

## **POLICIES AND HOUSE RULES**

### **Welcome Home!**

We are pleased that you have chosen to make Valley Assisted Living, Inc., known as VALI, *YOUR* home! We are dedicated to providing you with the finest in assisted-living care and comfort. To ensure the most enjoyable experience for all Residents, we ask that you read and follow the policies and house rules outlined in this Handbook. If you have additional questions, please feel free to discuss them at any time with the House Manager or Administrator. Thank you for giving this information your full attention and for choosing VALI.

#### *What is VALI?*

Valley Assisted Living, Inc., features family-style living in a residential setting for seniors and disabled who do not require skilled nursing care. We provide 24-hour assisted living services by trained staff. Our facility accommodates up to 19 residents who enjoy a quality lifestyle with group association, yet still receive the utmost in privacy. Resident's needs range from those who are nearly independent to those who need assistance with laundry, medications, meals, etc.

#### *What are our Values?*

- Provide superior care and comfort to our Residents through teamwork.
- Exceed our Resident's expectations by anticipating and responding to their needs in a timely manner.
- Be honest, ethical and sincere in all of our actions and communication. .Treat one another with compassion, kindness and respect. .Show passion, innovation and creativity in our work.

#### *Who is a Resident? You Are:*

- The most important person in our organization.
- Not an interruption of our work, but the purpose of it. We are not doing you a favor by serving. You are doing us a favor by giving us the opportunity to do so.
- Not an outsider to our business, but the greatest part of it.
- Not a cold statistic, but a human being with feelings and emotions like our own.
- Not someone to argue with or match wits with.
- A person who brings us your needs and wants. We strive to handle those needs and wants in the most professional way possible.

### **House Rules**

Residents live together in close proximity and share common areas of the Home. As a result, VALI has developed House Rules to ensure efficient and fair operation of the home for each person. Residents' behaviors (positive or negative) can have a profound impact on everyone residing within the Home. A Resident who violates House Rules will be given every opportunity to correct the problem. However, continued violation of House Rules may subject the Resident to discharge from the Home.

#### *Activities and Events*

VALI maintains a monthly schedule of social, recreational and fitness activities. Activities and events may take place either inside of the Home, or at off-premise locations. Residents are not required to participate; however, group interaction can be fun and rewarding for everyone. Activities may include lunch out, picnics, going to a movie, attending special

community events, crafts and arts, games etc. In some cases, a minimal fee may be required for participation in planned outings. Residents are always encouraged to suggest activities that are of particular interest to them.

#### *Alcoholic Beverages*

Alcoholic beverages may not be consumed on the VALI premises. Any resident that consumes alcoholic beverages off facility property must be in control of their actions when returning to the facility.

#### *Alterations and Repairs*

Residents may not make structural alterations to any part of the Home, including private bedrooms, baths, or common areas without the advance approval of the House Manager. Should a Resident's room require repair, the House Manager should be notified to schedule such repairs. All damages, alterations, and repairs (outside of what is considered normal wear and tear) will be the financial responsibility of the Resident/Responsible Party.

#### *Disease Transmission*

Disease transmission is a problem that can and will affect all Residents, regardless of the precautions taken. Visitors, employees, and volunteers will not be allowed to enter the Home with severe colds, flu symptoms, or any other contagious disease. If it is imperative that a Resident must be seen, an employee on duty will supply and require the affected person to wear a surgical mask at all times. Sick children will not be allowed in the Home under any circumstances.

#### *Finances*

A description of payment policies, fee structures, and Resident financial obligations can be obtained by contacting the House Manager, or referring to the Resident Agreement. Any services arranged with outside providers will be billed directly to the Resident by the provider. Families must designate a single family member or responsible party to be accountable for financial matters. All financial business will be addressed solely with the designated responsible party.

#### *Furnishings and Personal Belongings*

Residents may furnish their private rooms as they desire, with the approval of the House Manager. If the Resident does not have personal furnishings, a bed, dresser, nightstand and reading lamp will be provided. Although the grounds are covered by general liability insurance, this insurance does not cover any property belonging to a Resident. Residents are, therefore, encouraged to carry personal property insurance to cover any loss due to fire, theft, or other casualty. The House Manager and the Resident or Responsible Party will inventory personal belongings at the time of move-in. VALI cannot be responsible for any loss of money, jewelry, or other valuables. Residents should lock their rooms for protection of any valuable items, and should keep only a maximum of \$20.00 cash in their possession.

Residents may have their own personal televisions and radios in their rooms, but they must be used with considerations. Volumes should be kept at a reasonable level, especially between the hours of 9:00 p.m. and 7:00 a.m. when other residents are sleeping. Residents who are hearing impaired may be asked to use earphones. Due to the potential for fire, extension cords and space heaters are not allowed in the Home. Electric blankets and heating pads are not encouraged but may be allowed only with permission from the House Manager who may rescind permission if it is deemed unsafe for the Resident to continue to such use.

#### *Holidays*

Residents and their families are encouraged to celebrate special holidays together, whether at VALI or their own homes. If a Resident's family would like to share the holiday in the VALI residence, advance notice is required to plan for additional meals, if required.

### *Housekeeping and Laundry*

Resident rooms are cleaned and sanitized on a regular basis. Residents are asked to cooperate in making their room available for cleaning during the ,afternoon hours. Living and dining room areas will be cleaned daily, and Residents are expected to do their part to keep the common areas clean and tidy. Bed linen is changed according to the housekeeping schedule, or on an as-needed basis. VALI employees will launder all linen and personal clothing. Residents are asked to bring wrinkle-free clothing. Residents may assist with laundry and light housekeeping duties.

### *Leaving and Returning to the Home*

Residents are encouraged to come and go from the Home as they choose. When a Resident leaves VALI, he/she should notify the employee on duty of the departure time, destination, and expected return time and log it in the Resident check out book. The outside doors will be locked at 8 p.m. or sundown, whichever is later, and unlocked again at 7:30 a.m. Residents wishing to stay out later or leave earlier than 7:30 a.m. must make advance arrangements with the House Manager.

### *Meals, Snacks and Cooking*

Three nutritionally-balanced meals are served family-style in the dining area according to the following schedule:

Breakfast, 7:30-9:00 a.m.

Lunch, 12:30 p.m.

Dinner, 6:00 p.m.

Snacks, such as juice, fruit and cookies are available to Residents at all times. Meals are not served individually, or in a Resident's room except in the event of an occasional illness. Cooking is not allowed in Residents' rooms at any time.

Should a Resident wish to invite a guest(s) for any meal, advance notice is appreciated.

### *Nondiscrimination*

VALI affords equal treatment and access to its home and services for all persons without unlawful discrimination due to race, color, religion, sex, age, national origin, ancestry and handicap.

### *Personal Appearance and Hygiene*

Residents will wear their own personal clothing, and are expected to dress modestly when they leave their private rooms. Appropriate robes are acceptable for breakfast dining only. Otherwise full dress will be expected in common areas of the Home. Residents must maintain an appropriate level of hygiene at all times. VALI employees can assist Residents with activities such as bathing, dressing and grooming.

### *Pets*

A Resident may be allowed to have a personal pet with advance approval from the House Manager. A pet may initially be accepted into the Home on a "trial basis"-only after a pet assessment has been performed. Admission of a pet depends on such factors as size, noise factor, odor, behavior, and cleanliness. Proof of a healthy animal and required vaccination from a veterinarian will be required before the pet comes to stay at VALI.

VALI reserves the right to ask that the Resident or Responsible Party find outside living arrangements for the pet, if it is determined that the pet is destructive, disruptive, or poses a health or safety hazard to the Home or its other Residents. A Resident must be solely capable of properly caring for the pet, including feeding, grooming, and clean-up. An additional amount may be charged as a nonrefundable Pet Deposit and/or pet rent.

### *Privacy*

Residents are expected to be considerate of each other's privacy. A Resident may not enter the room of another Resident without permission. No Resident may use the personal

belongings of another Resident without permission. Family members are not allowed to enter any other Resident's rooms, unless invited by that Resident.

#### *Resident Illness or Death*

Residents are to report illness of any kind to the employee on duty. In the event of serious illness or death of a Resident, the following procedure will be followed:

1. The employee on duty will call 911 emergency.
2. The employee will call the House Manager and Administrator.
3. The employee will call a member of the Resident's family designated as the emergency contact.
4. The employee will supply emergency medical personnel with the Resident's records, including any advance medical directives, the resident information sheet containing an emergency contact, physician's name and phone number, and a list of current medications.

#### *Smoking*

Smoking is not allowed inside of any VALI buildings at any time. This restriction includes all common areas, private rooms and public bathroom. The House Manager will specify a designated smoking area located outside of the Home.

#### *Telephone Usage*

There is a community telephone in the Home that may be used by all Residents for local calls. Residents should be considerate of their phone usage to allow other Residents time to make or receive calls. The Resident or Responsible Party will be held fiscally responsible for all incurred charges for long distance calls at \$0.10 per minute.

Pre-wired jacks are available in each private room.

#### *Transportation*

Residents should try to secure their own private transportation (via a family member or friend) for medical or other appointments. However, VALI may assist residents by securing rides for medical purposes via the Wet Mountain Valley Community Service van provided by the Rotarians. Residents may also be transported by the VALI bus for social and recreational purposes by VALI employees. In the event of serious illness or injury, an appropriate medical provider will be contacted to provide transportation with all associated costs being the responsibility of the Resident or Responsible Party.

#### *Use of Common Area*

Residents have unrestricted use of the Home's common area, including television, radio, games, etc. between the hours of 7:00 a.m. and 10:00 p.m. Cooperation is required among all Residents to select television and radio preferences. Any disagreements over programming will be resolved by the employee on duty.

#### *Visitors*

Friends, family members and other visitors are welcomed and encouraged to visit. Suggested visiting hours are 9:00 a.m. until 8:00 p.m. If necessary, other arrangements can be made with the House Manager. All visitors must follow the House Rules. Many of our Residents enjoy the company of young children; however, a responsible adult must supervise children visiting the home.