



General Information For Residents

What You Need To Know: Important Information As Well As Instructions On Medical Emergencies

The Courts

Retirement Apartments

The Lodge

Assisted Living

The Manor

Skilled and Long-Term Care

The Moore Center

Comprehensive Rehabilitation

2003 Cobb Street

Farmville, VA 23901

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Email: www.thewoodlandinc.com

WELCOME

Thank you for selecting The Woodland. We hope you will enjoy our facility and the many amenities and opportunities available to you. The residents and staff join in welcoming you, and we look forward to having you as a member of our caring community.

This booklet has been prepared to help you become acquainted with life at The Woodland and the many features associated with it. Please read it carefully as soon as possible upon arrival and let us know if you have any questions. The staff is here to serve you and help assist in your stay with us.

Your room is your personal area and we respect your privacy and rights. We also welcome your suggestions or concerns on how we can better meet your needs and the needs of other residents.

GENERAL INFORMATION

Activities

You are invited to take advantage of the many opportunities to participate in a variety of activity programs. There are musicals, devotions, and educational programs as well as movies, games and much more.

A monthly activities calendar is included with your bill and can also be found on the bulletin boards. A daily calendar is displayed at each Nurse's Station.

A variety of outings are planned by the Activities Department. You may need your physician's approval in order to participate.

You can do as much or as little as you like when it comes to activities. Be sure to notify the Activities Department if you would like to see an activity included to meet your needs.

Alcohol and Weapons

You are not allowed to keep alcohol or weapons of any kind in your room.

Appliances and Computers

All appliances need to be approved by Maintenance prior to hook-up. Computers and small appliances such as a refrigerator may be kept in your room if space is available. You are responsible for defrosting your refrigerator. Extension cords are not allowed in your room. You must use a surge protector or power strip when additional electrical lines are needed.

Beauty/Barber Shop

A Beauty/Barber Shop is located in The Moore Center.

Contact the beautician at extension 248, to schedule your appointment or ask a staff person for assistance. For your convenience, appointments can be scheduled at routine intervals (weekly, bi-monthly, monthly, etc.). Please speak to the beautician about this service.

A current list of prices is displayed in the Beauty/Barber Shop.

Bed Hold Policy

Upon transfer to the hospital, the resident’s bed will be automatically held until the facility is notified otherwise. If the resident leaves the facility to receive medical care from a hospital the facility charges will become the responsibility of the resident. If the resident/responsible party are unable to sign bed hold form, documentation of bed hold conversation will be completed. If the resident and/or responsible party does not want to hold the room they will need to pick up such personal clothing clothing/effects within 24 hours and release the room. If the resident is Medicaid status and wishes not to hold bed during a time of hospitalization, he/she will be offered the first available semi-private room as long as the facility can provide the services required.

Business Office

For any questions regarding your bill or other charges, please contact the Business Office. When paying your bill, please make checks payable to The Woodland. You can mail or deliver checks to The Woodland.

The Business Office, located in The Moore Center, has a record of all transactions regarding your stay. The office hours are from 8:00am to 4:30pm Monday through Friday, or you can call 392-6106, ext 256, for business questions.

Complaints

If you have a complaint or you believe your rights have been violated, you can file a complaint with any staff member or with a manager. Once the complaint has been registered it will be transferred to a Complaint Resolution Form describing the complaint, the action to be taken to resolve the complaint and recommendations or changes made to prevent a reoccurrence. The manager will then consult with you about how the complaint will be handled. If you feel the complaint has not been adequately addressed, you can contact the Administrator Greg Cole at **392-6106**, ext. 254, or you may call him at home **392-6641**. The Woodland has “Hotline to the President” **1 (888) 391.1163** you may leave your confidential message for the president voicing concerns, compliments or to make suggestions 24 hours a day. If you continue to feel that there is no resolve to your complaint, you can contact the local ombudsman Kay Young at **434-767-5588** or the Virginia Long-Term Care Ombudsman toll-free **1-800-995-6918**. You may also refer to the “Resident Rights” section of this handout.

Dietary

A weekly menu is posted on the bulletin boards. Special requests or alternatives are available with advance notice.

Meal times are:

- Breakfast 7:30am to 9:00am**
- Lunch Noon to 1:00pm**
- Dinner 5:00pm to 6:00pm**

Guest meals are available and must be ordered by 10:00am daily at the Front Desk. Advance notice is required for more than two (2) guests. Holiday guest meals incur special costs, which will be posted in advance.

No dishes or utensils may be taken out of the Dining Room or kept in your room.

Housekeeping

Housekeeping services are available on a daily basis. Bed linens, towels and washcloths are furnished.

Laundry

For a fee, The Woodland staff will do your laundry for you. A family member or loved one can do the laundry for you. All laundry needs to have the residents name placed in each item of clothing with a permanent marker.

Leaving The Building

When leaving the building you must sign-out and sign-in upon returning. Leaving includes by you, with family members or friends, or even for a short time. The Sign-out/Sign-in Book is located at the Front Desk. By signing out you let staff know you are away in case of an emergency.

The Main Lobby doors are open from 8:00am to 9:00pm. You can enter at other times by going to the East Wing entrance (left of the Main doors) and ring the bell at the door.

If you intend to be out late, you need to notify the Administrative Office and/or the Nurse's Station.

Mail

Mail will be brought to your room on days that have U. S. Postal Service delivery. Outgoing mail can be left at the Front Desk in the Main Lobby. Outgoing mail is picked up Monday through Friday.

Medications and Medical Supplies

If you wish to continue with your present pharmacy, you need to make arrangements to have your medications delivered and available for your medical needs. All medications delivered by family or friends must have proper labeling, be in approved containers and have a doctor's written order. The Woodland has its own in house pharmacy. Charges are applied to your monthly bill. The Woodland Pharmacy accepts most insurance plans. You may also furnish medical supplies such as dressings, oxygen, Attends, etc. All supplies should have your name on the packaging. Should you run out, The Woodland will supply the medical item at an additional cost to you. See business office for price list of ancillary charges.

Notary

Notary services are available free of charge. Contact the Administrative Office should you need a Notary.

Nursing

As a resident of The Woodland you are required to see your personal or attending physician on a regular basis, including at least once every 30 days for the first 90 days after admission. Physician visits must be at least once every 60 days thereafter. A physician's visit is considered timely if it occurs no later than 10 days after the date the visit was required. These visits will be documented and placed in your chart, which is kept at the Nurse's Station.

The Nurse's Station needs to be notified any time you have an appointment with a physician, dentist or for outpatient services. Staff needs to fill out paperwork with a list of your medications and other information as requested for your appointment.

Transports to physician and dentist offices as well as for outpatient services are available for a nominal charge. Please notify the Nurse's Station at least one week in advance to schedule transportation.

NOTE: If you choose to have a private sitter, the sitter must register with the Administrative Office before the sitter begins work.

Pets

Visiting pets must be registered with the Activities Department before they will be allowed in the building. All pets must be on a leash, have current vaccinations on file, and know how to act around older people. Pets are not allowed in the Dining Room. Visiting pets should be limited to dogs and cats. Registration forms can be obtained from the Activities Department.

Privacy Practices

Privacy Practices describes how health information about you may be used and disclosed, and how you can get access to this information. Review this section carefully. The confidentiality of your health information is important to us.

In accordance with the Health Insurance Portability and Accountability Act (HIPAA) and The Code of Federal Regulations (CFR), The Woodland Inc, is required to maintain the privacy of your health information. The Woodland is also required to give this notice about our Privacy Practices, and our legal duties and your rights concerning your health information.

The Woodland collects and maintains records on your condition and health while you are a resident. Typically this record contains your symptoms, examinations and test results, treatment, medications, assessment, nurses' notes, activities, dietary and care plan for future progress. This information, often referred to as your chart, health or medical record, serves as a:

- Basis for planning your care and treatment,
- Means of communication among the many health professionals who contribute to your care,
- Legal document describing the care you received,
- Means by which you or a third-party payer can verify that services billed were actually provided,
- Tool in educating health professionals,
- Source of data for medical records,
- Source of information for public health officials charged with improving the health of this Commonwealth and the nation,
- Source of data for Facility planning and marketing,

Tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.

Understand what is in your health record and how this information is used helps you to: ensure its accuracy; better understand who, what, when, where and why others may access your health information, and make more informed decisions when authorizing disclosure to other

YOUR HEALTH INFORMATION RIGHTS

Although your health record is the physical property of The Woodland Inc., the information belongs to you. As provided in 45 CFR 164 in various sub-sections, you have the right to:

- Request a restriction on certain uses and disclosures of your information,
- Amend protected health information,
- Inspect and copy your health record.

Your request must be in writing and state a reason for the request:

- Obtain an accounting of disclosures of your health information,
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken,
- Request communication of your health information by alternative means or alternative locations.

FACILITY RESPONSIBILITIES

The Woodland is required to:

- Maintain the privacy of your health record,
- Provide you with a Notice as to The Woodland's legal duties and Privacy Practices with respect to information The Woodland collects and maintains about you,
- Abide by the terms of the Privacy Practices,
- Notify you if we are unable to agree to a requested restriction,
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

EXAMPLES OF DISCLOSURES FOR TREATMENT, PAYMENT AND HEALTH OPERATIONS

The Woodland will use your health record for treatment. For example: information obtained by a physician, nurse, or member of your healthcare team will be recorded in your chart and used to determine the course of treatment that should work best for you. A Member of your healthcare team will document in your chart their expectations. Members of your healthcare team will then record the actions they took and their observations. In that way, your physician will know how you are responding to treatment. The Woodland will also provide your physician or a subsequent healthcare provider with copies of various reports that should assist him or her in treating you should you be discharged from The Woodland or be transferred to another facility.

We will use your health information for payment. A bill may be sent to you or a third-party payer. The information on or accompanying your bill may include information that identifies you, as well as your diagnosis, procedures, transportation costs, and supplies used. Information gathered during your stay may be shared with your insurance company.

The Woodland will use your health information for regular health operations. Members of the staff, case managers or quality assurance members may use information in your health chart to access the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the care and service The Woodland provides and may be shared as necessary to carry out treatment, payment and healthcare operations. Caregivers may have access to protected health information in their offices to assist in reviewing past treatment as it may affect treatment at the time.

Appointments: We may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

Business Associates: There maybe some services provided in our Facility through contracts with business associates. When these services are contracted, we may disclose your health information to the business associate so that they can perform the job we have asked them to do and bill you or your third-party payer for services rendered. To protect your health information, however, we will require the business associate to appropriately safeguard your information.

Communication with Family: Healthcare professionals using their best judgment may disclose to a family member, other relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment related to your care.

Directory: Unless you notify us that you object, we will use your name, location in the Facility, general condition, and religious affiliation for directory purposes. This information may be provided to members of the clergy and, except for religious affiliation, to other people who ask for you by name.

Food and Drug Administration (FDA): We may disclose to the FDA health information relative to adverse events with respect to food, supplements, product and product defects, or post marketing surveillance information to enable product recalls, repairs, or replacements.

Funeral Directors: We may disclose health information to funeral directors consistent with applicable laws to carry out their duties.

Law Enforcement: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

Organ Procurement Organizations: Consistent with applicable laws, we may disclose health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.

Public Health: As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Research: We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

Worker's Compensation: We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to worker's compensation or other similar programs established by law.

Federal law makes provision for your health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that a Facility member or business associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional or healthcare standards and are potentially endangering one or more residents, workers, or the public.

If you have questions and would like additional information you may contact the Administrator Greg Cole at (434) 392-6106, extension 254. If you believe your privacy rights have been violated you can file a complaint with the Administrator, or the with the Office for Civil Rights, U.S. Department of Health and Human Services. There will be no retaliation for filing a complaint with either the Administrator or the Office of Civil Rights. The address for the OCR is:

**Office of Civil Rights
U.S. Department of Health and Human Services
Public Ledger Building
150 S. Independence Mall West, Suite 372
Philadelphia, PA 19106-9111
Phone (215) 861-4441
Hotline (800) 368-1019
Fax (215) 861-4431
TDD (215) 861-4440**

The Woodland reserves the right to change the Privacy Practices and to make the new provisions effective for all protected health information we maintain. If the Facility's information practices change, we will mail a revised Privacy Practices to the address you have supplied us, or if you agree, we will e-mail the revised Privacy Practices to you. The Facility will not use or disclose your health record without authorization, except as described in the Privacy Practices.

This Privacy Practices does not constitute legal advice, and covers only federal, not Virginia, law in effect or proposed as of August 14, 2002. Subsequent law changes may require Notice revisions.

Resident Meetings

Your input is vital to the quality and care that we give. For that reason, The Woodland has a scheduled monthly resident meeting. Please refer to the Activities Calendar for the day and time. Join with fellow residents in making your stay with us the best it can be.

Resident Rights

During your orientation, you or your Power of Attorney (POA) read and signed the "Rights and Responsibilities of Residents." Signing your "Rights" is a requirement of the Commonwealth of Virginia Department of Health, which license's facilities such as The Woodland. A copy of the "Rights" is also posted within The Manor. If you believe your "Rights" have been violated you can file a complaint with the Administrator Greg Cole at 392-6106 ext. 254, or at home at 392-6641. It is our wish to resolve issues before any outside agency involvement: however, if you feel the Administrator has not solved the problem, you can contact the Virginia Long-Term Care Ombudsman toll-free at 1-800-995-6918. There will be no retaliation for filing a complaint either with Administration or the Department of Health. A copy of your "Rights" can be found in the Appendix.

Smoking

The Woodland is a smoke-free facility.

Survey Results

Results of the most recent state inspection conducted by the Department of Health is available at the Front Desks or the Nurse's Station. Please feel free to review the report at your leisure. Should you have any questions about the survey, contact the Administrator for an appointment to address your questions. Please be sure to return the report to its original location when your review is completed.

Telephone and Utilities

Residents can not dial long distance at The Woodland. To get an outside line dial 9, for the front desk dial 0. To call a resident dial The Woodland at 434-392-6106 and ask to be transferred directly to the resident's room.

Television

Your television cable is free for basic operation and covers over 30 channels. Remember to leave the remote when you are discharged or you will be charged. Residents must provide their own television and stand if you are resident on East or West Wing. If you are in a semi-private or multi-bed room, you may have to share your television or your roommate's television. All televisions and radios need to be turned off or volume reduced by 10:00 pm so as not to disturb others.

Therapy

As a new resident you will be screened by our Therapy Department to determine if you would benefit from their services to increase your level of independence with ambulation, dressing, feeding, adaptive/assistive equipment, wheelchair seating evaluations, strengthening, etc. Therapy strives to promote the highest quality of life and ensure that residents are living at their highest functional level. If Therapy and your physician feel that you benefit from a Therapy service, you will be contacted for approval.

Many residents take advantage of our Therapy services in preparation for returning home after recent hospitalization, injury or surgery. Our goal is to help resident's whose lives have been disrupted by physical injury, accident, disease or the aging process to become as independent and safe as possible. Therapy services available to you include: Physical Therapy, Occupational Therapy and Speech Language Pathology. You will generally have two to three hours of therapy a day; five days a week tailored to your specific needs and abilities. As a service to our residents returning home, Therapy offers caregiver training/education and home safety evaluations prior to discharge to ensure a safe transition back to your home environment with any equipment recommendations to increase your safety.

Valuables

Please be advised that you should not keep valuables in your room. Valuables include cash, checkbooks, credit cards, jewelry, and souvenirs with a value of over \$20. Should you want to keep cash or valuables in your room, you should secure them in a personal lock-box. You may have valuables locked in the Administrative Office. Items locked in the Administrative Office are available during normal business hours. Please see that all of your valuables are insured and locked in a safe place. The Woodland is not responsible for any items that are misplaced or lost.

RIGHTS AND RESPONSIBILITIES OF RESIDENTS OF THE WOODLAND

It is the policy of The Woodland to honor and support the Rights of all residents to ensure that each:

- A. Have been fully informed, as evidenced by the resident's written acknowledgement prior to or at the time of admission and during his/her stay of his/her right and rules and regulations governing resident conduct and responsibilities;
- B. Have been fully informed, prior to or at the time of admission and during his/her stay, of services available and of related charges including any charges for services not covered under Titles XVII or XIX of the Social Security Act, or not covered by The Woodland's basic daily rate;
- C. Have been fully informed by a physician of his/her medical condition, unless medically contraindicated (as documented by a physician in his/her medical record), and is afforded the opportunity to participate in the planning of his/her medical treatment and to refuse to participate in experimental research;
- D. Will be transferred or discharged only for medical reasons, or for his/her welfare or that of other residents, or for nonpayment for his/her stay (except as prohibited by Titles XVII or XIX of the Social Security Act), and is given reasonable advance notice to insure orderly transfer of discharge and such actions are documented in his/her medical records;
- E. Will be encouraged and assisted throughout the period of his/her stay to exercise his/her rights as a resident and a citizen, and to this end may voice grievances and recommend changes in policies and services to The Woodlands's staff and/or to outside representatives of his/her choice, free from restraint, interference, coercion, discrimination, or reprisals;
- F. May manage his/her personal financial affairs or may access to records of financial transactions made on his/her behalf at least once a month and is given at least quarterly accounting of financial transactions made on his/her behalf should The Woodland accept his/her written delegation of this responsibility to The Woodland for any period of time in conformance with state law;
- G. Will be free from mental and physical abuse, and free from chemical and except in emergencies, physical restraints except as authorized in writing by a physician for a specific and limited period of time, or when necessary to protect the resident from injury to self or to others;
- H. Will be assured confidential treatment of his/her personal and medical records, and may approve or refuse their release to any individual outside The Woodland, except in the case of his/her transfer to another health care institution, or as required by law or third-party payment contract;

- I. Will be treated with consideration, respect and full recognition of his/her dignity and individuality, including privacy in treatment and care for his/her personal needs;
- J. Will not be required to perform services for The Woodland that are not included for therapeutic purposes in his/her plan of care;
- K. May associate and communicate privately with person of his/her choice, and send and receive his/her mail unopened, unless medically contraindicated (as documented by his/her physician in his/her medical record);
- L. May meet with and participate in activities of social, religious and community groups at his/her discretion, unless medically contraindicated (as documented by his/her medical record);
- M. May retain and use his/her personal clothing and possessions as space permits, unless to do so would infringe upon the rights of other residents, and unless medically contraindicated (as documented by his/her physician in his/her medical record);
- N. If married, will be assured privacy for visits by his/her spouse, if both are in-patients in The Woodland, they are permitted to share a room unless medically contraindicated (as documented by their attending physician in the medical record).

EMERGENCY PLAN FOR FIRES

Your safety is very important to us, but you share in that responsibility as well. It is important that you know what to do if a fire should start in your room or another part of the facility.

When you hear the smoke/fire alarm, proceed to your door. Do not panic. The alarm also rings at the Nurse's Station. Help is on the way. Know the Evacuation Route. The Evacuation Route for each room is posted at the Nurse's Station. If you are unsure about your Evacuation route ask a staff member.

In The Moore Center rooms 170 through 179 should proceed by the Nurse's Station towards the Therapy area and out the main entrance. Rooms 192 through 199 should precede out the door between rooms 198 and 199. Room 180 through 191 should exit the building towards the Dining Room and proceed through the first set of double doors on the right towards Holly Manor. If you are in another part of the building and are told to evacuate, proceed to the nearest Exit sign. Staff will assist you in evacuating the building.

Do not re-enter the building until the Farmville Fire Department, or the Administrator or a designee gives you permission to do so. Should you be unable to re-enter, The Woodland will provide you with accommodations until the building is repaired. Remember that the contents of your room are your personal affects and are subject to your own home owners or renters insurance policy. This policy should also cover all personal items lost by other disasters. The Woodland is only responsible for the building structure and any furniture that belongs to the facility.

HURRICANES AND TORNADOS

Information on developing severe weather conditions will be broadcast by the National Weather Service over the radio and television.

A hurricane is a low-pressure system with minimum sustained winds of 75 miles- per-hour. The National Weather Service will classify the intensity of the hurricane by rating it from a Level 1(the lowest) to a Level 5 (the highest and very unusual.)

Hurricane Watch – Issued when hurricane conditions are a possibility in the next 24 to 36 hours.

Hurricane Warning – Issued when hurricane force winds are expected in the next 24 to 36 hours.

When a Hurricane Watch is issued:

- Stay inside until the watch is lifted
- Monitor radio and television for further information
- Remove all items on the windowsill

When a Hurricane Warning is issued:

- Continue to monitor radio and television for further information
- Unplug all unnecessary electrical appliances
- Close blinds and stay away from windows

A tornado is normally associated with a line of heavy thunderstorms, but may occur at any time.

Tornado Watch – Issued when weather conditions exist wherein a tornado may develop.

Tornado Warning – Issued when there is an actual tornado in the immediate area.

Warnings are followed by the location and Direction of the tornado.

When a Tornado Watch is issued:

- Stay inside until the Watch is lifted
- Monitor the radio and television for further information
- Remove all items on the windowsill
- Close all blinds and drapes

When a Tornado Warning is issued:

- Stay away from all windows
- Move to a doorway or to the bathroom

If a tornado hits:

- Try and remain calm
- Cover head with hands and blanket

After the tornado:

- Check for any injuries
- If you are trapped, remain calm. Someone will be with you shortly.

OTHER NATURAL DISASTERS

There are many types of natural disasters that could affect you. These could include flooding, and earthquakes.

In the case of flooding, when waters threaten The Moore Center, you will be moved to The Manor or The Lodge. If both The Manor and The Lodge are affected we will notify Town officials for an evacuation route and housing.

In the event of an earthquake, it will be treated the same as if a tornado had struck the facility.

MEDICAL EMERGENCIES

If you have a medical problem, please use the “Call Button” which connects to the Nurse’s Station. When the call system is activated, a Nurse or Aide will then come to your room to lend assistance.

The staff is trained to assist you. Just ask if you need help or have any questions.

All of your medical and emergency information is kept at the Nurse’s Station. You need to let us know if there is a change in your physician, prescriptions, relative or emergency contact address or telephone number, and any other important information.

Should you find someone on the floor: do NOT move the person under any circumstances? Contact the Nurse’s Station immediately. Do not panic. Try to comfort the person until help arrives. Again, do NOT attempt to move the person.

Administrator- Greg Cole

Assistant Administrator- Karen Kitchen

Director of Nursing- Sue Robinson

Director of Finance- Penny Howard

Director of Development- David Whitus

Director of Food Service/Morrison's – Robbie Horne

Director of Activities- Carol Eastlake

Director of Environmental Services- Troy Davis

Director of Therapy- Debby Wood

Director of Pharmacy- Bobby Jefferson

Neighborhood Placement Councilor- Christy Orange

Resident Support-Robin Griffin

Unit Mangers:

The Moore Center- Marion Kyner

East Wing 1- Beverly Pettus

East Wing 2- Amanda Corbin

West Wing- Connie Redd

