



COLUMBUS

West Park

Nursing and Rehabilitation Center

**RESIDENT AND FAMILY
HANDBOOK:**

**Facility
Policies and Procedures**

Updated May 2007

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I. INTRODUCTION

A. Welcome

Welcome to Columbus West Park Nursing and Rehabilitation Center! We are so pleased that you chose us to meet your special care needs. It is our hope that your stay will be a pleasant and rewarding experience. We hope that the following information will help answer many of your questions, and enhance your stay with us.

B. Equal Opportunity Statement

It is the policy of Columbus West Park Nursing and Rehabilitation Center to admit and to treat all residents without regard to race, religion, color, age, sex, national origin, ancestry, or disability.

The same requirements for admission are applied to all, and residents are assigned to rooms within the Center without regard to race, religion, color, age, sex, national origin, ancestry, or disability. There is no distinction in eligibility for, or in the manner of providing, any patient service provided by Columbus West Park or by others in or outside of the Center. All facilities of Columbus West Park are available without distinction to all residents and visitors regardless of race, religion, color, age, sex, national origin, ancestry, or disability. All persons and organizations having occasion either to refer residents for admission or to recommend Columbus West Park are advised to do so without regard to of race, religion, color, age, sex, national origin, ancestry, or disability.

Any resident, responsible party, or facility staff member who witnesses or is the target of any act which contradicts this policy is strongly encouraged to submit written notice to the facility Administrator so investigation and corrective action may be implemented by the facility.

C. Columbus West Park Nursing and Rehabilitation Center License

Columbus West Park is licensed by the Ohio Department of Health to operate 100 nursing home beds. All 100 of our beds are Medicare and Medicaid certified.

D. Key Personnel

Administration

Sarah Mitchell, MHA
Administrator

Leo Welsh
Administrator-In-Training

Brenda Robinson, SPHR
Human Resources Director

Activities

Beth Dickson
Activities Director

Luella Berry, Tammy Gussler
Activities Assistants

Business Office

Pamela Seymour
Business Office Manager

Linda Wyckoff, Bev Turbyfill
Receptionists

Dietary Services

Sharon McCarty
Director of Dietary Services

Mark Bester
Cook/Night Shift Supervisor

Mandell Robinson
Dietary Team Leader

Maintenance

Jim Cumberledge
Maintenance Director

Terry Bennett
Maintenance Assistant

Laundry/Housekeeping

Tonya East
Director of Laundry/Housekeeping

Sharon Dowell
Assistant Laundry/Housekeeping Supervisor

Nursing Services

Linda Zinn, RN
Director of Nursing Services

Karen Whited, RN
Plum Unit Manager

Holly Ross, LPN
Teal Unit Manager

Katina Adkins, RN
MDS/Care Plan Coordinator
Staff Development

Gerri Harris, RN
MDS Nurse/Admissions Nurse

Kim LeMaster, LPN
Resorative and Skin Nurse

Raenell Whitlatch, STNA
Central Supply Coordinator

Lucy Thomas-Manrique, STNA
Medical Records Coordinator

Social Services/Admissions

Amanda Elliott
Director of Admissions

Dayton Duvall, BSSW, LSW
Director of Social Services

Therapy Services

Select Medical Rehabilitation Services

II. GENERAL ADMISSION POLICY

Any person desiring admission to Columbus West Park must provide Columbus West Park prior to, or at the time of admission, necessary resident information including medical findings, diagnosis, rehabilitation potential, a summary of the course of treatment followed in the hospital, if applicable, and other requested information.

On the date of admission, resident or resident's responsible party, relative, or other authorized person must present himself/herself on behalf of the resident to Columbus West Park Admission staff, and the following process must be fully completed. (NOTE: Pre-Admission procedures are the same as listed below and will be accepted by Columbus West Park only upon an appropriate advance communication and approval made by the Center's Administrator or Admitting Staff):

The Admission Agreement must be completed in its entirety with all requested information regarding the resident to be provided where indicated on the Admission Agreement, and the resident and/or their responsible party, must be provided with all of the documents and information set forth in the "Admissions Checklist".

Columbus West Park will admit residents in need of nursing care only upon the recommendation of a physician. The resident must designate an attending physician who will participate in the supervision of resident's health care while resident resides at Columbus West Park. The Medical Director of Columbus West Park is available to serve as attending physician to any resident or to furnish necessary medical care to a resident in the event of emergency.

Ohio law requires each resident admitted to Columbus West Park to provide a written medical history and a physical based on an examination conducted within 48 hours prior to the admission, or 48 hours after the admission. If the history and physical is performed after admission, Columbus West Park must be provided with a written report from the attending physician that lists up-to-date findings, diagnosis, prognosis, and other orders at the time of examination. If the history and physical has been performed more than two workdays prior to admission, then Columbus West Park must additionally be provided with updated information from the attending physician prior to admission. Upon admission, resident is required to have a two-step Mantoux skin test conducted and, if indicated, a chest x-ray.

Each resident must agree to comply with all Medicare, Medicaid, Ohio, City of Columbus, and/or United States laws, as well as the rules, regulations, policies and procedures of Columbus West Park, as amended from time to time.

III. ACTIVITIES

All residents are invited and encouraged to participate in the facility's activities program. The program promotes socialization, communication, motivation, mental stimulation, and an active lifestyle through a wide variety of activities designed for both individual and group attention. A monthly calendar of activity events is posted in the activity room and at the nurse's stations, as well as placed in each resident room. Also known as diversional therapy, the activity program takes into consideration the interests and hobbies of every resident.

IV. ANCILLARY SERVICES

Columbus West Park has arranged for the provision of ancillary services, which include, but are not limited to, clinical laboratory, x-rays, other diagnostic procedures, physical, occupational and speech therapy, podiatry, optometry, audiology and dentistry. These services can be provided only with a written physician's order. If you have questions about payment, please contact our business office.

V. BEAUTY AND BARBER

Our hair salon, located on the Plum Unit provides a range of services. Should you wish to make an appointment, please inform the nursing staff or the receptionist. The cost of these services is the resident's responsibility.

VI. CHANGE OF INFORMATION

Throughout a resident's stay at Columbus West Park, any change of information, such as insurance, contact person (names of family or responsible party), contact address, contact telephone, funeral home, etc. **MUST BE** reported. Face Sheet Change of Information forms are located at each nurse's station, social service office, and at the Front Reception Desk, and should be completed for all changes.

VII. FACILITY PROPERTY

Residents are encouraged to bring in personal items to make their room homelike. Residents should request maintenance staff pound in any nails or otherwise secure any wall hangings. Residents will be responsible for the cost of repair or replacement of the facility property, or the property of other residents, which is damaged or destroyed by a resident, except for ordinary wear and tear. The use of tape, nails, screws, bolts, or other fastening devices to install personal decorations on resident room walls (either painted or wallpapered) is specifically **NOT** ordinary wear and tear, and any such activity not installed by maintenance staff will result in the resident's account being assessed a charge equal to the actual cost to the Center to repair the subject room to original condition.

VIII. FIRE DRILLS

For the protection of our residents, staff and visitors, the facility conducts at least one fire drill per month. When the fire alarm sounds, residents are asked to remain where they are until staff members give instructions. In the unlikely event of an emergency, visitors should also follow the instructions of the staff. We still suggest that visitors familiarize themselves with the location of exits.

IX. FLOOR PLAN

To help you become acquainted with your surroundings, a floor plan is included as the last page of this booklet.

X. FOOD AND MEAL POLICY

Meals - Columbus West Park provides three meals plus snacks daily. Special diets are prepared in accordance with physician orders. Residents' preferences will be considered.

Guests - Guests are also welcome to request a tray and join the resident at meal times. Guest meals cost \$5.00 each. Tickets may be purchased from the receptionist. When possible, it is appreciated if the guest can provide advanced notice when they wish to join a resident to ensure that a tray is ready and available.

Treats - Visitors are encouraged to bring in food or special treats for a resident. However, many of our residents require special diets or may have certain food restrictions. Prior to bringing in any food, we require that the visitor notify the charge nurse to assure the food is appropriate for the resident. Please bring only small amounts of candy or food. The food must be stored in a sanitary plastic container with an airtight lid.

Parties - There is a request form located at the front desk when you would like to use one of the public areas for any gathering. We are requesting specific information about the times and the number of attendees, as well as a contact name and telephone number.

The private dining room is intended to hold no more than 20 people. It is available at any time. The main dining room and activities rooms can hold more people. However, these are areas where we feed our residents, and the times that they are available are much more limited. The main dining room is only available from 2:00pm to 4:00pm. Special arrangement for other times can be made with the Administrator and Director of Dietary Services. The activities room is used for resident activities throughout the day, and should not generally be used for special parties. Special arrangements for the use of that space must be made with the Administrator and Activities Director. Should we feel that any request is too disruptive for the facility, we reserve the right to refuse.

Some other basic ground rules are to clean up after yourselves, and any children present must remain in the area of the party, and must be supervised at all times. This is the home for one hundred residents. While we want you to feel free to use the facilities, we must respect the other ninety-nine resident's rights.

XI. GRIEVANCE POLICY AND GRIEVANCE COMMITTEE

Columbus West Park staff is committed to making your stay at Columbus West Park as pleasant as possible. However, occasional grievances arise. We, as well as regulatory organizations, prefer that concerns be addressed at the facility level first by utilizing the chain of command. At Columbus West Park Nursing and Rehabilitation Center, this means:

1. Talk with the staff person in charge at the time the concern arises, or as soon as possible, to enhance our abilities to address the concern on a timely basis.

2. Talk with the appropriate department head if you feel that you did not obtain a satisfactory response.
3. If you are still not satisfied, or uncomfortable with addressing your concern with the staff person in charge, you may speak to the administrator.

If a resident or family member feels that their concerns have not been addressed satisfactorily, a grievance may be submitted in writing to the facilitator of the Grievance Committee (the social worker). We convene a Grievance Committee whenever necessary. Voting members are made up of two residents, one family member, and one facility staff member. The facility social worker will act as facilitator, and the facility administrator will act as an *ad hoc* member in attendance.

GRIEVANCE COMMITTEE

Facilitator	Dayton Duvall, BSSW, LSW
Staff Member	Pam Seymour
Resident	Elias Hrdzick
Resident	Martha Weaver
Family Member	Nancy Finneran
Family Member	Marilyn Locke
Ad Hoc Member	Sarah Mitchell, MHA, LNHA

When the grievance is determined to be valid, the Committee and all parties to the grievance will meet within seven (7) days of its receipt to hear the complaint. The four (4) voting members will have three (3) working days in which to provide documentation of findings in written form, verbalization, or tapes to the social worker. The social worker will call all parties to reconvene, review the findings, and come to an amicable solution for correction within ten (10) days. In the event correction is not or cannot be made, the Grievance Committee will refer the grievance to the ombudsman.

Facility staff members shall not retaliate against any parties to the grievance or the Committee. To the extent possible, grievance information will be kept confidential.

XII. HEALTH CARE RECORDS - PRIVACY STATEMENT

We are required by Medicare and Medicaid laws to conduct assessments of each resident's functional capacity and health status. As of June 22, 1998 all skilled nursing facilities are required to establish a database of resident assessment information and to electronically transmit this information to the State. The State is then required to transmit the data to the federal Central Office Minimum Data Set (MDS) repository of the Health Care Financing Administration (HCFA).

It is our understanding that the information will be used to track changes in health and functional status over time for purposes of evaluation and improving the quality of care provided by nursing homes that participate in Medicare or Medicaid. Submission of MDS information is also necessary for the nursing home to receive reimbursement for Medicare/Medicaid services.

We believe a primary use of this information is to aid in the administration of the survey and certification of Medicare/Medicaid long-term care facilities and to improve the effectiveness and quality of care given in those facilities. This system will also support regulatory, reimbursement, policy, and research functions.

The information will be entered into the long-term Care Minimum Data Set system of records. Information from this system may be disclosed under specific circumstances to:

1. A congressional office from the record of an individual in response to an inquiry from the congressional made at the request of that individual
2. The Federal Bureau of Census
3. The Federal Department of Justice
4. An individual or organization for a research, evaluation, or epidemiological project related to the prevention of disease or disability, or the restoration of health
5. Contractors working for HCFA to carry our Medicare/Medicaid functions, collating or analyzing data, or to detect fraud or abuse
6. An agency of a state government for purposes of determining, evaluating and/or assessing overall or aggregate cost effectiveness, and/or quality of health care services provided in the state
7. Another federal agency to fulfill a requirement of a federal statute that implements a health benefits program funded in whole or in part with federal funds or to detect fraud or abuse
8. Peer review organizations to perform Title XI or Title XI functions
9. Another entity that makes payment for, or oversees, administration of health care services for preventing fraud.

XIII. HOUSEKEEPING

Resident rooms are cleaned every day. If housekeeping personnel wish to enter and it is an awkward moment, please request that they return at a later time. Housekeeping and nursing personnel, from time to time, will clean and straighten inside drawers, cabinets and wardrobes for the comfort and convenience of the residents.

XIV. LAUNDRY

Columbus West Park will launder personal clothing free of charge. If a resident or responsible party prefers, they may take laundry home for laundering. A laundry basket or bag should be provided in the base of the resident's closet. Columbus West Park does not offer dry cleaning. We advise residents to bring in "wash and wear" clothing. Any dry cleaning should be handled by the family/responsible party and will be at the resident's expense.

XV. LEAVE OF ABSENCE (OUTINGS, HOME VISITS, ETC.)

When a family or responsible party want to take a resident out of the facility for a day trip or overnight, the nursing staff should be provided with advance notice. On the day of leave, the resident must be signed out at the nurse's station. The family/responsible party must also see the nurse before leaving, to receive any medications or other medical instructions as appropriate. Upon return to the facility, the resident should be signed back in at the nurse's station, and the nurse must be notified of the return.

XVI. MAIL

Residents mail will be delivered to them unopened. If opening the envelope or reading is difficult, a staff member will assist at the resident's request. If writing presents a problem, a staff member from activities or social services will help with the preparation of a letter. Outgoing mail can be brought to the Front Reception Desk, and the resident can purchase a stamp.

XVII. NEWSPAPER

The responsible party may arrange a subscription to *The Columbus Dispatch*. This service is at the expense of the resident. Generally all papers are delivered to the Front Reception Desk, and residents can either pick them up in the morning, or can arrange for staff delivery to the residents room. The Activities Department also purchases one paper per day for facility use. Residents are welcome to borrow the facility's copy from activities staff.

XVIII. PERSONAL FUNDS REIMBURSEMENT POLICY AND PROCEDURE

Residents may request that Columbus West Park maintain their personal funds. It is the policy of Columbus West Park to keep on hand only \$50 of any resident's personal money. State law requires that anything over \$50 be placed in an interest bearing account at a bank.

1. To withdraw money from an account, the resident must see the Receptionist. The Receptionist will write a receipt for the amount requested (\$50 or less) and the resident will have to sign his/her name or make a mark on the receipt, and the Receptionist will witness it with his/her initials. Other than the resident him/herself, only a legal guardian or an authorized legal representative may sign a receipt to remove monies from the resident's personal fund.
2. If a family member purchases any items for the resident and wants to be reimbursed, he/she must submit a store receipt and the resident must have authorized the reimbursement. At this time, the Receptionist will refund money of \$50 or less. If over \$50, the Director of Financial Services will have to write a check in order to reimburse them. If a check is needed after business hours, we will take the request, and it will be processed the next business day.
3. If you wish to deposit money into a resident account, give the money you want deposited to the Receptionist and she will open an account, or add to an existing account.
4. Columbus West Park will provide the resident with a statement each quarter (every three months) showing all activity on the account, along with interest earned.

5. If you wish to close an account, see the Receptionist. The Receptionist will check on the balance and refund the money if less than \$50. Again, only the resident or legal representative may request to close an account. Upon the death of a resident, we can only release the funds to the resident's estate. If the resident is receiving Medicaid benefits and there is no estate, we can write a check to a funeral home for any burial expenses or monument company for a marker. We can also pay a florist for a floral arrangement. If all these expenses have been prepaid, then we must send any funds remaining back to the State Medicaid Program.

XIX. PERSONAL BELONGINGS

We recommend that you bring at least seven (7) days worth of clothing, including "street" clothes, panties, socks, etc., and nightwear (i.e., pajamas, nightgowns). Many residents seem most comfortable in jogging suits with zipper tops, which are fairly easy to put on. We highly recommend you bring in comfortable clothing and casual jewelry, if any jewelry at all. All residents' clothing should be clearly marked with name identification. It is suggested that valuable items not be brought to the Center inasmuch as the Center cannot assume responsibility for their care and security.

LABEL EVERYTHING! We cannot stress this enough! This means glasses, dentures, hearing aids, clothing, and any and all personal items that you bring in. Please see the Central Supply Coordinator to help arrange for your glasses, dentures and/or hearing aids to be labeled. Use a permanent laundry marker for clothing and other personal items. If you do not have one, please ask at the nurses' station, or see the Receptionist to borrow one. You will receive an Inventory Record from the nurse on the day of admission. Please complete it with as much detail as possible. Whenever you bring in items after the time of admission, please make sure they are clearly marked with the resident's name and add them to the Inventory Record. Over time, even the permanent black marker tends to wash out. For this reason, we suggest that every six weeks or so, you re-label items.

Columbus West park highly recommends that you do not bring in valuables to the Center, either with financial value or sentimental value. We take as many preventative measures as possible in safeguarding the residents' personal possessions; however, there is always a reasonable risk involved in bringing valued personal items into the facility. We cannot be liable for lost or missing items, but lost and found items are kept in the Social Services office. The Charge Nurse in your unit will keep unidentified glasses, dentures and hearing aids.

When you do notice that something is missing, it is important that you report it to the charge nurse or a department head as quickly as possible so that a Missing Property Report form can be completed and a search started. The longer you wait to report missing items, the harder it can be to track them down.

XX. PET POLICY

Columbus West Park strives to create a homelike environment for its residents. For this reason we want to allow pet visitation at the facility. However, we must protect our residents, other visitors, and staff from any potential harm that animals in the facility might present.

We do not allow Residents to bring their own pets in as permanent residents of the facility. We do encourage pet therapy, and would be happy for family members to bring beloved pets in for a visit, as long as they are on a leash. It is our preference that snakes and other reptiles not be brought into the facility because of the fear they can often generate in others.

Prior to visitation, pet owners should present a copy of current vaccination records to the facility. If your pet has aggressive behaviors, or is known to react badly to large groups or stranger contact, they should not be brought into the building. You may make arrangements to bring the animal outside the front entrance, and staff can escort the resident outside for a visit. If your animal harms a resident, other visitor, or staff member, you will be held accountable for any medical expenses that may occur.

If any member of facility management has concerns about pet's behaviors creating a harmful situation while in the facility, they are authorized to ask you to remove the animal from the building. The facility reserves the right to refuse pet visitation at any time on an individual pet basis. For example, if your animal would physically harm someone in this facility, we would not allow the pet to return at any time. Non-compliance with this policy may result in elimination of all pet visitation.

XXI. RELIGIOUS SERVICES

Non-denominational religious services are conducted regularly in accordance with the activity calendar, and are under the leadership of area clergy. Services are held in the Activity Room. With physician's permission, and your arrangements for transportation, residents may elect to attend a church of their choice in the community. Some churches do provide transportation.

XXII. REMOVAL OF BELONGINGS

When a resident discharges from Columbus West Park it is our preference that belongings be removed within 48 hours. We understand that this is not always possible. If you have a special situation, please let us know as soon as possible, because we require that belongings be picked up within two weeks of discharge. If you wish to donate any or all belongings, please let us know. Any items not removed after two weeks will either be given to other residents in need or discarded.

XXIII. RESIDENT CARE CONFERENCES AND PLANS OF CARE

Columbus West Park will hold a resident care conference at least once per quarter. The resident, family, legal representative (if applicable) and pertinent facility staff will be invited to attend. These conferences provide an opportunity for the resident and family to ask questions and to provide valuable input relative to the plan of care. These conferences also help maintain open lines of communication, and provide opportunity to exchange information about the resident. The plan of care is the written document for assuring that the resident's physical,

emotional and social needs are being met. It includes treatment and therapies as ordered by the physician and the identification of problems, approaches and goals.

XXIV. RESIDENT'S PERSONAL FURNITURE AND ELECTRONIC DEVICES

We encourage everyone to feel free to personalize the room in which they will be staying. Residents are welcome to bring in special decorations small pieces of furniture, lamps or favorite bed spreads, etc. because Columbus West Park must assure that the room is maintained in a safe manner, personal furnishings are subject to approval by Columbus West Park. Area rugs (throw rugs) and household electrical extension cords are not permitted under any circumstances, as they create both a fire and general safety hazard. You must work with facility Maintenance staff regarding use of utility strips, as there are very specific Life Safety Code requirements that Columbus West Park is obligated to maintain.

The furnishings of the Columbus West Park have been specifically selected in accordance with certain fire-retardant requirements. Residents are not permitted to bring any furniture or electronic devices which would either by virtue of the physical size of the item, or on the basis of known flammability or potential for flammability, or on the basis of general condition or status of repair, represent a potential fire hazard. Any resident who desires to bring any item of personal furniture or an electronic device (i.e., television or radio), must first obtain an inspection of the item from the Director of Maintenance, whose approval tag must be installed on the item and kept in plain view at all times while in the Columbus West Park's premises. The Director of Maintenance shall be required at least monthly, to inspect each approved item and either further approve the item or he shall make arrangements to have any items that do not pass inspection, removed from the premises as quickly as possible.

XXV. RESIDENT'S RIGHTS AND BEHAVIOR

Each resident has a right to privacy to the maximum extent possible in the nursing facility environment. Each resident must observe the privacy rights of others. Residents are not permitted to enter the room of another resident unless invited. Residents are not permitted to touch or disturb any other resident's possessions. In the event of continued or repeated violations that severely infringe on the rights of other residents at Columbus West Park, a resident may be subject to a 30-day notice of discharge.

Some of our residents, due to illness, may not be capable of understanding or remembering these rules. In the event that a resident is observed perpetrating any of these behaviors, the Center's staff will take action such as redirecting resident, providing counseling and/or professional referral to a psychologist or psychiatrist, if necessary, or seek other practical methods to prevent such behaviors from recurring. If such behaviors persist, the resident may be transferred to our secure unit, or referred to another facility specializing in management of such behavior patterns, or may be discharged from Columbus West Park.

XXVI. RESIDENT'S RIGHTS AND RESIDENT'S COUNCIL

We are required by federal and state law to give you a copy of our policy and procedure for implementation of resident's rights, including our grievance procedure.

This facility is committed to the implementation and protection of its residents' rights. Our personnel have been trained to understand residents' rights and to assure that they are respected. We are also committed to fully and fairly consider all residents' concerns and resolving them to the greatest extent possible. If you have concerns about anything regarding your stay in the facility, please contact the Administrator.

We have residents' Council which actively assists us in implementing our residents' rights. The Council holds regular meetings to provide for discussion of residents' concerns, suggestions for improvement, and other issues of resident life. We encourage each resident's input into our residents' Council. Current Council Officers are:

Mildred "Billie" Tatman, President
Irene Hoffman, Vice-President

Be advised that any resident has the right to contact the Ohio Department of Health, the Ombudsman's Office, or any other applicable government office relative to the filing of complaints (including complaints about residents' rights), directly, even without going through the resident's Council. In no event will any resident be punished or retaliated against for expressing concerns to any member of the facility staff, the Grievance Committee, or any public official.

XXVII. RESIDENT ROOM ASSIGNMENTS AND ROOM CHANGES

Residents are assigned to rooms without regard to race, religion, color, age, national origin, ancestry, or disability. The sex of the resident is considered only to the extent that residents who are assigned to a semi-private room will be placed with a roommate of the same sex. Requests from residents for transfer to other rooms are not honored if based solely on race, religion, or ethnic consideration. However, if there are valid medical reasons or special compelling circumstances in an individual case, room changes will be accommodated, to the extent possible, in order to promote resident compatibility, comfort, or health. All parties affected by a room change will be notified in advance.

We will take into account all requests for room change. Per facility policy, when there are roommate concerns, the resident making the request for a change will be the resident who is moved, unless there are unusual circumstances. A team consisting of, but not limited to, the Administrator, Director of Nursing, Unit Managers, Director of Social Services and Admissions Director will evaluate and approve any and all room assignments. The residents and families/Responsible Parties that will be affected by any room change will be contacted prior to any move.

Occasionally, it is necessary for administrative reasons to make room changes. The facility will provide advance notice and take measures to assist all affected parties with the transition of the room change.

XXVIII. RESTRAINT POLICY

Columbus West Park, in accordance with federal and state laws, has a very stringent policy regarding the use of physical and chemical restraints on its residents. Our philosophy of providing residents with the highest possible quality of care and life is reflective of our belief that it is essential for our residents to maintain their dignity and independence by being permitted to take “the normal risks of everyday life.”

Restraints used in an attempt to remove these normal risks of living violate the rights of residents, greatly reduce their quality of life, and present significant physical and psychological risks.

For these reasons, restraint use in our facility will only be considered to treat a medical symptom or condition that endangers the physical safety of the resident or other residents and under the following conditions:

1. As a last resort measure, after a trial period where less restrictive measures have been undertaken and proven unsuccessful;
2. With a physician’s order;
3. With the consent of the resident (of Legal Representative); or
4. When the benefits of the restraint outweigh the identified risks.

If restraint use is deemed necessary, the goal will be to use the least restrictive type of restraint for the shortest period of time possible.

Every resident admitted to this facility will be individually assessed upon admission regarding the need for appropriate safety measures and will be periodically reassessed throughout their stay, and as their needs change.

XXIX. SMOKING POLICY

Columbus West Park Nursing and Rehabilitation Center is a smoke-free facility in compliance with the State of Ohio Smoking Ban. Under no circumstances is anyone permitted to smoke in resident’s rooms, offices, or other interior areas of the facility, unless that area has been specifically designated as a smoking area. There is also absolutely no smoking in the Teal Courtyard. All staff, residents and guests are expected to comply with this policy.

The designated smoking areas in this facility are the ventilated smoking lounge located in the Activity Room for **residents only**, the center part of the central courtyard for Residents and their guests, and the back dock area for Staff only. Ashtrays and smoking urns that meet Federal and State fire codes have been provided in these areas, and must be used. Anyone found putting smoking trash in garbage cans or on the ground may have their smoking privileges revoked.

Most healthcare facilities do not allow any smoking on their premises, or they discourage smoking by making designated smoking areas very inconvenient. We hope to make it convenient for our residents, guests and staff by allowing smoking in the designated areas. However, smoking will be discontinued on these premises if staff, residents and guests do

not respect and comply with this policy, and do not dispose of smoking materials appropriately.

Residents have the right to use tobacco products at their own expense, unless it is not medically advisable as documented in their medical record by the attending physician. It is the residents responsibility to obtain their tobacco products. Columbus West Park Staff will not purchase tobacco products for residents, unless there are absolutely no family or designated responsible parties identified.

PROCEDURE:

1. Residents who are alert and oriented, and physically capable of smoking independently and safely may smoke at any time in the designated smoking areas.
2. Residents who are physically unable to smoke independently, or who have been determined to be an elopement risk will be smoked intermittently throughout the day.
3. As per Resident's Rights, if any residents are taking meals in the Activity Room residents are not permitted to smoke in the smoking lounge while meals are in progress.
4. No residents are permitted to maintain their own cigarette lighters, matches or ashtrays. All staff is responsible for confiscating lighters and ashtrays.
5. Lighters/matches/etc. will be kept locked in the Med Room on each unit. Residents must obtain their lighter from the nurse's station, and return it after each smoke break.
6. New admissions who request smoking privileges will be assessed by the Interdisciplinary Team for ability to smoke independently versus needing supervision.
7. Residents who do not adhere to the policy may have their smoking privileges revoked.

XXX. SPECIAL SERVICES

Special services such as personal laundry services, beauty and barber services, planned activities, telephone, television, library books, and church services are available at Columbus West Park. Please refer to the schedule of rates for applicable charges for special services.

XXXI. TELEPHONE POLICY

A. Private Phone Use

Columbus West Park has a phone available in our Plum Lounge, and our Private Dining Room for residents to make private phone calls. Keys to the Private Dining Room are available from the Receptionist during the day, or the Plum nurse after hours.

B. Personal Phones

The majority of rooms in this building already have phone jacks installed. If you wish to have a telephone, you need to provide the telephone and call the telephone company to install the telephone at Columbus West Park. You will need to notify the phone company of your room number as well as your location in the room (i.e., Room 100, Bed A). The resident is responsible for the phone bill. If you are in a room that does not currently have a phone jack, it is your responsibility to arrange for its installation and the corresponding fee.

When a resident is moving from one level of care to another, or the resident or responsible party requests a room change, the resident is responsible for the fees involved with moving a phone. If the resident's stay is expected to be a short length of time, we strongly suggest the resident/responsible party evaluate the cost of phone installation compared with the benefit to the resident. If the facility is requesting a room change for reasons other than those listed above, the facility will pay the fees involved with moving the telephone service. In all cases, resident or responsible party contacts the phone company.

We also strongly suggest that you consider local telephone service only. We try to provide as much supervision as possible to protect residents' property but, due to wandering residents and the number of visitors and staff in and out of the facility each day, we cannot monitor telephone usage in each room. There have been problems with resident's telephones being utilized for unauthorized long distance calling, and the facility cannot be responsible for these expenses.

XXXII. TELEVISION POLICY

Columbus West Park residents are welcome to bring in televisions, radios, VCR's, DVD players, etc. for their personal use. The facility offers televisions in the activities room, and in the resident lounges on each unit. At this time, Columbus West Park does not offer cable television. Residents and responsible parties are welcome to investigate satellite service at their expense. If a satellite service is chosen, resident and responsible party need to work with facility Maintenance Director.

While Columbus West Park encourages a home-like environment, we must consider the comfort of all of our residents. If a resident wants their television on between the hours of 11:00pm and 7:00am, they must have earphones. Some residents prefer or require the sound on their television to be louder than normal when in use, and in this case, we request that earphones be used at all times.

To meet facility plant safety standards, as well as to protect the well being of the residents, we require that all electronic appliances (i.e., televisions, radios, VCRs, etc.) be checked and labeled by the Maintenance Director before being placed in resident rooms.

Television Specifications:

- A. **SIZE:** Due to space limitations, television screens may not exceed 19".
- B. **STANDS:** TV sets must be placed on a piece of furniture designed and intended to be a television stand. Facility overbed tables may not be utilized as television stands, as they do not provide stable support and can become unbalanced quickly (due to an obvious structural design).

storing or carrying weapons on Columbus West Park premises. Prohibited weapons include, but are not limited to, firearms, knives, ordnance, illegal or dangerous substances that could inflict bodily harm or damage to property

Under Ohio Revised Code Columbus West Park is a forbidden carry zone. No person shall knowingly possess, have under the person's control, or attempt to convey a deadly weapon or dangerous ordinance onto these premises.