

Residents Guidebook

Rules & Regulations

An essential tool in educating the resident and family about the operations of the facility and their responsibility in the partnership of the residents care.

Non Discrimination

In accordance with Title VI of the Civil Rights ACT of 1964 (42 USC section 2000d et seq.), section 504 of the Rehabilitation Act of 1973 as amended (29 USC section 794} and Age Discrimination Act of 1975, as amended (42 USC section 6101 et seq.), this Facility does not discriminate on the basis of race, gender, color, national origin, handicap, sexual orientation or age in admission, access to, or treatment of employment in its programs or activities.

Resident's Rights

This facility respects the rights of our Residents. These rights are expressed in such document as OBRA 1987 Residents rights, Ch. 214 MGL of 1979, Massachusetts Attorney General's Consumer Protection regulations 940 CMR 4.00 and Massachusetts Department of Public Health CMR 150.00 - 159.00. For more information regarding resident rights please contact our Social Service Department.

Resident Abuse

No person should be abused physically, verbally or emotionally. This facility will not tolerate any abuse or disrespect of visitors or the people who live here (residents). The supervisor on duty, Administrator and Director of Nursing Services should be contacted immediately if you have reason to believe abuse has occurred.

Massachusetts has strict laws against the abuse of Residents in Rehabilitation and Nursing Facilities. Direct care employees of this Facility are required under penalty of law to report any abuse. In the best interest of the Residents, the facility will actively assist the Department of Public Health or other state agencies in an investigation.

Privacy Act Statement - Health Care Records

As required by the Privacy Act of 1974, this Notice is not a consent form to release or use health care information pertaining to you.

Authority for collection of information including Social Security Number (SSN), Sections 1819(f), 1919(f), 1819(b)(3)(A), 1919(b)(3)(A) and 1864 of the Social Security Act.

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

Privacy

As expressed in resident's rights, the staff at our facility recognize the individual right to privacy of the resident.

The resident/family, responsible party or guardian is expected to respect the rights of other residents/resident's families, or guardians, as well as their property.

The resident/family, responsible party or guardian is expected to respect the rights of staff as well as visitors to this facility and be considerate of facility property.

The resident/family, responsible party or guardian is expected to be responsible for his/her behavior in the control of noise and smoking and maintain a reasonable number of visitors in the room according to fire standards; space will be made available in other areas of the facility if possible.

Private Duty

All private duty care requires prior approval. Private duty care is any person(s) compensated by the resident/patient/family for services. Please review our Private Duty Policy and see the Administrator or Director of Nursing Services for more information.

Gratuities

Under no circumstances shall any resident or person(s) seeking admission be requested or be obligated to give a gift of any nature to the facility or individual staff as a condition to receive services or access to the facility.

Lock Box

Each resident is provided with a lock box in their bedside table. If the Resident desires a key for the box, please contact the Social Service Department. The facility provides each Resident with this box to insure their privacy, but does not replace the absolute security provided by a safe deposit box. We recommend that any item of value be placed in the lockbox or taken home.

Personal Property

Oriol Health Care will make every accommodation to protect all personal belongs. All personal property shall be listed on the personal property list at the time of admission and adjustments should be made to reflect items brought in or taken home from the facility. Items of value to the resident must be listed on the personal property inventory.

Clothing & Laundry Service All clothing should be labeled with an indelible ink. All clothing should be marked by the family prior to admission. The facility provides general washing services. Our equipment can only handle color fast wash and wear articles. All items requiring special handling, hand washing and dry cleaning will be washed only with the understanding it is at the resident's risk. Please remember to add new items to the inventory when you bring them in. Furniture, TV and radios Residents can bring in.

Furniture, TV, and radios providing, these items meet all safety and space requirements imposed upon the Facility. Televisions may have flat screens that are no larger than 32", (measured on the diagonal.) Video and Audio devices must be operated in such a manner as not to violate the rights of others. TVs are not allowed on over-bed tray tables and may not overhang the top of a bureau.

Many residents have small furniture items which have sentimental value which they desire to bring with them into the Facility, such as a chair, dresser, lamp or small cabinet. We recognize the importance of them and permit these small pieces of furniture providing they do not interfere with normal functions of the Facility or violate the rights of others. All electrical devices must be approved by our Maintenance Department. Electrical extension cords, power strips and Halogen lamps are not allowed in the facility per DPH. Please contact facilities maintenance for assistance if you need a medical grade power strip UL 1363/1363a.

Resident's Personal Needs Accounts

The resident may authorize in writing the facility to hold, manage and safeguard funds for the resident. This is done in accordance with CFR §481.10 (C), see RESIDENT RIGHTS booklet. There is no charge for this service. The resident may authorize certain items to be charged to this account such as personal clothing, personal comfort items, newspapers, hair styling services, and withdrawal made for "pocket money". The Social Worker will help you set up an appointment with a representative from Oriol Health Care to open up an account.

Smoking

All Oriol Health Care Facilities are smoke free. This means that staff members, visitors and residents are prohibited from smoking tobacco, e-cigs, cigars, hookah and any other substance anywhere on Oriol Health Care property. Vaping is also prohibited. Residents are admitted with understanding they will refrain from smoking while on facility property.

Marijuana

We are regulated by Federal Laws. Even though recreational use of marijuana is permitted in Massachusetts, we must comply with Federal Law. Thus, we are required to prohibit the possession, cultivation and use in any form within our buildings or property.

Alcohol, Vitamins, Supplements, Homeopathic Remedies & Other Drugs

Medication management is a vital part of your care plan. Please share with us any of these items you are taking. We need to check to avoid any negative inter-drug reaction. All illegal recreational drugs are prohibited on our property.

Weapons & Hazardous Materials

We strive to provide a safe environment for everyone. As a guideline, if you can't carry an item onto an airplane, leave it at home.

Respect for Others

We strive to provide an environment that is inclusive and comfortable to all. Please respect all others within our building and refrain from offensive speech, gestures, conduct, clothing or furnishings that make others uncomfortable. We also request you respect the confidentiality of others by not taking photos of anyone other than your loved one without expressed written consent.

Medical Ethics

The Facility fully complies with all sections of the applicable Medicare, Medicaid and Massachusetts Department of Public Health regulations, which governs Medical care.

The Facility recognizes the Resident's right to participate in and direct healthcare decisions affecting the Resident.

Advanced Healthcare Directives in the form of the "Health Care Proxy", is the means by which any person can appoint an individual to make health care decisions when they become ill and is unable to make healthcare decisions for themselves. Information about "Health Care Proxy" is available through the Social Service Department.

The Facility's policy does not permit any affirmative or deliberate act to end one's life other than to permit the natural process of dying.

Advance Directive Policy

The Facility will honor the terms of any valid Health Care Proxy. The facility has no religious or moral objection to honoring a specific advance directive executed by a resident of the facility. A copy of the advance directive must be given to a Social Worker for placement in resident's chart. A copy is also made available to attending physician and a copy will be sent with resident should hospitalization be necessary. If a new advance directive is executed by the resident, it revokes previous advance directive.

Massachusetts does not consider the Living Will a legal, enforceable document. A Health Care proxy is recommended, as it is considered a legal, enforceable document.

The Facility will not discriminate against any resident who chooses not to execute an advance directive, nor use the existence of such a document as a requirement for admission or services.

Visiting Hours

Hours for visiting residents are not restricted. We are open to the general public for business hours daily until 8pm when the doors are locked for safety. When doors are locked after 8pm please use the doorbell or phone to gain access. Residents will reserve the right to receive visitors outside of business hours providing the rights of others are respected. We try to provide privacy for visits. Please notify the staff when your visits are complete so they can resume care. We do not provide sleeping accommodations for visitors unless prior approval is obtained from the Administrator.

Care Plan Meetings

The Care Planning meetings are a vital process in addressing the needs of the resident. These meetings are held following admission, quarterly, annually and whenever a significant change has occurred. Residents and resident approved representatives are urged to attend. At these meetings the needs and concerns of the resident are explained and addressed. This is an excellent opportunity to become involved in the setting of goals and care of the resident.

Photograph

A photograph of the Resident will be taken upon admission and will become part of the medical record. You will also be asked for expressed consent or declination of consent to occasionally allow your photo to be published in promotional material or social media belonging to Oriol Health Care. Please refrain from taking photos on our campus that include anyone other than your immediate family without expressed written consent.

Beauty Shop & Barber Services

The people working in the beauty shop are not employees of the facility. Their services are not included in the daily rate. The salon hours are posted outside the salon. Residents wishing hair styling; permanent waves; hair coloring; wash, cut and dry; or other preferences should make arrangements to pay the person directly.

Some insurance plans or public programs include a simple haircut or trim as a benefit when done for personal hygiene. This will be done by trained staff or other appropriate personnel.

Self Administering of Medication

Self-administered drugs must be utilized under the orders of the attending physician, approval of Medical Director and Director of Nursing Services and must be compliant with our policy regarding self-administered drugs.

Department of Public Health Surveys & Other Important Information

In the lobby we keep a binder with important information regarding the facility. Included in this binder is a List of Federal and Massachusetts Resident's Rights, a copy of the recent Massachusetts DPH survey(s), important telephone numbers of Resident Advocate Groups, the Resident's Guidebook, non-discrimination notice and emergency policies of the facility.

Medicare & MassHealth Benefits

Our Social Service Department attempts to stay current with the latest regulations and eligibility rules and is available to work with Residents and families. Since we are not official representatives of these programs, we cannot guarantee the accuracy of our information. We strongly suggest contacting the agents of these programs regarding current information on benefits and eligibility guidelines.

Information regarding benefits under the Medicare and MassHealth program is available from the Social Service department. Department of Medical Assistance (MassHealth) application and DMA Spousal assessment form are available from the Social Service Department.

Covered & Non-Covered Services

To help Residents and families better understand what services are covered under Medicare, MassHealth and our per diem rate, we have developed a handout (Appendix A of Admissions Agreement) that explains what services are covered. This handout also lists typical services that are not covered under these programs.

The Business office has available a list of common charges. Rates are subject to change with sixty (60) day written notice. Notices will be sent to the financially responsible individual as noted in our records. Any rate increase will be deemed agreed to, unless the business office is notified in writing to the contrary within ten (10) days after the mailing of the notice of the rate increase

Bed Hold Notice & Re-admission

This notice, Appendix C included in your Admissions Agreement, is for the information of the Resident, family member and/or legal representative. When a resident is transferred to a Hospital or goes on therapeutic or non-therapeutic leave, the Resident may reserve the bed providing the Facility can expect payment for those days the resident is away from the Facility.

Handicapped or Discrimination Grievance Resolution

We are committed to providing high quality medical and nursing care, in an environment where everyone is treated with the proper respect and dignity. Treating people properly is important to us. Any discriminative act or practice (See non-discrimination notice) regarding employment, service or access should be brought to the Grievance Officer's attention immediately.

Grievance Officers:

Holden Rehabilitation – Tara D 'Andrea, Administrator
tdandrea@oriolhealthcare.com

Oakdale Rehabilitation – Miatta Edi-Osagie, Administrator
medi-osagie@oriolhealthcare.com

Discharge Time

11:00 AM. Any resident who has not left by noon will be charged for an additional day.

Private Telephones

Telephone service is available. Please see Appendix A of your Admissions Agreement. Facility employees are unable to answer the phone or take messages when the Resident is away from the room.

Activities and Religious Services

The Activity Department publishes a monthly newsletter or calendar, which includes all events of activities for the month. The calendar is posted outside Activities Department.

Mail

Resident's mail should be addressed to the resident "c/o" in care of the facility. Writing materials are available to the residents from the Activities Department. Stamps are available from the front office. The Social Service Directors at the facilities will monitor the resident/family, responsible party or guardian's educational process, and offer assistance as needed.

Audio and Video Recording/Live Stream Policy

To protect the privacy and dignity of all individuals in our care: Personal audio and video recording/live stream devices are not permitted in resident rooms/resident care areas.

This policy is in accordance with:

- The Health Insurance Portability and Accountability Act (HIPAA)
- State and federal privacy regulations

Use of personal recording/live stream devices in resident rooms or shared resident areas can:

- Compromise resident confidentiality
- Violate the privacy rights of others
- Lead to unintended disclosure of protected health information

Visitors, family members, and staff are expected to comply with this policy.

Area Ombudsman

Residents and families have the right to contact the Long-Term Care Ombudsman Program for support, advocacy, or assistance with questions, concerns, or issues related to resident care and quality of life. The Ombudsman serves as an independent advocate for residents of long-term care facilities.

Janet Ivaska

Long-Term Care Ombudsman Program

Phone: 508-853-1373

Press 2 for the Ombudsman Program, then press 4 to leave a message

Email: OMB@seniorconnection.org

When leaving a message or sending an email, please include your name and the facility name to help ensure a timely response.