

**RESIDENT HANDBOOK**  
**AVE MARIA VILLAGE**  
**JAMESTOWN, ND**



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# **WELCOME!**

**On behalf of the entire AVE MARIA VILLAGE family, we would like to welcome you! It is our sincere hope that the services and programs offered by AVE MARIA VILLAGE will meet your needs and expectations.**

**You will find that the staff of AVE MARIA VILLAGE will work very hard to provide an environment that is warm and caring for you.**

**We look forward to serving you!**

## **GUARDIAN ANGEL PROGRAM**

**AVE MARIA VILLAGE has a program where each resident and their family have a “guardian angel”. This is an employee who will be in contact with both the resident and family on a regular basis. Generally, your guardian angel will meet you on your first day here. The purpose of the guardian angel is to help build the relationships at AVE MARIA VILLAGE and be a connection during your stay here. The name of your guardian angel is listed on the last page of this handbook.**

## **ABOUT AVE MARIA VILLAGE**

**AVE MARIA VILLAGE is a long-term care facility that has served the needs of the Jamestown area for over 45 years. We are licensed by the North Dakota State Department of Health and certified by Medicare and Medicaid to provide long term care. AVE MARIA VILLAGE is a member of the Sisters of Mary of the Presentation Health System which is sponsored by the Sisters of Mary of the Presentation located at Maryvale in Valley City, ND.**

### **MISSION STATEMENT**

**Ave Maria Village, in union with the Sisters of Mary of the Presentation, work for the glory of God by bringing the Word and Healing of Jesus Christ to all, with a special concern for the poor. Ave Maria Village through a shared ministry with the laity participate, through the health care mission in the work of healing which is, ultimately, the work of God. Our individual inspiration is Jesus and His Gospel message. Permeated with the Charism of the Sisters of Mary of the Presentation, we minister to one another and to all who come to us for care; those who suffer from physical, psychological and social woundedness.**

## **NONDISCRIMINATION POLICY**

**SMP Health System does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, religion, sex, national origin, disability, age, or veteran status in admission, treatment or participation in its programs, services and activities, or in employment.**

**This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services. For further information regarding this policy, or to file a complaint alleging violations of this policy, please contact Aaron Alton, President SMP Health System 701-235-5750.**

## **PHILOSOPHY**

**We believe that residents who live at AVE MARIA VILLAGE deserve a dignified way of life where their physical, emotional and spiritual needs are all important.**

**We call our philosophy "RESPECT". Aging is not an illness but rather a normal part of life. Changes that occur during this process require adaptations from you, your family and those people you choose to serve your needs.**

**We feel it is very important for people to have control of their own lives. As much as possible we follow the independent living model where residents of AVE MARIA VILLAGE direct the care givers, make decisions for themselves and participate in the life of AVE MARIA VILLAGE and the community.**

**Personal care and health care are given with consideration, respect and high regard for an individual's privacy, even when disabilities have created a degree of dependency.**

**We strive to keep the environment home like as well as safe, comfortable and supportive. There have been adaptations made to allow for the changes that occur with the aging process, to allow you to be as independent as possible. While you reside at AVE MARIA VILLAGE, we hope you will consider it home.**

## **BUSINESS INFORMATION**

**The BUSINESS OFFICE as you come in the front door of AVE MARIA VILLAGE has business hours of 8 AM to 5 PM Monday through Friday to serve you. They also welcome and direct visitors and staff and receive incoming business phone calls. The staff is available to provide information and services to you and your family members on a wide variety of financial matters.**

**The business office is responsible for the billing of services from AVE MARIA VILLAGE. We would prefer bills to be mailed or paid directly to someone in the Business Office.**

**They are equipped with limited postal service and can assist you with some banking functions.**

**Other services include a safe for short-term use and notary public service.**

### **Trust Fund Accounts**

**If you choose, you may open a Trust Fund Account in the business office to safely keep your personal funds. You can take money from that fund at any time the business office is open. You will receive a statement four times a year showing your balance and the deposits and withdrawals you have made. It is an interest bearing account.**

**The funds you deposit in the Trust Fund Account are protected by a bond for the full amount of the deposit. Arrangements and questions are handled by the business office staff or you may contact your Social Worker.**

### **Room Charges**

**Charges for your room are made in advance and are payable monthly. If you leave, you will receive a refund of any unused portion of the advance payment. If you are covered by Medicare A while in Ave Maria Village, you will not be billed in advance while receiving this coverage.**

**Your daily charge covers the cost of nursing service, room and meals, routine hair care, laundry, housekeeping, local medical transportation, supportive services and general supplies.**

**Extra charges can include the following:**

**CABLE TV – included on monthly statement**

**NEWSPAPER – billed through distributor**

**PRESCRIPTION MEDICATIONS -- billed from your pharmacy**

**PROFESSIONAL HAIR CARE (non routine) -- billed or paid through the AVE MARIA**

**VILLAGE business office. Non routine hair care includes permanents, coloring or other services you request and prefer to have done.**

**PRIVATE ROOM**

**SUPPLIES REQUESTED WHICH ARE NOT ORDINARILY STOCKED**

**TELEPHONE -- billed from telephone provider – soon to be provided by AMV**

**LONG DISTANCE CALLS – will need to have arrangements if needed**

**PHYSICIAN SERVICES -- billed from physician's clinic**

**LAB/X-RAY SERVICES -- billed from provider**

**TRANSPORTATION for personal needs**

**THERAPY CHARGES -- 20% not covered by Medicare B, Medicaid or other provider**

**AVE MARIA VILLAGE is certified by Medicare and Medicaid. If you have any questions regarding claims, qualification or other insurance policies, please contact the staff of the business office.**



## **CASE MIX REINBURSEMENT**

To determine the rate you pay each day, a review of the cares you need is done when you are admitted to AVE MARIA VILLAGE. This information is generated by a form called the Minimum Data Set (MDS). That information is sent to the state Department of Human Services. They make the decision which classification and rate applies to your care needs.

These reviews are done within 14 days of your admission to AVE MARIA VILLAGE and then every three months. A review will also be done within 14 days after a hospital stay and then again every three months after that. At any time a review is done your classification may change if your care needs have changed. If you have questions regarding CASE MIX, your rate classification or you wish to appeal a decision, contact the business office staff for direction of who to discuss it with.

## **ROOM HOLD**

After admission to AVE MARIA VILLAGE, your room may be reserved during a hospitalization or any other stay away from the facility. Full payment must be made for the room at the facilities reduced physical functioning case mix rate.

Upon hospitalization, AVE MARIA VILLAGE staff will clarify with you your desires regarding holding your room. Throughout your stay in the hospital, AVE MARIA VILLAGE staff will maintain contact with you, your family and the hospital staff to assist you with your plans.

Outings and overnight stays are encouraged. Staff will do whatever they can to make visits easy for you by arranging transportation, assisting with equipment, etc. if you let us know. We do ask you to sign your family member out when they are away from the facility. If you will be away overnight for other than hospitalization, let the Primary Nurse or Social Service staff know so any arrangements can be made.

Medicare will not pay for any leave days from the facility. Medicaid will pay for 15 days for each hospitalization and 24 days per year for therapeutic leave unless you are currently on Medicare coverage at which time they will not pay anything. If you are on Medicaid and your hospital stay or therapeutic leave exceeds these bed-hold periods or you are currently on Medicare coverage, you may pay or have someone else pay, to hold your current bed using funds other than your monthly income or not pay to hold your bed and be readmitted to the facility upon the first available semi-private room if you require the services.

# **RESIDENT RIGHTS**

**The rights of every resident are very important to AVE MARIA VILLAGE staff and will be carefully observed.**

**When you enter a long-term care facility, you do not give up the legal rights you had while living in the community. State and federal law guarantee you additional rights and responsibilities to assure the care you receive promotes your quality of life with emphasis placed on dignity, choice and self-determination.**

**Written copies of Resident Rights are given to you and your designated representative when you are admitted. The Social Worker/Social Service Designee will review these rights with you in the first month that you are at AVE MARIA VILLAGE. They will also be reviewed with you as any changes take place.**

**If at any time you or your family have any questions regarding your rights and responsibilities, please talk with your Social Worker/Social Service Designee. At any time you feel any of your rights have been violated you are encouraged to report that to the administration of AVE MARIA VILLAGE. All violations will be investigated.**

**It is the policy of Ave Maria Village not to employ people who are known to mistreat residents.**

# COMPLAINTS

Your satisfaction is very important to us! If you have a concern, feel free to talk with an AVE MARIA VILLAGE staff member with whom you feel comfortable. Our goal is to provide resolutions to your problems quickly and to your satisfaction.

Complaints may be brought without fear of retaliation and are looked at as an opportunity to improve. We would suggest the following as a guide to resolving your concerns:

1. Informal discussion between those people directly involved.
2. Bring the concern to the attention of your Social Worker/Social Service Designee or your Primary Nurse who can help review the problem and act as your advocate.
3. If action has not been taken which you feel is satisfactory, contact the Nurse Manager or Resident Services Administrator.
4. Contact the Administrator if you feel further action is needed.
5. If you still have not resolved your concern, a community advocate or the local ombudsman representative may be contacted. The number for the North Dakota Long Term Care State Ombudsman Program is 1-800-451-8693.

# **RESIDENT COUNCIL**

**You are encouraged to become involved and attend meetings of the AVE MARIA VILLAGE Resident Council. The purpose of the council is as follows:**

- **To provide an opportunity for regular discussion of matters of interest and concern to fellow residents;**
- **To promote friendship and foster understanding among residents and staff;**
- **To work for the common good of residents, AVE MARIA and the community;**
- **To participate in affairs and decisions that influence your life at AVE MARIA.**

**The Council meets regularly and has worked on a number of interesting projects in support of AVE MARIA VILLAGE residents and the community.**

**We urge you to become involved in shaping the quality of your life here at AVE MARIA VILLAGE by being active in the Council.**

# **CLOTHING AND PERSONAL POSSESSIONS**

## **Furnishings**

Each room is furnished with a built in or stand alone closet. Overcrowding of the room can create hazards, but you are encouraged to bring some of your own possessions. The facility has a right to limit belongings on the grounds of space, health and safety.

You may wish to replace existing furnishings with favorite chairs, lamps and so forth. You should feel free to furnish your room with clocks, calendars and personal photos, television and radio. It is important that all of your personal items be marked in such a way that they would be able to be identified as yours should they become misplaced. Please notify staff when personal items are brought in so they may be placed on the Personal Inventory Sheet.

If you need help with any accommodations, please talk with your Social Worker.

We would ask that you not place items on the ledge below the window so the blinds may be completely pulled to allow privacy during cares. Any breakable items should be placed somewhere they are not likely to get knocked down.

All electrical appliances and products need to be inspected by the Maintenance Department for frayed or cracked wiring, bad plugs, loose connections and so forth before use. Heating pads and electric blankets should not be brought in according to AVE MARIA VILLAGE policy. Extension cords and multiple outlet plugs cannot be used in resident rooms according to Life Safety Codes.

## **Clothing**

You must furnish your own clothing. You should bring about six changes of clothing at the least. Bring those items that you normally would wear on a daily basis. Due to physical limitations and disabilities you may need clothing that is adapted to those limitations. Contact your Social Worker/Social Service Designee if you are interested in more information on adapted clothing.

All clothing needs to be marked if it will be washed in the laundry at AVE MARIA VILLAGE. Items are marked with labels and/or permanent laundry marker. Labels will be provided to you on request. Please be sure that clothing brought in after your admission gets marked. We would ask you to give any clothing articles to a staff member for marking if it has not been done. Items such as radios, razors, afghans and so forth should also be marked. If you need help please ask any staff member.

**Clothing is laundered in our facility laundry. Please note if items have special laundering instructions when purchasing as these would probably not stand up well in the laundering process. If you prefer laundry to be done by a family member, please notify staff.**

**If you have clothing which must be dry cleaned, please take care of this yourself or notify your Social Worker/Social Service Designee. Please label your clothes that are "dry clean only". We can arrange for the cleaning and pay for it from your trust account if you wish. We do not recommend having clothing that requires dry cleaning.**

#### **Loss, damage, breakage**

**AVE MARIA VILLAGE staff make every effort to prevent loss, breakage or damage of your personal possessions. If we damage something when providing care or cleaning, we will adjust the loss. However, we cannot and do not accept responsibility for items that are damaged through unknown circumstances or items that are lost or misplaced. This includes eyeglasses, hearing aids, dentures and other personal items. Please attempt to protect these items by having them marked. We would encourage anyone with hearing aides to purchase insurance from their hearing aide provider in case of loss. If you have dentures that are loose or ill fitting, we would suggest that you contact your personal dentist for recommendations. Any items of value as watches, rings, chairs, televisions, etc. should be listed on the Personal Inventory Sheet and staff notified if taken from the facility.**

**You are discouraged from keeping more than \$2-5 of cash or other possessions of great value to you in your room unprotected. If you have items you would like to safeguard, please discuss with your Social Worker/Social Service Designee. See section on trust account for keeping money available if you wish.**

**If you have lost or damaged items, please report it to a staff member. A report will be filled out describing what is missing, when it was last seen and a description of the item. All reports will be investigated and attempts made to find your missing item.**

## **ENVIRONMENTAL SERVICES**

**Caring for the building and grounds to provide you with clean, safe and comfortable surroundings is the main concern of Environmental Services.**

**Housekeepers, laundry and maintenance personnel are available to assist you.**

**The safety of residents, visitors and staff of AVE MARIA VILLAGE is very important. The building is equipped with smoke and heat detectors, and a wander protection system. The fire alarm is wired directly to the fire department.**

**When the fire alarm is pulled, you will be able to hear it. On a regular basis there will be fire drills to practice procedures to be used in case of an emergency. Staff will provide you with instructions at the time.**

**The temperature of the building is maintained to promote your comfort. Your own personal preference may vary so please ask staff to assist you for room temperature to be comfortable.**

**A system of door alarms is in place at AVE MARIA VILLAGE to prevent unexpected entry or exit of the building. The main entrance of the building is on the South and the rear exit is on the North which provides easier access when taking residents out. The entrance doors are locked in the later evening until morning. There is a telephone in the front entry that can be utilized to obtain entry during the hours the doors are locked.**

## **TELEVISION**

**Provisions have been made in each room for cable hook ups for your television if you choose to bring one.**

**Televisions need to be off by 10 p.m. unless you and your roommate agree otherwise. Headphones can also be used to facilitate meeting each person's needs. If you have a private room, you may have the television on longer if the sound does not interfere with another person's rest.**

**If you choose to have cable TV it will be hooked up for you. You will be responsible for the monthly cable TV charge from the facility. It will be billed to your account. Please let the Social Worker know if you are interested in cable TV.**

## **HAIR CARE**

**Routine hair care will be provided to you at AVE MARIA VILLAGE. Routine hair care means any shampooing, cutting, trimming, shaving, brushing, combing, drying, curling, setting or grooming. Professional beautician services are also available to you at AVE MARIA VILLAGE. All permanents, hair coloring and/or tinting must be done by a licensed professional. If you desire professional hair services, please notify any staff member. If you have any questions regarding hair care at AVE MARIA VILLAGE, please discuss with your Social Worker.**

**The Beautician generally works Monday through Friday. Charges for professional services from the beautician will be billed to you. These charges may be paid from your trust fund.**

## **PERSONAL MAIL**

**Your mail is delivered to your room on regular mail delivery days. If you have outgoing mail it can be taken to the business office for mailing. Stamps are available for you to purchase in the Business Office.**

**If you are in need of stationery, envelopes or assistance with reading or writing mail, contact Activities Staff or the Social Worker/Social Service Designee who will assist you.**

**If you would like your business mail forwarded to someone else please notify the Business Office. Also notify your post office of your new address. We can assist you to obtain change of address cards if necessary.**

## **NEWSPAPER**

**If you wish to receive any newspaper, you need to make arrangements with the newspaper office directly to receive it. Staff will deliver the paper directly to your room.**

**If you need assistance with this, contact Activities Staff or Social Worker/Social Service Designee. Payment should be arranged directly with the newspaper office.**



## **TELEPHONES**

Arrangements may be made to have a telephone installed in your room. You must place your order directly with the phone company. You will be billed for the monthly charges and installation from them. If you have a personal phone, we do suggest having one that is portable, especially if you are unable to get up and walk independently. The reason for this is to have access to it when you are either in bed or sitting in a chair and eliminate having cords strung across the floor which becomes a safety issue.

If you wish to transfer to a different room within the facility, you will be responsible for the cost of transferring your telephone.

There are telephones available for use in various areas. There is also a portable phone that can be brought to your room.

## **SMOKING**

Fire protection and health are constant concerns. The facility is smoke free for all including residents, staff and visitors. At this time, smoking by the residents is allowed in the courtyard of the facility. Frequency of smoking is dependent on a person's ability to be independent.

## **VISITORS**

You may have visitors at any hour that is acceptable to you. Entrance doors are locked in the evening. If there are late evening visits, you may be asked to go somewhere other than your room if you have a roommate.

If you would like a more private spot to visit or host a gathering or party, please contact Activities Staff or the Social Worker who will assist you with arrangements. There are family rooms available near the Dining Rooms and by the Café that allow for several to visit at one time with more privacy.

You are welcome and encouraged to invite guests to join you for meals. Meal charges are Breakfast - \$4.40; Noon - \$6.60; Evening - \$5.50 and an additional \$2.20 charge for holiday meals. You or your guest are asked to contact the Dietary Department before the meal to make arrangements so the Dietary staff may prepare for your guest. We appreciate being notified as early as possible to be able to accommodate extra servings. Payment is made at the Dietary Department. Reservation of any rooms needs to be done through the Dietary Department.

## **PRIMARY CARE**

**All the staff of AVE MARIA VILLAGE are dedicated to serving you. Those staff members that you will be most directly involved with are your Certified Nursing Assistants, Nurses, Activities Staff, Social Service Staff, Dietary Aides and Housekeepers. Through primary care, we provide individualized personal care to you in a team approach. Primary care givers work with the same residents daily to develop comfortable routines and relationships.**

**Members of your care giving team will be meeting with you to gather background information you want to share, that will help us in caring for you. They will seek your guidance on the cares you want and need and assist you in setting up your individual plan of care. You are an integral part of this plan of care and will be invited to meetings regarding this. You may also invite a family member or friend if you wish.**

**At all times, you can expect to be treated with consideration, respect and full recognition of your dignity and individuality. All cares and treatments will be done in privacy.**

**With primary care, staff, residents and families often become very close and develop special relationships. At times, families or residents may feel they wish to acknowledge an individual with a gift. Because of our purpose to serve others, the policy of Ave Maria Village is that staff cannot accept gifts or gratuities.**

### **Certified Nursing Assistants**

**Your nursing assistant is the staff member who helps you with daily care, dressing, grooming and so forth. The certified nursing assistants (CNA's) are all assigned a primary list of individuals that they take care of every day that they work. You should have the same CNA's caring for you most of the time.**

**Your CNA's will want to know your habits and routines regarding your personal cares. They will discuss with you bathing options, times and other preferences related to your personal care and grooming.**

**There are CNA's available to you around the clock and all preferences with your personal care should be discussed with them.**

### **Nursing Services**

**Your nurse is the staff member who assists you with your medical care while here at AVE MARIA VILLAGE. Your nurse helps to develop and follow up on your medical plan of care with input from you and your doctor.**

**Your nurse provides periodic assessment and evaluation of your drug therapy, physical and functional needs. Most of the time you will have the same nurse responsible for your care.**

**The nursing staff consists of registered nurses (RNs) and licensed practical nurses (LPNs) and are supervised by the Nurse Managers and Resident Services Administrator. Professional nurses are here 24 hours a day, seven days a week.**

### **Social Services**

**The Social Worker or Social Service Designee will provide you and your family with an orientation to AVE MARIA VILLAGE which will help with your move to the facility. They will also introduce you to various staff. They will be available to answer questions, assist with any concerns you have throughout your stay at AVE MARIA VILLAGE. The Social Worker will work closely with you, your family and other facility staff to coordinate non-medical areas of your care and assist you with your social and emotional needs. The Social Worker and Activities Staff work closely together to help meet your psychosocial needs. If you are being discharged, the Social Worker will assist you in making arrangements for in home services.**

### **Activities Staff**

**There is an overall Activity Director along with Activity Assistants. Each Neighborhood has someone assigned to have primary focus in regard to activity interests. One of the staff will visit you at some time shortly after your admission to Ave Maria Village to find interests related to activity attendance and types of things to do throughout the day. They will assist you with your activity and spiritual needs in whatever manner is needed. Your Activity Staff also work closely with the Social Service Staff.**

### **Housekeeping**

**The housekeepers at AVE MARIA VILLAGE provide cleaning of all resident rooms and all other areas of the facility. Your input is very important to the process of their daily tasks. If you have special housekeeping requests or a particular time you want your room cleaned, please let your housekeeper know.**

**Your housekeeper not only will "keep house" for you but also is a source of friendship and support. The same housekeeper is assigned to each neighborhood, so you will soon recognize them.**

## **SPIRITUAL SERVICES**

**You are encouraged and will be assisted to continue participating in the church of your choice. Clergy from the community make regular visits to their members at AVE MARIA VILLAGE and can be called if you wish. Arrangements can be made to attend church services in community churches. Talk with your Activities or Social Service Staff if you need help with arrangements.**

**AVE MARIA VILLAGE has a chaplain who is available for any type of support. Please ask staff for assistance in meeting with the Chaplain at any time.**

**AVE MARIA VILLAGE has local pastors who conduct interdenominational services Wednesday and Sunday afternoons. Catholic Mass is said by the priests of the Basilica of St. James every Wednesday morning and Rosary is prayed weekly. Services are provided in the Chapel area at AVE MARIA VILLAGE. There is a private prayer room available off of the Chapel area for your use also.**

**The staff recognizes that every person's individual spiritual needs and concerns are very different and we wish to respect that while trying to assist you. Please notify staff if you have any spiritual concerns.**

## **DIETARY SERVICES**

**The goal of the dietary department is to provide quality meals and a pleasant dining experience for you. Breakfast is served in resident rooms between 8 and 8:30 AM. If you choose to omit the morning breakfast and a continental breakfast around 10 AM, please notify staff. The noon and evening meals are served in the A/B and C/D Dining Rooms. Serving times start in the A/B Dining Room at 12 Noon and 5:30 PM respectively with C/D served about one half hour later. Tray service is available if you are ill and can not come to the Dining Room for your meals otherwise we strongly encourage eating in the Dining Room to promote socialization and a change in environment. If you wish an alternative please notify a staff member. Coffee is served every afternoon in the A/B Dining Rooms at 3:00 PM. You are encouraged to invite your family and friends to join you.**

**The menus are designed with you in mind. Seasonal, ethnic and religious differences are considered, as well as your input when planning menus. Any food item or concern is addressed at Resident Council besides at your care plan conference so we invite you to attend these. Special menus are planned for holidays and other occasions to make your mealtimes enjoyable.**

**The regular house diet is slightly lower in sodium and higher in fiber to meet dietary guidelines. Substitute foods are available at every meal in addition to the general menu items.**

**Doctor ordered therapeutic diets are designed to meet the specific needs of each individual, yet they remain flexible enough to allow choices. The dietitian is available to individualize menus to meet your needs.**

**Snacks are available to you and can be worked into prescribed diets. If you need assistance with your diet or have any food concerns contact any AVE MARIA VILLAGE staff member who can direct you.**

## **MEDICAL SERVICES**

**While you are a resident at AVE MARIA VILLAGE, you must remain under the medical care of a doctor. All of your medications, your diet, treatments and level of activity are provided to you according to your doctor's orders and with your input and involvement.**

**If you are not in agreement with or question any part of your care, you should talk with your nurse, Social Worker/Social Service Designee or doctor. The name of your doctor is printed in the back of this book for your information.**

**Most of the doctors from the area clinics visit each long-term care facility. You have the right to select any doctor who visits AVE MARIA VILLAGE. Your Nurse or Social Worker/Social Service Designee can explain to you which doctors make visits at AVE MARIA VILLAGE.**

**Whenever you become ill or need to consult with your doctor, your nurse can assist with that contact. There will be times when your Primary Physician is not available, and then we utilize the physician listed on call by their clinic. Your doctor will bill you for services directly.**

## **MEDICAL APPOINTMENTS**

**When you have an appointment with your doctor in the clinic, it is best for you if you have a member of your family or a friend accompany you. They are able to offer you support and assist you if needed. We will try to arrange the appointment so your family may accompany you. Transportation will be provided for LOCAL medical appointments via our van. WE DO NOT PROVIDE TRANSPORTATION FOR OUT OF TOWN APPOINTMENTS BUT WILL ASSIST YOU IN MAKING ARRANGEMENTS.**

**When you go to your appointment, you will be requested to take a form with you which provides the doctor information on your current medications, treatments, etc. We request that the doctor return this form with you so new orders can be followed up at AVE MARIA VILLAGE. This is an important way of communicating with your doctor and we ask that when you return that you share the information with your nurse.**

## **DENTAL SERVICES**

**You are encouraged to maintain regular visits to your dentist. Your Nurse or Social Worker/Social Service Designee can assist you with making these appointments if you wish.**

**AVE MARIA VILLAGE has a consultant dentist who is available for emergency services and who makes visits to the facility. Our consultant dentist will visit you free of charge within your first three months at the facility.**

## **PHARMACY SERVICES**

**Medications are given only by a doctor's prescription and are obtained from your pharmacy of choice that is willing to provide your medication as required according to AVE MARIA VILLAGE standards.**

**All medications are stored in a locked medication cart regularly kept at the staff workstation. Your nurse will assist you with your medication needs.**

**If you are able and prefer, you may administer your own medication. Your nurse will assist you with setting up a self-administration program.**

**A monthly review of all your medications is done by our consultant pharmacist.**

## **REHABILITATIVE SERVICES**

**To help you attain and maintain your highest level of physical functioning, AVE MARIA VILLAGE contracts with qualified physical, occupational and speech therapists. Registered therapists are in house on a daily basis.**

**You are evaluated for muscle strength, walking, positioning, arm and shoulder function, dressing and feeding skills. After this evaluation, a program is developed for you according to your need and your doctor's prescription.**

**Family involvement is important in developing and supporting an appropriate program. Family members are encouraged and welcome to observe treatment and ask questions if you wish.**

**For those residents who no longer require services from the registered therapists, we have a restorative program provided with AVE MARIA VILLAGE staff.**

# **MEDICAL RECORD**

**In keeping with federal and state licensing regulations, a clinical record will be kept during your stay.**

**This record, medical and personal, is treated confidentially and you must give permission for anyone other than AVE MARIA VILLAGE staff to see any part of your record.**

**If you wish to review your record or receive copies of any information it contains you should ask your nurse manager who will assist you.**

# **RESTRAINTS**

**The staff at AVE MARIA VILLAGE believe that every resident has the right to be free of any physical restraint or psychoactive drug, administered for the purpose of discipline or convenience and that is not required to treat your medical symptoms.**

**Physical restraints are defined as any article, device or garment that is used primarily to modify behavior by interfering with free movement. Use of side rails is looked at to determine if they are a physical restraint.**

**The use of restraints can increase the incidence of contractures, lead to infections and the development of pressure sores. In addition, some people suffer from confusion, agitation and incontinence while restrained.**

**The use of restraints undermines a major goal we have which is to maximize independence, functional capacity and the quality of life.**

**An individual's needs and environmental conditions will be carefully assessed and the resident, family, doctor, nurse, activities staff, social worker/social service designee and nursing assistant will all be involved in determining alternatives to restraints.**

**We believe that chemical restraints should be utilized only after careful assessment of the resident's total condition and strengths and only after other alternatives have been exhausted.**

**At AVE MARIA VILLAGE, our policy is that we do not use physical restraints.**



# **ADVANCE DIRECTIVES**

**In delivering care, it is the philosophy of AVE MARIA VILLAGE to preserve the comfort and dignity of each individual. As a competent adult, you have the right to control decisions about your health care. You have the right to make voluntary, informed choices to accept or to refuse treatment, service, procedures used to diagnose, treat or care for your physical or mental condition. You can expect that your health care providers will provide you with information which will help you understand the benefits, risks, burdens and alternatives with any course of treatment or care so you may make an informed choice regarding your health care.**

**We encourage you to discuss these issues with your doctor, your family and others before a crisis arises.**

**There may come a time when, due to your mental or physical condition, that you may be unable to make your own health care decisions. Your health care providers will then look to any prior written advance directives, legal agent or family members to make decisions on your behalf.**

**It is the policy of AVE MARIA VILLAGE to accept and follow the instructions you have given regarding your health care, through your Advance Directives, in accordance with North Dakota law.**

## **Uniform Code Level Directives**

**At the time of your admission, your wishes regarding resuscitation will be reviewed with you and you will be asked to sign a consent regarding this. You may wish to discuss this with your family and/or physician. If this consent has not been signed, our policy is to attempt resuscitation in the event of cardiac and/or respiratory arrest. This form with your wishes become a permanent part of your record and the information will be shared with any other healthcare facility you may transfer to; however, they may request further signatures.**

## **Health Care Directive**

**A Health Care Directive is the most recent form used in making decisions for advance directives. In it someone is appointed as a health care agent and includes health care instructions for the health care agent to follow. One can also address being an organ donor using this directive.**

### **Living Wills**

**A living will permits you to decide whether you want life prolonging treatment started or continued if you are unable to communicate your wishes to your doctor or health care providers. A living will becomes effective only when you give your doctor a copy, when you are terminally ill and death is imminent, and when you are unable to make or communicate your health care decisions. Your decision to complete a living will is personal and should be based upon your individual values and beliefs.**

### **Durable Power of Attorney for Health Care**

**It is also helpful for you to appoint an individual who can act on your behalf if you are not able to make decisions at the time a medical crisis occurs. A Durable Power of Attorney for Health Care is a very effective tool to use. A Durable Power of Attorney for Health Care is a legal document that permits you to appoint someone else to act on your behalf to make medical decisions for you if you become incapacitated. The person you designate to act as your representative is called your agent. This is the person who will be contacted regarding any of your health issues while you are a resident at Ave Maria Village. Your designated agent is responsible to pass information to other family members. A durable power of attorney for health care can be effective at any time after it is written. The words "FOR HEALTH CARE" distinguish a special durable power of attorney for health care decisions from other durable powers of attorney used to permit agents to conduct your business affairs.**

**If you have questions on Advance Directives, talk with the Social Worker who can provide you with additional information.**

## **TRANSFER AND DISCHARGE**

**Whether to be transferred to the hospital or not is a joint decision among you, your family and your doctor. If it is decided it is necessary for you to be hospitalized, a doctor's order is required.**

**There may be times when you would request a transfer to another room. You should talk with your nurse or the social worker/social service designee if you want another room. As rooms become available you will then be given the opportunity to accept or reject that room. At times, we may work with you regarding possibility of a room change to arrange for admissions, roommate compatibility, etc. This will only be done with discussion with you and/or your family.**

**Your caregivers will work with you on your discharge plans and assist you as needed. Before discharge, your doctor will be contacted for an order for discharge, appropriate services and medications.**

**If you are planning to leave, talk with your nurse or social worker/social service designee as early as possible so they can assist you in a smooth transfer.**

**You have the right to know if you are going to be transferred or discharged from Ave Maria Village and to receive a written notice (see Residents Rights). You may only be asked to leave AVE MARIA VILLAGE for the following reasons, as stated in the Resident Rights:**

- **medical needs cannot be met by AVE MARIA VILLAGE or your health has improved so you no longer need our services;**
- **your health or safety, or the health or safety of others is endangered;**
- **non-payment of your bill which could include Medicare or Medicaid denying your claim and your refusing to pay for your stay;**
- **or the facility closes.**

## **VOLUNTEERS**

**Volunteers play an important role at AVE MARIA VILLAGE. They are able to enhance the work that is done by the staff. We are fortunate to have many benevolent people who give of their time.**

**Residents can also be a part of our volunteer program whether it is linen folding, working with flowers, working on crafts, picking up dishes, etc. If you, your family or friends are interested in volunteer work, you may ask any staff to help you contact Activities staff.**

**We also encourage young people to give of their time and talents. Many organizations and individual youth work closely with the residents.**

**The Auxiliary of AVE MARIA VILLAGE meets on a regular basis and any volunteers can be a part of this. The Auxiliary is actively responsive to the needs and interests of AVE MARIA VILLAGE.**

## **ABIDERS PROGRAM**

**AVE MARIA VILLAGE has a group of volunteers who provide a bedside vigil to assure a caring presence for residents near the time of their death, especially when family and friends are not available. The most important ministry of the abider is to “be”. It will depend on the resident and their needs and could include reading, praying, providing music, holding hand, rubbing lotion on hand/arm or just “being” there. The team working with the resident will determine when to put this into practice.**

**If you have any questions about the Abiders Program, contact your Social Worker/Social Service Designee.**

## **AVE MARIA VILLAGE**

### **NOTICE OF PROGRAM ACCESSIBILITY**

**This facility and all of its programs and activities are accessible to and useable by disabled persons, including persons with impaired hearing and vision. Access features include:**

- \*Convenient off-street parking designated specifically for disabled persons.**
- \*Curb cuts and ramps between parking areas and buildings.**
- \*Level access into first floor level with elevator access to all other floors.**
- \*Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.**
- \*Assistive and communication aids are available to persons with impaired hearing, vision, speech or manual skills, without additional charge for these aids. Some of the aids include:**
  - 1) Qualified sign language interpreters for the deaf.**
  - 2) Readers and taped material for the blind and large print materials for the visually impaired**
  - 3) Flash cards, alphabet boards and other communication boards.**
  - 4) Assistive devices for persons with impaired manual skills.**

**If you require any of the aids listed above, please contact the receptionist or your nurse.**

## **AVE MARIA VILLAGE**

### **PROCEDURE FOR COMMUNICATING INFORMATION TO PERSONS WITH SENSORY IMPAIRMENTS**

SMP Health System will take such steps as are necessary to ensure that qualified persons with sensory impairments, including current and prospective patients, clients, or residents, be provided communication aids at no cost to the person being served to ensure them a meaningful opportunity to apply for, receive, participate in, or benefit from the services offered. Communication aids will also be provided to ensure that said persons receive effective notice concerning benefits or services or written material concerning waivers of rights or consent to treatment. The procedures outlined below will reasonably ensure that information about services, benefits, consent forms, waivers of rights, financial obligations, etc., are communicated to persons with sensory impairments. The procedures will also provide for an effective exchange of information between staff/employees and patients/clients and/or families while services are being provided.

**Hearing Impairments:** Call Visual Communications Ofc. At 239-9471 or 1-800-467-5341 to schedule an appointment with a sign language Interpreter. Visual Communications is located at 2810 8<sup>th</sup> St. S. Suite 44, Moorhead, MN 56560.

**Visual Impairments:** The Staff will communicate the content of written materials concerning benefits, services, waivers of rights, and consent to treatment forms by reading them out loud to visually impaired persons or by enlarging the print of the printed materials. Activity books are also provided on tape.

**Speech Impairments:** Writing materials, typewriters, and computers are available to facilitate communication concerning benefits, services, waivers of rights, and consent to treatment forms.

## **AVE MARIA VILLAGE**

### **PROCEDURE FOR COMMUNICATING INFORMATION TO PERSONS WITH LIMITED ENGLISH PROFICIENCY**

**SMP Health System will take such steps as are necessary to ensure that persons with Limited English Proficiency, including current and prospective patients, clients or residents, be provided communication aids at no cost to the person being served to ensure them a meaningful opportunity to apply for, receive, participate in, or benefit from the services offered. Communication aids will also be provided to ensure that said persons receive effective notice concerning benefits or services or written material concerning waivers of rights or consent to treatment. The procedures outlined below will reasonably ensure that information about services, benefits, consent forms, waivers of rights, financial obligations, etc., are communicated to persons with Limited English Proficiency. The procedures will also provide for an effective exchange of information between staff/employees and patients/clients/residents and/or families while services are being provided.**

**Procedure: The Administrator of each facility (Tim Burchill, Ave Maria Village, #701-252-5660,) is responsible for implementing methods of effective communication with persons of Limited English Proficiency. The Administrator will:**

- 1) Maintain and routinely update a list of all bilingual persons or organizations who are available to provide bilingual services. A few organizations include Community Interpreter Services, 810 4<sup>th</sup> Ave. S., Moorhead, MN at (218) 236-7190 and Interpreter Translation Services, 5675 45<sup>th</sup> St. S., Moorhead, MN at (218) 233-7841.**
- 2) Develop written instructions on how to gain access to these services, which includes contact persons, telephone numbers, addresses, languages available, hours available, fees and considerations under which the person(s) are available.**

**In order to ensure effective communication and to protect the confidentiality of patient/client/resident information and privacy, the patient/client/resident will be informed that the services of a qualified interpreter are available to him/her at no additional charge. Only after having been so informed, the patient/client/resident may choose to rely on a family member or friend in a particular situation. The choice of the patient/client/resident and presence of an interpreter is to be documented after every visit.**

## **AVE MARIA VILLAGE**

### **GRIEVANCE PROCEDURE**

SMP Health System has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Health and Human Services disability and nondiscrimination regulations, implementing Section 504 of the Rehabilitation Act of 1973. Section 504 states, in part, that “no otherwise qualified disabled individual . . . shall solely by reason of his/her disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance . . .” The law and regulation may be examined in the office of Tim Burchill, CEO, Ave Maria Village, 501 19<sup>th</sup> St. NE, Jamestown, ND 58401, who has been designate to coordinate the efforts of this facility to comply with the regulations.

1. A complaint should be in writing, contain the name and address of the person filing it, and briefly describe the discriminatory act.
2. A complaint should be filed in the office of the Section 504 coordinator within 30 days after the person filing the complaint becomes aware of the alleged discriminatory act.
3. The CEO of Ave Maria Village, or designee, will investigate the complaint. The investigation will be informal but thorough, affording all interested persons and their representatives an opportunity to submit evidence relevant to the complaint.
4. The CEO of Ave Maria Village, or designee shall issue a written decision determining the validity of the complaint no later than 30 days after its filing.
5. The Section 504 coordinator shall maintain the files and records relating to all complaints filed. The Section 504 coordinator may assist persons with the preparation and filing of complaints, participate in the investigation of complaints, and advise the CEO of Ave Maria Village, or designee concerning their resolution.
6. An individual who files a complaint may pursue other remedies. This includes filing with:

Ms. Bertha Bishop  
The Office for Civil Rights  
U.S. Department of Health & Human Services  
5<sup>th</sup> Floor Humphrey Building  
Mail Stop Room 509F  
Washington, DC 20201

7. These rules shall be liberally construed to protect the substantial rights of interested persons to meet appropriate due process standards and assure this facility’s compliance with Section 504 and the regulations.



## REFERENCE NUMBERS

**THIS FACILITY IS:**        **AVE MARIA VILLAGE**  
**501 19<sup>th</sup> STREET NORTHEAST**  
**JAMESTOWN, ND 58401**  
**TELEPHONE # 701-252-5660**

**YOUR ROOM NUMBER IS:** \_\_\_\_\_

**YOUR DOCTOR IS:** \_\_\_\_\_

**PHONE NUMBER** \_\_\_\_\_

**YOUR ACTIVITY DESIGNEE IS:** \_\_\_\_\_ **Peggy Widmer Activity Director**

**YOUR PRIMARY NURSE IS:**    **Acorn Lane**        or        **Bison Lane**

**YOUR NURSE MANAGER IS:** \_\_\_\_\_

**SOCIAL WORKER IS:**    **Michele Lunder, LCSW**

**YOUR GUARDIAN ANGEL IS:** \_\_\_\_\_

**RESIDENT SERVICES ADMINISTRATOR IS:**    **Sue Johnson, RN**

**ADMINISTRATOR:**    **Tim Burchill**

**NORTH DAKOTA PROTECTION AND ADVOCACY NETWORK: 1-800-472-2670**

**NORTH DAKOTA LONG TERM CARE OMBUDSMAN: 1-888-342-4900 – Mark Jesser**

