



# Cantata Enhanced Care

*Client Handbook*

**Access to Client Rooms**

Staff may enter your room at reasonable times and for reasonable purposes, including inspection, maintenance and other services described in this handbook. Every effort will be made to notify you that an employee will enter or has entered your room for non-routine events.

**Accidents/Incidents**

Accidents or incidents that occur on our campus should be directed to the Laurels Nurse Manager or Certified Nursing Assistant for help.

**Administration**

The following is a list of staff you can contact if you have specific questions. From outside Cantata, dial 708-485-0135 and enter the extension number.

<b>Laurels Nurse Manager</b>	<b>ext. 5302</b>
<b>Laurels Staff</b>	<b>ext. 5241, 5268, 7001</b>
<b>Chief Nursing Administrator</b>	<b>ext. 5233</b>
<b>Administrator</b>	<b>ext. 5466</b>
<b>Customer Relations</b>	<b>ext. 2222</b>
<b>Dining Services</b>	<b>ext. 5407</b>
<b>Life Enrichment Director</b>	<b>ext. 5240</b>
<b>Resident Billing Manager</b>	<b>ext. 5246</b>

**Ancillary Health Care Providers**

Cantata has independent ancillary health care providers who visit our campus to provide services in our clinic. These providers include optometrists, audiologists, dentists, podiatrists, psychiatrists, psychologists and neuropsychologists. If you would like to set up an appointment with one of these providers, please let the Laurels Nurse Manager or Certified Nursing Assistant know and they can arrange an appointment for you in the clinic on our campus.

**Attire**

The community is your home and we want you to be comfortable. Everyday dress is casual but there may be special occasions when you wish to dress up. For your safety and health, please wear appropriate footwear outside your room.

**Hair Salon**

An independently operated salon located within our community offers hair and cosmetic services to men and women. Cantata has no liability or responsibility for the acts or omissions of the shop owners. You may schedule hair appointments through the Certified Nursing Assistant or Laurels Nurse Manager.

### **Calendar of Events**

The Director of Life Enrichment publishes a monthly life enrichment calendar that highlights planned events, activities, and outings. You can also find a posted calendar outside the dining room. Extra copies are available.

### **Cleaning Schedule**

Weekly cleaning is scheduled by the Housekeeping Manager for each room. Daily bed making and light pick-up for each room by housekeeping and/or the Certified Nursing Assistant is also included.

### **Dining Services**

We provide dining services seven days a week, as follows:

- Breakfast is at 7:30 a.m.
- Lunch is at 11:30 a.m.
- Dinner is at 5:30 p.m.

There is a refrigerator in the dining room where snacks and juices are available at all times and are offered to clients by the Certified Nursing Assistant. A weekly menu is also posted outside the dining room. Modified diets are served when ordered by a physician. Individual food preferences will be accommodated as much as possible. Family and/or friends wishing to bring food gifts should consult with the Certified Nursing Assistant if the client is on a modified diet that may restrict certain foods. Clients are asked not to keep food in their individual rooms.

### **Discharge from The Laurels**

Under certain circumstances, it may be necessary to discharge a client from The Laurels to British Home Rehabilitation Services or to another facility. Such conditions may include, but are not limited to:

- A. Behavior that cause the client to be harmful to his/her self or others
- B. Chronic disorientation, as expressed by wandering, agitation, aggression, potential to inflict harm to self or others, or chronic inappropriate social behavior
- C. Refusal or inability to comply with the minimum safety rules of Cantata
- D. Inability or unwillingness to physically transfer to the dining room with or without staff assistance
- E. A decline in health leading to an unsafe condition
- F. Transferring that requires a two-person staff assist on a regular basis; and
- G. Incontinence of stool on a regular basis.

### **Emergency Assistance**

Each client will receive a call button that is worn as either a pendant or a bracelet to summon assistance from staff in the event of an emergency. Please use this system for emergencies only. There is a \$200 replacement fee charged for lost

pendants.

### **Emergency Information**

Your emergency information will be recorded when you move in, will be updated as necessary, and will be stored on The Laurels in a secured location.

### **Entering and Exiting The Laurels**

Clients, family and other guests are directed to enter The Laurels through the covered, ramped entrance on the Northeast side of the campus. At all times you will be required to press a call button once you enter the vestibule inside of the ramped entrance. Once you state who you are and whom you are visiting, a receptionist or security staff will authorize entry and open the door.

### **Financial Responsibilities**

**Business Office:** All payments for The Laurels may be dropped off in person or sent to the attention of: Cantata Adult Life Services Business Office. Checks should be made out to: Cantata Adult Life Services. Checks will be accepted in person in the Accounting Office between the hours of 9:00 a.m. to 4:00 p.m. Monday through Friday.

If you are interested in setting up Automatic Debit for your monthly statement, please contact the Client Billing Manager directly at **708-485-5667**.

**Returned Checks:** Checks written to Cantata Adult Life Services that are returned for insufficient funds will incur a fee of \$25.00 for each occurrence.

### **Fire Drills**

For the safety of all residents, fire drills are held on a monthly basis. Clients will be required to participate by moving from one area of the community to another or by exiting the building altogether. Community staff will provide residents with the details. Please cooperate completely with their requests.

### **Furnishings**

Furnishings are provided at no extra cost to clients of The Laurels. For each client, this includes: a bed frame with headboard and mattress, dresser, nightstand, chair and lamp. Each client is encouraged to bring his or her own personal possessions to additionally decorate his/her room, subject to the approval of the administrator and in compliance with fire regulations. Pictures may be hung on the wall by maintenance staff.

### **Garbage Collection**

Your Certified Nursing Assistant will ensure that refuse, including newspapers, bottles and cans, are **properly bagged and tied** and removed.

### **Grievance Procedures**

The Chief Nursing Administrator will handle grievances and complaints promptly. If

you feel that your concern has not been appropriately handled, Cantata Administrator should also be contacted.

### **Guest Services**

You can invite friends or family to any of our activities. Occasionally a minimal fee to attend outside events is required. We can assist you with “special occasion” arrangements with reasonable notice. Please contact our Life Enrichment Director for more information. Guests are always welcome in our community, but in order to maintain a safe and friendly environment, we reserve the right to ask any guest to leave if they do not abide by community rules. Children are always welcome, but should be under supervision when in the common areas and should always respect the privacy of residents.

### **Health Records**

We maintain a separate health record on each of our clients, which may contain medical and other personal information. All your information and records are confidential and we will not release them without your written consent or the consent of your legal representative. However, our state-licensing agency has the authority to examine these records as a part of their evaluation of our community. You also have the right to review your records, or authorize your representative or family members to review them.

### **Heating and Air Conditioning**

The type of heat in client rooms is hot water, radiant heat. We do our best to regulate heat to a comfortable level. In warmer weather, we provide a window-unit air conditioner for each client. If you need assistance at any time, you may ask your Certified Nursing Assistant or Laurels Nurse Manager.

### **Housekeeping**

Our staff will clean your room each week, which includes dusting, vacuuming, linen and towel changes, emptying trash, and sanitizing the bathroom. However, we have instructed staff members not to handle breakable personal possessions.

### **Laundry**

The Housekeeping Staff will do a weekly laundering of linens and personal clothes. It is important that all clothing items are marked with your name prior to you moving in, even if your family wishes to wash all of your clothes. Cantata is not responsible for lost, stolen or damaged clothes. We cannot care for clothes that need dry cleaning or any item that may require individual care in its cleaning.

### **Mail**

Your mailing address is:

Your Name

8700 West 31<sup>st</sup> Street, Brookfield, IL 60513

## **Maintenance**

We can help you with general maintenance needs such as heating, cooling, plumbing, overhead light bulbs or any other issues that arise with your room. Please contact your Nursing Assistant regarding other maintenance questions or needs. Additional maintenance services are available for additional fees.

## **Maintenance Tips**

**Energy Conservation Tips:** Energy conservation results in lower utility bills, which benefit both you and The Laurels, regardless of who directly pays the utilities. Energy conservation is also consistent with the nation's goals. The following are some simple steps, which you can take to conserve energy:

- Notify Maintenance when you notice a leaky faucet or running commode. A leaky water faucet dripping a drop per second can waste as much as 650 gallons of water in one year.
- Adjusting blinds or shades can act as insulation. For example, during the winter, keep them open and let sunlight warm the air and cut the heating system's load. On summer days, close the blinds on the sunny side to cut incoming heat.
- When no one is watching TV or listening to the radio or stereo for a period of time, turn them off to conserve electricity.
- Turn off lights when not needed.

## **Medications**

Licensed nurses handle the distribution of medications, treatments and emergency care. Since correct medication dosage and accurate times of distribution are important for the welfare of clients, the licensed nurses keep an accurate record of all medications taken. For this reason, even over-the-counter medications such as aspirin, antacids, cathartics, heating pads, topical rubs (such as Ben Gay and Icy Hot) are to be given only by the nurse. These medications SHOULD NOT be in the client's room unless the physician has expressly ordered this. By law, all medication in the client's room must be kept in a locked box. Please contact the Chief Nursing Administrator with specific questions.

## **Miscellaneous**

**Donations:** Cantata accepts contributions either as a general donation or a memorial donation. Gifts may be made to the general fund or for a designated purpose or item. To ensure that a designated gift is useful and does not conflict with any future plans, gifts must be approved by the Chief Development Officer. As Cantata is a not-for-profit organization, all donations accepted will be acknowledged with a receipt from Cantata Adult Life Services for income tax purposes. Checks should be made payable to Cantata Adult Life Services. If you wish to make a donation, please contact Kevin Heraty at extension 5295.

## **No Smoking Policy**

The entire campus of Cantata, including all of its outdoor and indoor property,

accommodations, rest rooms and common areas, is strictly a **NON-SMOKING ENVIRONMENT**. Residents, staff and their guests **are not permitted to smoke on our campus at any time**.

### **Nursing Services**

The Laurels Nurse Manager or Chief Nursing Administrator can answer questions regarding physical health, medications taken, treatments or a physician's order for exercise or diet. All clients have weight and blood pressure taken at least monthly. (Some clients may have a doctor's order to have it taken more often.) The night staff makes rounds every two hours to check that clients are not having any issues. The client and all other parties who sign the contract at the time of admission authorize Cantata to provide any emergency medical treatment to the client that is deemed necessary, or to transfer the client to a hospital or other facility .

### **Outings**

Our leisure and recreation program offers outings from time to time. These might include scenic drives, trips and cultural events. The staff will keep you abreast of upcoming outings and events and will ask you if you would like to attend. At times, a small charge will be necessary, but quite often there is no charge for these outings. There is a life enrichment calendar posted outside the dining room.

**Guest Parking:** Visitors may park cars in the large parking lot on the North East side of Campus.

**Handicapped Parking:** Handicapped parking spaces will be marked and available on the campus. A valid handicapped permit or license plate must be displayed at all times. Handicapped license plates and handicapped permit cards are available from the State of Illinois for those who require them.

### **Pet Policy**

**Pets:** The Laurels maintains a no-pet policy within client rooms. Upon the approval of staff, family pets may come for a visit. We also have arranged regular pet visitors through our Life Enrichment program.

**Animal Feeding:** In order to maintain the natural environment, we ask that clients and guests refrain from feeding birds, ducks, geese, squirrels, deer and any other animals on the Cantata Adult Life Services campus.

### **Pharmacy Services**

Cantata is presently serviced by **United RX**; a licensed pharmaceutical company for long-term care providers. United RX provides Cantata with a unit-dose pharmacy system and is available to our nursing staff 24 hours per day. United RX keeps a drug profile on each client, handles billing for medications, and can be contacted directly with any questions at: **708-449-7600**. Generic drugs are used with a physician's permission to hold down expenses whenever possible.

### **Physician Visits**

It is the right of each client to obtain and be seen by a private personal physician if he or she wishes. Clients who do not have private personal physicians, however, may receive the services from the attending physicians who regularly come to our campus. (These physicians will bill directly to the client and do accept Medicare assignment.) Each client is required, as a minimum, to have an annual physical examination. If a client has a health-related problem, the Laurels Nurse Manager will schedule an appointment with the physician as needed. Any family member who feels his or her relative needs to be seen by the doctor may contact the Laurels Nurse Manager or Certified Nursing Assistant. Often, family members see subtle changes because they know their relative so well. If the nurse observes a problem, we will encourage a doctor's visit.

### **Podiatry Services**

There is a podiatrist who visits Cantata and clients may make appointments through the Laurels Nurse Manager or Certified Nursing Assistant. General maintenance podiatry care is not a covered charge under Medicare. Charges for podiatry care are included on Cantata billing statement.

### **Power Failure**

If you notice an electrical power failure, please contact The Laurels Certified Nursing Assistant to inform them, and they will reach the company for repair.

### **Property of the Resident**

While the community is responsible for any loss or damage to your personal property due to the community's negligence, you are encouraged to maintain insurance on your personal property for circumstances where the community is not at fault.

### **Religious Services**

A variety of church services are available on and off of the campus. See the life enrichment calendar for specific services. Services on campus will be held in the living room of our main building at Cantata.

### **Resident Rights**

A copy of the Resident Rights document is given to you and your family when you move into The Laurels.

### **Room Assignment**

Prior to or at the time of admission, the client and Cantata shall agree to the specific room to be occupied by that client. However, if required to do so by law or for efficient management, Cantata reserves the right to transfer the client to another suitable accommodation.

### **Safety**

For your safety and the safety of others, you may not keep the following items in your room:

- Firearms, ammunition, or other weapons

- Dangerous flammable items, such as gasoline or kerosene, or any explosives
- Snakes, insects, or other exotic or dangerous animals, or any pet
- Illegal drugs
- Space heaters
- Hotplates, toasters and toaster ovens
- Other potentially hazardous substances or objects not specified but that could cause harm to you or others.

### **Security**

We lock all unmanned outside doors. If you are outside and cannot get back in, dial security or press the call button and the staff will let you in. There is security staff on the premises 24 hours per day.

### **Sheltered Care Licensure**

The residential area of The Laurels is licensed by the State of Illinois as a Sheltered Care residence and is designed to provide the following services:

- Assistance with a bath or shower weekly;
- Supervision as required with medications and treatments by licensed nursing staff;
- Social services, including a Life Enrichment Program;
- Housekeeping Services;
- Personal laundry services and provision of linens;
- Dining room meal services (excluding private room tray delivery.)

It is understood that The Laurels, a Sheltered Care residence, is for clients who require some assistance with, but not total assistance with, the activities of daily living, who can transfer with a one-person staff assist, who are not incontinent of stool on a regular basis, and who are self-directed enough to be able to understand and remember how to use their emergency call pendant, and also how to ask for help in a non-emergency situation.

### **Signing In and Out**

For your own protection we ask that all visitors to The Laurels sign in and out at the Reception Desk in the Main Lobby. The reason for this is so that we can account for who is in the building in an emergency situation. Clients sign out and in by notifying the Laurels Nurse Manager or Certified Nursing Assistant.

### **State of Illinois Annual Survey**

An annual inspection from the Illinois Department of Public Health is expected. After providing proper identification and stating the purpose of his/her visit, the inspector may enter and inspect the entire community, including your apartment with your permission. There is usually no advance notice.

### **Telephone Service**

If you would like a telephone, your phone line will be activated when you move in. Your phone number and/or extension will be given to you then so you can tell your family and friends how to reach you.

The Telephone System serves the entire Cantata campus. You can supply your own touch-tone telephone, or we can provide one for you. **If your phone stops working, DO NOT call the phone company – contact your Certified Nursing Assistant.**

**How to use your telephone:** When calling anyone on the Cantata campus, such as your neighbor in The Laurels, a person in The Woodlands or Wye Valley, a client at British Home Rehabilitation Services, or a staff member, beauty shop, etc., JUST DIAL THE FOUR DIGIT extension. There is no charge when using the extension number.

Any calls made outside Cantata campus requires you to dial “8” prior to dialing the telephone number. Remember, in order to secure an outside line, you must dial “8-1-plus the area code” first. (Example – for Chicago call dial 8-1-312 and number.

Your telephone bill will appear on your monthly statement. In addition, there will be a line on your bill to cover any long distance phone calls made by you.

### **Tipping**

It is our privilege to serve you in your home, and we look forward to making your time with us pleasant and rewarding. It is our strict policy that employees not accept tips or gifts from our clients. Instead, please show your appreciation through your kind words, and let us know when a staff member’s kindness or extra effort particularly pleases you. You can share your compliments with Chief Nursing Administrator or the Director of Customer Relations.

### **Tornado Warning**

The recommended area for shelter in the event of a tornado warning is the hallway, moving away from glass enclosed areas. Nursing Assistants will assist in evacuating to safety if that becomes necessary.

### **Transfer to British Home Rehabilitation Services**

Every effort is made to serve the needs of Sheltered Care clients who require transfer to British Home Rehabilitation Services. However, Cantata does not guarantee admission of Sheltered Care residents to British Home Rehabilitation Services because bed availability is limited at times.

### **Tuberculosis Testing**

To be in compliance with state laws and sheltered care regulations, all new

Laurels residents must have a two-step Mantoux test for Tuberculosis within three (3) days of admission unless one was completed within six (6) months prior to admission to this residence. All clients must be retested annually with a one-step test. The charge for this test will be added to the client’s bill.

## **Visitors**

**Client Guests & Visitors:** The Laurels clients may entertain visitors in their rooms. Guests are requested to sign in and sign out. No overnight guests are permitted.

**No Soliciting Policy:** Clients are always notified of any programs or services sponsored or endorsed by The Laurels. If you are approached by an uninvited or unwelcome solicitor or visitor and wish the assistance of the Laurels in removing the individual from the premises, please contact the Certified Nursing Assistant or Laurels Nurse Manager.

## **Fitness Center**

Our focus is on wellness, and you are encouraged to join in our exercise classes and use the exercise equipment provided in the Fitness Center. You will need to have a physician's approval in order to do so. A fitness trainer will design an individualized exercise program for you based on your physician's recommendations.

## **Your Opinions**

It is important that we know your opinions about all the services offered in the community so that we can continually serve you better. There are several ways in which you can communicate your thoughts, questions, compliments or concerns with us.

You can speak with the Director of Customer Relations at ext. 2222 or the Chief Nursing Administrator at ext. 5233 or any other staff member. Regardless of whom you communicate with, we seriously review and consider every thought, concern, and compliment with great interest. We look forward to hearing from you.