



NEW RESIDENT GUIDE 2019



Dear Resident,

On behalf of the Board of Directors and staff of the St. Louis Altenheim, welcome to the St. Louis Altenheim. I hope you are getting settled and enjoying your new surroundings. The purpose of this guide is to provide answers to some questions you may have.

We are proud to have achieved recognition as a 2018-2019 US News and World Report Best Nursing Home and a Five Star rating from the Center for Medicare and Medicaid (CMS) Quality Rating System, that helps consumers, their families and caregivers compare long term care nursing homes more easily. Five stars is the highest rating of quality of care.

Resident and Family satisfaction and maintaining the highest quality of care and services are our top priority. After you review this Guide, should you have any questions or concerns, please contact me personally, the Chief Financial Officer or the Director of Nursing.

We hope you will enjoy the beautiful surroundings and fantastic views of the great river.

Thank you for choosing the St. Louis Altenheim. We are glad you are here.

Sincerely,

Kelly Arnold, LNHA
Administrator

MISSION STATEMENT

The mission of the St. Louis Altenheim, a not-for-profit corporation, is to provide a hospitable haven to all elderly citizens regardless of religious or natural background, so each person can experience a high quality of life.

We strive to accomplish our mission in a nurturing environment, recognizing each person's dignity. Our aim is to provide security, advocacy and independence.

VISION

Shape the future of care and services for seniors.

VALUES

Respect: *We will promote the practice of being self-aware, self-managed and self-directed.*

Teamwork: *putting the "group" before our personal interests through active preparation and participation.*

Excellence: *excellence in our efforts while achieving results without waste.*

Trust: *Our complete faith in each member of our team enabling us to be vigilant in safeguarding our integrity and professional competency.*

Since 1899, the St. Louis Altenheim, a not for profit, 501(c)(3) organization has been dedicated to maintaining a distinctive residence that fosters the fullest, most independent life possible for every senior we serve. Your generous donation is appreciated.

RESIDENT RIGHTS

As a resident, or prospective resident, you and your family have rights which are guaranteed and protected by law. These rights support the principles of dignity and respect for every person who lives in a long-term care community.

- You have the right to receive a copy of all rules and regulations pertaining to your rights and responsibilities as a resident. You should be informed in writing of all matters relating to you, including services and charges not covered by the government or by the community's daily rate.
- You have the right to participate in your care, to know your medical condition and the options available for treatment. You have the right to refuse treatment.
- You have the right to remain in the community. You can be discharged only for medical reasons, nonpayment of a bill, or the threat of physical harm.
- You have a right to voice grievances, concerns, and problems, along with recommended changes to community staff or outside representative without fear of retaliation.
- You have the right to manage your own finances and cannot be required to have another person sign a guarantee of payment for your care when you move into a community.
- You have a right to be free of abuse and restraint. To be free from physical, chemical, sexual, or emotional harm.
- You have the right to privacy in medical treatment, personal care, telephone, and mail communications, visits of family and meetings of resident groups. You should be treated with consideration and respect, with full recognition of your dignity and individuality. You should not be required to do things against your will.
- You have the right to meet privately and communicate with persons of your choice. You have a right to send or receive unopened mail.
- You have the right to participate in social and religious activities both inside and outside the community. You should not be required to perform any duties or services.
- You have the right to retain your personal possessions as space permits. On a quarterly basis, you are entitled to receive an accounting of all your personal possessions or funds entrusted to the community.
- You have the right to private visits with your spouse and may share a room with your spouse if you are both residents.

- You have the right to receive an itemized bill for all goods and services provided by the home. You may purchase or rent goods or services not included in your daily or monthly rate.

ACTIVITIES

You are encouraged to attend the activities of your choice. Activities are held seven days a week and several evenings a week. We will leave a monthly calendar of events in your mailbox and daily events posted on each floor and at the front desk. Out-trips are available and scheduled on a weekly basis. To sign up, please contact the Director of Life Enrichment or visit the Resident Service Desk at the entrance in the main lobby.

ADVANCE DIRECTIVE

Our Nursing and Administrative staff will honor your written Advance Directives.

We encourage you to name an agent to act as the Durable Power of Attorney for health care decisions or Healthcare Proxy. This agent will represent you for all health-related care decisions should you become incapacitated or unable to communicate your decisions. Please provide a copy of your *Health Care Power of Attorney* at move-in (or later) to the Nursing staff.

Please note: A financial Power of Attorney does **not** provide the authority to make health care decisions.

We encourage you to execute and maintain a *Limited Power of Attorney*, which designates a bank, attorney, relative, or other responsible person or persons of your choice as your attorney-in-fact. This person will act for you in managing your financial affairs or filing insurance claims or requesting other benefits should you become incapacitated or unable to do these things yourself. Please provide a copy of your *Power of Attorney* or *Limited Power of Attorney* at move-in (or later) to the Nursing staff.

If you have a Living Will, Durable Power of Attorney for Health Care or DNR (Do Not Resuscitate), please be sure that a copy is provided to Nursing for your records at the Altenheim.

We recommend that you review and update these documents when there is any significant change in your conditions or at least every five years. Please provide an updated copy to the Director of Nursing and discuss your wishes with your designated personal representative to be sure we understand your express wishes.

A sample of an Advance Directive, and an excellent guide for making these types of decisions is available from the Missouri Attorney General's office, in a booklet called *Life Choices*. A free copy is available:

- By asking Administration at this facility for a copy from the Missouri Attorney General's office.
- Call the Consumer Protection Hotline at 1-800-392-8222.
- Send an email to the Attorney General's office website:
ag@ago.mo.gov

BED HOLD and RETURNS

Neither a resident nor the responsible party is required to pay a nursing facility to hold a bed. If the resident/responsible person chooses to, he/she may pay a nursing facility in order to reserve the same bed the resident is leaving.

Missouri Medicaid regulations provide that Residents may be gone from the facility overnight for up to twelve (12) nights in a six-month period, to visit friends or relatives. The six-month period is January to June and July to December.

The Missouri Medicaid Program reimburses the facility for therapeutic home reserve days provided the attending physician has documented approval in the resident's plan of care. The coverage of a temporary leave of absence includes those periods when a participant is away from the nursing home visiting a friend or relative. It does not apply to any days during which the participant is hospitalized except for the provision under hospital reserve days.

Duration of the bed-hold when Missouri Medicaid will pay:

- Occupancy rate of the nursing home is at or above 97 percent of Medicaid certified licensed beds (not all beds in the facility have to be certified);
- 3 days if the resident is hospitalized
- If a resident exceeds the bed-hold period, he or she will be permitted to return to the facility, to his or her previous room (if available) or immediately upon the first availability of a bed in a semi-private room provided that the resident:

- Requires the services of the facility; and
- Is eligible for Medicaid nursing services.

If a resident is transferred with the expectation that he or she will return, but it is determined that the resident cannot return, that resident will be formally discharged.

If any resident wishes to return to their same room upon returning from the hospital or therapeutic leave, the resident or family may pay a bed-hold fee equal to the room rate established for the room type. For residents who participate in Missouri Medicaid, the resident or family may also pay a bed-hold fee equal to the room rate established for the room, following the 3-day Missouri Medicaid bed hold requirement.

If a resident is transferred with the expectation that he or she will return, but it is determined that the resident cannot return, that resident will be formally discharged.

BILLING

Billing statements are mailed on the first of each month and will include the current monthly charge and any additional service charges from the previous month. You may mail or drop off payments at the Resident Service desk.

The monthly service fee may be adjusted periodically. You will receive thirty days advance notice of any changes in service fees.

Medical supplies and prescriptions covered by Medicare and some secondary insurance providers are not included in the monthly service fees. Routine care items and over the counter (OTC) medications, such as Ibuprofen, and routine personal care supplies are included in the monthly service fee.

Please Note: If a specific OTC medication(s) and/or personal care item(s) is preferred or is not part of the regular house supply from St. Louis Altenheim vendors, you will need to obtain these at your own expense.

Please refer to your signed copy of the *Admission Agreement* for other details regarding your financial obligations. Please contact the Business Office with any questions or concerns.

CABLE TELEVISION

For cable TV access, please contact Spectrum at:
1-888-922-6086.

Please provide the following information:

Address: The St. Louis Altenheim
 5408 South Broadway
 St. Louis, MO 63111
 Apartment # _____

CARE PROVIDERS

The St. Louis Altenheim is a not-for-profit, boutique senior living community. It is not a hospital or like any acute care facility. Our Medical Director is at the St. Louis Altenheim a few days a week. We also have a Director of Nursing, who is here most days of the week.

While physicians do not visit daily, a Registered Nurse (RN) is here every day, in addition to one or more Licensed Practical Nurses (LPN's), Certified Medication Technicians (CMT's), Certified Nurses Aides (CNA's) and other staff to meet your various needs every day. If at any time, you feel that your needs are not being met, please let us know.

COMFORT AND SAFETY

The comfort and safety of every Resident, visitor and staff is a priority. We will work with you to help assure that your comfort and safety is always maintained.

Our Facility Maintenance Director and staff work to maintain the heating and cooling temperatures and lighting both in main areas, such as the dining room, and in individual resident areas. If you are uncomfortable or experiencing any pain, please inform a member of the staff.

DINING

The dining experience is a very important social function for Residents and guests alike. Our goal is to provide a high quality, nutritious and enjoyable dining experience for you.

The Dietary Department makes every effort to cater to special likes and dislikes, while meeting the varied specific and special dietary needs of each resident.

Please address any comments or questions regarding dining and any dietary needs with the Director of Dietary/Hospitality, the Supervisor or the Dietician.

Daily menus are provided in addition to anytime options.

Meals

Our regular meal times are as follows:

Breakfast	7:30 a.m. to 10:00 a.m.
Lunch	11:30 a.m. to 1:30 p.m.
Dinner	4:30 p.m. to 6:30 p.m.

Healthy snacks and light meals are available upon request outside regular meal times, any time. If the dining room staff is gone for the day and you need something more than the snacks in the lounge or kitchen on each floor, please ask the House Supervisor or go the 2nd or 3rd floor and ask the staff for assistance.

For resident safety, please do not go into the commercial kitchen area or attempt to operate any equipment in the commercial kitchen at any time.

Snacks

Snacks are available 24-hours per day. Contact the Dietary Department, the Charge Nurse on the floor or help yourself to a snack from the kitchens or lounges located on each floor.

Guests

Your family and friends are welcome to visit and dine with you. To assure appropriate seating and meal preparation, we ask that you make reservations in advance, with the Receptionist at the Resident Service desk.

You may make reservations by calling 314-353-7225 or by making arrangements with the Receptionist at the Resident Service desk.

The St. Louis Altenheim is a not for profit, 501(c)(3). Donations to help cover expenses for care and services provided are always appreciated.

Holidays and Special Events

During holidays and special events, we may modify our dining services times. In the event that a holiday or special event takes place during the afternoon meal, there will be a light evening meal. Notice of holiday and special events will be posted in advance.

Modified Diet

Special diets are available. An order from your physician is needed for a modified diet. Please contact the Nursing staff, the Food Service staff or the dietician should you need a modified diet or have a special request.

Room Service

In cases of injury or illness, temporary room service may be provided to you. We strongly encourage you to attend meals in the dining room and we will provide assistance to make this possible.

Catering Service

Catering services are available for special events. Please contact the Director of Dietary/Hospitality for customized menus and other special event planning.

ELEVATORS

As a safety measure, elevators cannot be used during emergencies, fire drills or emergency training sessions. In the event of an elevator malfunction, use the telephone located in the control panel to contact us for emergency assistance.

ELECTRICAL APPLIANCES

If you wish, you may have a small refrigerator and/or microwave in your apartment. For your safety, the safety of others and as required by fire code ordinances, please do not bring any appliances with open heating elements, such as space heaters, toasters or other items that could create a fire hazard.

Please note: For your safety and the safety of all of our residents, all electrical appliances brought into a resident's room must be checked by the Facility Maintenance Department prior to use to ensure the appliance does not present or create a hazard in this environment. Please contact the Receptionist at the Resident Service desk for more information.

Regulations require that all electrical appliances be plugged directly into a wall outlet. In the event that a power strip is needed, it must contain a circuit breaker. A surge protector power strip without a circuit breaker and extension cords are not allowed in this building by our fire code ordinances, which are determined by the City Fire Marshall.

EMERGENCY DISASTER PLAN

The State of Missouri and St. Louis City are vulnerable to natural and technological disasters. The possibility exists that an emergency/disaster situation may occur at any time. In preparation for an emergency/disaster situation, the Altenheim participates in periodic drills and annual tabletop review of the facility plan to assure compliance with current published safety guidelines.

In the event of an emergency/disaster, the facility will shelter in place unless/until the emergency exceeds the facility's capabilities for maintaining a safe environment and/or providing food and water.

In the event that an emergency exceeds the facility's capability the initial designated evacuation area is the front lawn on Broadway. If it is necessary to evacuate the property, the designated evacuation area is the bridge on Broadway at Carondelet Park. If it is necessary to relocate, resident's family members will be notified of the location.

The decision to shelter in place, evacuate or evacuate and relocate will be made by the Administrator and Emergency Management personnel/First Responders. The Altenheim maintains transfer agreements with nearby facilities, should evacuation

and relocation be necessary. Families will be notified in the event of an emergency and if evacuation is necessary, the designated area of relocation.

FALL PREVENTION PROGRAM

We maintain an ongoing fall risk reduction program, with a goal of improving safety by reducing resident, visitor and staff falls by reducing and/or eliminating fall risk factors. If you are not familiar with a fall risk reduction program, ask a staff member how you can help.

FIRE AND EMERGENCY DRILLS

Drills are held monthly for the safety of all in the community. When visitors are present during such a drill, they are requested and expected to follow directions given by staff members.

In the event of a fire emergency:

If you are in your room, stay there with the door closed, unless directed otherwise by Altenheim staff members. The fire department will help you if evacuation is necessary. If you notice smoke coming in under your door, use a wet towel to block the opening. **DO NOT LEAVE THE BUILDING UNLESS DIRECTED TO DO SO BY STAFF.**

If a fire starts in your room, evacuate the room immediately. Go to the nearest hall fire alarm and activate. **DO NOT GO BACK TO YOUR ROOM.** Go to another resident room and call the Receptionist at the Resident Service desk or take the fire stairs to the ground floor. **DO NOT LEAVE THE BUILDING UNLESS DIRECTED TO DO SO BY STAFF.**

If you are on the elevator and the fire alarm sounds, get off the elevator at the first stop.

For your safety, the community is equipped with sprinklers, smoke alarms and a fire alarm system. Emergency exits and stairwells are conveniently located throughout the community. A diagram identifying the nearest exit to your apartment is also located in the hallway on your floor. In order to comply with local fire ordinances, routine fire drills are held for the safety of residents and staff.

In the event of an evacuation, staff will direct everyone in the building to a designated location(s) on the property, consistent with the emergency disaster plan.

FOOD STORAGE

To ensure the cleanliness of our community and safety of all food, please assure that all food items are stored in airtight containers with a label and date. For your convenience, our staff will be happy to assist in storing any perishable items in the refrigerator located on your floor.

Should you have any special dietary needs or requests, please let our staff know so that we can accommodate your needs.

FURNITURE

We encourage you to set up your apartment and make it as comfortable as your own home. Pictures, clocks and small decorative items are always welcome. We ask that any item to be hung on a wall (i.e., clocks, pictures, etc.) be done by the Maintenance Department. Please contact the Receptionist at the Resident Services desk to make arrangements.

For the safety of all residents, any fabric window treatments must be flame/fire retardant. If you have any questions, please feel free to speak with our Facilities and Maintenance Director or the Administrator.

GUEST ROOM

For your convenience, guest rooms are available for overnight stays, without charge to residents or their guest. Please contact the Receptionist at the Resident Services desk for reservations.

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HAIR SALON

The full-service Hair Salon for men and women is open every Tuesday and Thursday. You may make an appointment with the Receptionist at the Resident Services desk.

Applicable charges for Hair Salon services will be included in your monthly billing statement.

HALLWAYS

For fire safety, all hallways need to be free and clear of obstructions. Motorized carts, walkers, wheelchairs and/or other equipment may not be stored or parked in the hallways.

HEALTH EVALUATIONS

The State of Missouri requires the following assessments for each resident prior to admission, routinely and when there is a significant change in your condition.

- A medical evaluation, written and signed by a physician;
- An interview with the Director of Nursing or designated nurse and
- A Functional Assessment.

HOUSEKEEPING

You will receive housekeeping services for your apartment and/or room on a scheduled basis. A team of housekeepers, under the direction of the Facilities Director of Building Operations ensures that all home and common areas are clean and orderly and the provision of routine preventive bug and pest control services.

If you should need assistance with housekeeping outside of a scheduled or routine day, please contact the Resident Services desk.

Resident rooms must be maintained in a manner that provides a clear path to safety in the event of an emergency and provides space for emergency personnel.

LAUNDRY AND CLOTHING

There is a laundry room located on the Ground level for your use. There is also an iron and ironing board available.

If you would like personal laundry service, please permanently mark all of your clothes with your name or notify the staff so clothing tags can be marked with identification. Items to be laundered should be washable, permanent press material.

If you require dry cleaning services, please contact the Resident Services desk for assistance in making arrangements. Dry cleaning services are not included in the routine apartment or room charge. Residents are responsible for any individual dry-cleaning charges.

LEAVE OF ABSENCE

When you leave the building, please sign out at the Resident Services desk. This is for safety reasons. In the event of an emergency, Management must be able to account for every resident, all staff and all visitors on site.

Should you wish to leave the community for an extended day trip, overnight a weekend or longer, please notify the Director of Nursing in advance to help assure that any supplies or medications that you may need are prepared to go.

When you return, please sign in at the Resident Services desk.

If you return to the community after 8:30 p.m., please use the doorbell on the wall to the left of the lobby entrance.

LIBRARY

The Library is located on the first floor and is available for your relaxation and reading pleasure. Any books, tapes or videos you wish to donate are welcomed and appreciated. If you are interested in volunteering in the Library or other areas of the community, see the Receptionist at the Resident Services desk or the Director of Activities/Life Enrichment.

LOUNGES AND LIVING ROOMS

Lounges are furnished for casual seating, conversation and welcoming visitors. Some lounges are furnished with large-screen televisions for individual or scheduled group viewing.

All floors are equipped with WIFI. If you need the passcode, please contact the Resident Services desk.

MAIL

You may leave outgoing mail at the Resident Services desk for daily pickup by the U.S. Postal Service. If you need Federal Express, UPS or other delivery services, please ask for assistance at the Resident Services Desk.

MAINTENANCE REQUESTS

When repairs or assistance are needed, please notify the Receptionist at the Resident Services desk or the maintenance staff, so that we can schedule a time for our team to assist you. Any necessary repairs, maintenance or replacement of resident personal property is each resident's individual responsibility.

Upon vacating an apartment, shelving or any other items permanently installed become the property of the community.

Assistance with picture hanging and furniture arranging will be provided at no charge. Please contact the Receptionist at the Resident Services desk to schedule these services.

MEDICAL RECORDS

Regulations require that Medical Records be treated **confidentially**. Please see the HIPAA Notice of Privacy Authorization. Residents are entitled to review and/or receive a copy of their medical record within 48 hours of a request. If you have any questions, contact the Chief Financial Officer/designated Privacy Officer or the Director of Nursing.

MEDICATIONS

If you will be self-administering medications, you may use the Altenheim designated pharmacy or you may select a pharmacy of your choice, as long as your pharmacy packages medications according to policy guidelines established by The State of Missouri Department of Health and Senior Services.

If the Altenheim Nursing Staff will be administering your medications, please note that all prescription medications brought to the St. Louis Altenheim must be unopened. Each medication must be supplied as an individual prescription. Each medication, including over-the-counter medications, must be packaged and labeled in accordance with applicable professional pharmacy standards and state and federal drug laws and regulations.

MEETING ROOM RESERVATIONS

Residents may reserve rooms at the St. Louis Altenheim for birthday parties or other special occasions by notifying the Receptionist at the Resident Services desk.

MOTORIZED CARTS

If at some point it is deemed necessary for a motorized cart to assist with resident mobility, the following guidelines apply:

- All motorized carts must be registered with the Nursing staff.
- Resident will be assessed for functional and mental ability to operate a motorized cart safely.
- During dining hours, motorized carts must not block doorways or traffic flow.
- Residents with motorized carts are responsible for any damage caused by these devices; personal liability insurance is strongly recommended.
- When you leave the building, a member of the staff will assist you to park in designated areas, if you leave the motorized cart.
- Arrangements for any maintenance or repairs must be made by the resident or family directly with the cart vendor.

NEWSPAPER

An individual subscription to the St. Louis Post-Dispatch may be ordered at your expense by calling 314-340-8888. The newspaper will be delivered to the Resident Services desk and staff will deliver it to your mailbox.

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An individual subscription to the St. Louis Post-Dispatch may be ordered at your expense by calling 314-340-8888. The newspaper will be delivered to the Resident Services desk and staff will deliver it to your mailbox.

A “community” St. Louis Post-Dispatch daily newspaper is available in the front lobby and in the living rooms on each floor.

To order the New York Times:

<http://www.nytimes.com/subscriptions>

*To order the Wall Street Journal: You may call (800) Journal
(1-800-568-7625)*

<http://www.subscription.wsj.com>

If you need help ordering other newspapers, journals or magazines, please call the Receptionist at the Resident Services desk.

NOTARY PUBLIC

This service is available Monday through Friday from 8:00 a.m. to 4:30 p.m. at no cost for residents. To schedule an appointment, please contact the Receptionist at the Resident Services desk or the Business Office.

OMBUDSMAN PROGRAM (VOYCE)

The St. Louis Altenheim participates in the Federal Nursing Home Ombudsman Program. An ombudsman is a volunteer trained and supervised by a community agency called Voyce. The Ombudsman is not a staff member of the St. Louis Altenheim. The Ombudsman is, in fact, an advocate for you and for your rights. Often, the ombudsman acts as a neutral mediator and friendly visitor, whose purpose is to assist any resident in finding solutions to problems or concerns that they may have. All conversations with the ombudsman are confidential. If you grant permission, the ombudsman will discuss concerns with the appropriate parties and work toward solutions. The phone number for the Ombudsman Association is 314-918-8222. They can be reached toll-free at 1-866-918-8222 or via the Internet at www.voycestl.org

PETS

Residents with pets must be able to care for pets independently. Please see the Administrator or the Business Office for additional information about resident pets.

We invite visitors to bring pets into the community to visit, provided that the pet is current with all applicable vaccinations and does not pose a danger to anyone in the community. Visiting dogs and cats must be on a leash, in a crate or otherwise under the control of the owner at all times. Pets are not allowed in the dining rooms at any time.

PHYSICIANS AND OTHER MEDICAL PROFESSIONALS

Residents may see the physician of your choice. The St. Louis Altenheim has a Medical Director on staff. If you choose to see your own personal physician, our staff can help you to schedule an appointment. If you want to change your physician for any reason, please contact the Director of Nursing.

Pre-arranged transportation at no cost is available for medical appointments. Please be sure to contact the Director of Activities/Life Enrichment to assist in scheduling an appointment with the house transportation services at a time when the service is available.

A list of transportation services in the area is also available at the Resident Services Desk.

The St. Louis Altenheim arranges for dental, optometrist and podiatrist services on-site periodically to meet resident needs. Services are billed to Medicare and other insurance providers, as applicable, by the service provider. Any remaining charges are your responsibility. These licensed practitioners come in-house routinely and perform regular check-ups, as well as treat acute symptoms. To schedule an appointment, please contact the nursing staff.

PRIVATE DUTY

You or your family members may hire private duty nurses, certified nurses aides, sitter or companions from outside sources, if you wish. The Director of Nursing or the Administrator must be informed prior to making arrangements.

Requirements of the Missouri Department of Health and Senior Services must be met, including verification of credentials and background checks. Additionally, notice of and agreement to comply with the Altenheim code of conduct, privacy standards and State and Federal regulations must be obtained.

To help assure coordination of care and services and shared expectations, a meeting with the Director of Nursing needs to be scheduled prior to the start of private duty services.

RECOMMENDATIONS, COMPLIMENTS AND CONCERNS

While we appreciate recognition of staff who provide exceptional care and/or services, staff are not allowed to accept any gifts or gratuities from residents, resident's family and/or friends. Please notify a supervisor, the Administrator or others in administration so that recognition consistent with employee policies and procedures and state regulations may be provided.

You have the right to express your recommendations, concerns, complaints, grievance and/or dissatisfactions without fear of reprisal. The St. Louis Altenheim does not tolerate abuse or mistreatment of any kind. All incidents are investigated. If you are not treated with dignity and respect at all times, we want to know about it, immediately, so that we can take action.

Do not be afraid to report any concern, complaint, grievance or incident. You may make a report anonymously or directly either verbally or in writing to the Administrator, the Chief Financial Officer (also the Privacy Officer and designated Corporate Compliance & Grievance Officer), the Resident Council, the Family Council, to any staff member or the Board of Directors.

Reports may also be made anonymously in the locked comment box, which is checked daily. You are encouraged to play an active role in bringing about the desired change(s) or resolution to a problem.

If you believe you have been denied a benefit or service because of your race, color, national origin, religion, sex, age or disability, you may file a Complaint of Discrimination with administration, the Compliance & Grievance Officer or the Board of Directors either verbally or in writing.

You may also file a Complaint of Discrimination by contacting either of the external agencies listed below.

**Department of Social Services
Office for Civil Rights**
P.O. Box 1527

**Department of Health and Human
Services Office for Civil Rights**
601 East 12th Street

Jefferson City, MO 65102
1-573-751-9092
1-800-776-8014 or
1-800-6916 (TDD)

Kansas City, MO 64106
1-816-426-7277

RESIDENT SERVICE PLANS

The Quality of care and satisfaction of every resident is very important to us. At least quarterly, our care team will meet with you to discuss your current level of care, any service needs, any questions, issues and/or concerns you may have. A meeting may be scheduled sooner at your request or as your needs change. Our staff will arrange a time to meet with the care team.

We strongly encourage families to attend these meetings. We will send an invitation to the appropriate family member or others involved in your care and services prior to the meeting date.

As health care providers, it is our obligation to point out potential negative consequences of choices that may put your optimal health at risk and/or are not consistent with orders from your doctor. However, ultimately, you have the right to choose and to direct your care and services.

The St. Louis Altenheim cannot be responsible for consequences of choices about care that you make which are not consistent with those recommended for your optimal health.

Resident's rights to decide include, but are not limited to:

- Resident's refusal to eat;
- Resident's refusal to take in liquids;
- Resident's refusal to follow appropriate and prescribed diet;
- Resident's decision to drink alcohol to excess;
- Resident's decision to smoke (only in areas designated as smoking areas) or use tobacco;
- Resident's refusal to be repositioned;
- Resident's decision to use or take or not use or not take certain medication

RESTRAINTS

The Altenheim strives for a physical and chemical restraint-free environment. Processes have been implemented to continuously maintain a restraint free environment. These processes recognize and protect your rights. You have a right to live without the fear of restraint, and as caregivers, our in-house team provides effective alternatives.

ROOM TRANSFER

Room transfers may be arranged for medical reasons or for your welfare or the welfare of others or related to a resident's personal preference or request. Changes may be needed to assure optimal care for all residents. To discuss a room transfer, please contact the Director of Community Relations, the Director of Nursing or the Administrator.

SECURITY

Our community is staffed 24-hours a day for your safety and security.

While visitors are welcome any time, as long as the visit is consistent with each resident's wishes and the safe delivery of healthcare services, we must be sure that all guests have signed in at the Resident Service Desk and wear a guest/visitor badge when on the floors, as requested.

An intercom system is located in each apartment and a call-button is located in each unit on floors with nursing care. When you need assistance, please press and release the button. An operator will respond to the intercom system and a person on the nursing staff will respond to call lights and help as needed.

SMOKING

The St. Louis Altenheim is a smoke-free community in all indoor areas, as required by fire ordinances. Residents may not smoke in individual apartments or any other indoor area. Residents and visitors may smoke only in designated areas. We ask for your cooperation in maintaining a safe environment for all residents and guests. Please dispose of all smoking materials in the appropriate containers.

Please do not put smoking materials in regular trash cans, as this creates a fire hazard.

STORAGE

If you need additional storage space, please notify a member of our care team who will be happy to assist you. There is limited, additional storage space on-site for clothes and other small items.

TELEPHONE

A private telephone is available on each floor for your use at any time.

If you want telephone service in your apartment, you may make arrangements at your expense, by contacting AT&T at 1-800-288-2020.

Please provide the AT&T representative with the following information:

Address: The St. Louis Altenheim
 5408 South Broadway
 St. Louis, MO 63111
 Apartment Number _____

THERAPY SERVICES

Physical, Occupational and Speech therapy services are available at the St. Louis Altenheim through a Center for Medicare and Medicaid Services (CMS) Medicare approved Therapy Provider. Therapists are available to screen all residents at move-in and as needed. Prior to beginning therapy services, a physician's order and approved plan of treatment must be in place for services to be covered by Medicare/Medicaid and most private insurance payors.

Approved therapy services will be billed to Medicare under Part B services by the therapy provider. If there are any charges applicable to you, the therapy provider should notify you or your agent prior to providing any services. You will be billed for services not covered by Medicare or other secondary insurance by the therapy provider.

The goal of Therapy is to help you achieve your highest level of functioning. When you either reach your goal or your maximum potential, therapy services will end, as directed by your physician and required by the Center for Medicare and Medicaid Services (CMS).

TIPPING

While we appreciate recognition of staff who provide exceptional care and/or services, staff are not allowed to accept any gifts or gratuities from residents, resident's family and/or friends. Please notify a supervisor or the Administrator, so that recognition consistent with employee policies and procedures and State regulations may be provided.

VALUABLES

The Altenheim strongly discourages the keeping of valuable jewelry, papers, large sums of money or other items of value in your apartment or room. While we make reasonable efforts to safeguard resident's property, including requesting resident identification in/on personal items, such as clothing, we cannot guarantee that items will never be lost or taken. Except as provided by CMS and/or other regulations, the Altenheim cannot be responsible for personal items in resident apartments or rooms.

VISITING HOURS AND AREAS

Family and friends are encouraged to visit on a regular basis. Visitors are welcome any time; however, due to residents' daily routines and schedules, the best time to visit is between 10:00 a.m. and 8:30 p.m.

We do ask that all visitors sign in and out at the Resident Services Desk in the Front Lobby. Additionally, for security purposes, resident guests may be asked to wear a visitor badge during times with increased numbers of visitors.

Residents and guests are welcome to use any of the lounges, living rooms, the front lobby and/or patios while visiting.

VOTING

If you are interested in registering to vote or need help to place an absentee ballot, please contact the Director of Activities/Life Enrichment. You can sign up for transportation for voting two (2) weeks prior to an election.

WILD LIFE

Wildlife services and the Humane Society recommend and encourage you to avoid feeding wildlife such as ducks, geese, gulls, racoons, deer, squirrels and feral animals.

Feeding wild animals can lead to a number of serious problems:

- Human food is not healthy for wild animals and they do not need it to survive
- Well-intentioned handouts may cause disease, injury and even death for the animals
- Providing unnatural food encourages wildlife to congregate in large numbers, leading to territorial fighting, attacks by predators and other issues
- Animals you feed today may have to be killed as “pests” tomorrow.

Please help us protect wildlife with your kindness...help them remain healthy, safe and free.

WORKING TOGETHER

The St. Louis Altenheim Board of Directors, Administration and staff will work with you to provide exceptional quality of care and service. We cannot claim to insulate or protect anyone from all risks associated with normal living or always make the world perfect, even just inside our doors.

The best quality of care and service depend upon open, honest and frank communication. Most issues are easy to correct if they are dealt with before they become larger problems. If there is anything that has failed to meet your expectations, please let us know. We will remain available to listen and then address, remedy or provide the rationale behind any action. We are here for you.

Quality of life is defined by each individual. We will work hard to protect you and your quality of life.

Since 1899, the St. Louis Altenheim, a not for profit, 501(c)(3) organization has been dedicated to maintaining a distinctive residence that fosters the fullest, most independent life possible for every senior we serve. Your generous donation is appreciated.



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