the operation of the facility.
- b. The resident is expected to accept responsibility for the consequences of his/her actions if he/she refuses treatment.
- c. The resident has a responsibility to be considerate of the rights of other residents, WVVNF employees, volunteers, visitors and any other persons with whom he/she may have contact.
- d. The resident has a responsibility to follow WVVNF rules and regulations affecting resident care and conduct, especially health, fire, safety and any other rules or regulations established for the welfare of all residents.
- e. The resident has a responsibility to meet any legitimate financial obligation which has been agreed to prior to admission or adjusted at any later date with the knowledge and consent of the resident or his/her representative. Failure to meet this responsibility will result in discharge from WVVNF.
- f. The resident has the responsibility to participate in maintaining safety for others. Behavior which may bring harm to others is not acceptable and will result in discharge from WVVNF.