



Assisted Living

RESIDENT HANDBOOK



Ohio Living
Ganzhorn Suites

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Ohio Living Ganzhorn Suites Resident Family Handbook

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Welcome Home!

At Ohio Living Ganzhorn Suites, providing exceptional care and services to individuals with memory loss and dementia is our sole purpose. We continually strive to provide person-centered care for each resident, with a focus on meeting their individual physical, mental, emotional and spiritual needs. We know that by recognizing and building upon the resident's strengths, capabilities and choices, we can create moments of joy in their lives. At Ohio Living Ganzhorn Suites, we accomplish these goals together. Our residents, families and staff work as a team...as a family. We want to welcome you and your family to become part of our "family" at Ohio Living Ganzhorn Suites.

This handbook is designed to help you learn more about our organization, our systems of care, policies and various programs. Everything we do is designed specifically to support persons with cognitive impairment and dementia. Our processes are continuously reviewed and updated, reflecting best practices and current research. Our guiding principles of safety, comfort, respect, and individuality are the core principles of these programs.

We will update this handbook periodically and keep you informed of any changes in our practices in a timely fashion. It is our goal to communicate with you often so you are aware of any changes and updates in our programs as they occur.

1. Introduction

Our Mission Statement

Our Mission is to provide adults with caring and quality services toward the enhancement of physical, mental and spiritual well being consistent with the Christian Gospel.

Our Core Values

- Care
- Customer Service
- Financial Stewardship
- Innovation
- Integrity
- Leadership
- Inclusion

Our Philosophy of Care

We, the staff of Ohio Living Ganzhorn Suites, are firmly committed to serving persons with dementia and believe that they can live meaningful, enriched, creative, and happy lives, while maneuvering through the difficulties of their disease. Our compassionate, committed, and knowledgeable caregivers make this possible by providing support for various daily activities.

Our philosophy states that each person with dementia is a unique person; each person brings to the center different life experiences, values, abilities, preferences, relationships and needs. Dementia is a symptom of a neuro-degenerative disease process that affects people in various ways. Therefore, the care for each person with dementia should be based on their unique disease experience while keeping in mind their life history. This becomes the foundation for individual care. The cornerstone of this philosophy includes these two critical points:

1. The care provided to persons with dementia must be individualized, reflecting the person's life history, meaning, relationships, emotions, thoughts, current needs, strengths, and preferences.
2. Care of the person with dementia must demonstrate compassion and concern for the individual. Care of the person with dementia must be directed at enriching the life of the individual through meaningful activities and relationships. Promoting autonomy for the person with dementia remains essential through all variations of the disease.

Members and representatives of Ohio Living Ganzhorn Suites Quality Assurance and Performance Improvement Committee continually review the latest research, policies, and discussions about the topic of aging and dementia so our programming reflects cutting edge research and science.

Welcome to Ohio Living Ganzhorn Suites. We are glad that you are a part of our organization.

Our Household Model

The Household Model was developed to provide a non-institutional, person-centered approach to caring for residents. This program coordinates the physical environment, organizational structure, and interpersonal relationships in ways that create an atmosphere of a genuine home. The goal is to break down the regimen and rigidity of the typical facility and provide our residents with clear opportunities to direct their own care. Our households consist of 16 resident suites, organized around a kitchen, dining room and living room. You'll also find a quiet, cozy den and our lovely outdoor courtyards.

The household model works well for residents with dementia. The smaller environment, consistent staffing and shared staff responsibilities provide a flexible and responsive setting.

We encourage our residents to determine how they will spend their day: when they will get up, when they bathe, when they go to bed and what and when they will eat. Household life is "normal," spontaneous and full of new experiences. This means we can provide meals and snacks "on demand", offer customized enrichment activities and our cross-trained staff can respond quickly to meet resident needs.

Ohio Living Ganzhorn Suites is divided into 4 households: Wedgewood, Liberty, Kinsale and Scioto. You will see that the kitchen is the hub of our house, just like most homes. We invite you to share in our activities, join us at the kitchen table and dine with us frequently in the household kitchens and dining rooms. It's an active, lively place to be.

Each household serves a different level/stage of Alzheimer's and dementia.

The *Scioto and Kinsale* households offer our early-stage program which is ideal for those with mild to moderate memory impairment. In the early stages, individuals retain the ability to participate in daily living activities, enjoy social interaction and engage in meaningful conversations. We help residents maintain these abilities through reminders, personalized enrichment and wellness programs.

The *Wedgewood and Liberty* households are ideal for those living with moderate to severe memory impairment. In the later stages, individuals often need more hands-on care and intervention. It's not uncommon for those in the later stages of dementia to require extensive assistance with bathing, dressing and grooming along with behavioral intervention.

Rest assured, all four households offer the same exceptional staffing levels, a team of Certified Dementia Practitioners and personalized enrichment programs.

Our Team

We are committed to providing the care that is needed for this special group of residents. Our staffing levels are nearly twice the typical ratio found in most assisted living centers. This means our residents get personalized, attentive care around the clock.

Our staff is cross-trained in both caregiving and enrichment. You will also see our caregivers doing laundry and some light housekeeping tasks. Our model breaks down the traditional silos of staff responsibility. That's because we believe that we are all here to care for our residents, regardless of what that need might be.

Certified Dementia Practitioners

We are credentialed to teach the Dementia Practitioner Certification Program. All of our staff, regardless of their position, will take part in this program. We are committed to providing this excellent training in the best approaches for caring for individuals with dementia. And, this is just the beginning of our staff education. Throughout the year, we offer in-services and training programs on some of the latest dementia research and care protocols. We invite our families to many of these events and hope that you will join us as we pursue our philosophy of continuous learning.

Our Companion Program

We know that transitioning to a new environment can be difficult for our residents. On the first day that a resident joins us at Ohio Living Ganzhorn Suites, we assign an individual companion to be with them throughout the day, evening and night. Their companion will help them settle into their suite, meet other residents and staff members and understand our community. These first few days are very important to a successful experience, especially for residents with dementia. Family members are welcome to spend the night, if desired, during these first few days to ease the adjustment. Please discuss with our Executive Director for more details.

Medical Director

We are very proud to have Dr. Douglas Scharre as our Medical Director at Ohio Living Ganzhorn Suites. Please take a moment to review his biography on our website. He is internationally renowned as an expert in the field of dementia care and research. As our Medical Director, he will oversee our standards of care and approve all of our clinical policies and procedures. He is available to consult with attending physicians on some cases and will provide education to our staff. In addition, he attends our Quality Improvement meetings and is available to our Clinical Director for consultation around clinical programs and practices.

2. Resident Suites and Personal Care

Private Suites

We are excited to offer fully furnished private suites and individual bathrooms. The suites are designed to provide safety, familiarity and comfort for our residents. You are welcome to bring items of your own as long as they fit into the space and meet the required Fire and Health Safety requirements. We will let you know if the resident's furniture is not appropriate or if it contributes to an unsafe condition so we can find a better option.

We encourage you to create a space that is warm, loving and just like home to help provide a sense of security and belonging for the resident. Our Environmental Coordinator will assist with hanging personal pictures and other special touches you may want in your suite. We request that you or your family not use tape to adhere things to the walls or put any nails or tacks into the door or walls.

Potentially dangerous items are not permitted, i.e. space heaters, electric/warming blankets, glass items, toxic plants, etc. Please let us know if you have any questions regarding the suitability of an item.

Maintenance, Repairs and Modifications

We are here to make your suite a comfortable home for your family member. Please let us know if you see any housekeeping or maintenance issues in your suite so that we can address any items quickly. Our Environmental Coordinator will help you personalize your family member's suite by hanging pictures and other items so you can customize the space.

Medication and Usage

We use a unit dose medication system, provided to us through our pharmacy vendor, Omnicare. This unit dose system is designed to safely manage our medications and ensure accountability. We prefer that all prescriptions be ordered through our pharmacy vendor or be provided by the residents' pharmacy of choice, packaged in our unit dose system.

The resident's medications (both prescription and over the counter items) are stored in the medication room in each household and are administered by a licensed nurse. We are required to have a physician's orders for all medications including over-the-counter medications.

The resident and/or responsible party agrees not to bring any medications into the center without the knowledge of the licensed caregiver on duty. Prescription items and over-the-counter medications are not allowed to be stored in the resident's suite for safety reasons.

The family/responsible party will be notified of all medication changes ordered by the physician. You are encouraged to ask questions, call the primary care physician, or our Clinical Director at any time if you have questions or concerns about your resident's medications, treatments, or care programs.

Personal Care Supplies

Our all-inclusive room rate includes most of the supplies that are needed for the care and comfort of our residents. We provide the basic personal care supplies, as well as incontinent supplies, supplements and other items that are typically a separate charge in many centers. Some customized, special order supplies may be an extra charge but these items will be discussed with you in advance so you can approve the additional cost.

Skilled Nursing Care in Assisted Living

Assisted Living may admit or retain individuals who require skilled nursing care beyond the supervision of special diets or administration of medication only if the care will be provided on a part-time, intermittent basis (less than 8 hours/day or less than 40 hours/week) for not more than a total of 120 days in any twelve month period except for Hospice skilled nursing care which can be extended beyond the 120 days.

“Skilled nursing care” means procedures that require technical skills and knowledge beyond those the untrained person possesses and that are commonly employed in providing for the physical, mental, and emotional needs of the ill or otherwise incapacitated. “Skilled nursing care” includes, but is not limited to, the following:

- Irrigations, catheterizations, application of dressings (if not performed by the residential care community), and supervision of calculated diets;
- Objective observation of changes in the resident’s condition as a means of analyzing and determining the nursing care required and the need for further medical diagnosis and treatment;
- Special procedures contributing to rehabilitation; Carrying out other treatments prescribed by the physician that involve a similar level of complexity and skill in administration.

Transportation Services

The center will assist in making transportation arrangements for resident appointments, shopping, and other recreational outings during regularly scheduled times. Transportation is at the resident’s expense.

In the case of an emergency, the community will make the necessary arrangements for transportation of the resident to an appropriate medical facility. The cost of any emergency services will be at the resident’s expense.

TVs

Current research indicates that TVs are not recommended for individuals with dementia. The “other reality” that it creates can be upsetting and disruptive for our residents. You will notice that we have very few TVs throughout the center. They will only be used for structured, group activities, such as concerts and carefully selected events. We believe in providing meaningful enrichment activities and creating meaningful moments through personal interactions.

Our suites are wired for TVs (hidden behind the artwork over the dresser) for the occasional situation where a TV in the room may be therapeutically recommended. Please discuss this with our clinical team so we can ensure the TV programming is appropriate for the resident.

3. Daily Living in our Community

Aroma Therapy

Aroma therapy may also be referred to as Essential Oil therapy. This practice utilizes naturally extracted essences from plants and seeks to enhance an individual's innate healing process by promoting the health of spirit, mind and body. Some of these oils may help to calm anxiety in some residents or stimulate awareness in others.

Beauty/Barber Salon

Ohio Living Ganzhorn Suites offers two beauty/barber salons, one in each neighborhood. We contract through an independently owned and operated salon company. Services are for both women and men. You can make your appointments directly with the salon during business hours or with receptionist. These additional charges for services will be included on the resident's monthly statement.

Clothing and Laundry

Laundry services will be provided by the caregivers in each household. Laundry is processed in single loads and consists of one resident's clothing at a time. Some residents enjoy assisting us as we do their laundry, just like they did at home.

Clothing for each resident should be marked clearly with their name. We will assist you with labeling clothing with a laundry pen if desired. Please mark all items, including underwear, scarves, coats, socks, and shoes with the resident's name. We suggest that you only bring 7 to 10 changes of clothing so we can keep the closet simple and easy to use. We recommend "wash and wear" clothing that is easy for us to launder in our equipment; please don't bring any hand wash or dry-clean-only items. For your loved one's comfort, please be sure to switch out clothing as the seasons change. Don't forget to bring a jacket/coat, hat and gloves for the spring, fall and winter seasons. We do provide all bed linens and bath towels but you are welcome to bring your own linens if you wish.

Lost Clothing: if you are missing an article of clothing or a personal item, please tell the household staff so that they can look for the missing item. Sometimes things "travel" in our setting and end up in other residents' rooms.

Contributions, Tips and Gifts

We take pride in providing the care and services our residents deserve while residing at Ohio Living Ganzhorn Suites. We are part of a "family" and offer the very best care and services to our residents because we care about them. Our staff at Ohio Living Ganzhorn Suites are not permitted to accept gratuities and/or individual gifts from residents and families. Thank you for your understanding and cooperation. Please let our Executive Director know right away if you feel that an employee expects a tip from you for service performed.

Enrichment Activities

The enrichment programs at Ohio Living Ganzhorn Suites are based on literature, research, and best practices for those with dementia, living in a household environment. Our goal is to provide meaningful, individualized, enrichment and recreational activities for each resident. Our Enrichment Coordinator will assess the resident's interests and will incorporate those into our programming. Family members are encouraged to participate in all of our activities.

Our enrichment programs include exercise programs, recreational activities, educational activities, social events and entertainment. Parties are held for holidays and special occasions, including a monthly birthday party in honor of those residents who have birthdays that month.

All scheduled events are posted in the household at the beginning of the month. Please let the Enrichment Coordinator know of any suggested or preferred activities. A copy of the monthly activity calendar is available upon request.

Enrichment Programming

Resident engagement is a very important aspect of our care model. Offering basic activities isn't enough to truly enrich the lives of those living with Alzheimer's and other forms of dementia. At Ohio Living Ganzhorn Suites, our enrichment team creates personalized programming and activities adapted to each resident's interests, abilities and cognitive level. Regardless of whether your loved one enjoys social, recreational, spiritual or other pursuits, our enrichment team adapts activities to engage each resident in things they enjoy.

Family Council, Compassion Collective, and Educational Offerings

We encourage our residents and families to participate in various decisions regarding the routines in their household. As a family member and responsible party, we welcome you at our family/resident group meetings and the Compassion Collective Meetings. Topics and subjects vary each month. We will also include you in some of the educational sessions we provide for our care team. We think it is valuable to have our staff and families share in this updated information together. We believe that these educational events foster a spirit of coordinated caring between our team and your family.

LinkedSenior

One engagement tool available throughout the center is LinkedSenior. LinkedSenior is a computer/ipad system that utilizes picture-based touch screen technology. The system is so easy to use that even those who have never used a computer before can easily work the system.

The LinkedSenior system includes a variety of engagement modules such as email, video chat, brain games, travel, spiritual care, music, books and many more. This system also gives us options to offer calming experiences for residents who need help relaxing and decompressing.

A popular feature is the resident profile, where we put together pictures of the resident and their family, along with familiar stories and music. Ask our enrichment caregivers to give you a demonstration. It's a fun activity, residents can enjoy between family visits.

Research shows that the LinkedSenior program increases cognitive stimulation, improves socialization and enhances quality of life. For more information about our personalized enrichment programs or the system, please contact our Enrichment Coordinator.

Mail Service

U.S. Postal Service picks up and delivers mail Monday through Saturday with the exception of holidays. Families may indicate how they would like mail to be delivered in their Admissions Agreement.

Newspapers

Newspapers are delivered to Ohio Living Ganzhorn Suite daily and are available in the front lobby.

Nutritional Services

We offer a delicious and nutritious, “brain healthy” menu. Because of our household kitchens and our very attentive care giving staff, we quickly become familiar with our residents’ food preferences. We always have alternate selections and numerous choices at every meal. During our admission process, we will find out what foods and snacks your family member likes and dislikes so we can offer food that they enjoy. We can prepare most physician-ordered diets and/or specialty dietary requests.

At Ohio Living Ganzhorn Suites, our kitchen and dining area is the heart of the household. Just like at home, we encourage residents to eat in our dining room. We typically serve our meals at the following times, although each household may determine their own plan to best serve our resident needs.

Breakfast:	8:30 a.m.
Lunch:	12:30 p.m.
Dinner:	5:30 p.m.

We believe it’s important for our residents to get plenty of rest so we will not wake them up just to meet our scheduled meal times. We can prepare a late breakfast at any time during the morning so they can sleep later if desired. Many memory care residents require smaller meals and snacks, more frequently throughout the day. Our household kitchens allow us the flexibility to adapt to their schedule and provide food as needed by the resident. Fluids and protein shakes are offered throughout the day.

We hope you will join us for meals and encourage family members to dine with us. Please let us know when you will be joining us for a meal so we can set a place for you at the table. In order to prepare enough food for residents and guests, we ask that you let us know in advance if more than two guests will be joining us for a meal.

As a safety precaution, please let our caregivers know when you bring food into the household. Various medical conditions may require that we manage some foods that are high in sugar and/or salt. Food stored in in the household kitchens must be placed in covered containers and labeled clearly with the date when it was brought in. This is a health department regulation we need to comply with. The household kitchen is open and available to everyone so please understand that we cannot always ensure that items placed there will be secure. We have another refrigerator in the Butler’s Pantry that is locked so please let us know if you want to store a food item that needs to be secured. Please do not store food in the resident’s suite due to safety and pest control issues.

Pets/Visiting Pets

We believe that pets play a therapeutic role in our residents’ well-being, so we offer pet therapy as part of our enrichment program. Family pets are welcome to visit residents at Ohio Living Ganzhorn Suites. We ask that you carefully supervise visiting pets at all times due to the unique care needs of our residents. Some of our residents may not be comfortable around pets. Please keep your pets on a leash and promptly clean up and dispose of any waste, including outdoor areas. For your convenience, pet waste stations are located in both courtyards and in the front of the building. Per sanitation regulations pets are not allowed in the dining room during meal service. We also ask that you refrain from allowing pets on the furniture in the dining room and common areas.

If your resident has an allergy, fear, or concern about any type of animal or pet, please notify our staff so accommodations can be made to keep them safe and comfortable during pet visits. We are sorry that we cannot allow residents to keep pets in their suites at Ohio Living Ganzhorn Suites.

Spiritual Care

Ohio Living Ganzhorn Suites staff is dedicated to meeting the total care needs of our residents, including their spiritual/religious well-being. The Enrichment Program will include weekly spiritual/religious activities, designed to keep residents connected to their faith. Our Enrichment Coordinator is happy to contact the church or religious order of your choice. Please let us know how we can best support the spiritual needs of your family member.

Volunteers

We are always looking for volunteers to support and expand our Enrichment Program. We encourage family and friends to volunteer in either one-on-one activities or in presenting group events. Let us know how you can join our Enrichment Program by contacting the Enrichment Coordinator to share your ideas and talents with us.

4. Safety and Security

Emergencies

All of our employees have been trained to respond to emergencies such as a fire or tornado through regular practice drills. If the facility is on alert or responding to a drill during your visit, our staff will provide you with proper procedural instructions.

Key Card Entry

Due to the vulnerability of our residents, all access doors are secured 24/7. As an immediate family member, you will receive a controlled access key card to gain entry to the center. Your card opens the main door as well as the door to the household where your loved one lives. To use the card, simply hold it up to the electronic key pad until you hear a beep and the light on the door turns green. Guests can push the grey button on the intercom and will be escorted into the center.

Having a keycard carries great responsibility as we entrust you with ensuring not only the safety of your loved but also the safety of all our residents. Never leave your keycard unattended as a resident may pick it up and use it to exit the household/center. Open doors slowly to reduce the risk of harm or elopement. Never allow anyone to follow you out of the household or building. Please note that many residents look more like visitors.

Missing/Lost Items

The Executive Director is required by law to notify new residents, upon admission, of the center's written policies and procedures regarding theft and loss prevention program. A copy of the law that sets forth the requirements of this program must be provided to all residents and their responsible persons; and, upon request, to all prospective residents and their responsible persons.

Our residents do not need to have cash or credit cards at the center; most of their needs are provided for in the daily rate. A resident trust fund can be set up if needed. The center is not responsible for any cash that is not secured in our safe.

Ohio Living Ganzhorn Suites can only be responsible for loss or damage to a resident's property if this loss or damage is caused by the center's negligence. We are not insured against the theft or loss of resident's personal items such as jewelry, TV, and other valuables. We encourage you to leave any valuable items at home and not bring them into the center.

We suggest that you mark or engrave eyeglasses, hearing aids and dentures with the resident's initials. Our caregivers will help the resident keep track of these items but unfortunately, they do get misplaced from time to time so please help us by marking them. If your family member is prone to losing their glasses or dentures, the resident's care plan will address how the staff will assist in safeguarding these belongings. We also recommend that all of the residents' personal possessions, TV, radio, pictures, and furnishings be identified with the resident's name or initials. This will help us identify his/her belongings should they be lost or misplaced.

Please refer to the Resident Bill of Rights for more details.

Missing Resident

Our center is designed with safety as our number one priority. Our exterior doors are locked at all times and need a key card to enter and exit. Our RTLS system, Momentum, is a state of the art system that lets us know where our residents are in the center at any time. Our small households and staffing levels mean that we supervise our residents carefully. In the unlikely case a resident is identified as missing, (they cannot be found and are not signed out of the center with family), it is our policy to immediately notify the Powell Police Department to file a Missing Person Report and notify their physician and/or nurse practitioner.

Photographs, Filming, and Videos

The privacy of residents is very important to us. We ask that you respect the confidentiality of our resident(s) and our business practices at all times. Residents, responsible parties and visitors, other than state inspectors or other government officials, are prohibited from photographing other residents or the business premises without written permission from the Executive Director.

Physical/Chemical Restraints

In an effort to maintain an optimal quality of life for our residents, Ohio Living Ganzhorn Suites strives to be restraint-free. Physical restraints will only be used in an emergency situation on a temporary basis, and only when other methods of maintaining safety have proven to be ineffective.

Research shows that restraints, in fact, may actually cause more falls than prevent them, so it is our policy to not use restraints as a way to prevent falls. We develop customized strategies and interventions to help prevent falls keeping in mind that falls are NOT preventable. We will discuss these care protocols with you so we can work together to provide the safest possible environment.

Please refer to the Resident Bill of Rights for more details.

Resident Outings

Some memory care residents still enjoy outings to familiar places such as church, restaurants, or social clubs, and families are encouraged to maintain these routines as long as possible. Many residents with dementia, however, may have some difficulty managing crowded, noisy, or unfamiliar settings. Each resident is unique and may react differently, especially as they transition through the various stages of their illness. Please discuss outings with our Clinical Director and/or our Enrichment Coordinator so we can work together to determine the best options for your family member.

Please tell our caregiving staff about your outing plans prior to picking up your loved one so we can coordinate their daily care, meals, and medications. The responsible party must sign the individual out and back in on the Resident Sign Out/In Log located in the household. We do not allow residents to be picked up or dropped off at the front door unattended. The responsible party must stay with the resident at all times. Any resident who is staying out of the center overnight should receive medications and care instructions from the licensed staff prior to their departure.

Safety and Security/Momentum System

The safety and comfort of your loved one is a top priority at Ohio Living Ganzhorn Suites. That's why we offer the Momentum In Motion Real-Time Locating System (RTLS). The Momentum RTLS is a wireless monitoring system that tracks each resident's location in real-time. In addition to tracking

each resident's location within the center, the system records staff response times and resident activity, increases resident safety, optimizes care delivery and supports independence. Residents wear small lightweight tracking devices that wirelessly connect to the system. The location of each resident and staff member appears on a building map that refreshes frequently. Staff members have continuous access to these alerts via mobile devices (iPod Touch) and household computers.

In addition to locating residents and staff, the system can be customized to each resident's routine, behaviors and preferences. Once programmed into the system, specific resident activities trigger system alerts. These resident-specific alerts enable our caregivers to be proactive rather than reactive. For example, if a resident enters the courtyard on a cold day, not only will staff know who is in the courtyard but also the alert will enable staff to make sure the resident is wearing a coat.

Social Media

In today's world of social media, we ask that you help us to protect the privacy of our residents here at Ohio Living Ganzhorn Suites. Please do not post pictures or information about Ohio Living Ganzhorn Suites practices, residents and/or staff on public or social media channels.

Smoking

Ohio Living Ganzhorn Suites is a non-smoking community and no one is permitted to smoke on the property. For safety reasons, we will remove all tobacco products, lighters, e-cigarettes and matches from a resident and from his/her belongings.

Visiting: Coming and Going

Families are encouraged to visit at any time; we do not restrict visiting hours at Ohio Living Ganzhorn Suites. For the continued safety of our residents and staff, the front doors will always remain secured. From 9 a.m. until 5 p.m., our receptionist is available to open our door for you. You will also be given an access control card so you can come and go at any time. In addition, a voice intercom system is located at the front door so you can contact our staff after hours.

All visitors, including visiting medical personnel, are required to sign in on the Visitor's Sign-In/Out Log. Family members, physicians, or representatives of the Ombudsman Program may visit at any time.

Please visit your family member within their private suite, the household and courtyard. We appreciate you following this safety precaution.

You may also reserve our conference room for special gatherings and celebrations. To reserve the conference room, please see your receptionist.

Visiting: Exiting the Household

We recognize that it may be difficult for you to leave your loved one when ending your visit. Our staff is available to assist you when departing. A few suggested tips include: redirecting your loved one to a staff person or into an activity or program. Attempt to avoid saying "goodbye." Instead, try "I'll be back" and it's truthful...you will soon be returning to visit.

Please use extra caution when entering and exiting the household as to not allow any other individuals to leave. Please note that some of our residents look like visitors versus a resident. Therefore, exercise caution by opening the household door slowly when entering and exiting to reduce the risk of harm or

elopement. We ask that you end your visit in the household and not come into the lobby area. It is very important that we maintain a safe and secure environment so please be careful when someone asks you to “hold that door.” Sometimes, it is difficult to know if that request is coming from one of our residents.

Visual Reminders and Independence

Research shows that those living with dementia can often retain more independence with daily living tasks with visual reminders. For instance, the red light located above the toilet in your loved one’s bathroom is one example of a visual reminder. When the main bathroom light is off, the light above the toilet automatically comes on and highlights the toilet with a soft red glow that is easy to see at night. Simply having a visual of the toilet is often enough for a resident to use the bathroom independently. The same is true of the red light switches and photo-sensing nightlights installed in each suite. If you have questions about the use and benefits of visual reminders, please speak with our Clinical Director.

Weapons

Weapons, guns, knives etc., are NOT permitted on the premises. Violation of this rule could result in immediate termination of the Admissions Agreement.

5. Records and Communication

Advance Directives

Upon admission, we will ask you to provide a copy of the current Advance Directives documentation for your resident's medical record. It is very important that this documentation is kept up to date and accurate. Please contact our Clinical Director with any questions you may have around this very important decision.

Please refer to the Admission Agreement for more details.

Assessments and Care Plans

Prior to admission, we will work with you to complete a Pre-Admission Assessment and Resident's Physician Report so we can get to understand the individual needs of the resident. Shortly after admission, we will develop an Individual Service plan that will outline all their care and treatment goals. You will be informed of any significant changes in the residents' health condition and any updates to the individualized service plan.

You will be invited to attend these service plan meetings as they are scheduled. It's important for us to communicate with you about our strategy for caring for your family member. We appreciate your input and participation in the decision making pertaining to the resident's care.

Feedback and Suggestions

We encourage feedback and suggestions from our residents and family members. Our goal is to provide the very best care and services to you. Your thoughts and recommendations are vital to our continuous quality improvement process. If you have a concern or problem, please discuss it with the household team first. If you would like to discuss this issue further, please contact our Clinical Director or our Executive Director.

Grievance Policy

If you are not happy with the response from our staff as outlined above, you are encouraged to file a formal grievance with us. You received a copy of our established Grievance Policy upon admission. You are encouraged to contact the Executive Director with any concerns you have. Our staff members have been instructed to provide the Executive Director's phone number who is available by cell phone 24 hours a day. If for some reason, the Executive Director is not available, other members of our leadership team will be on call to assist you. You have received a copy of the local agencies available to report concerns, abuse, or neglect. This information is also located in the lobby area of the center. Please refer to the grievance process in the Resident's Bill of Rights and our Grievance Policy in Admissions Agreement.

Non-Discrimination Policy

As a recipient of Federal financial assistance, Ohio Living complies with the letter and spirit of all applicable civil rights laws that prohibit discrimination against persons based upon race, color, religion, national origin, sex, gender identity, familial status, and disability in the use, occupancy or delivery of services to residents of Ohio Living communities. In addition, Ohio Living does not discriminate on the basis of source of income and marital status. Ohio Living Life Plan Communities are intended and operated for occupancy by persons 55 years of age or older. Age verification is a condition of admission.

Payment of Bills

We accept a variety of payment plans and insurances. If you have any questions regarding your bill, please contact the name on your statement at 800.686.7800. The following are explanations of different payment options that may be used.

Resident Records

Ohio Living Ganzhorn Suites safeguards the privacy and safety of every resident's record and health information. We will always treat information about each resident as confidential.

Information will not be supplied to other parties unless the resident or the legally responsible party signs a Release of Information form.

The center reserves the right to have access to all the resident's records including testing for contagious disease, and will require the resident or the responsible party to sign a Release of Information form at the time of admission. All resident records maintained by the center are available to health care providers that care for the resident.

We use a comprehensive electronic medical records system, called PointClickCare, which also coordinates with our pharmacy services. Our medical records are carefully maintained in this state of the art electronic system that eliminates the need for most paper documentation.

Risk Agreements

In assisted living center and sometimes in the health care center, we sometimes use written, signed risk agreements, which identify the risks inherent in a decision made by a resident their responsible party. Under a risk agreement, the resident or responsible party and the facility agree to share responsibility for making and implementing decisions affecting the scope and quantity of services provided by the facility to the resident. The following situations are examples, which may require the use of a risk agreement, 1) the resident needs services or accommodations beyond that, which the RCF provides, 2) refuses needed services, 3) fails to obtain needed services for which they agreed to be responsible. These agreements are maintained in the resident's record.

Room Hold Policy

In the event hospitalization is required, you or a family member may continue payment in order to hold a bed. For residents whose stay is covered by Medicaid, Medicaid will pay for up to 30 days in a calendar year to hold the bed. You will be asked to fill out a bed hold form, which will tell you the number of days remaining on the Medicaid bed hold for the year. We attempt to readmit residents who do not continue payment; however, payment during your hospital stay is the only way to guarantee that a bed will be available.

Room or Roommate Policy for Change

It is our policy to notify the resident and/or responsible party if a room change becomes necessary. If the responsible party cannot be reached by phone, a certified letter will be sent. If there are problems between roommates, all attempts will be made by staff to resolve the problems. If our attempts are unsuccessful, the resident with the complaint will be given the opportunity to move to another available room.

Wi-Fi, Internet, and Email

We have a guest Wi-Fi service available for residents and visitors throughout the center. The password is Caring...

We have a computer in our conference room for families and guests. Our residents can use the “It’s Never Too Late” computer (part of our Enrichment Program) which is located in the Den on the household.

Stay in touch! Email is available so that family and friends can stay in touch with their family member. To send email, please place the resident’s name in the subject line, and email to: eco.powell@ganzhorn.com.

PRIVACY: To protect residents from outside intrusions that may negatively impact their safety and well-being, messages, pictures and or video on the business computer(s) are monitored by selected staff members.

*A hearing or speech impaired resident, or otherwise disabled resident of any residential care home is entitled to equipment and service by the telephone company as required by law, to improve the quality of their telecommunications. Any resident who has a declaration from a licensed professional, or state or federal agency, stating that he or she is hearing or speech impaired, or otherwise disabled, should contact the local telephone company and ask for assistance in obtaining equipment and service.

For more information about TRS, contact the FCC at: www.fcc.gov/cib/dro
Federal Communications Commission, 445 12th Street, SW
Washington, D.C. 20554

Witnessing Documents

Employees of Ohio Living Ganzhorn Suites are not permitted to witness legal documents, last will and testimonies, advance directives, living wills, DNRs, resident funds or similar documents.

6. Outside Services

Physician Services

Each resident needs to select an attending physician who will manage their care at Ohio Living Ganzhorn Suites. We can suggest primary care practitioners who will care for residents at our center if your family physician is not available. The attending physician will be asked to provide a current history and physical for your resident, accept calls from our clinical staff, provide visit notes in the medical record, and see the resident at least yearly or more frequently if necessitated by a change in condition. We prefer that physicians visit our residents at the center since it can be difficult for our memory care residents to be transferred to another setting.

Private Duty Caregivers

We provide higher staffing levels than the typical memory care center, so the need for private caregivers should be minimal. If you would like to engage a private duty caregiver, please discuss your plans with our Clinical Director. Private duty caregivers need to follow the same employee screening process and hiring requirements as our regular staff, such as: a criminal background check, a current physical and TB test and other items. We require all Private Duty Caregivers to sign the Third Party Provider Agreement.

Private Long-Term Insurance

Ohio Living Ganzhorn Suites supports each individual in maximizing any benefit that they may be entitled to, therefore, we will assist with providing information to your insurance plans as appropriate and as a courtesy. Often times insurance providers are paying for services that have already been rendered which means “after” the month occurred. Therefore, in many cases, payment is not received when the current monthly fees are due. All monthly fees are to be paid at the beginning of the month per the admission agreement.

Solicitors

We do not permit soliciting of, and/or distribution of materials in our center or on the premises at any time.

Third Party Providers

Ohio Living Ganzhorn Suites wants to be supportive of all the resident’s care needs and coordinated efforts with other providers to maintain your best health. Physicians, nurse practitioners, home health services, hospice services, and personnel such as occupational therapists, physical therapists, and speech therapists are required to agree to the provisions designated in the Third Party Provider Agreement, and must abide by all applicable licensing regulations. This includes wearing an identification badge, documenting each visit in the resident’s record, and responding to the staff’s faxes, emails and phone calls. The resident is responsible for all charges from third party providers.

7. Resident Rights

Resident Bill of Rights

Ohio House Bill 600 provides a Bill of Rights for residents of nursing homes. A copy of these and a list of resource agencies are included at the end of this handbook, which is given to each resident and/or family upon admission.

We believe it is our duty to respect the individuality of each person who is entrusted to our care. Every resident has the right to be free of mental and physical abuse and we will not tolerate anyone being abusive to our residents. It is our policy to carefully preserve the dignity and human rights of each resident.

At the time of admission, we will ask the resident's responsible party to acknowledge receipt of the "Resident Bill of Rights. If at any time you have any questions regarding the Resident Bill of Rights, please contact the Executive Director.

If you feel that any of the resident's rights have been violated, or suspect any abuse of any resident, please bring the situation to the Executive Director's attention. Please refer to the Resident Bill of Rights.

Ohio Living Rights and Responsibilities of Residents

(For all levels of care)

1. Age and Conduct. The Resident must be at least 55 years of age. Resident promises to conduct himself/herself in a socially acceptable manner, consistent with the peace and harmony of the Ohio Living community.
2. Loss or damage. Resident is responsible for any loss, damage, or theft, or any other cause, of Resident's personal property. Ohio Living will not be responsible for Resident's losses of money or property.
3. Personal items. Resident is responsible for providing for himself/herself with suitable and sufficient clothing and personal necessities at Resident's own expense.
4. Maintenance of Unit. Resident shall maintain the Unit in a good, clean and orderly condition, free of waste and other abuses at his or her own expense. Resident promises to:
 - a. Keep the Unit in a safe and sanitary condition;
 - b. Dispose of all trash in the areas designated for such use by Ohio Living at such times as designated by Ohio Living;
 - c. Use all electrical and plumbing fixtures in a proper manner and keep them clean and operational;
 - d. Not destroy or damage the Unit in any way, and forbid his or her guests from destroying or damaging the Unit in any way; and

- e. Abide by and comply with all laws, housing, health and safety codes and regulations.
 - f. If a resident is unable to meet one or more of these responsibilities due to disability, the Resident with disabilities may request the provision of reasonable accommodation and/or a reasonable modification of the unit to assist the Resident maintain compliance.
 - g. In the event that Resident does damage or causes repairs to be made by Ohio Living to the Unit due to the wrongful conduct or negligence of the Resident or his or her guests, the Resident promises to promptly pay Ohio Living for the damage when billed.
 - h. Resident further agrees that no alterations, additions or improvements shall be made to the interior or exterior of the Unit without prior written consent of Ohio Living. Upon vacating the Unit, Resident may not remove any such additions and improvements without the prior written consent of Ohio Living. Unless such consent is granted, all additions and improvements shall become the property of Ohio Living. Resident shall promptly pay for all work and materials for all alterations, additions, and improvements to the Unit. Resident shall promptly discharge and pay any and all mechanic's liens arising from any such alterations, additions or improvements to the Unit. Ohio Living, in its sole discretion, may require Resident, at his/her sole cost and expense, to restore and return the Unit to its original condition.
5. Damage to Ohio Living's property. Resident is responsible for payment for any loss or damage to any community at Ohio Living or its property caused by Resident or any person or animal in Resident's charge.
6. Insurance. Resident is responsible for providing personal property and liability insurance to cover Resident, Resident's guests, and Resident's possessions. If Resident has an authorized personal mobility aid device and causes damage or injury, Ohio Living will not be liable for any damage or injury unless caused by Ohio Living' own negligence. Ohio Living will not be responsible for and Ohio Living' insurance will not protect Resident against any loss or damage to Resident's personal property from theft, fire, or other cause. Resident and Ohio Living each agree to and hereby do waive all rights of recovery and causes of action against the other for damage to property caused by any of the perils covered by any of their respective policies of insurance as now or hereafter in force, notwithstanding that any such damage or destruction may be due to the negligence of either party, or persons claiming under or through them.
7. Attending Physician. This provision does not apply to those residents in Ohio Living' Independent Living facilities. However, Ohio Living does strongly encourage Independent Living residents to be under the medical care of a licensed physician. Resident in licensed areas will agree to be under the medical care of an attending licensed physician chosen by Resident, subject to the physician meeting the requirements of Ohio Living' Physician Credentialing Policy. In the event that the Resident's physician (a) is unavailable in the event of an emergency or (b) fails to comply with Ohio Living rules or procedures or applicable local, state or federal law, the Resident shall immediately choose another physician who agrees to follow and abide by the rules, policies, and procedures of Ohio Living and of the state and federal governments. Ohio Living may require the Resident to utilize the services of Ohio Living' medical director or another physician. The Resident understands and acknowledges that the attending physician is not an employee of Ohio Living and that Ohio Living is neither liable nor responsible for the acts or omissions of the attending physician. Resident acknowledges that he/she remains responsible for fees due his/her

physician.

8. Guardianship. Resident agrees that if he/she becomes unable to handle his/her personal or financial affairs and does not have a duly authorized representative, or in the event that any duly authorized representative whom Resident has previously appointed is not properly providing for Resident's care, Resident authorizes Ohio Living, in its discretion, unless otherwise agreed in advance, to apply to a court of competent jurisdiction for appointment of a Guardian for Resident and/or Resident's estate.
9. Financial Disclosure. If requested every two (2) years, Resident agrees to provide Ohio Living an updated financial disclosure report and a federal income tax return. Resident also agrees to provide an updated financial disclosure report (i) if requested by Ohio Living, upon Resident moving permanently from one level of care into another in the Ohio Living community or (ii) upon Resident's request for Financial Assistance. In all cases, requested reports shall be provided within 60 days.
10. Ohio Living Facilities. Resident may share with all residents the use of the common grounds and facilities at Ohio Living in any manner consistent with Ohio Living' policies.
11. Residential Use. Resident's Unit is for residential purposes and may be used in any manner consistent with Ohio Living' policies.
12. Changes In Occupancy Status. In the event that Resident has a subsequent change in his/her occupancy status, i.e. through marriage or divorce, Ohio Living may require the execution of a new agreement and/or the payment of additional fees. Any additional party subsequently residing with Resident in the Ohio Living community may be required to qualify for admission to Ohio Living.

Notice of Privacy Practices

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

I. Who We Are

This Notice of Privacy Practices ("Notice") describes the privacy practices of Ohio Living including all Ohio Living Life Plan Communities, Ohio Living Home Health & Hospice, and their physicians, nurses, and other personnel. It applies to services furnished to you at any Ohio Living site or location.

II. Our Privacy Obligations

We are required by law to maintain the privacy of your health information ("Protected Health Information" or "PHI") and to provide you with this Notice of our legal duties and privacy practices with respect to your PHI. We are also obligated to notify you following a breach of unsecured PHI. When we use or disclose your PHI, we are required to abide by the terms of this Notice (or other notice in effect at the time of the use or disclosure).

III. Permissible Uses and Disclosures Without Your Written Authorization

In certain situations, which we describe in Section IV below, we must obtain your written authorization in order to use and/or disclose your PHI. However, we do not need any type of authorization from you for the following uses and disclosures:

A. Uses and Disclosures For Treatment, Payment and Health Care Operations.

We may use and disclose PHI, but not your “Highly Confidential Information” (defined in Section IV.C below), in order to treat you, obtain payment for services provided to you and conduct our “health care operations” as detailed below:

- **Treatment.** We may use and disclose your PHI to provide treatment, for example, to diagnose and treat your injury or illness. We may also disclose PHI to other health care providers involved in your treatment.
- **Payment.** In most cases, we may use and disclose your PHI to obtain payment for services that we provide to you – for example, disclosures to claim and obtain payment from your health insurer, HMO, or other company that arranges or pays the cost of some or all of your health care (“Your Payor”) to verify that Your Payor will pay for health care.
- **Health Care Operations.** We may use and disclose your PHI for our health care operations, which include internal administration and planning and various activities that improve the quality and cost effectiveness of the care that we deliver to you. For example, we may use PHI to evaluate the quality and competence of our physicians, nurses and other health care workers. We may disclose PHI to our Patient Relations Coordinator in order to resolve any complaints you may have and ensure that you have a comfortable visit with us.

We may also disclose PHI to your other health care providers when such PHI is required for them to treat you, receive payment for services they render to you, or conduct certain health care operations, such as quality assessment and improvement activities, reviewing the quality and competence of health care professionals, or for health care fraud and abuse detection or compliance.

We participate in one or more Health Information Exchanges. Your healthcare providers can use this electronic network to securely provide access to your health records for a better picture of your health needs. We and other healthcare providers may allow access to your health information through the Health Information Exchange for treatment, payment or other healthcare operations. This is a voluntary agreement. You may opt out at any time by notifying the Medical Records Department.

B. Use or Disclosure for Directory of Individuals in Ohio Living. We may include your name, location in Ohio Living, general health condition and religious affiliation in a patient directory without obtaining your authorization unless you object to inclusion in the directory. Information in the directory may be disclosed to anyone who asks for you by name or members of the clergy; provided, however, that religious affiliation will only be disclosed to members of the clergy.

C. Disclosure to Relatives, Close Friends and Other Caregivers. We may use or disclose your PHI to a family member, other relative, a close personal friend or any other person identified by

you when you are present for, or otherwise available prior to, the disclosure, if we (1) obtain your agreement; (2) provide you with the opportunity to object to the disclosure and you do not object; or (3) reasonably infer that you do not object to the disclosure.

If you are not present, or the opportunity to agree or object to a use or disclosure cannot practicably be provided because of your incapacity or an emergency circumstance, we may exercise our professional judgment to determine whether a disclosure is in your best interests. If we disclose information to a family member, other relative or a close personal friend, we would disclose only information that we believe is directly relevant to the person's involvement with your health care or payment related to your health care. We may also disclose your PHI in order to notify (or assist in notifying) such persons of your location, general condition or death.

D. Fundraising Communications. We may contact you to request a tax-deductible contribution to support important activities of Ohio Living. In connection with any fundraising, we may disclose to our fundraising staff demographic information about you (e.g., your name, address and phone number) and dates on which we provided health care to you, without your written authorization. You have the right to opt out of receiving fundraising communications and may do so by calling 800.686.7800, ext. 160 or by sending an email to foundation@ohioliving.org.

E. Public Health Activities. We may disclose your PHI for the following public health activities: (1) to report health information to public health authorities for the purpose of preventing or controlling disease, injury or disability; (2) to report child abuse and neglect to public health authorities or other government authorities authorized by law to receive such reports; (3) to report information about products and services under the jurisdiction of the U.S. Food and Drug Administration; (4) to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition; and (5) to report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance.

F. Victims of Abuse, Neglect or Domestic Violence. If we reasonably believe you are a victim of abuse, neglect or domestic violence, we may disclose your PHI to a governmental authority, including a social service or protective services agency, authorized by law to receive reports of such abuse, neglect, or domestic violence.

G. Health Oversight Activities. We may disclose your PHI to a health oversight agency that oversees the health care system and is charged with responsibility for ensuring compliance with the rules of government health programs such as Medicare or Medicaid.

H. Judicial and Administrative Proceedings. We may disclose your PHI in the course of a judicial or administrative proceeding in response to a legal order or other lawful process.

I. Law Enforcement Officials. We may disclose your PHI to the police or other law enforcement officials as required or permitted by law or in compliance with a court order or a grand jury or administrative subpoena.

J. Decedents. We may disclose your PHI to a coroner or medical examiner as authorized by law.

K. Organ and Tissue Procurement. We may disclose your PHI to organizations that facilitate organ, eye or tissue procurement, banking or transplantation.

L. Research. We may use or disclose your PHI without your consent or authorization if an Institutional Review Board or Privacy Board approves a waiver of authorization for disclosure.

M. Health or Safety. We may use or disclose your PHI to prevent or lessen a serious and imminent threat to a person's or the public's health or safety.

N. Specialized Government Functions. We may use and disclose your PHI to units of the government with special functions, such as the U.S. military or the U.S. Department of State under certain circumstances.

O. Workers' Compensation. We may disclose your PHI as authorized by and to the extent necessary to comply with state law relating to workers' compensation or other similar programs.

P. As Required By Law. We may use and disclose your PHI when required to do so by any other law not already referred to in the preceding categories.

IV. Uses and Disclosures Requiring Your Written Authorization

A. Use or Disclosure with Your Authorization. We must obtain your written authorization for most uses and disclosures of psychotherapy notes, uses and disclosures of PHI for marketing purposes, and disclosures that constitute the sale of PHI. Additionally, other uses and disclosures of PHI not described in this Notice will be made only when you give us your written permission on an authorization form ("Your Authorization"). For instance, you will need to complete and sign an authorization form before we can send your PHI to your life insurance company or to the attorney representing the other party in a lawsuit in which you are involved.

B. Uses and Disclosures of Your Highly Confidential Information. Federal and state law requires special privacy protections for certain highly confidential information about you ("Highly Confidential Information"). This Highly Confidential Information may include the subset of your PHI that: (1) is maintained in psychotherapy notes; (2) is about mental health and developmental disabilities services; (3) is about alcohol and drug abuse prevention, treatment and referral; (4) is about HIV/AIDS testing, diagnosis or treatment; (5) is about sexually-transmitted disease(s); (6) is about genetic testing; (7) is about child abuse and neglect; (7) is about domestic abuse of an adult with a disability; or (8) is about sexual assault. In order for us to disclose your Highly Confidential Information for a purpose other than those permitted by law, we must have Your Authorization.

C. Revocation of Your Authorization. You may withdraw (revoke) Your Authorization, or any written authorization regarding your Highly Confidential Information (except to the extent that we have taken action in reliance upon it) by delivering a written statement to the Privacy Official identified below. A form of Written Revocation is available upon request from the Privacy Official.

V. Your Rights Regarding Your Protected Health Information

A. For Further Information; Complaints. If you would like more information about your privacy rights, if you are concerned that we have violated your privacy rights, or if you disagree with a decision that we made about access to your PHI, you may contact our Privacy Official. Also, you may make a complaint by calling the Ohio Living Corporate Hotline at 877. 780.9366. You may

also file written complaints with the Director, Office for Civil Rights of the U.S. Department of Health and Human Services. Upon request, the Privacy Official will provide you with the correct address for the Director. We will not retaliate against you if you file a complaint with us or the Director.

B. Right to Request Additional Restrictions. You *have the right to* request a restriction on the uses and disclosures of your PHI (1) for treatment, payment and health care operations purposes, and (2) to individuals (such as a family member, other relative, close personal friend or any other person identified by you) involved in your care or with payment related to your care. For example, you have the right to request that we not disclose your PHI to a health plan for payment or health care operations purposes, if that PHI pertains solely to a health care item or service for which we have been involved and which has been paid out of pocket in full. Unless otherwise required by law, we are required to comply with your request for this type of restriction. For all other requests for restrictions on use and disclosures of your PHI, we are not required to agree to your request, but will attempt to accommodate reasonable requests when appropriate. If you wish to request additional restrictions, please obtain a request form from our Privacy Official and submit the completed form to the Privacy Official. We will send you a written response.

C. Right to Receive Confidential Communications. You may request, and we will accommodate, any reasonable written request for you to receive your PHI by alternative means of communication or at alternative locations.

D. Right to Inspect and Copy Your Health Information. You may request access to your medical record file and billing records maintained by us in order to inspect and request copies of the records. Under limited circumstances, we may deny you access to a portion of your records. If you would like to access your records, please obtain a record request form from the Privacy Official and submit the completed form to the Privacy Official. If you request copies, we will charge you a cost-based fee, consistent with Ohio law, that includes (1) labor for copying the PHI; (2) supplies for creating the paper copy or electronic media if you request an electronic copy on portable media; (3) our postage costs, if you request that we mail the copies to you; and (4) if you agree in advance, the cost of preparing an explanation or summary of the PHI.

E. Right to Amend Your Records. You have the right to request that we amend PHI maintained in your medical record file or billing records. If you desire to amend your records, please obtain an amendment request form from the Privacy Official and submit the completed form to the Privacy Official. We will comply with your request unless we believe that the information that would be amended is accurate and complete or other special circumstances apply.

F. Right to Receive An Accounting of Disclosures. Upon request, you may obtain an accounting of certain disclosures of your PHI made by us during any period of time prior to the date of your request provided such period does not exceed six years. If you request an accounting more than once during a twelve (12) month period, we will charge you \$0.75 per page of the accounting statement. We will inform you in advance of any fee and provide you with an opportunity to withdraw or modify the request.

G. Right to Receive A Copy of this Notice. Upon request, you may obtain a copy of this Notice, either by email or in paper format. Please submit your request to:

Privacy Official
Ohio Living
9200 Worthington Road, Suite 300
Westerville, Ohio 43082
Phone: 614. 888.7800

VI. Effective Date and Duration of This Notice

A. Effective Date. This Notice is effective on January 1, 2014.

B. Right to Change Terms of this Notice. We may change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all Protected Health Information that we maintain, including any information created or received prior to issuing the new notice. If we change this Notice, we will post the new notice in waiting areas around CE and on our Internet site at www.ohioliving.org/privacy. You also may obtain any new notice by contacting the Privacy Official.

VII. Privacy Official

You may contact the Privacy Official at:

Privacy Official
Ohio Living
9200 Worthington Road, Suite 300
Westerville, Ohio 43082
Phone: 614. 888.7800

OHIO LIVING HOTLINE

If you are unable to settle a grievance at the community, please call the Ohio Living hotline. All callers to the hotline remain anonymous unless the caller chooses to identify himself. It is a third-party administrated service. The calls do not come into Ohio Living.

HOTLINE NUMBER: 1.877.780.9366

Delaware County Resident Rights Advocates

The following list of addresses and telephone numbers must be provided to each resident and sponsor prior to or at the time of admission and to each member of the nursing home's staff and posted prominently in the home as required by Ohio Revised Code §3721.12 (A)(C).

Local Office of the Long-Term Care Ombudsman Program

Central Ohio EasterSeals

800.536.5891

3820 Truman Court

Hilliard, OH

centralohio.easterseals.com

Protection and Advocacy Organization for Mentally Ill and Developmentally Disabled

Ohio Legal Rights

800.282.9181

8 East Long Street

614.466.7264

Columbus, Ohio 43215

**State Office of the Department of Aging/Office of the Long- Term Care
Ombudsman Program**

Ohio Department of Aging
246 N High Street, 1st floor
Columbus, Ohio 43266

800.266.4346
614.466.5500
Fax 614.466.5741

Local Office of the Department of Aging

Central Ohio Area Agency on Aging
3776 South High Street
Columbus, OH 432107

800.589.7277

coaaa.org

State Department of Health

Ohio Department of Health
246 N. High Street
Columbus, OH 43215

614.466.3543

Nursing Home Complaint Hotline

1.800.342.0553

Local Department of Health

Delaware General Health District
1-3 West Winter Street
Delaware, OH 43015

740.368.1700

Local Office of the Ohio Department of Job and Family Services

Ohio Department of Job and Family Services
Delaware County Office
140 N Sandusky St, 2nd floor
Delaware, OH 43015

800.899.3180
740.833.2300
Fax 740.833.2299

State of Ohio Attorney General

Office of the Attorney General
101 E. Town Street, 5th Floor
Columbus, Ohio 43266

Abuse and Neglect Hotline
1.800.642.2873
1.800.64ABUSE

8. Thank You

Thank you for choosing Ohio Living Ganzhorn Suites for advanced memory care and services for your family member. We strive to meet your needs for care and comfort for your resident. If you should ever need to contact me, I can be reached at 614.356.9810 or jbates@ganzhorn.com.

Sincerely,

Jamie L. Bates

Executive Director

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Our mission is to provide adults with caring and quality services toward the enhancement of physical, mental and spiritual well-being consistent with the Christian Gospel.



Ohio Living

Ganzhorn Suites

FAITH + COMPASSION + COMMUNITY

10272 Sawmill Parkway | Powell, Ohio 43065

P 614.356.9810 **F** 614.356.9829

ohioliving.org

