

THE VILLAGE AT SUGAR LAND
ASSISTED LIVING & MEMORY CARE



The Village at Sugar Land

Assisted Living & Memory Care

RESIDENT & FAMILY HANDBOOK

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MISSION STATEMENT

At The Village at Sugar Land Assisted Living and Memory Care, we believe in compassionate, graceful aging. We also believe in excellent customer care. It's not just an idea-it's a way of life within our community.

WELCOME

Welcome to The Village at Sugar Land Assisted Living and Memory Care. We are happy that you have chosen to entrust us with the care of your loved one. We believe that each resident should be treated as an individual; with dignity, love and respect. We want to provide a homelike environment for our residents and their families while living in or visiting The Village at Sugar Land Assisted Living and Memory Care.

The community is licensed by Texas Health and Human Services. It is directed by a full-time Executive Director who is qualified by training and experience. The nursing service is directed by a registered professional nurse. Other personnel are provided in the quantity and with the qualifications to provide 24-hour services for the residents in the community.

The community will ensure that direct care staff is sufficient in number and training to meet the needs of the residents, including providing order, safety, and cleanliness; assisting with medication regimens; preparing and servicing meals; assisting with laundry; providing supervision and care to meet basic needs; and ensuring evacuation in case of an emergency. The regular staffing schedule will be posted in plain view at all times. This schedule may fluctuate along with census and resident needs. The community is committed to providing quality services and ensuring that all activities of daily living are delivered in a professional and caring fashion to all of our residents.

If you have any questions or concerns, please visit with the Executive Director to discuss them. We look forward to a long-term relationship with you.

The Village at Sugar Land Assisted Living and Memory Care is providing you with a Family Handbook for the following reasons:

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- We want to make sure we meet your expectations in how we care for your loved one.
- We want to make sure that we have provided you with the information you will need to resolve problems if they occur.
- We feel that miscommunications and unknown expectations lead to the potential for conflicts. Therefore, we want to make sure you know our philosophy of care and are aware of what situations might develop during your loved one's stay with us.

Not all residents/families experience the same issues; however, it is likely that each resident/family may have similar concerns or issues. The Village at Sugar Land Assisted Living and Memory Care feels it is better for you to be aware of what may occur before it happens so that there will be few surprises in the future.

ACTIVITIES

The Resident Enrichment Director plans, coordinates and implements our resident activities program. We know that initiating daily activities independently can be difficult for any resident. Yet, in order to preserve mental skills and abilities, residents need to be engaged in meaningful activities. Our daily activity program will encompass meaningful activities 7 days a week. The Village at Sugar Land Assisted Living and Memory Care Activities Program, designed for varying levels of care, has been designed for the needs of the residents first, based on their skills and abilities. While stressing age-appropriate activities with varied modalities, residents will be encouraged to actively participate in short and easy-to-follow routines. These activities will focus on music, safety, food, ADLs (activities of daily living), family and spiritual fitness. An Activities Calendar is published on a monthly basis. Suggestions for activities and programs are always welcome, and all residents are encouraged to participate in activity programs.

ADVANCED DIRECTIVES

The Village at Sugar Land Assisted Living and Memory Care firmly supports the resident's right to decide what care and treatment they receive at the end of their life. If they are unable to make these decisions, there may be a surrogate decision maker who

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acts in their best interest.

The Village at Sugar Land Assisted Living and Memory Care will ensure that each resident or surrogate is aware of The Village at Sugar Land Assisted Living and Memory Care Advanced Directives policies. The decision maker must sign an acknowledgement of having received this information.

Advance directives are those statements that an individual might wish to make in advance of the need to inform caregivers about his/her personal wishes for care.

Advance directives include, but are not limited to, decisions regarding the initiation of medical procedures such as cardiopulmonary resuscitation (CPR) or intubation, and the use of specialized equipment such as respirators, feeding tubes or intravenous infusions. Advance directives tell staff what kind of care the resident does or does not want to have. These types of directives are known as a “Directive to Physicians”, and “Do Not Resuscitate” (DNR) orders.

A “Medical Power of Attorney” for Health Care is another advance directive document, signed by a competent adult, designating someone trusted as an agent to make health care decisions on his or her behalf should he/she become unable to make such decisions himself/herself.

While not advocating any particular decision, it is the position of The Village at Sugar Land Assisted Living and Memory Care that the resident and his/her family should be given as much information as necessary so that informed decisions can be made.

The Village at Sugar Land Assisted Living and Memory Care will support the Resident's legal right to make advance directives regarding his/her medical treatment.

This community and the resident’s physician may not require the resident to execute a Directive to Physician, a DNR, or a Medical Power of Attorney for Health Care as a condition for admittance or receiving treatment in this or any other Health Care Community.

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A resident may revoke his/her Directive to Physician, DNR, MPOA, or any prearranged treatment decision at any time.

If the resident has a medical power of attorney, advance directive, or do not resuscitate order a copy should be provided to the community and included as part of the resident's record.

BEAUTY AND BARBER SHOP

The Village at Sugar Land Assisted Living and Memory Care has a salon which is operated by a licensed cosmetologist. Hair and cosmetic services will be offered to both men and women. The beauty shop is open _____ on a rotating basis. Prices for all services are posted. Specific styles or services should be discussed with the stylist. The Village at Sugar Land Assisted Living and Memory Care has no liability or responsibility for the acts or omissions of the stylist.

BILLING AND REFUNDS

The monthly fee for a resident's room and board is due the first day of each month. If payment is not made within five (5) days after the date it is due, a late fee of \$10.00 a day, starting with the 6th day of the month, will be assessed. You will be billed for optional services at the end of the month in which they are rendered.

A 30-day notice must be provided for residents leaving the community. No portion of the 30 days will be refunded regardless of move out date. Special circumstances such as death and increased care needs may allow for a refund based on a prorated portion of the base monthly fee. The prorated refund is contingent upon the room being vacated and the proration will begin on the date the room is vacated, including all belongings. Community approved refunds will be given within 30 days of the date on which the apartment is considered vacant as per the rules of the Community.

CLOTHING/LAUNDRY

The community is our residents' home, and we want each resident to be comfortable. Our every-day dress is casual. The Village at Sugar Land Assisted Living and Memory

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Care understands that taking good care of the residents' clothing is important to the resident and their family members.

Washable clothing that can be laundered at the facility is perfect. Clothes that are easy to get on and off will help the resident remain independent for a longer period of time. The Village at Sugar Land Assisted Living and Memory Care strongly discourages clothing items that are permanent press or cannot be laundered in our facilities. The Village at Sugar Land Assisted Living and Memory Care does not take responsibility for non-wash-and-wear clothing items if they are damaged in our laundry facilities.

The Village at Sugar Land Assisted Living and Memory Care staff launders the resident's linen and clothing weekly as part of the monthly fee. Families are welcome to take their loved one's clothing home to launder. However, if their loved one is incontinent, The Village at Sugar Land Assisted Living and Memory Care cannot allow soiled clothing to remain in the resident's room waiting to be laundered. If you do choose to launder your loved one's clothing, please provide a laundry bag and not a laundry basket. Laundry baskets are sometimes mistaken for other usages.

A resident with Alzheimer's or dementia will, from time to time, choose not to get dressed. Residents will also change out of one set of clothes into another set of clothes. If, at times, when you visit your loved one you notice that they are not perfectly groomed, please remember that a resident with dementia is not always cooperative with personal care and hygiene. We will make every effort to have the residents dressed appropriately for the occasion, shaven and tidy at all times but we will not get into a power struggle with the resident just to accomplish the task. Our philosophy of care is that it is better for the residents to actively participate in the daily activities and events, rather than focusing on what they are wearing when attending activities. The following is an example: if the resident refuses to change out of their pajamas before breakfast but is willing to eat in their pajamas, it is our philosophy that the task of eating is more important than changing into daily attire. Conversely, if a resident refuses to change out of their day clothes to put on pajamas, but is willing to lay down and get a good night's sleep, the sleep is more important. The Village at Sugar Land Assisted Living and Memory Care staff will continue to encourage your loved one to participate in personal care activities.

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DINING ROOM SERVICE

Meals will be provided 7 days a week for all residents. The YewTree dining room is open from 7am-8pm daily. Daily chef specials may only be available during limited hours.

The Sugar Creek bistro is available from 6am-8pm daily. Grab & Go items as well as menu options are available.

Guest meals are available for \$5.00 for breakfast and \$8.00 for lunch or dinner and can be requested by visiting the concierge.

The menu will be posted outside of the dining room each day. We also have printed copies of our menus available.

We ask that all residents come to the YewTree restaurant or Sugar Creek Bistro for meals. If a resident is ill or unable to come to the dining room, we will make arrangements on a case-by-case basis to ensure the resident is served where they are most comfortable and most encouraged to eat.

EMERGENCY PREPAREDNESS

In the event of a disaster, The Village at Sugar Land Assisted Living and Memory Care has an Emergency Preparedness plan in place. Resident safety is our first concern.

This summary is intended to provide a brief overview of the Emergency Preparedness Plan for The Village at Sugar Land Assisted Living and Memory Care.

The Village at Sugar Land Assisted Living and Memory Care will make every effort to reach family members via telephone, as soon as practicable to provide communication and updates in the event of an emergency. The Village at Sugar Land Assisted Living and Memory Care will also make efforts to update the community's social media outlets with pertinent information.

The Executive Director is the Emergency Preparedness Coordinator and can be reached

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at 936-647-5149.

All residents, family members, and emergency contacts may receive training and updates regarding the emergency preparedness plan and their responsibilities by contacting the Executive Director.

In the event total or partial evacuation is determined to be in the best interest of residents, The Village at Sugar Land Assisted Living and Memory Care will transport residents to one of the following locations which has been researched and agreed upon by those receiving facilities. Emergency plans are in place for medications, clothing and food supplies needed during the evacuation period.

Name
Address
Phone

Name
Address
Phone

Families are also welcome to pick up and keep their loved ones until the emergency is over if they desire. Residents will only be released to those designated as responsible parties or emergency contacts.

Transportation may be provided by facility vehicles, staff vehicles, or family members.

The Village at Sugar Land Assisted Living and Memory Care is registered with STEAR (State of Texas Emergency Assistance Registry). Residents and Families are welcome and encouraged to register individually via the website at <https://tdem.texas.gov/stear/> or by calling 211.

Registered Service Animals will be evacuated with residents. Personal pets will NOT be evacuated with residents. It is the responsibility of the resident or responsible party to

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make arrangements for immediate evacuation of personal pets in the event a partial or total evacuation of The Village at Sugar Land Assisted Living and Memory Care is required.

A copy of the Emergency Preparedness Plan is available for review by all resident's or families and a written copy is available by request.

FIRE DRILLS

For the safety of all residents, fire drills are held on a monthly basis. Fire drills are required by the Texas Health and Human Services. Our staff will provide assistance with getting residents to a safe place designated by the evacuation plan. Completing fire drills on a monthly basis helps The Village at Sugar Land Assisted Living and Memory Care staff to identify which residents may need more assistance to safely evacuate.

GRIEVANCE POLICY

Should you have any concerns, we want you to know that we are very interested in helping resolve them. Please inform the Executive Director of any concerns either verbally or through our grievance form which can be obtained through any staff member. It is best not to attempt to resolve these issues through other staff.

If you do not feel satisfied with the resolution after talking with the Executive Director, you may contact Melanie Gagliardo, Operations Manager of The Village at Sugar Land Assisted Living and Memory Care at 210-385-5416. If that does not resolve the issue the state ombudsman is the next alternative for resolution. There are also state agencies that may be called for reporting purposes when all of the above have been exhausted.

The numbers of all the above mentioned parties are listed below:

Executive Director	(936) 647-5149
Operations Manager	(210) 385-5416
Ombudsman	(800)
Texas Health and Human Services	(800) 458-9858

HEALTH RECORDS

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The Village at Sugar Land Assisted Living and Memory Care believes that maintaining the resident records in a safe and secure manner is very important to ensure the residents' right to privacy. Personal and health information of all residents of The Village at Sugar Land Assisted Living and Memory Care will remain confidential. Release of any personal information regarding residents must be requested in writing and authorized by the resident or the resident's legal representative.

Third-party providers must obtain a written and signed release of information from the resident's legal representative before The Village at Sugar Land Assisted Living and Memory Care staff will provide any healthcare information or any other personal information that relates to the resident.

Exceptions:

In the event of a medical emergency where transport to an emergency center is required, The Village at Sugar Land Assisted Living and Memory Care staff may provide healthcare information, required for appropriate emergency treatment, to emergency response personnel.

Personnel of the Texas Health and Human Services may have access to the residents' records as part of their review process for facility licensing.

A resident or resident's legal representative may request a review of medical records or the resident's file by presenting a written request with 24-hour notice to the Executive Director. The Executive Director or designee will be present during review of all records to answer questions.

HOUSEKEEPING

The Village at Sugar Land Assisted Living and Memory Care staff will check the cleanliness of the residents' personal bathrooms one time per day. The Village at Sugar Land Assisted Living and Memory Care will ensure that residents' rooms are cleaned one time per week. This includes dusting, vacuuming, changing bed linens, emptying trash, and sanitizing the bathroom. Incontinent residents will have their beds changed as needed.

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KEYS FOR RESIDENT ROOMS

A staff member may enter your loved one's room at times throughout the day to assist with his or her needs. Each suite door has a lock on the inside that will automatically open and unlock when the resident turns the handle. Residents will be provided with a wearable that will unlock their suite when in close proximity. There is a replacement fee of \$50.00 for lost wearables. When a resident moves out, all wearables will be returned to the community. If they are not returned, you will be charged \$50.00 on your final billing statement.

In addition, a Texas Health and Human Services representative may, after providing proper identification and stating the purpose of his or her visit, enter and inspect the entire community, including a resident's room, at any time without advance notice.

LOST AND FOUND

There will be times when residents misplace items and the staff cannot determine to whom the item belongs. These items will be placed in the lost-and-found box at the concierge desk. If you are visiting and notice that an item is missing from your loved one's room, please be sure to check the lost and found.

MAIL

All mail will be delivered daily. Cards, letters, and packages are examples of appropriate mail to be delivered to residents. The Village at Sugar Land Assisted Living and Memory Care staff is not permitted to screen the residents' mail. All mail that is delivered to the facility for the residents, including mail that might upset the residents, such as bank statements, bills, and financial solicitations will be delivered to the resident mailbox uninterrupted. It is highly recommended that a change of address card is completed for bills, invoices, insurance, and other important mailings, so that they are not delivered to your loved one and inadvertently lost, or cause distress.

MAINTENANCE

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We can help with general maintenance such as light bulb replacement, plumbing or any other type of minor problems. We have a work order system, and the care staff will assist you in filling out a work order. Please let the staff know about problems that you see which need to be addressed. We will address maintenance problems in the order of highest priority.

MEDICAL CARE

Residents are admitted on the order of a qualified physician of their choice, licensed in this state. At the time of admission, each resident must have orders for immediate care from his/her physician. The resident must remain under the care of a qualified local physician while in the community. All medications, treatments and diets are subject to his/her direction.

The community does not provide ongoing licensed nursing services, but contracts with a registered nurse to oversee the performance of selected delegated tasks and perform those tasks not appropriate for delegation.

Residents may privately contract for private professional services from third party providers, such as physical therapy, rehabilitation, home health and hospice. All third-party providers performing services in the community, must hold the appropriate licenses and current certificates of insurance, and are subject to the review and approval of the Executive Director. The resident or resident's guarantor is financially responsible for any of these services. Management rights supersede resident's choice of third-party providers. Management may deny access to outside care providers, vendors, or agents for the protection of the resident and the community.

The physician and responsible party should always be informed of the following changes in condition within 24 hours:

- Fever 100 degrees or above
- All infections – UTI, wound, respiratory, etc.
- Abnormal behavior and aggressive behavior
- Severe pain that is not relieved after medication is administered and requires the physician to be notified

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- Vomiting/flu like symptoms
- All incidents (falls, skin tears, etc.) and the treatment associated with the incident
- Treatment for new conditions to include x-ray, lab, new wound care treatments, and new medications.

NEWSLETTER AND CALENDAR OF EVENTS.

The Activity Director will publish a monthly activity calendar. The Village at Sugar Land Assisted Living and Memory Care also publishes a newsletter with articles highlighting the many planned events, activities, and the family support group. The daily, weekly and monthly activities are posted in the facility. Our website, www.VillageatSugarLand.com will provide you with access to the newsletters as well.

OUTINGS

Families are welcome to sign their family member out for outings as they wish as long as there are no current directives from local, regional, state or federal authorities prohibiting such outings.

PERSONAL BELONGINGS

We encourage families to decorate their loved one's room. We want the resident's room to look homelike with familiar items, but pared down from what might have been in their home. Cluttered rooms could lead to a tripping hazard.

There are some items which are unsafe for the residents and we ask that you do not bring them to the facility. The Village at Sugar Land Assisted Living and Memory Care cannot be responsible for missing or broken items such as figurines, or other fragile items. We suggest bringing basic things to decorate the room. Please do not bring heirloom or one-of-a-kind items that could get lost or broken. Sentimental rings with precious jewels are often misplaced or thrown in the trash, so we encourage you to replace the stones with cubic zirconium or keep them for safekeeping at home, or in a safe deposit box at your local bank.

The community will take every step possible to prevent theft or loss from happening. Should a theft or loss occur, the resident or a family member should notify the executive

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director immediately so he/she can take the appropriate steps to recover the item(s). The community strongly encourages that a resident store all items of value off site. The resident and/or his or her representative will not hold the community liable for stolen, lost or damaged items.

The Resident is encouraged to obtain his or her own contents coverage insurance policy for fire or theft. The resident/guarantor acknowledges that the Community is not responsible for such coverage.

Certain articles are neither specifically controlled nor restricted by codes, standards or regulations and may be permitted at the discretion of executive director on an individual basis. Other articles, including but not limited to those below, are controlled by codes, standards and regulations or because the presence of such articles has been interpreted to have an adverse effect on the health and safety of residents.

- Medications require administrative approval
- Fuel burning space heaters or portable heaters are never allowed
- Cooking and ironing equipment may be allowed with administrative approval
- Electrical extension cords or multiple outlet extenders are never allowed
- Candles, potpourri burning kits, etc. are never allowed
- Possession of weapons in the building is expressly prohibited and will be cause for immediate discharge.

When non-allowed items are removed from the resident's room, community staff will notify the resident or responsible party and give the items to the responsible party for disposal, if possible or feasible.

PETS IN THE COMMUNITY

We are a pet-friendly Community. Residents who choose us may bring one pet with them provided all of the guidelines below are met.

- A pet approval has been given at the directive of the Executive Director.
- The non-refundable pet deposit is paid prior to move in.

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- A maximum of one pet per apartment.
- The pet is clean and disease free.
- Apartments with a pet must remain clean and odor free.
- Must have current vaccinations and documentation.
- Must weigh 30 pounds or less.
- When inside, pets are to remain in the owner's apartment. When outside the apartment, the pet must be restrained either by leash or an appropriate pet carrier.
- Pets are not allowed in common areas, storage, dining, or food preparation areas.
- Resident must be capable of caring for his or her own pet.
- To prevent the spread of disease, the Resident is required to place pet waste in a plastic bag for disposal.
- Any pet that shows aggressive behavior or fails to follow the pet policy will be removed immediately.
- The Community reserves the right to request a pet be removed if it causes harm or interferes with business operations.
- Resident is responsible for repair, cost of repairs and or replacement of damage or damaged items caused by them and/or pet.

We encourage pets to visit with the following restrictions.

- Vaccinations must be kept up-to-date by the family or legal representative.
- The animal's behavior and sounds must not disturb the peace, safety and tranquility of the residence. Excessive barking and/or aggressive behavior by the pet cannot be tolerated.
- Pets are not allowed in area where food is being served.
- Dogs and cats must be contained/restrained via leash or other means at all times while in common areas. Birds must be caged.

PHARMACY

The resident has the right to choose their own pharmacy provider, but that pharmacy must provide services that are in compliance with state and federal regulations, the policies and procedures of The Village at Sugar Land Assisted Living and Memory Care for pharmacy services, and current professional pharmacy standards.

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Our preferred pharmacy is Omnicare. They integrate with our electronic medical records software and provide the necessary packaging and distribution system within our community. If you chose to use a pharmacy other than Omnicare, that pharmacy must provide 24-hour service, integrate with our electronic medical records system, be able to automatically refill prescriptions, and be able to provide a unit dose packaging system.

Please talk to the director if you have any questions. If you choose to use a pharmacy that does not meet the criteria there will be an additional service fee of \$100 per month.

The Village at Sugar Land Assisted Living and Memory Care has an obligation to ensure that all residents receive all medications, including prescription, over the counter, topicals, eye drops, etc. as ordered by their physician. If the responsible party or responsible party's chosen pharmacy does not provide the medication within 72 hours of the initial request, The Village at Sugar Land Assisted Living and Memory Care will order the medication from Omnicare pharmacy and the resident/responsible party is responsible for all costs.

We cannot accept medication samples without proper labeling and prescription from your physician. Over-the-counter drugs must have proper labeling and prescription and will only be accepted if ordered through the pharmacy for unit dose packaging.

PHONES

Each bedroom has a connection for a phone installation. The monthly billing charges for private phone lines, as well as activation of the phone lines, are the responsibility of the resident and/or family. The Village at Sugar Land Assisted Living and Memory Care staff can assist you with this process.

The Village at Sugar Land Assisted Living and Memory Care has a cordless phone the residents may use to send and receive calls at any time. The phone number is the main number used to reach the community.

The Village at Sugar Land Assisted Living and Memory Care feels that it is the residents'

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and their families' choice whether to have a phone in the room.

If you choose to have a phone installed, please understand that The Village at Sugar Land Assisted Living and Memory Care staff may not monitor the calls or discourage the residents from using their personal phone for any reason. It is recommended that the family place a long-distance dialing and incoming call block on the phone line. This will help to prevent the resident from being exploited by telemarketers.

PHOTOS

Pictures taken in The Village at Sugar Land Assisted Living and Memory Care comply with the HIPAA privacy rules. If you take pictures of your loved one in the building, please limit your photography to only your loved one, in order to comply with HIPAA rules. Family permission must be obtained before photographing other residents.

PROVIDER'S BILL OF RIGHTS

The provider's bill of rights (Texas Health and Human Services List of Providers Rights) states that a provider of Assisted Living services has the right to:

- Be shown consideration and respect that recognizes the dignity and individuality of the provider and Assisted Living facility;
- Terminate a resident's contract for just cause after a written 30-day notice
- Terminate a contract immediately, after notice to Texas Health and Human Services, if the provider finds that a resident creates a serious or immediate threat to the health, safety, or welfare of other residents of the Assisted facility;
- Present grievances, file complaints, or provide information to state agencies or other persons without threat of reprisal or retaliation;
- Refuse to perform services for the resident or the resident's family other than those contracted for by the resident and the provider;
- Contract with the community to achieve the highest level of independence, autonomy, interaction, and services to residents;
- Access patient information concerning a client referred to the facility, which must remain confidential as provided by law;
- Refuse a person referred to the facility if the referral is inappropriate;
- Maintain an environment free of weapons and drugs; and

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- Be made aware of a resident's problems, including self-abuse, violent behavior, and alcoholism or drug abuse.

RESIDENT'S BILL OF RIGHTS

A resident has all the rights, benefits, responsibilities, and privileges granted by the Constitution and laws of this state and the United States, except where lawfully restricted.

The resident has the right to be free of interference, coercion, discrimination, and reprisal in exercising these civil rights.

Per the Texas Health and Human Services List of Resident Rights, each resident in the Assisted Living and Memory Care (Alzheimer's) facility has the right to:

- Be free from physical and mental abuse, including corporal punishment or physical and chemical restraints that are administered for the purpose of discipline or convenience and not required to treat the resident's medical symptoms (providers may use physical or chemical restraints *only if the use is authorized in writing by a physician or the use is necessary in an emergency to protect the resident or others from injury*. A physician's written authorization for the use of restraints must specify the circumstances under which the restraints may be used and the duration for which the restraints may be used. Except in an emergency, restraints may only be administered by qualified medical personnel);
- Participate in activities of social, religious, or community groups unless the participation interferes with the rights of others;
- Practice the religion of the resident's choice;
- If mentally retarded, with a court-appointed guardian of the person, participate in a behavior modification program involving use of restraints, consistent with subparagraph (A) of this paragraph, or adverse stimuli only with the informed consent of the guardian;
- Be treated with respect, consideration, and recognition of his or her dignity and individuality, without regard to race, religion national origin, sex, age, disability, marital status, or source of payment. This means that the resident:
- Has the right to make his/her own choices regarding personal affairs, care, benefits, and services;

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- Has the right to be free from abuse, neglect, and exploitation; and
- If protective measures are required, has the right to designate a guardian or representative to ensure the right to quality stewardship of his/her affairs;
- A safe and decent living environment;
- Not be prohibited from communicating via his or her native language with other residents or employees for the purpose of acquiring or providing any type of treatment, care, or services;
- Complain about the resident's care or treatment. The complaint may be made anonymously or communicated by a person designated by the resident. The provider must promptly respond to resolve the complaint. The provider must not discriminate or take other punitive action against a resident who makes a complaint;
- Receive and send unopened mail, and the provider must ensure that the resident's mail is sent and delivered promptly;
- Unrestricted communication, including personal visitation with a person of the resident's choice, including family members and representatives of advocacy groups and community service organizations, at any reasonable hour;
- Make contacts with the community and to achieve the highest level of independence, autonomy, and interaction with the community of which the resident is capable;
- Manage his or her financial affairs. The resident may authorize in writing another person to manage his/her money. The resident may choose the manner in which his/her money is managed, including a money management program, a representative payee program, a financial power of attorney, a trust, or a similar method, and the resident may choose the least restrictive of these methods. The resident must be given, upon request of the resident or the resident's representative, but at least quarterly, an accounting of financial transactions made on his or her behalf by the facility should the facility accept his or her written delegation of this responsibility to the facility in conformance with state law;
- Access the resident's records, which are confidential and may be released without the resident's consent, except:
 - To another provider, if the resident transfers residence;
 - or If the release is required by another law;

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- Choose and retain a personal physician and to be fully informed in advance about treatment or care that may affect the resident's well-being;
- Participate in developing his/her individual service plan that describes the resident's medical, nursing, and psychological needs and how the needs will be met;
- Be given the opportunity to refuse medical treatment or services after the resident:
- Is advised by the person providing services of the possible consequences of refusing treatment or services; and
- Acknowledges that he/she understands the consequences of refusing treatment of services;
- Unaccompanied access to a telephone at a reasonable hour or in case of an emergency or personal crisis;
- Privacy, while attending to personal needs and a private place for receiving visitors or associating with other residents, unless providing privacy would infringe on the rights of other residents. This right applies to medical treatment, written communications, telephone conversations, meeting with family, and access to resident councils. If a resident is married and the spouse is receiving similar services, the couple may share a room;
- Retain and use personal possessions, including clothing and furnishings, as space permits. The number of personal possessions may be limited for the health and safety of other residents;
- Determine his or her dress hair style, or other personal effects according to individual preference, except the resident has the responsibility to maintain personal hygiene;
- Retain and use personal property in his or her immediate living quarters and to have an individual locked area (cabinet, closet, drawer, footlocker, etc.) in which to keep personal property;
- Refuse to perform services for the facility, except as contracted for by the resident and operator;
- Be informed by the provider no later than the 30th day after admission:
- Whether the resident is entitled to benefits under Medicare or Medicaid; and
- Which items and services are covered by these benefits, including items or services for which the resident may not be charged;

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- Not be transferred or discharged unless:
 - the transfer is for the resident's welfare, and the resident's needs cannot be met by the facility;
 - The resident's health is improved sufficiently so that services are no longer needed;
 - The resident's health and safety or the health and safety of another resident would be endangered if the transfer or discharge was not made;
 - The provider ceases to operate or to participate in the program that reimburses for the resident's treatment or care; or
 - The resident fails, after reasonable and appropriate notice, to pay for services;
 - Not be transferred or discharged, except in an emergency, until the 30th day after the date the facility provides written notice to the resident, the resident's legal representative, or a member of the resident's family stating:
 - That the facility intends to transfer or discharge the resident;
 - The reason for the transfer or discharge;
 - The effective date of the transfer or discharge
 - If the resident is to be transferred, the location to which the resident will be transferred; and
 - Any appeal rights available to the resident;
 - Leave the facility temporarily or permanently, subject to contractual or financial obligations;
 - Have access to the service of a representative of the State Long-Term Care Ombudsman Program, Texas Department on Aging; and
 - Execute an advance directive, under the Natural Death Act (Chapter 166, Health and Safety Code) or designate a guardian in advance of need to make decisions regarding the resident's healthcare should the resident become incapacitated.

RESIDENT ABUSE POLICY

It is the policy of this community that the resident will be free from verbal, sexual, physical or mental abuse, corporal punishment, and/or involuntary seclusion and/or

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injury from an unknown source and/or misappropriation of personal property.

In the event of any evidence or cause to believe that a resident has suffered any of the above abuses, the employee, visitor, or family members are requested to report all allegations, suspicions, or incidents to the executive director of the community, or to State officials as posted in the community and attached to this policy.

Upon report of any allegations or violations the administrator or his/her designated representative will thoroughly investigate the situation in accordance with the Texas Law. Any employee suspected of abuse or neglect will be removed from the direct care of the resident/residents while the investigation is in progress.

The investigation will include but not limited to the following facts:

Names of all individuals involved.

Witnesses that actually viewed the incident.

The resident's statement concerning the incident.

When and where the incident occurred.

Any evidence of injury or abuse present on the resident's body or in the resident's actions.

The results of all investigations are reported to the responsible party, resident, and officials of the State in accordance with State law and within five (5) working days of the incident.

RESTRAINT POLICY

As dictated by The Texas Health and Human Services, the community is a restraint free community. However, certain emergency situations may arise and a chemical or physical restraint may be temporarily necessary to protect a resident from doing harm to themselves or others. If such an event occurs, the community will only use a chemical or physical restraint if prescribed by a physician and the physician specifies the circumstances under which the restraint is to be used and states the duration for the restraint.

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All employees will receive training on restraints and behavior re-direction upon hire and once a year thereafter. The Texas Health and Human Services and the community prohibits the use of involuntary seclusion at any time.

The community will not discharge or retaliate against any employee, resident, or other person because they file a complaint or present a grievance or otherwise provides in good faith relating to the misuse of restraint or seclusion.

Restraint use in our community will only be considered to treat a medical symptom or condition that endangers the physical safety of the resident or other residents and under the following conditions:

- As a last resort measure after a thorough assessment and trial period where less restrictive measures have been undertaken and proven unsuccessful.
- With a physician order.
- When the benefits of the restraint outweigh the identified risks.
- If restraint use is deemed necessary, the goal will be to use the least restrictive type of restraint for the shortest period of time possible.

SECURITY

The security of our residents is very important to us. Access to The Village at Sugar Land Assisted Living and Memory Care is controlled and monitored. Please register each time you visit. Residents can access the complete property throughout the daylight hours but are asked not to leave the property without notifying a staff member. Family members are encouraged to contact the staff in the event a resident is planning to be gone overnight.

SELF ADMINISTRATION OF MEDICATION

A resident is permitted to administer or retain any prescription or over the counter medication in his/her room according to community policies and procedures. These are listed below.

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The resident's attending physician writes an order for self-administration of the medication.

The resident's capability for medication self-administration will be assessed by community staff and be based on:

- Mental ability – a resident must be fully oriented to time, place and person.
- Cognitive skills for decision making must be intact and there must be no evidence of delirium or disoriented thinking.
- Vision and communication skills must be intact.
- Must be physically able to accept control of the medication.
- Must be free of any mental or emotional illness, and behavior must be appropriate.

The resident's service plan will include self-administration of medication.

Medications will remain in a locked area and in the original container in which they were dispensed and will be properly labeled in accordance with the facilities established policies.

The Executive Director or designee will assess and counsel the resident monthly on the proper use of medications, reconcile medications, dispose of expired medications, and assess the resident's ability to continue to self-administer medication.

If at any time the staff observes the resident cannot perform his/her portion of the self-administration program, this change will be reported to the Executive Director.

The resident must allow the Executive Director or designee access to medications at any time to ensure resident safety.

SIGNING IN AND OUT

All family members and visitors are asked to register at the reception desk upon entering and leaving the community. In case of an emergency, it is important to know who is in the community.

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If you take the resident out for an outing, please be sure to sign them out when you leave and sign them back in when you return.

SMOKING AND ALCOHOL CONSUMPTION

The Village at Sugar Land Assisted Living and Memory Care is smoke-free. No one may smoke within the community. Smoking is permitted in designated smoking areas only.

Residents that receive assistance or administration of medications from the facility should have an order from a physician or midlevel practitioner to consume alcohol and medications. The order should specify the amount of alcohol and medication for consumption, if any, and if the resident can keep it in his/her room for consumption without supervision. (see self-administration policy)

If the facility staff notices behavior that is unsafe or disruptive and suspects it is related to drug or alcohol consumption, the administrator will investigate the situation by talking with the resident and responsible party and looking in the resident room for unorderd substances. The resident or responsible party should be present when the search is occurring and the staff member should have another staff member present. Residents that do not follow the practitioner's recommendations will be counseled with by facility staff. Continued issues with resident noncompliance with practitioner orders can be cause for resident discharge. (see resident discharge policy)

SNACKS AND HYDRATION

Snacks and beverages are available from 6am-8pm in the bistro area. Memory Care residents will be offered a beverage along with a snack mid-morning, mid-afternoon, and in the evening. Hydration is a focus for all of our residents, so before each meal the residents will be offered additional liquids to encourage adequate fluid intake.

TELEVISION

Many of the public and activity areas are equipped with televisions with cable for entertainment purposes. Basic cable service is available in each apartment. The

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resident must bring his/her own television.

The Village at Sugar Land Assisted Living and Memory Care feels that it is the residents' and their families' choice whether to have a TV in the room.

If you choose to have a TV installed, please understand that The Village at Sugar Land Assisted Living and Memory Care staff may not monitor the television stations or discourage the residents from using their televisions for any reason.

Basic cable is included in the room and board rate. Upgraded cable programming and the monthly billing charges are the responsibility of the resident and/or family. The Village at Sugar Land Assisted Living and Memory Care staff can assist you with this process.

The Village at Sugar Land Assisted Living and Memory Care has a television the residents may watch in the living room. The Village at Sugar Land Assisted Living and Memory Care discourages television use during daytime hours except as a minimal part of our activity program. We prefer that the residents actively participate in the activity programs, which incorporates cognitive, social, recreational and occupational activities of daily living programs.

TIPPING/GIFTS/GRATUITIES

It is a privilege to serve our residents at The Village at Sugar Land Assisted Living and Memory Care, and we look forward to making each person's time with us pleasant and rewarding. It is our strict policy that employees not accept tips or gifts from our families or residents. Instead, please show your appreciation through your kind words and let us know when a staff member has gone out of their way to provide an extra effort that is particularly helpful. You can share your compliments with the executive director who will be happy to pass them along to the employee.

The Village at Sugar Land Assisted Living and Memory Care has a gift fund for Christmas and holidays that is available for families who want to show their appreciation through a gift. This is distributed to all employees equally.

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TRANSPORTATION

Transportation to local medical clinics, shopping, religious services, restaurants and various activities is provided to residents at no charge. Staff will assist residents on and off of the community van but are not able to provide personal care, companionship or supervision during outings. Below is the usual schedule and is subject to change without notice. Please see the concierge at least 7 days prior to the scheduled appointment time to ensure availability.

Medical Appointments: Monday & Wednesday 8am-3pm

Shopping: Tuesday 9am & Thursday 2pm

Religious Services: Sunday

TRANSFER AND DISCHARGE

The community will give 30-day notice prior to transfer or discharge for the following events:

- The resident fails to pay the bill within thirty (30) days after the due date.
- The resident fails to comply with State or local law after receiving written notification of a violation.
- The resident fails to comply with the policies of the community including, but not limited to those listed in the community's operating policies and this handbook.
- The resident repeatedly abuses alcohol, drugs, community smoking regulations, or manifests severe and intentional antisocial behavior.
- The resident or responsible party requests a transfer or discharge.

The community will terminate the agreement in less than 30 days if:

- The resident has a complex medical condition that cannot be managed within the community
- The Resident becomes aggressive or physically or verbally abusive towards other Residents, staff, third party providers or guests. Or if the resident exhibits behavior or actions that interferes with the rights, health, safety or well-being of other Residents or staff.

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- The safety and/or health of the resident or other residents in the community are endangered.
- The community ceases to operate.

VISITATION

The community's visitation policy has no hour limits. Visitors will be required to abide by any and all community policies that pertain to the resident in regards to the use of any community or service. Disruptive visitors will be required to leave. Overnight guest stays may be accommodated with prior written approval but are at the sole discretion of the community executive director.

Visitation to the community may be restricted per local, regional, state or federal guidelines to protect the health and safety of our residents.