

RESIDENT HANDBOOK

1. Meals are served at:

8:00 A.M. Breakfast
12:00 P.M. Dinner (main meal of day)
5:00 P.M. Supper (light meal of day)

Residents eat all meals in the dining room. Trays will be provided for Residents who are ill. This will be at the discretion of the Charge Nurse.

Residents are expected to walk to the dining room. Wheelchairs will be provided on an as needed basis at the discretion of the Charge Nurse.

Residents will come to meals appropriately dressed.

Residents may have "snacks" in their room, but will be disposed of at the discretion of the staff and must be stored in proper containers.

Residents may request drinks, i.e. coffee, soda, tea, etc. between meals. These are offered to the Residents regularly morning, afternoon and evening.

Substitutions will be made from the "house diet" unless ordered by the physician. Every effort is made to provide variety and to please the tastes of all Residents.

2. A "Birthday Dinner" is held on the second Tuesday of each month to celebrate all birthdays for that month. Residents born in that month may invite two guests to dinner.
3. Residents are required to notify staff if they are going out with family or friends (even for a short period of time). There is a sign out book outside the Executive Director's Office. Residents must sign in upon return.
4. Residents must sign a Release of Responsibility Form when planning to stay overnight outside our Home. The Charge Nurse has these forms and will prepare medication to take along. Advance notice of leave of absence will assure medications will be ready to go.
5. Our Medical Director comes to the Home on a routine basis. The Medical Director and/or his coverage are "on call" to us 24 hours a day.

6. If a Resident wishes to have a physician other than our Medical Director this physician must agree (in writing) to be available to provide care 24 hours a day. Our Medical Director will not be called in an emergency.
7. All medication must be administered by the Charge Nurse. No medication can be kept in a Resident's room, i.e.: Ben Gay, aspirin, Tylenol, liniment, etc. NO exceptions! This is a State Regulation.
8. Medications are ordered from Neighborcare pharmacy by our Nursing Department and statements are mailed directly to the Resident or the person who is responsible for payment to the pharmacy. If a Resident has a medication or mail plan, please discuss this with our Director of Nursing.
9. Residents may not have electrical items in their room, i.e. hair dryers, heating pads, electric blankets, extension cords, etc.
10. Upon admission, Residents will be assigned a schedule for bath/shower, bed changes and laundry. This is handled through the Nursing Department. Residents are encouraged to be responsible for daily hygiene and dressing themselves.
11. Residents shall provide a laundry bag and all clothes must be labeled with their name. Laundry is done by our staff.
12. Our hairdresser comes weekly (except for illness or vacation) and will schedule Residents who wish to use this service. Payment is made directly to the hairdresser.
13. Residents are provided with a security box to be placed in a dresser drawer. Please return to DCN at time of discharge.
14. There is a basket for outgoing mail next to Residents' mailbox. Mail is taken out every morning. Residents are responsible for postage.
15. Residents are assigned a seat in the dining room. The seating arrangement is changed periodically, as deemed necessary by the staff.
16. Residents may have a telephone in their room. Arrangements are to be made directly with the telephone company by the Resident.
17. Residents may have cable and/or a computer in their room. Arrangements are to be made directly with the cable company or other service provider by the Resident.

18. If the Residents or family wish to leave money at the desk, this may be done. We will then handle minor expenses, i.e. hairdresser, newspaper, etc. for the Resident.
19. Staff are not permitted to accept individual gifts or money from Residents or their families. Exception to this rule is cause for dismissal. Residents and families wishing to do "something extra" for the staff may give candy, cookies, plants, etc. which may be enjoyed by all staff members.
20. Residents are not to ask our regular staff to run errands for them. Our Activity Director does shopping, check cashing, etc. on a weekly basis.
21. Families are expected to provide transportation to outside medical appointments. If family is unable to provide transportation, we can make arrangements with Gatra and someone to accompany the Resident. There is a charge of \$10.00 per hour for this service, which is paid directly to the person who accompanies them.
22. There are no specific visiting hours. Respect for all Residents and their privacy is appreciated.
23. Planned programs, outings, cookouts, parties, games, etc. are planned by our Activity Director. All Residents are encouraged to participate in activities.
24. Resident Council Meetings are held to provide opportunity to share information and suggestions. All Residents are encouraged to participate in these meetings.
25. Family contact and support are important to maintain a pleasant, homelike atmosphere for Residents. It is very helpful and appreciated when families contact us regarding needs of the Residents.
26. Daggett-Crandall-Newcomb Home is a "Non-Smoking" facility.
27. Single beds only are permitted in double rooms due to lack of space.
28. Area and scatter rugs are not permitted in rooms for safety reasons.
29. Reasonable Accommodation Policy. To the extent required by law, we may be required to provide Residents or potential Residents with disabilities with reasonable accommodations so that he/she may enjoy the benefits fo residency. Any request

for such accommodations must be made in writing to the Executive Director. The Executive Director shall make an appropriate determination and so notify the Resident within 7 days, and implement the decision, if any, within a reasonable period of time.

30. Observe all staff members requests and obey all staff members directions.

We sincerely hope these regulations are informative and helpful to you.

If you have any questions regarding these regulations, please discuss them with the Executive Director.

Please acknowledge your understanding and agreement to these regulations by signing your name in the space provided below.

I have read the RESIDENT HANDBOOK and understand and agree to abide by these rules.

Signature

Date: