

RESIDENT HANDBOOK



OUR MISSION

To Provide Simply the Best facilities and services
for successful aging with professional and
compassionate care to each person we serve.

THANK YOU FOR CHOOSING THE CHATEAU

We are honored that you have chosen our community to care for you or your loved one. Whether you are here for short term rehabilitation or are considering making The Chateau® your home, we will strive to provide simply the best facilities and services for successful aging with professional and compassionate care to each person we serve.

Enclosed, please find The Chateau's Resident Handbook. This document was created to answer questions regarding your stay and your rights as a member of our community. If you should have any questions, please do not hesitate to ask any of our professional staff members who will ensure your questions are properly answered.

Thank you for choosing The Chateau at Moorings Park®.

CLIENT INFORMATION FOR THE CHATEAU

Activities & Volunteer Opportunities.....	4	Meals	23
Advanced Directives	4	Newspapers	23
Batteries	8	Non-discrimination.....	23
Clothing	8	Pain Management	24
Communications	8	Personal Property – Safekeeping.....	24
Computer/Wi-Fi Services.....	8	Pets.....	25
Concern Procedures In-House	9	Physician Contact	26
Concern Procedure External.....	10	Religious Services	26
CPR.....	10	Resident Rights	26
Cypress.....	10	Resident/Family Groups	28
Discharge Planning	10	Safety Devices	28
Electrical Equipment.....	11	Salon Services	29
Emergency Preparedness.....	11	Smoking, No.....	30
Environment – Comfortable Lighting and Sound	11	Therapy Services	31
Food.....	11	Tipping - Employees	31
Health Care Services.....	12	Transportation Options	31
HIPAA Privacy Notices	12	Trust Fund – Resident Banking	32
Hospice Services.....	17	Video Cameras	33
Immunizations	18	Visiting Hours.....	33
Insurance Information.....	18		
Antibiotics	20		
Laundry Services	22		
Leave of Absence.....	22		
Mail	23		

ACTIVITIES AND VOLUNTEER OPPORTUNITIES

We offer a wide variety of activities throughout the day and early evening hours. During your stay, you will be provided with a daily agenda of events. You are welcome and encouraged to participate in the activities that are of interest to you. We look forward to providing programs which will enhance your stay with us. Additionally, we always have volunteer opportunities available and would welcome your participation. For questions, contact the Activities Director at extension 422.

ADVANCE DIRECTIVES – HEALTHCARE

THE RESIDENT’S RIGHT TO DECIDE

Every competent adult has the right to make decisions concerning his or her own health, including the right to choose or refuse medical treatment.

When a person becomes unable to make decisions due to a physical or mental change, such as being in a coma or developing dementia (like Alzheimer’s disease), they are considered incapacitated. To make sure that an incapacitated person’s decisions about health care will still be respected, the Florida legislature enacted legislation pertaining to health care advance directives (Chapter 765, Florida Statutes). The law recognizes the right of a competent adult to make an advance directive instructing his or her physician to provide, withhold, or withdraw life-prolonging procedures; to designate another individual to make treatment decisions if the person becomes unable to make his or her own decisions; and/or to indicate the desire to make an anatomical donation after death.

By law hospitals, nursing homes, home health agencies, hospices, and health maintenance organizations (HMOs) are required to provide their Residents with written information, such as this information, concerning health care advance directives. The state rules that require this include 58A-2.0232, 59A-3.254, 59A-4.106, 59A-8.0245, and 59A-12.013, Florida Administrative Code.

QUESTIONS ABOUT HEALTH CARE ADVANCE DIRECTIVES

What is an advance directive?

It is a written or oral statement about how you want medical decisions made should you not be able to make them yourself and/or it can express your wish to make an anatomical donation after death. Some people make advance directives when they are diagnosed with a life-threatening illness. Others put their wishes into writing while they are healthy, often as part of their estate planning.

Three types of advance directives are:

- A Living Will
- A Health Care Surrogate Designation
- An Anatomical Donation

You might choose to complete one, two, or all three of these forms. This information can help you decide what will best serve your needs.

What is a living will?

It is a written or oral statement of the kind of medical care you want or do not want if you become unable to make your own decisions. It is called a living will because it takes effect while you are still living. You may wish to speak to your health care provider or attorney to be certain you have completed the living will in a way that your wishes will be understood.

What is a health care surrogate designation?

It is a document naming another person as your representative to make medical decisions for you if you are unable to make your own decisions. You can include instructions about any treatment you want or do not want, similar to a living will. You can also designate an alternate surrogate.

Which is best?

Depending on your individual needs you may wish to complete any one or a combination of the three types of advance directives.

What is an anatomical donation?

It is a document that indicates your wish to donate, at death, all or part of your body. This can be an organ and tissue donation to persons in need, or donation of your body for training of health care workers. You can indicate your choice to be an organ donor by designating it on your driver's license or state identification card (at your nearest driver's license office), signing a uniform donor form (seen elsewhere in this pamphlet), or expressing your wish in a living will.

Am I required to have an advance directive under Florida law?

No, there is no legal requirement to complete an advance directive. However, if you have not made an advance directive, decisions about your health care or an anatomical donation may be made for you by a court-appointed guardian, your wife or husband, your adult child, your parent, your adult sibling, an adult relative, or a close friend.

The person making decisions for you may or may not be aware of your wishes. When you make an advance directive, and discuss it with the significant people in your life, it will better assure that your wishes will be carried out the way you want.

Must an attorney prepare the advance directive?

No, the procedures are simple and do not require an attorney, though you may choose to consult one. However, an advance directive, whether it is a written document or an oral statement, needs to be witnessed by two individuals. At least one of the witnesses cannot be a spouse or a blood relative.

Where can I find advance directive forms?

Florida law provides a sample of each of the following forms: a living will, a health care surrogate, and an anatomical donation. Elsewhere in this information we have included resources where you can find more information and other types of advance directive forms.

Can I change my mind after I write an advance directive?

Yes, you may change or cancel an advance directive at any time. Any changes should be written, signed and dated. However, you can also change an advance directive by oral statement; physical destruction of the advance directive; or by writing a new advance directive. If your driver's license or state identification card indicates you are an organ donor, but you no longer want this designation, contact the nearest driver's license office to cancel the donor designation and a new license or card will be issued to you.

What if I have filled out an advance directive in another state and need treatment in Florida?

An advance directive completed in another state, as described in that state's law, can be honored in Florida.

What should I do with my advance directive if I choose to have one?

- If you designate a health care surrogate and an alternate surrogate, be sure to ask them if they agree to take this responsibility, discuss how you would like matters handled, and give them a copy of the document.
- Make sure that your health care provider, attorney, and the significant persons in your life know that you have an advance directive and where it is located. You also may want to give them a copy.
- Set up a file where you can keep a copy of your advance directive (and other important paperwork). Some people keep original papers in a bank safety deposit box. If you do, you may want to keep copies at your house or information concerning the location of your safety deposit box.
- Keep a card or note in your purse or wallet that states that you have an advance directive and where it is located.
- If you change your advance directive, make sure your health care provider, attorney and the significant persons in your life have the latest copy.
- If you have questions about your advance directive you may want to discuss these with your health care provider, attorney, or the significant persons in your life.

MORE INFORMATION ON HEALTH CARE ADVANCE DIRECTIVES

Before making a decision about advance directives you might want to consider additional options and other sources of information, including the following:

- As an alternative to a health care surrogate, or in addition to, you might want to designate a durable power of attorney. Through a written document you can name another person to act on your behalf. It is similar to a health care surrogate, but the person can be designated to perform a variety of activities (financial, legal, medical, etc.). You can consult an attorney for further information or read Chapter 709, Florida Statutes.

- If you choose someone as your durable power of attorney be sure to ask the person if he or she will agree to take this responsibility, discuss how you would like matters handled, and give the person a copy of the document.
- If you are terminally ill (or if you have a loved one who is in a persistent vegetative state) you may want to consider having a pre-hospital Do Not Resuscitate Order (DNRO). A DNRO identifies people who do not wish to be resuscitated from respiratory or cardiac arrest. The pre-hospital DNRO is a specific yellow form available from the Florida Department of Health (DOH). Your attorney, health care provider, or an ambulance service may also have copies available for your use. You, or your legal representative, and your physician sign the DNRO form. More information is available on the DOH website, www.doh.state.fl.us or www.MyFlorida.com (type DNRO in these website search engines) or call (850) 245-4440.
- When you are admitted to a hospital the pre-hospital DNRO may be used during your hospital stay or the hospital may have its own form and procedure for documenting a Do Not Resuscitate Order.
- If a person chooses to donate, after death, his or her body for medical training and research the donation will be coordinated by the Anatomical Board of the State of Florida. You, or your survivors, must arrange with a local funeral home, and pay, for a preliminary embalming and transportation of the body to the Anatomical Board located in Gainesville, Florida. After being used for medical education or research, the body will ordinarily be cremated. The cremains will be returned to the loved ones, if requested at the time of donation, or the Anatomical Board will spread the cremains over the Gulf of Mexico. For further information contact the Anatomical Board of the State of Florida at (800) 628-2594 or www.med.ufl.edu/anatbd.
- If you would like to learn more on organ and tissue donation, please visit the Joshua Abbott Organ and Tissue Donor Registry at www.DonateLifeFlorida.org where you can become organ, tissue and eye donors online. If you have further questions about organ and tissue donation you may want to talk to your health care provider.
- Various organizations also make advance directive forms available. One such document is “Five Wishes” that includes a living will and a health care surrogate designation. “Five Wishes” gives you the opportunity to specify if you want tube feeding, assistance with breathing, pain medication, and other details that might bring you comfort such as what kind of music you might like to hear, among other things. You can find out more at:

Aging with Dignity
www.AgingWithDignity.org
 (888) 594-7437

BATTERIES

The Chateau will provide batteries for all medical and facility equipment provided by The Chateau including staff equipment (i.e. pagers, etc.) required to do their jobs.

If a resident and/or responsible party brings in any item (i.e. radio, hearing aids, tape player, CD player, etc.) the resident/responsible party must provide their own batteries for these pieces of equipment.

CLOTHING

It is recommended that you wear comfortable clothing. You will be exercising and need full range of motion. Shorts, t-shirts, and tennis shoes would be appropriate. The Therapy gym may also feel cool at times so we recommend bringing a sweater or shirt with long sleeves with you.


COMMUNICATIONS

ANY requests for information on any resident's condition must be directed to the Unit Nurse. Only licensed personnel will be authorized to disclose any medical information. However, information will only be shared with the immediate family, guardian and/or legal representative as determined appropriate upon admission and during your stay. Should you have a problem or need to discuss the care of a resident, please see the attending physician, the Director of Nursing, Social Worker or the Facility's Executive Director. If you have multiple family members, we ask that you designate one member as the primary contact.

COMPUTER/WI-FI SERVICE

How to connect to the Internet:

To connect to the Internet at the Chateau, simply follow the instructions below (if you have any questions or are having difficulties connecting, please call the Chateau Activities Department at (239) 643-9122.

1. Check your computer manual on how to view available wireless networks
2. Choose MP Guest as your SSID or wireless to connect to.
3. Open your Internet browser
4. You may receive a "Certification Error" page. This is ok; simply click on  Continue to this website (not recommended). link to continue.
5. Next, accept the Moorings Park Wi-Fi Network connection agreement form by clicking the "I Agree with Policy Above" button. You may need to scroll to the bottom of the page to view the button.
6. Once the agreement has been accepted, the Moorings Park Website will appear and you are connected.

CONCERN PROCEDURES IN-HOUSE

Concern procedures in-house have been established to provide residents and concerned family members with an organized process in which the right to voice concerns and offer suggestions, and to ensure timely and appropriate response to same.

PROCEDURE:

The overall responsibility for the execution of the Feedback Process rests with the facility. The logging and tracking of Feedback forms is the responsibility of the Social Worker/Grievance Officer.

- Feedback forms are available at each nursing station, in all department head offices and at the reception desk. For the right to file a grievance anonymously; resident comment cards are placed in the lobby area and Palm entrance.
- Residents and family members are asked and encouraged to utilize this form at any time. Family/ Resident council meetings are held throughout the year. Please see Social Worker for dates and times.
- Staff members initiate a Feedback form when they are apprised of Resident or family concerns, if the Resident or family member is unable or unwilling to do so.
- Feedback forms are given to the Social Worker/Grievance Officer to record. The Social Worker will forward the form to the appropriate department head the same day it is received.
- The department head must complete the investigative follow-up with an action plan within two (2) business days.
- The completed form is then returned to Social Worker.
- The Social Worker contacts the Resident or family member to determine satisfaction within three (3) business days, documents satisfaction or need for further intervention. The right to obtain a written summary regarding the grievance.
- The Social Worker will review the form with the VP of Clinical Services. After completion and review, the Social Worker/Grievance Officer or designee will log and file the feedback form for review through the facility Quality Assurance Program.

CONCERN PROCEDURE EXTERNALLY

Department of Children and Families Abuse Hotline 1-800-96-ABUSE

To report abuse, neglect, or exploitation, please call toll-free 1-800-962-2873. The Abuse Hotline investigates allegations of physical, sexual and mental abuse, neglect, and exploitation of vulnerable persons.

Department of Elder Affairs State Long-Term Care Ombudsman Hotline 1-888-831-0404

To talk with an outside party regarding concerns or discrimination in a long term care facility or inappropriate transfer or discharge from a nursing home, please contact the Long Term Care Ombudsman Program toll-free at 1-888-831-0404 for assistance by a volunteer advocate.

Agency for Health Care Administration Hotline 1-888-419-3456

To report a complaint regarding the services you receive, please call toll-free 1-888-419-3456 (press Option 1), or visit ahca.myflorida.com/Contact/call_center.shtml. If your concerns represent a potential regulatory violation, the Agency will conduct a complaint inspection.

Disability Rights Florida 1-800-342-0823

To report that a staff member of a health care facility has not made reasonable accommodations to meet your specific needs or has discriminated against you because of a disability, please call toll-free 1-800-342-0823.

Under Florida law, you may be entitled to a reward for providing information after a criminal case has resulted in a fine, penalty, or forfeiture of property. The amount of the reward may be up to 25 percent of the amount recovered, or a maximum of \$500,000 per case.

Callers may request to remain anonymous.

CARDIOPULMONARY RESUSCITATION (CPR)

The staff of The Chateau will provide Basic Life Support (CPR) for any resident, staff member or visitor, found without pulse or respiration and listed as a full code. If the person's code status is unknown, a full code status will be assumed. Standard precautions will be followed.

CYPRESS - MEMORY CARE NEIGHBORHOOD

Our Cypress Neighborhood is designed to meet the needs of our residents requiring memory care. Our staff specializes in resident centered care utilizing The Best Friends Approach. The Best Friends method is an innovative, sensitive and unique approach that can greatly improve the quality of life for residents with Dementia and Alzheimer's.

DISCHARGE PLANNING

Everyone's situation is unique; you, your therapist and doctor will determine when you have met your goals for discharge. You will be contacted by the Discharge Planner to assist you with your transition. The Transition Planner contact number is 239-919-1695.

ELECTRICAL EQUIPMENT - FANS, TELEVISIONS, CD PLAYERS, RADIOS, RAZORS

All personal equipment being brought into The Chateau MUST be taken to the Front Reception Desk where Facilities will be notified and the item will be checked by one of the Facilities employees, prior to be given to the resident and plugged in their room.

EMERGENCY PREPAREDNESS

Please scan the QR code below with your smartphone to view the Comprehensive Emergency Management Plan (CEMP) and Life Safety Fire Plan.



ENVIRONMENT – COMFORTABLE LIGHTING & SOUND

The Chateau will maintain adequate and comfortable lighting levels and sound in all areas for residents and staff to perform tasks.

All ceiling lights will be turned off after 10 PM unless nursing staff requires use for care. Bedside table lamps are provided in each resident room to provide low level lighting after 10 PM and before 7 AM.

All residents will turn off and/or down to a low volume on all electronic equipment (televisions, DVD, VCR, etc.) between the hours of 10 PM and 7 AM (EST) so as not to disturb their roommate(s). If a resident needs their equipment's volume to be louder, please request headsets from a staff member.

FOOD

All meals are planned by the registered dietician with the needs and desires of the residents in mind. Visitors bringing in food of any kind, candy and/or other snacks for any resident must check with the neighborhood nurse to be sure that anything brought in will fit in with any special diet which may have been prescribed by the physician. Please bring only the amount of food that will be likely eaten during the period of time you are visiting. If food needs refrigeration, please bring to any staff member so it can be labeled and dated. All food needs to be stored in proper closed containers. Food stored in the refrigerator will be held for three days from the date they are placed in the refrigerator and then discarded. All unlabeled food will be discarded immediately. The kitchen phone number is 239-359-6014.

HEALTH CARE SERVICES FOR RESIDENTS

PHARMACY SERVICES

PharMerica
866-209-2178

LABORATORY SERVICES

LabCorp
239-597-7799

DENTAL SERVICES

Dr. Kristin Outlan
239-289-2881

HOSPITAL SERVICES

NCH: 239-436-5000
PRMC: 239-348-4000

X-RAY SERVICES

Diagnostic Mobile X-ray
941-639-9729

PODIATRY SERVICES

Foot & Ankle
239-263-0200

HIPAA PRIVACY NOTICE

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Health Insurance Portability and Accountability Act of 1996 is a Federal law (herein referred to as “law”) that allows persons to qualify immediately for comparable health insurance coverage when they change their employment relationships. Title II, Subtitle F, of HIPAA gives HHS the authority to mandate the use of standards for the electronic exchange of health care data; to specify what medical and administrative code sets should be used within those standards; to require the use of national identification systems for health care patients, providers, payers (or plans), and employers (or sponsors); and to specify the types of measures required to protect the security and privacy of personally identifiable health care information. The Health Insurance Portability and Accountability Act of 1996 is also known as the Kennedy-Kassebaum Bill, the Kassebaum-Kennedy Bill, K2, or Public Law 104-191.

Moorings Park is a continuing care retirement community (CCRC). As such, it provides a continuum of care for its residents. The continuum of care consists of independent living, assisted living, skilled nursing care and home health services. Moorings Park also admits members of the general community who may avail themselves of assisted living, skilled nursing care and home health services.

Moorings Park is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions about any part of this notice or if you want more information about the privacy practices at Moorings Park you may contact the following privacy officials:

For General Information:

HIPAA Compliance Officer
Moorings Park
120 Moorings Park Dr.
Naples, FL 34105
(239) 430-6319

For services provided at The Chateau at Moorings Park (Skilled Nursing Facility):

Diana Bailey, Privacy Contact
The Chateau at Moorings Park
Naples, FL 34105
(239) 430-6319

HOW MOORINGS PARK MAY USE OR DISCLOSE YOUR HEALTH INFORMATION

Each time you utilize services at Moorings Park, a record of your visit is made. Typically, this record contains symptoms, examination and test results, diagnoses, treatment and a plan for future care or treatment. This information is often referred to as your health information or medical record. Your medical record serves as a:

- Basis for planning your care and treatment
- Means of communication among the many health professionals who contribute to your care
- Legal document describing the care you received
- Means by which a third party payer can verify that services billed were actually provided
- A tool in educating health professionals
- A source of information for public health officials who oversee the delivery of health care in the United States
- A source of data for facility planning and marketing
- A tool with which we can assess and continually work to improve the care we render and the outcomes we achieve

Understanding what is in your medical record and how your health information is used helps you to:

- Ensure its accuracy
- Better understand who, what, when and why others may access your health information
- Make more informed decisions when authorizing disclosure to others

Moorings Park collects health information and stores it in a chart and/or on a computer. The medical record is the property of Moorings Park, but the information in the medical record belongs to you. Moorings Park protects the privacy of your health information. The law permits Moorings Park to use or disclose your health information for the following purposes:

- **Treatment**

We will use or disclose your health information for treatment purposes, including for the treatment activities of other health care providers. For example, information obtained by a nurse, physician, or other member of your healthcare team will be recorded in your medical record and used to determine the course of treatment and plan of care that should work best for you. Your physician will document in your record his or her expectations of the members of your healthcare team. Members of your healthcare team will then record the actions they took and their observations. In that way, your physician will know how you are responding to the plan of care. We will also provide your physician or a subsequent healthcare provider with copies of various reports that should assist him or her in treating you once you are discharged from our facility or services.

- **Payment**

We will use or disclose your health information for payment, including for the payment activities of other health care providers or payers. For example, a bill may be sent to you or a third-party payer, including Medicare. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures and supplies used.

- **Health Care Operations**

We will use or disclose your health information for our regular health operations. For example, members of the medical staff, the risk or quality improvement manager, or members of the quality improvement committee may use information in your health record to assess the care and outcomes (results) in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the health care and services we provide.

In addition, we will disclose your health information for certain health care operations of other entities. However, we will only disclose your information under the following conditions: (a) the other entity must have, or have had in the past, a relationship with you; (b) the health information used or disclosed must relate to that other entity's relationship with you; and (c) the disclosure must only be for one of the following purposes: (i) quality assessment and improvement activities; (ii) population-based activities relating to improving health or reducing health care costs; (iii) case management and care coordination; (iv) conducting training programs; (v) accreditation, licensing, or credentialing activities; or (vi) health care fraud and abuse detection or compliance.

- **Information provided to you**

You may request data from your medical record and it will be provided as discussed in Section III (3).

- **Directory**

We may list your name, where you are located in our facilities, your general medical condition and your religious affiliation in our directory. This information may be provided to members of the clergy. This information, except your religious affiliation, may be provided to other people who ask for you by name. If you do not want us to list this information in our directory and provide it to clergy and others, you must tell us that you object.

- **Notification and communication with family**

We may disclose your health information to notify or assist in notifying a family member, your personal representative or another person responsible for your care about your location, your general condition or in the event of your death. If you are able and available to agree or object, we will give you the opportunity to object prior to making this notification. If you are unable or unavailable to agree or object, our health professionals will use their best judgment in communication with your family and others.

- **Required by law**

As required by law, we may use and disclose your health information.

- **Public health**

As required by law, we may disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability; reporting elder abuse or neglect; reporting child abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products, medical devices and reactions to medications; and reporting disease or infection exposure.

- **Health oversight activities**

We may disclose your health information to health agencies during the course of audits, investigations, inspections, licensure and other proceedings.

- **Judicial and administrative proceedings**

We may disclose your health information in the course of any administrative or judicial proceeding.

- **Law enforcement**

We may disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order or subpoena and other law enforcement purposes.

- **Deceased person information**

We may disclose your health information to coroners, medical examiners and funeral directors.

- **Organ donation**

We may disclose your health information to organizations involved in procuring, banking or transplanting organs and tissues.

- **Research**

We may disclose your health information to researchers conducting research that has been approved by an Institutional Review Board or Moorings Park's privacy committee.

- **Public safety**

We may disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.

- **Specialized government functions**

We may disclose your health information for military, national security, prisoner and government benefits purposes.

- **Worker's compensation**

We may disclose your health information as necessary to comply with worker's compensation laws.

- **Marketing**

We may contact you to provide appointment reminders or to give you information about other treatments or health-related benefits and services that may be of interest to you. For example, we may provide you with information relating to the Moorings Park Nursing Services (home health) or rehabilitation programs during or following a stay in our facility.

- **Fund-raising**

We may contact you as part of a fund-raising effort for Moorings Park.

- **Change of Ownership**

In the event that Moorings Park is sold or merged with another organization, your health information/record will become the property of the new owner.

- **Business Associates**

There are some services provided in our organization through the use of outside people and entities. Examples of these "business associates" include our accountants, consultants and attorneys. We may disclose your health information to our business associates so that they can perform the job we have asked them to do. To protect your health information, however, we require the business associates to appropriately safeguard your information.

WHEN MOORINGS PARK MAY NOT USE OR DISCLOSE YOUR HEALTH INFORMATION

Except as described in this Notice of Privacy Practices, Moorings Park will not use or disclose your health information without your written authorization. If you do authorize Moorings Park to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

YOUR HEALTH INFORMATION RIGHTS

You have the right to request restrictions on certain uses and disclosures of your health information. You may request that we do not use or disclose your health information for a particular reason related to treatment, payment, Moorings Park's general health care operations and/or to a particular family member, other relative or close personal friend. We ask that such requests be made in writing on a form provided by Moorings Park. Although we will consider your requests with regard to the use of your health information, please be aware that we are under no obligation to accept it or to abide by it. We will abide by your requests with regard to the disclosure of your clinical and personal records to anyone outside of the facility except in an emergency, if you are transferred to another health care institution, or the disclosure is required by law.

You have the right to receive your health information through a reasonable alternative means or at an alternative location. This means that you have the right to request that Moorings Park communicate your personal health information through confidential channels that you designate. Your health information may be communicated only to a specific person by a specific method such as, but not limited to, phone, fax, and U.S. mail if you so choose. You may request that we provide you with such information by alternative means or at an alternative location. Such request must be made in writing, and submitted to Moorings Park. We have forms specifically designed for this purpose. We will attempt to accommodate all reasonable requests.

You have the right to inspect and copy your health information which will be provided to you in the time frames established by law. You may make requests orally or in writing; however, in order to better respond to your request we ask that you make such requests in writing on our facility's standard form. If you request to have copies made, we will charge you a reasonable fee.

You have a right to request that Moorings Park amend your health information that is incorrect or incomplete. Such requests must be made in writing and must provide a reason to support the amendment. We ask that you use the form provided by our facility to make such requests.

Moorings Park is not required to change your health information and will provide you with information about Moorings Park's denial and how you can disagree with the denial.

You have a right to receive an accounting of disclosures of your health information made by Moorings Park during the time period for which you request (not to exceed 6 years). Please note that Moorings Park does not have to account for the disclosures described in parts 1 (treatment), 2 (payment), 3 (health care operations), 4 (information provided to you), 5 (directory listings) and 16 (certain government functions) of Section I of this Notice of Privacy Practices.

You have a right to a paper copy of this Notice of Privacy Practices upon request.

If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact the HIPAA Compliance Officer at (239) 430-6319.

CHANGES TO THIS NOTICE OF PRIVACY PRACTICES

Moorings Park reserves the right to amend this Notice of Privacy Practices at any time in the future, and to make the new provisions effective for all information that it maintains, including information that was created or received prior to the date of such amendment. Until such amendment is made, Moorings Park is required by law to comply with this Notice.

As provided by law, revisions to this Notice of Privacy Practices will be provided to residents and clients upon request. You may also access and print a copy from our website www.mooringspark.org.

Complaints

You have the right to file a complaint about this Notice of Privacy Practices or about how Moorings Park handles your health information. Moorings Park will not engage in any discriminatory or retaliatory behavior against you because of your complaint.

You may submit a formal complaint to:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Building
Washington, DC 20201

Or you may address your complaint to one of the regional Offices for Civil Rights. A list of these offices can be found online at <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process>

HOSPICE SERVICES

Hospice services are available for our residents, if needed, during their stay at The Chateau. Hospice care focuses on pain and symptom management for people who have a life limiting illness. Your physician or the staff will discuss the option of hospice care with you if they feel it is appropriate. The Facility has information on the local Hospice agencies in our area. The Chateau will contract with the allowed hospice of your choice on an individual basis to provide necessary services during your stay. If you desire more information on hospice care, we can contact the Hospice agency in anticipation of their speaking with you.

Local Hospice Providers:

Avow Hospice: 239-261-4404

Vitas Hospice: 1-800-723-3233

IMMUNIZATION / VACCINATION CONSENTS

Pneumonia Vaccine (PPV) - Pneumonia caused by pneumococcal is a serious disease that causes sickness and death. PPV protects against 23 types of pneumococcal bacteria, along with resultant infections of the lungs, blood, and the covering of the brain.

Possible side effects from the pneumonia vaccine are redness, soreness, hard lump, swelling, or pain at injection site. Less common or rare side effects are aches or pain in the joints or muscles, fever of 101 F (38.3 C) or higher, skin rash, swollen glands, unusual tiredness, and vague symptoms of bodily discomfort.

Influenza vaccine (flu shot) - Influenza is a serious disease associated with respiratory illness. It can cause worsening of other underlying health conditions such as diabetes, heart disease, and asthma. The flu vaccine not only protects the resident, it protects those around them who come into their contact. Influenza is transmitted from infected people to susceptible people. By being vaccinated against it, you help break the chain of transmission.

Though most people have no side effects, possible side effects are some soreness at the injection site, or fever or body aches for one to two days. Allergic reaction is possible, potentially leading to more serious side effects. Any history of allergy to eggs rules out the vaccine for that person.

Human Immunodeficiency Virus (HIV) - as well as Hepatitis B and C viruses - In the event of a The Chateau employee exposure to a resident's blood or body fluids, the resident will be tested for the presence of these possible viruses.

COVID-19 - COVID-19 vaccines will be an important tool to help stop the pandemic. However, everyone, including LTCF staff and residents, should continue to follow all current guidance, including facility policies on visitation, to protect themselves and others. Stopping a pandemic requires using all the tools available. Vaccines work with your immune system so your body will be ready to fight the virus if you are exposed. Other steps, like covering your nose and mouth with a mask and staying at least 6 feet away from others, help reduce your change of being exposed to the virus or spreading it to others. Together, COVID-19 vaccination and following the CDC's recommendations to protect yourself and others will offer the best protection from COVID-19.

INSURANCE INFORMATION – PRIMARY PAYMENT SOURCES

MEDICARE

Medicare is a government health insurance program that covers people age 65 and over. Also, certain disabled persons qualify for Medicare when they have received Disability Social Security benefits. Medicare's coverage of nursing home care is very limited.

To qualify for Medicare in a Skilled Nursing Facility (SNF), a resident must have been admitted to the hospital for three (3) consecutive midnights as an in-patient (does not include discharge date from hospital or Observation Days) and be admitted to a SNF within thirty (30) days of his/her hospital stay. Medicare covers a maximum of 100 days in a benefit period. The beneficiary (resident) is entitled to twenty (20) days of full coverage followed by eighty (80) coinsurance days, providing that the resident continues to require and receive daily skilled services through the entire benefit period.

There is a co-pay for Medicare recipients for days 21-100. If a resident carries a secondary insurance to supplement Medicare and that insurance covers co-insurance charges, the nursing facility will bill the resident's co-insurance provider. The facility cannot guarantee that the supplemental insurance will reimburse all amounts billed. Any unpaid amounts become the responsibility of the resident and/or responsible party.

*MEDICARE DOES NOT PAY FOR A PRIVATE ROOM CHARGE.

*PLEASE NOTE: THE REQUIREMENTS FOR MEDICARE COVERAGE HAVE BECOME QUITE STRINGENT. A RESIDENT MUST HAVE AN UNSTABLE OR ACUTE MEDICAL CONDITION THAT CANNOT BE MANAGED IN A LESSER CARE SETTING OR REQUIRE EXTENSIVE REHABILITATIVE SERVICES (DEMONSTRATING PROGRESS). NURSING FACILITIES ARE PROVIDED CRITERIA (GUIDELINES) TO DETERMINE ELIGIBILITY AND RESIDENTS ARE TAKEN OFF COVERAGE WHEN NO LONGER REQUIRING SKILLED SERVICES AS OUTLINED BY MEDICARE. A MEDICAL REVIEW TEAM (PPS) MEETS FIVE DAYS A WEEK TO ASSESS EACH RESIDENT'S LEVEL OF CARE TO DETERMINE IF CRITERIA FOR MEDICARE COVERAGE IS STILL BEING MET FOR EACH QUALIFYING RESIDENT. (IT IS NOT UNCOMMON FOR A RESIDENT TO BE COVERED FOR LESS THAN 100 DAYS.) THE FACILITY WILL GIVE THE RESIDENT, OR THEIR FAMILY MEMBER, 48-HOUR NOTICE OF MEDICARE NON-COVERAGE. (MORE ADVANCED NOTICE WILL BE PROVIDED WHENEVER POSSIBLE.)

MEDICARE PROGRAM SAFE CONTRACTORS

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 established the Medicare Integrity Program in part to strengthen CMS's ability to deter fraud and abuse in the Medicare program. In accordance with this legislation, CMS created program safeguard contractors to perform medical reviews, cost reporting audits, data analysis, provider education, and fraud detection and prevention.

The Chateau will follow all regulations and provide safeguards against possible fraud as stated above.

ADVANCED BENEFICIARY NOTICE

An Advance Beneficiary Notice (ABN) is a written notice which a physician or supplier gives to a Medicare beneficiary. The purpose of the ABN is to inform a beneficiary before he or she receives specified items or services that otherwise might be paid for by Medicare that Medicare probably will not pay for them for that particular beneficiary on that particular occasion. The ABN allows the beneficiary to make an informed customer decision whether or not to receive the items or services for which he or she may have to pay out of pocket or through other insurance.



What You Need to Know About Antibiotics in a Nursing Home

What are antibiotics?

Antibiotics are drugs used to treat infections caused by bacteria. They do not work for illnesses caused by viruses, like flu and most cases of bronchitis.



What is antibiotic stewardship?

Antibiotic stewardship refers to a set of commitments and actions designed to make sure patients receive the right dose, of the right antibiotic, for the right amount of time; and only when truly necessary. Improving antibiotic use will ensure these life-saving medications are effective and available when we need them.



When are antibiotics necessary?

There are times when antibiotics are urgently needed; for example, to treat sepsis (e.g., when bacteria cause a severe infection of the bloodstream), pneumonia caused by bacteria, and meningitis caused by bacteria. Using antibiotics when they are not necessary increases the risk they will not work when needed most.



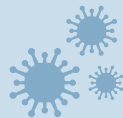
Why is improving antibiotic prescribing practices important for nursing homes?

Nursing home residents have a higher risk of colonization with bacteria for many reasons. The presence of invasive devices such as urinary-catheters and feeding tubes, wounds, and conditions that affect the bladder (e.g., diabetes or stroke) can all lead to colonization. Difficulties in separating colonization of bacteria from true illness in frail or older adults can lead to the overuse of antibiotics, which in turn drives antibiotic resistance.



Can taking antibiotics be harmful?

Antibiotics, like any medications, can have minor side effects like upset stomach or a rash, as well as serious allergic reactions or dangerous interactions with other medications a person is taking. In particular, antibiotics put people at risk for a deadly type of diarrhea caused by *C. difficile*. Frequent or excessive use of antibiotics leads to developing bacteria that are resistant to those antibiotics. Antibiotic-resistant bacteria are harder to kill, and can cause untreatable infections. A person also can carry resistant bacteria without feeling sick (this is called “colonization”), but if that bacteria causes an infection, it can require more complex treatments and transfer to the hospital.



continued on next page



What can my nursing home do to improve antibiotic stewardship

Nursing homes can implement the following:

- ▶ **Leadership commitment:** Demonstrate support and commitment to safe and appropriate antibiotic use.
- ▶ **Accountability:** Identify leaders who are responsible for promoting and overseeing antibiotic stewardship activities at the nursing home.
- ▶ **Drug expertise:** Establish access to individuals with experience or training in improving antibiotics use.
- ▶ **Action:** Take at least one new action to improve the way antibiotics are used in the facility.
- ▶ **Tracking:** Measure how antibiotics are used and the complications (e.g. *C. difficile* infections) from antibiotics in the facility.
- ▶ **Reporting:** Share information with healthcare providers and staff about how antibiotics are used in the facility.
- ▶ **Education:** Provide resources to healthcare providers, nursing staff, residents and families to learn about antibiotic resistance and opportunities for improving antibiotic use.



What can I do to improve use of antibiotics and prevent the spread of germs?

- ▶ Get smart about antibiotics by reviewing the information [here](#) and ask the right questions about any antibiotic prescription.
- ▶ Be informed about how your nursing home stops the spread of germs among residents and works to improve antibiotic prescribing practices.
- ▶ Protect yourself by getting vaccines for flu and pneumonia and encourage others around you to do the same.
- ▶ Avoid visiting when you feel ill to protect residents from germs which may be spread in the community.
- ▶ Insist nursing home staff and visitors always clean their hands before touching or caring for your wound or catheter.
- ▶ Know what else you can do to prevent the spread of germs (e.g., cover your cough).



LAUNDRY SERVICES - RESIDENTS

The Director of Housekeeping & Laundry Services would like to pass along a few friendly reminders to the families and friends of our residents about the laundry services here at the Facility. Nursing will conduct an inventory of all personal items when the resident is admitted. Please communicate to nursing or housekeeping if you would like for us to launder your personal items for a fee. Housekeeping will ensure your linens are labeled. This is a very important process to help locate and prevent missing property.

Family members are also encouraged to bring in clothing that can be laundered safely here in the Facility. Delicates, such as rayon, wools and other fine fabrics do NOT hold up well in the Facility's washing machines and dryers. For delicate items, please set up an account with the local dry Cleaner thru Social Service.

The Facility provides pillows for each resident. The pillows are a wipe clean vinyl purchased from our linen supplier. Pillows brought from home are not recommended in the event soiling should occur as they do not retain their original shape when laundered.

Laundry services are offered twice a week on scheduled days. If we are away or unavailable to assist you, please inform nursing staff of your needs and they will notify us when we return. Your attention to these requests is greatly appreciated.

MONDAY	Cypress
TUESDAY	Palm
WEDNESDAY	Banyan
THURSDAY	Cypress- Palm
FRIDAY	Banyan

LEAVE OF ABSENCE

In order to protect your loved ones, please follow the steps listed below when leaving or taking your loved one from the Facility, whether it be for a few hours, a day or overnight.

LONG TERM RESIDENTS:

- Please notify the resident's nurse when you are picking them up.
- If you will be taking your loved one out for more than a few hours, and medications are needed during that time, please give the Facility a twenty-four (24) hour notice so that appropriate medications can be obtained from the pharmacy. These medications will be sent with you, along with instructions for their administration, on your outing.
- Prior to taking your loved one out of the building, please sign out at the reception desk. You will also need to sign them back into the building when you return.
- If you have any questions, please feel free to contact the nursing staff or administration.

Thank you for your cooperation and understanding.

SHORT TERM REHAB RESIDENTS:

Based on resident need, the attending physician may grant permission for a resident to:

Leave the Skilled Nursing Facility for a Therapeutic Pass. A Therapeutic Pass is defined as granting the resident an outside pass or short leave of absence for the purpose of attending a special religious service, holiday meal, family occasion, going on a car ride or for a trial home visit.

Note: if frequent or prolonged period away from The Chateau becomes a pattern, Medicare may question whether the resident care can be furnished on an outpatient basis. If determined, you can lose your benefit period.

MAIL

So that our residents get their mail in a timely fashion, please let all family members and friends know that the U.S. Mail does not have to deliver mail that is incorrectly addressed or does not have a correct street address on it. Please address all mail to resident as follows:

Resident's name
The Chateau, Room #
130 Moorings Park Drive
Naples, FL 34105

MEALS

We encourage all to experience the fine dining in our Palm, Banyan and Cypress Dining Rooms. The serving times for each Dining Room are below. If you choose to eat in your dining room, the kitchen will automatically service the house meal unless you call to request an alternative meal. If you have questions about alternate meal offerings, please call the kitchen at (239) 359-6014 for available options. You may also request a menu be sent to your room. If you order a meal to be delivered and then later decide to eat in your dining room, please call back to cancel your room delivery.

Cypress:	Breakfast 7:45	Lunch 11:45	Dinner 4:45
Banyan:	Breakfast 8:00	Lunch 12:00	Dinner 5:00
Palm:	Breakfast 8:00	Lunch 12:00	Dinner 5:00

NEWSPAPERS

If you are interested in having your newspapers delivered to The Chateau during your stay, please contact Naples Daily News at 239-263-4839.

NON-DISCRIMINATION

The Chateau at Moorings Park provides services without discrimination with regard to any of the following: resident's race, creed, color, religion, sex, age, national origins, sexual preference, veteran status or disability.

PAIN MANAGEMENT

Our intent is to control your pain levels. Due to the fact that everyone is different regarding pain tolerance and medication absorption, we recognize that most pain medications are on a PRN schedule which means **you need to contact the nurse when you are in need of pain medication.**

1. All residents admitted/re-admitted to the facility will have a pain assessment.
2. Additional interventions for pain, are offered to provide comfort while maintaining functional status as much as possible to assist the resident is meeting his/her physical and/or psychosocial well-being; such as relaxation, heat, cold, massage, positioning.
3. The physician is notified when the nursing assessment indicates inadequate pain control despite implementation of an appropriate plane of care. New or changed medication orders are transcribed per facility policy.

PERSONAL PROPERTY - SAFEKEEPING

The staff and management of The Chateau strive each day to “Provide simply the best facilities and services for successful aging with professional and compassionate care to each person we serve.” In addition, we strive to ensure a safe, secure environment for both you and your personal property. **Moorings Park discourages residents from having personal property of value without making provisions of safekeeping, so as to avoid the potential of damage, loss or theft.** As stipulated in The Chateau at Moorings Park Admission Agreement, under Agreements for are by Moorings Park, Section 1.7 Safekeeping of Personal Property, it states:

“Upon request, Moorings Park will hold items of Resident’s personal property in trust for safekeeping in a safe deposit box maintained by Moorings Park. However, in the event that Resident request Moorings Park to hold property for safekeeping, Moorings Park must be given a written inventory, verified by an employee of Moorings Park. Moorings Park shall not be responsible for Resident’s valuables, monies or clothing unless Moorings Park holds them for safekeeping in accordance with this provision.”

Only in the event that an investigation concludes that Moorings Park was at fault or negligent in the handling of a resident’s personal property, Moorings Park will make every effort to replace that item of equal and like value.

Residents electing not to secure personal property in safekeeping should obtain appropriate insurance coverage on property they deem of value.

The Chateau at Moorings Park policy WILL comply with the Elder Justice Act (EJA) regarding reporting a reasonable suspicion of a crime under Section 1150B of the Social Security Act, as established by the Patient Protection and Affordable Care Act (ACA), & 6703(b)(3).

PETS

Pet visitation will serve to enhance the quality of residents' life at The Chateau by improving their health and rate of healing via the positive physiological effect of human-animal interaction. At The Chateau, we encourage volunteers, friends and family members of residents to bring in their pets to visit. We strongly believe that animals help combat loneliness and boredom and enhance the feelings of purposefulness and engagement while at the same time promoting social interaction. If a volunteer, friend or family member would like to bring in a pet to visit, we kindly ask that the following procedure is followed.

PROCEDURE:

1. Only bring in pets acclimated to being around multiple people and are not a safety risk to our residents.
2. Animals must be clean and well groomed and behave appropriately.
3. Residents' Family member or friends will provide the receptionist with a copy of their pet's updated veterinary vaccination records.
4. All pets that enter the building will be checked with the receptionist. This will ensure all the proper paper work has been obtained. The Activity Director will review the behavior of the animal prior to visitation.
5. While in the facility ALL pets must be on a leash, shall always remain with the handler and shall be under control at all times.
6. No pets are allowed in the dining room areas.
7. Pets need to remain off the furniture.
8. Family and friends bringing animals into the facility are expected to maintain and clean up after the animals while on facility grounds.
9. If the pet is unruly, barks frequently or if there is an incident with the pet and a resident or other pets in the facility they will not be permitted to come back.
10. The Chateau staff reserves the right to ask the volunteer or pet owner to remove their pet from the facility for any reason.
11. There is a designated area for pets to be walked outside at The Chateau. Doggie bags are provided for proper cleanup.

PHYSICIAN CONTACT INFORMATION

Ruben Contreras, M.D.
Medical Director
130 Moorings Park Drive
Naples, FL 34105
Office: 239-643-9149

Ian Corpus, M.D.
90 Cypress Way E.
Suite 10
Naples FL 34110
Office: 239-597-0144

We are a preferred provider for NCH MD.

RELIGIOUS SERVICES

Religious services at The Chateau are conducted every Sunday. A non-denominational service takes place in the Rotunda every Sunday at 10:15 AM. In addition, for those who physically cannot attend these services, communion can be provided in your room by notifying the Activity Department at 239-643-9122. The Chateau also offers chaplain services at your request. Chaplain services can be contacted at 239-243-2029.

RESIDENTS' RIGHTS

Residents in this Facility and visitors entering this Facility shall exercise care in the use of any of the Facility's property and shall abide by all reasonable regulations of this Facility. Each resident and visitor shall respect the personal and property rights of other residents, be courteous to all staff and voice problems and concerns to the staff as they arise. When admitted to a long-term care facility, an individual maintains his or her rights as a citizen and also gains a special set of residents' rights, which are mandated by federal and state law. These rights are outlined based on the type of facility (nursing homes, assisted living facilities and adult family care homes).

FOR RESIDENTS OF NURSING HOMES

According to Section 400.022, Florida Statutes:

Nursing home facilities shall adopt and make public a statement of the rights and responsibilities of the residents and shall treat such residents in accordance with the provisions of that statement. Each resident shall have the right to:

- Civil and religious liberties.
- Private and uncensored communication.
- Visitation by any individual providing health, social, legal, or other services and the right to deny or withdraw consent at any time.
- Present grievances and recommend changes in policies and services free from restraint, interference, coercion, discrimination, or reprisal. Includes the right to have access to the

ombudsmen and other advocacy groups.

- Organize and participate in resident groups.
- Participate in social, religious, and community activities that do not interfere with the rights of others.
- Examine results of recent facility inspections by federal and state agencies including the plan of correction if applicable.
- Manage his/her own financial affairs. A quarterly accounting will be furnished to resident or legal representative.
- Be fully informed, in writing and orally, of services available at the facility and of related charges for such services.
- Refuse medication and treatment and to know the consequences.
- Receive adequate and appropriate health care, protective and support services within established and recognized standards.
- Privacy in treatment and in caring for personal needs.
- Be informed of medical condition and proposed treatment and be allowed participation in planning.
- Be treated courteously, fairly, and with the fullest measure of dignity.
- Be free from mental and physical abuse, corporal punishment, extended involuntary seclusion, and from physical and chemical restraints except those ordered by resident's physician.
- Be transferred or discharged only for medical reasons, the welfare of other residents or nonpayment of a bill.
- Receive a thirty (30) day written notice of purposeful discharge or relocation, and challenge such notice.
- Choose physician and pharmacy.
- Retain and use personal clothing and possessions.
- Have copies of rules and regulations of the facility.
- Notification prior to room change.
- Information concerning bed-hold policy for hospitalization.
- Also, federal law prevents nursing homes from discharging (removing) or transferring (moving to another facility) a resident except for the following reasons:
- The resident's welfare cannot be met at the facility.
- The resident's health has improved sufficiently so the resident no longer needs the services provided by the facility.
- The health or safety of individuals is endangered.
- The resident has failed, after reasonable and appropriate notice, to pay or have paid under Medicare or Medicaid for residence at the facility.
- The facility closes.

A nursing home must give residents 30 days written notice prior to a purposeful discharge or transfer. A resident who thinks the above rights have been violated must request a hearing in writing within 90 days by sending the form given to them by the facility to: Office of Appeals Hearings, 1317 Winewood Boulevard, Building 5, Room 203, Tallahassee, FL 32399-0700. (Telephone: 1-850-488-1429)

Requesting a hearing within 10 days stops the removal of the resident until the hearing process is completed. A nursing home resident may request assistance from the Long-Term Care Ombudsman Program by calling toll-free 1-888-831-0404.

RESIDENT FAMILY GROUPS

The Chateau encourages participation in resident and family groups. The resident has the right to organize and participate in resident groups at The Chateau.

A resident's family has the right to meet with the families of other resident's at The Chateau.

The Chateau will offer a meeting room which offers privacy. Staff or visitors may attend the meetings at the group's invitation. If requested, The Chateau will provide a staff member to provide assistance to the group. When a resident or family group exits, The Chateau will listen to the views and act upon the grievances and recommendations when warranted of the residents or families concerning policy and operational decisions affecting resident care and resident life at The Chateau.

This right does not require that the residents organize a resident or family group. However, whenever residents or their families wish to organize, The Chateau will allow them to do so without interference. The Chateau will provide space, privacy and staff support during normal business hours.

A "resident or family group" is defined as a group that meets regularly to:

- To discuss and offer suggestions about The Chateau policies and procedures affecting resident care, treatment and quality of life;
- Support each other;
- Plan resident and/family activities;
- Participate in educational activities;

The Chateau will listen to resident and family group recommendations and/or grievances. Acting upon these issues does not mean The Chateau must accede to all group recommendations and must attempt to accommodate those recommendations, to the extent practicable, in developing and changing facility policies affecting resident care and life in the facility. The facility should communicate its decisions to the resident and/or family group.

SAFETY DEVICES

Falls are the most common cause of accidents in people over the age of 65 years. Falls also cause more deaths than pneumonia or diabetes and all other types of accidents combined. Fear of falling has been shown to be a significant factor in decreased activity and mobility among older adults. At The Chateau we promote a restraint free environment to allow residents to move freely while adding approaches to decrease risk for falls and injury.

Measures are used to prevent falls at The Chateau such as the use of smooth cushioning mats on each side of the bed for residents who have a tendency to roll out of bed, the use of hi-lo beds allow the resident to rest safely at a low height close to the floor, and quarter rails to allow increased mobility while in bed preventing a resident from rolling out of bed. In addition, an extra wide mattress with supportive edges may be used to prevent the resident from rolling out of bed.

Side rails, also known as bed rails, are commonly used in healthcare settings to prevent patients from falling out of bed. However, they can pose significant dangers and risks to patients if not used properly.

One of the main dangers of side rails is the risk of entrapment. Patients can become trapped between the side rail and the mattress, leading to serious injuries or even death. This is particularly true for elderly or frail individuals who may have difficulty moving or repositioning themselves.

Another danger is the risk of falls. While side rails are intended to prevent falls, they can actually increase the risk of falls. Patients may attempt to climb over the side rail, leading to a fall from a greater height. Additionally, side rails can restrict a patient's mobility and independence, making it more difficult for them to get in and out of bed safely.

The Centers for Medicare and Medicaid Services (CMS) has recognized the dangers of side rails and has implemented regulations to address these risks. CMS guidelines state that side rails should only be used when necessary, and healthcare providers should regularly assess the need for side rails and consider alternatives.

Due to the regulatory and safety concerns, The Chateau will not automatically initiate the use of side rails. If requested, a nursing assessment will need to be completed to ensure the rails benefits outweigh the risks of use.

It is the goal of The Chateau to eliminate the use of restraints as a fall prevention strategy. Our Inter-Disciplinary Team (IDT) reviews each individual at admission and at the time they become a "high fall risk". At that time alternative approaches to restraint usage are developed to maintain resident safety and injury prevention. A philosophy to maintain each individual's "freedom of movement" while prevention of injury is addressed with an interdisciplinary approach to ensure safety.

SALON SERVICES

REJUVENATE AT THE CHATEAU®

Our Rejuvenate Salon is available located on our Banyan Neighborhood. We offer Hair, Nail and Waxing Services. Appointments can be made by calling (239) 643-9133.

Haircut Only – Men's	Haircut Only – Women's
Shampoo/Blow Dry/Style	Shampoo/Roller Set/Style
Shampoo/Haircut/Style	Perm, Haircut & Styling
Shampoo Only	Highlights (Cap)
Highlights (Foil)	Color
Conditioning (Light)	Conditioning (Deep)
Manicure	Pedicure
Clip Toe Nails	Clip Finger Nails
Waxing – Lip	Waxing – Chin/Brows

Services can be paid at the time of the service or placed on your resident bill.

Price list is available at the salon.

NO SMOKING



The Chateau at Moorings Park is a non-smoking skilled resident nursing community. Smoking is prohibited by residents and visitors at the organization.

THE THERAPY SERVICES

SHORT-TERM REHABILITATION:

The Chateau provides short-term rehabilitation services in our Palm neighborhood including Physical, Occupational and Speech Therapy following surgical procedures such as: hip and knee replacement, cardiac care, neurosurgery and general surgery. Residents who utilize The Chateau for rehabilitation services will receive a personal therapy plan based on the type of surgery they received, individual capabilities and their personal goals.

Residents are evaluated by a licensed therapist within 24 hours of their arrival. If the hospital discharges a resident late in the day, we make it a priority to evaluate him or her early the next morning in order to begin therapy as soon as possible. For residents who need outpatient therapy upon discharge from The Chateau, Moorings Park therapists offer those services at two locations, here on our campus at the CHL or Moorings Park Grey Oaks CHL.

OUTPATIENT REHABILITATION:

We help patients achieve the highest level of independence possible in their day to day activities within their home and community. Our highly skilled, licensed Physical, Occupational, and Speech therapists establish treatment plans with our patients and their physicians customized to their specific needs.

TIPPING - EMPLOYEE RECOGNITION

While The Chateau at Moorings Park appreciates our patients' desire to reward staff members for their performance, it has been a long-standing policy to prohibit "tipping" any staff member with cash or gifts. This avoids inequity and misunderstanding.

Their service can be recognized by a contribution to the Residents Association of Moorings Park Employee Recognition Fund. These funds are distributed to all non-management employees in December of each year. By combining all contributions, gifts to employees can be substantial and very meaningful to the employees and their families.

TRANSPORTATION OPTIONS

During your stay, your surgeon may request a return visit. If your family or support system cannot assist you with transportation, the following transportation services are available for a fee:

- Naples Transportation and Tours:239-260-3272
- TLC239-596-1335
- Med Trek239-228-7900

TRUST FUND – RESIDENT BANKING

PURPOSE

Moorings Park supports good stewardship of resident funds that are deposited with us for safekeeping and their personal use.

PROCEDURE

The resident ledgers which show fund balances are kept electronically. Staff who are involved with taking and disbursing monies record transactions have access and editable rights to the ledgers. The ledgers are made up of an excel workbook with separate ledger tabs for each resident. Extra blank ledgers are located at the end of the workbook for new accounts. The purpose of the electronic file is to give a real time balance of each account by resident that is accessible by all. All petty cash stewards of the Patient Trust Funds are approved within their department by the department head. Petty cashiers have on hand:

- Access to the electronic ledger
- Petty cash box for disbursements
- A pre-numbered receipt pad
- A pre-numbered voucher pad

DEPOSITS

All deposits received are documented using a duplicate record receipt pad. The original receipt is given to the resident (or resident appointed person), and documented on the electronic ledger. The check is sent to the Finance department for deposit.

Additionally, receipts are documented by the staff member receiving funds in the electronic patient trust fund. The ledger will be documented with the date of receipt, the resident name, the receipt number and the funds received in the appropriate column. Lastly, staff documents their entry by entering their initials. The ledger's balance has a formula that automatically adds deposits and withdrawals so the balance will be accurate.

WITHDRAWALS

All withdrawals are documented using a duplicate voucher pad, with the resident (or resident appointed person) signing for the funds requested. These vouchers are kept within the petty cash box until the petty cash needs to be reimbursed (or optimally at month end), at which time the vouchers are totaled, a check request produced (noted as Patient Trust Fund Disbursement), and the vouchers are attached to the check request. The balance of cash left in the petty cash box, plus the dollars requested on the check request should always equal the set petty cash fund. Overages or underages must be reported immediately to the Controller.

Additionally, all withdrawals are documented at time of disbursement onto the electronic ledger. The date is entered, along with the resident's name and voucher number. Funds disbursed are listed, and the balance of the fund will automatically calculate the fund balance. Staff then finishes the entry by entering their initials.

RESIDENT AUTHORIZATION AND AGENTS OF RESIDENT

Residents using Healthcare services may request to use the Patient Trust Fund by filling out a standard request form authorizing Moorings Park to hold funds for their use. Residents may authorize family members or caretakers as authorized agents to withdraw from their account. Authorization requests must be documented on standard request form with the signature of the resident and dated. Caretakers authorized by the resident to withdraw funds for purchases must sign for the money received. They are also required to bring back receipts and change which together add up to the original amount received. The money brought back is receipted through normal process with the receipts to back up the transaction attached.

FINANCE DEPARTMENT

The finance department receives documentation for accounting entries in two manners: through the receipt of checks for deposit, and through copies of the vouchers for petty cash fund reimbursement requests. Once these items are received, then entries are made into the software under each resident's account and are agreed to the balance in the Patient Trust Fund bank account. The finance department completes checks and balances against the electronic ledger that the staff maintains to ensure that all records have been entered. Due to timing issues (for instance, vouchers may have been written, but they have not been submitted with the petty cash reimbursement request yet) transactions will be recorded by accounting not on real time, but as the reimbursement requests are received.

Entries into the computer software however will reflect the accurate date from the vouchers so that interest payments will be accurate.

Patient Statements of Trust Fund Balances are distributed monthly which detail deposits, withdrawals and interest earned. Interest is based on actual interest obtained from Patient Trust Fund distributed proportionately by the software where records are stored. Additionally, requests may be made of account balances at any time. Patient Trust Fund monies are segregated in a separate bank account then other corporation funds and the funds are bonded against loss. Interest paid to the account is distributed amongst residents holding accounts. Only authorized agents of Moorings Park may obtain funds from this account and check requests are issued either to reimburse a resident who needs more money than what is kept in the petty cash drawer, as a final withdrawal by a resident, or for petty cash needs.

Note that the only time that the finance department enters into the electronic record will be when they receive a check directly or disburse cash directly (very rare occurrences and only due to meeting a customer's needs). The separation of duties in the receipt and disbursement of cash should be followed as much as possible.

VIDEO CAMERAS

The Chateau disallows use of video cameras within any patient care area.

VISITING HOURS

All visitors must enter and leave through the facility's main front doors/lobby. All visitors must sign in and out of the Visitor log book at the front desk daily. Visitors to the Chateau Skilled Nursing Facility residents are not required to schedule a visiting appointment to spend time with a resident for a routine visit. In general, we ask that you visit from 8 AM to 7 PM Monday through Sunday as a courtesy to the residents.

THANK YOU FOR CHOOSING THE CHATEAU®



MOORINGS PARK®
THE CHATEAU®