

ASSISTED LIVING SERVICES

DISCLOSURE OF SERVICES DETAILED ATTACHMENT

This attachment is used to supplement the designed DSHS 10-351 form that Assisted Living facilities are required to use. This attachment flows with the form as you read through it.

Any exceptions to this disclosure must be approved by the Director of Nursing and specifically outlined in the occupant's Negotiated Service Agreement

SERVICES / CARE

A - ACTIVITIES

A monthly newsletter and calendar of scheduled activities is distributed facility wide and are available for review on our website. A daily schedule of events can be viewed on our large informational TVs with several overhead announcements being made daily to keep occupants aware of ongoing activities.

Some of the scheduled activities (shopping & lunch out) require the occupant to use their own personal funds.

The facility van doesn't have a wheelchair lift; thus, requiring occupants to go up and down steps to enter the van. Occupants are continually assessed by the driver and/or RN to ensure the occupant can safely enter and exit the van. Occupants are required to always follow the directions of the driver.

Due to the cost of driving the van, scheduled events using the van are subject to be cancelled if there are 3 or fewer participants.

Occupants will be assessed periodically, as needed, to determine if they are safe to be part of a group setting. (To include wandering away from scheduled activities and following the directions of staff.)

Disruptive behaviors or offensive odors during activities will be discussed with the occupant concerned as they occur. Continued behaviors may result in the occupant being asked not to attend such activities for the enjoyment of others attending.

RESIDENT COUNCIL: Occupants have repeatedly opted over the years to not have a formal Resident Council; however, a monthly group meeting has been adopted for occupants to share their thoughts and ideas concerning food choices, food quality, dining room services, activities, and any other topics they wish to discuss. A summary of these meetings is documented in our monthly newsletter.

A comment box is provided in the library for all individuals to use if they wish to suggest or comment anonymously.

B - FOOD AND DIETS

Weekly menus distributed facility wide, and the daily menu can be viewed on the information TVs. Menus are designed to allow occupants to choose between items being offered that day.

- **THICKENED LIQUIDS:** Are not offered.
- **FOUR DIETS OFFERED:** Evergreen only recognizes those diets indicated in the Disclosure Statement
 - Regular: Diet with no restrictions
 - Mechanical Diet: Designed for people who have problems chewing and swallowing. We will chop or grind your food or offer food that breaks apart without a knife.
 - NAS (No Added Salt): A very mild sodium restriction in which the saltshaker is removed from the table. All foods from the regular diet are included.
 - Consistent Carbohydrate: Consuming a consistent carbohydrate intake throughout the day is a key component to managing diabetes mellitus to attain and preserve blood glucose and lipid goals.

The following diets are not offered; however, we may assist the person with achieving their desired diet with those diets annotated “*”.

- *High or Restricted Calorie diets: For weight loss or weight gain conditions.
- DASH Diet (Dietary Approaches to Stop Hypertension): Emphasizes fruits, vegetables and whole grains while limiting saturated fats, high-fat dairy and sweets. Inherently low in sodium.
- Gluten-free diet: For individuals with celiac disease or gluten sensitivity and excludes foods contain gluten, such as wheat, barley and rye.
- Pureed diet: All foods blended to a smooth, pudding-like consistency that requires no chewing
- Renal diet: For individuals with chronic kidney disease that restricts foods high in sodium, potassium and phosphorus to reduce the workload on the kidneys. Normally a licensed dietitian will tailor this diet to the individual’s specific stage of kidney disease.
- *Vegetarian diet: Choice of a variety of healthy plant-based foods.
- Vegan strict diet: Abstain from eating meat, fish, eggs, dairy products and any other animal-derived substances.

Evergreen will not special-order food items or special requests that are only used by one or a limited number of people. This prevents food waste and excessive costs.

E & F - HOUSEKEEPING, LAUNDRY & LINEN SERVICES

Housekeeping, laundry & linen services are accomplished one time weekly free of charge. Individual laundry is not washed with other's laundry or facility owned items, so your laundry is washed and dried independently from others.

Area rugs, large comforters, Afghans, quilts, and drapes are not part of this free service. There is a fee associated with us cleaning these items if we feel safe to do so.

Evergreen makes reasonable attempts to search for items left in pockets or entangled in clothing and linen; however, we are not responsible for damage to those items that are not found and are then laundered.

Soiled laundry must be stored in leak proof enclosed container with a lid within their apartment to help prevent unwanted odors. Occupants are encouraged to mark their clothing and personal linen with their name or identifying marks using a permanent marker.

Occupants need to have two sets of linens, so that one set can be washed while the other set is placed on the bed.

Occupants or families who desire to do their own laundry can use any of the laundry facilities at no charge. To avoid damage to the facility from spills, bleach products are not permitted inside the facility.

To ensure occupants have clean clothing, Evergreen reserves the right to launder an occupant's laundry if they are running out of clean clothing.

The laundry rooms are closed during the work week as posted on the entrances to these areas. Occupants are free to use the laundry rooms anytime they are not posted or can arrange to use a machine with the laundry housekeeper.

ASSISTANCE WITH DAILY TASKS

A - BATHING / SHOWERING

Bathtubs are not found in our facility and shower stalls vary in size and model, depending on the apartment of your choice. Shower wands or cords may be installed by our staff, if provided by the occupant.

One-person physical assistance is offered when the Registered Nurse (RN) determines it is safe for the occupant and staff. The occupant's mobility, weight, size and cognitive ability will be considered.

Bed baths or total bathing requirements can be obtained from an outside healthcare agency at the occupant's own expense. Evergreen may provide this temporary service for a 14-day duration.

B - TOILETING / INCONTINENCE

One-person physical assistance is offered when the Registered Nurse (RN) determines it is safe for the occupant and staff. The occupant's mobility, weight, size, and cognitive ability will be considered.

Incontinent supplies are considered personal property and will be stored in the occupant's apartment.

Toilet paper is provided to all occupants free of charge.

C – TRANSFERRING

Staff may use a gait belt for transfers, if deemed necessary for safety.

All transfer assistive devices (such as bed canes, bed rails, grab bars, transfer poles etc.) must be approved by the facility and reviewed for safety prior to installation/bringing into the facility.

D- PERSONAL HYGIENE

Staff do not perform the actual act of brushing an occupant's teeth.

Denture assistance is provided with the safe storage of these items, if requested.

Beauty Shop services can be obtained through the 1st floor independent contractor for such services. Prices for their services are negotiated with them directly and they bill for this service independently of Evergreen.

A list of free items provided to Medicaid occupants can be found at the nurse's stations.

E - EATING / DINING ROOM / APARTMENT TRAY DELIVERIES

Dining room hours are posted in our occupant handbook, at the entrance of the dining room and on our informational TVs.

Seating in the dining room may be limited at any given time. If no seating is available an occupant may need to wait for an opening. There is no reserved seating.

Offensive body odors, poor language or disruptive behaviors are not permitted.

Apartment meal tray delivery is available for those occupants who are sick/ill, on a limited basis. Tray delivery fees will be charged to the occupant's account. Reoccurring tray deliveries not related to an illness will not be performed unless approved by the Director of Nursing.

Guest meals may be offered to friends and families if prearranged with the front office. A guest meal fee will be collected at the time of the service or will be charged to the occupant's account. Large parties are asked to reserve seating toward the end of each meal service.

G - MOBILITY

Evergreen requires all occupants to move about within the building on their own accord without routine stand-by assistance from a staff member. Assistance devices such as canes, walkers and wheelchairs can be used. An occupant's ability to move about within the building on their own will be evaluated continually for fire safety reasons and this may require an occupant to relocate to another apartment.

People do fall, regardless of our living arrangements. With each fall we attempt interventions with the goal to reduce the likelihood of falls and reduce potential injuries. When Evergreen has exhausted all possible interventions to stop falls, we may progress toward a 30-day discharge notice to another facility that may assist you with your safety.

Electric ambulation devices are permitted; however, the RN and Executive Director must assess the occupant's ability to use the device safely. A medical provider may have provided you with an order to purchase the device; however, your ability to operate it safely will be assessed by Evergreen.

The occupant's physical and cognitive abilities will be evaluated prior to the device being used within the building. If no reasonable medical condition is noted or if the occupant has been deemed unsafe to use the device, permission to use it internally will be declined.

The device must be stored within the occupant's apartment when not used and an additional monthly fee will be charged to the occupant's account for its use.

INTERMITTENT NURSING SERVICES

DIABETIC MANAGEMENT:

Nursing Assistants can assist an occupant in reading a glucometer and with verifying the dosage of an insulin pen.

WOUND CARE

For minor first aid needs, community staff will assist resident with cleaning and applying an adhesive bandage.

Item #A.3 - For wounds that are stable and predictable, depending on frequency of treatment order community RN may provide routine treatment.

Wound care for a stage 2 pressure ulcer wounds or that are complicated will require coordination of specialty care with an outside agency (e.g. Home health or wound care nurse).

Multiple stage 2 wounds, any stage 3 or higher category wounds or deep tissue injuries will be evaluated on a case-by-case basis to determine if the occupant may

be accepted or will be require the occupant to seek other living arrangements or the assistance of an outside healthcare agency to take care of the wound.

Item #A.4 - Exceptions may be made on a case-by-case basis with prior approval of facility Administrator.

RN STAFFING:

Evergreen does have an RN on call during non-office hours.

HELP WITH MEDICATIONS

PharMerica is our designated community pharmacy. PharMerica is a pharmacy for long-term care facilities, and they are senior-focused and experienced in providing safe, customized, and consistent medications. PharMerica delivers services to several long-term care facilities in our valley.

Evergreen uses PharMerica because they provide compliance packaging for the community, and they integrate with our Electronic Medication Administration Record (EMR) system

Your pharmacy of choice will be considered during your initial nursing assessment for potential admission to Evergreen. Private pay occupants who refuse to use PharMerica will be charged a monthly reoccurring fee for this choice due to the increased staff hours associated with using a different pharmacy. **Veterans:** This will not affect our veterans that use the VA to obtain their medications

Occupants who use another pharmacy of their choice who then fail to provide ordered medications on time as needed will require Evergreen to obtain these medications through PharMerica. The occupant will be responsible for paying this bill.

All medications, even common over the counter (OTC) medications, require a written provider's order that is kept in our files before it can be stored or used by the occupant.

The RN may offer Nurse Delegation if all parties agree to the service and are willing and capable of performing such services.

Medications, ointments, injections, or treatments that can only be administered by a RN may be offered only if the RN has assessed that they are able to provide this service safely and that the service is temporary (14-day period) in nature.

Certified Nursing Assistants will not aid in injections, including insulin.

SELF ADMINISTRATION OF MEDICATIONS

The facility may allow occupants and/or their responsible party to administer medications and/or treatments on their own, after the RN has completed the occupants first full assessment and Care Plan with the occupant and responsible parties. This allows the RN to fully assess the occupant's mental capacity, their ability to understand their medications and how to properly administer their medications and safety requirements.

FAMILY ASSISTANCE WITH MEDICATIONS

Evergreen may allow occupants and families to assist with obtaining medications and supplies; however, a signed written plan is required prior to admission that outlines a primary and secondary responsible person to complete these tasks. Part of this written plan is an agreement that Evergreen will revoke the written plan if we fail to obtain the needed medications and supplies in a timely manner and that Evergreen will obtain the needed medications through their community pharmacy at the occupant's expense.

Only two local pharmacies (Wasems and Tri-State Owl) will deliver medications to Evergreen.

CARE FOR RESIDENTS WITH DEMENTIA, DEVELOPEMENTAL DISABILITES OR MENTAL ILLNESS

Past and present potential harmful behaviors to self or others will be reviewed during an admission assessment and then on a reoccurring basis to ensure that we can meet the occupant's needs safely.

Evergreen is not set up to handle relentless and aimless wondering behaviors that cannot be redirected. Such aimless wondering does encompass wondering outside the building or inside other occupants' apartments. Such behaviors will result in the facility seeking other living arrangements for the occupant.

Evergreen does have a Secure Memory Care Unit that occupants may want to consider for potential admission. The Secure Memory Care Unit is a Private Pay entity and does not accept Medicaid clients.

Reoccurring acts of violence toward occupants are difficult situations that may result in the facility seeking other living arrangements for the occupant. Evergreen will attempt reasonable accommodations to include one-on-one supervision by outside family members or other healthcare agencies.

TRANSPORTATION SERVICES

Evergreen will physically assist with transportation to and from medical appointments that are held on the Tri-State medical campus. Evergreen will not provide a dedicated staff member to stay with the occupant during healthcare provider visits. Family will need to arrange this if the healthcare provider requires supervision.

We can assist with arranging for off-site appointments through local transportations agencies. Such agencies may charge a fee for their service and often require you to complete a screening application prior to using their services.

Staff will not use their private vehicles for occupant transportation.

ANCILLARY SERVICES

Evergreen doesn't employ professionally licensed social workers. Such services are available at the occupant's expense from an outside agency.

Religious group services are reflected on our activities calendar and are announced overhead. Some religious communities do come in and visit their parishioners.

SERVICES RELATED TO SMOKING

Evergreen doesn't allow smoking of tobacco, electronic cigarettes, vapes, cannabis/marijuana or illegal drugs in the facility or on Evergreen or the Tri-State Medical Campus outside grounds.

Evergreen doesn't allow the storage of smoking materials in the building or its grounds.

Evergreen doesn't allow for the use of chewing tobacco in the facility.

Evergreen will take into consideration if you are actively smoking or trying to stop during its nursing pre-admission assessment.

MEDICAID SUPPORT

Evergreen requires an individual to pay privately for 1 year (12 months) before accepting Medicaid payments on that person's behalf. If a person needs to convert to Medicaid prior to 1-year they will need to find placement at another facility. Evergreen will count the time an individual is an Independent Living occupant toward the 1 year.

An occupant who is converting from Private Pay to Medicaid and who has completed 1 year of occupancy must have their Private Pay financial account completely paid before they will be considered for continued occupancy, using Medicaid benefits with the following criteria:

- Occupants must have proof of being approved by DSHS for Medicaid with a daily rate that is assigned by DSHS reflected in their database called ProviderOne.
- Availability of a Medicaid designated apartment. These are the smallest apartments in the facility, and they are often fully occupied; hence, there may not be an apartment for the occupant, and the occupant may be required to move to another facility. The Executive Director may offer the occupant a temporary Medicaid Apartment Agreement, only if there is a projected availability soon.

SECURITY SERVICES

The main front doors are unlocked in the early morning hours by staff and then locked again at dusk. All other exit doors are locked continually. Individuals should be aware that dusk varies depending on the season. If the doors are locked individuals can request entrance by ringing a doorbell that is found mounted to the wall outside the building.

Occupants are issued two free sets of keys for their individual apartment door and mailbox. Additional keys and replacements can be made if needed, at a cost billed to the occupant.

SCOPE OF LICENSED SERVICES

OXYGEN USAGE: Occupants will need to arrange for the delivery of all oxygen tanks, concentrators and/or supplies with a local agency. Oxygen tanks must be stored in a tip proof device that can be provided by the oxygen provider. Oxygen in use signs will be posted on the outside of the resident's apartment door.

HEARING AIDE ASSISTANCE: If the occupant desires assistance with hearing aids, we do help with placing them in and out of the ear and with the storage of them. Occupants are encouraged to mark their hearing aids to help with identifying them.

Repairs, cleaning, and replacement batteries are at the expense of the occupant; however, we do assist with replacing batteries. A local agency may come into the facility monthly that offers cleaning and service hearing aids.