

# **Frederick Living Aspen Village Resident Handbook**



**Welcome to Aspen Village!**

**We hope the following information will be helpful to you and your family. Should you have any further questions after reading the handbook, please feel free to ask any of our staff.**

**Mission Statement**

***In the spirit of Christian love, Frederick Living cares for and enriches the lives of older adults, while valuing the staff, volunteers and community that serve them.***

**Core Values**

***Respect***

***Integrity***

***Compassion***

***Excellence***

***This Handbook should not be construed as a contract but rather as a guide for assisting you and your loved one in accessing information and service.***

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**Website: [www.frederickliving.org](http://www.frederickliving.org)**

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### **Bank/ Financial Services**

For your banking convenience a Univest bank branch is located across from the Freddie's Cafe in Oaktree Court area. Banking hours are as follows:

**Monday                      9:00am – 12:00pm**

As a service to our residents at Frederick Living, an Everence Financial Advisors Insurance Counselor is on site on a weekly basis to help you sort through the complexities of your insurance needs.

Please call to schedule an appointment with:

**Trish Sneddon                      215-703-0111 X 101  
877-420-9789**

### **Beauty/ Barber Shop**

The beauty shop is located in Cedarwood which is Frederick's long term care neighborhood. A form is provided during the Admission process to specify hair care needs.

**Beauty Shop                      610-754-7878**

Services include hair care, manicures, facial waxing, for both men and women. Staff will escort your loved one to and from the beauty shop.

### **Benevolent Care policy**

**See Appendix A**

**(For residents who are unable to pay the full cost of care and services).**

### **Cable TV / Television**

Arrangements can be made for television service in your residence. The POA must arrange for those services with the local cable provider. Comcast/Windstream technicians may enter Frederick Living on Monday through Friday. The local cable companies are Comcast Cable TV and Windstream. You must give the street address as: 2849 Big Road, Frederick PA 19435.

<b>Comcast phone number</b>	<b>215-317-8368</b>
<b>Windstream</b>	<b>800-880-4570</b>

### **PC Leadership Team Contact Information**

**Daniel Samai**  
**Personal Care Administrator**  
**610-754-7878 Ext. 1284**  
[\*\*dsamai@frederickliving.org\*\*](mailto:dsamai@frederickliving.org)

**June Slowik, LPN**  
**Personal Care Clinical Director**  
**610-754-7878 Ext. 1313**  
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**Dotty Diehl**  
**Aspen Village**  
**Coordinator**  
**610-754-7878 Ext. 1006**  
[\*\*ddiehl@frederickliving.org\*\*](mailto:ddiehl@frederickliving.org)

## **Dining Services**

All meals are served in our Aspen dining room. If you have a guest who would like to stay for a meal, kindly inform the kitchen at least one hour prior to mealtime. A fee will be charged for the guest meals.

A choice of menu is offered. Smaller or larger portions are available upon request. Dining services will be happy to accommodate any special dietary needs.

### **Dining Room is Open at the Following Times**

Breakfast .....	8:00AM to 10:00 AM
Lunch .....	12:00 to 1:00 PM
Dinner... ..	5:00 to 6:00 PM

## **Emergency Services**

There is an emergency cord located in the bedroom and the bathroom of your room. When you have an emergency, pull down on the cord. If it is not an emergency but you need assistance, please let staff know.

## **Fire Drills**

By law, we are required to have monthly, unannounced fire drills. When you hear the alarm, staff will assist you to getting to the nearest fire exit. **Your participation in each fire drill is MANDATORY.**

## **Gift Shop**

The gift shop is located on Main Street on the first floor of Magnolia House . Should you wish to visit the Gift Shop to make a purchase, please see staff who will gladly accompany you and help with the purchase.

**Hours of operation..... Monday through Saturday 11AM to 3PM**

## **Grievance Procedure**

**See Appendix B**

## **Guest/ Visitors**

Visitors will need to use their access card during the hours of 7 PM to 8 AM. Visitors can use the key pad near the elevator in the hallway to gain access to the Aspen Community. Residents must inform staff and be escorted by family/friends when leaving the building and give approximate time of return. See Leaving Campus section for further details.

### **Guest Overnight Stays:**

Residents may have an overnight guest for up to seven (7) consecutive days. Should a resident desire to have an overnight guest for more than seven days, prior approval must be given by the Personal Care Home Administrator. The guest will be responsible for the cost of all meals (see the rate sheet for applicable pricing), and the guest must comply with Frederick rules and procedures, as outlined in this Resident Handbook. **NOTE:** residents must notify the Personal Care Home Administrator prior to the arrival of any overnight guests, so that an accurate count of all residents and guests can be kept at all times.

## **Housekeeping**

Resident rooms are cleaned weekly by Housekeeping at no charge.

### **Keys/ Access Card**

Your POA will also receive an access card for entry to the building. Place the access card in front of the sensors to the right of the ground floor elevator and take elevator to the second floor. Making a right once out of the elevator and keying in the code on the key pad will permit entrance to Aspen Village. Additional access cards may be provided for a \$10.00 fee. Parking for Aspen village visitors is available in the parking lot by the pond.

### **Laundry**

Your personal laundry and linens are laundered five times a week. Your clothing will be labeled with name tags ordered by Frederick Living. There is a \$35.00 one-time charge for the labels. They will be sewn into your clothing by our Laundry Department. Place laundry in laundry bag provided to you and set it outside your door to be picked up by laundry personnel. If you have new clothes/linens that need to be labeled you can obtain a form from staff to fill out and place in your bag along with the new laundry. All clothing must be labeled with your name.

### **Leaving Campus**

When leaving the Community, you and your guest are required to sign out at the care base desk. Please notify staff upon your return.

If you are leaving the Community for overnight, you will need to sign a Leave of Absence Form that will be provided to you by the Personal Care staff. Your medications will be given to you so you can take them with you. Upon returning, please notify the Personal Care staff of your arrival. Remember to bring back all unused medications.

## **Mail**

Families are responsible for having resident mail forwarded. Staff will hand deliver mail to resident's room. Our street address for parcel deliveries is **2849 Big Road, Zieglerville PA 19492.**

Your new address is:

**Your name**  
**2849 Big Road Apt: \_\_\_\_\_**  
**Zieglerville, Pa. 19492**

## **Maintenance**

The Maintenance Department is available to assist residents with wall hangings, heat, air conditioning or other household problems. Please let staff know if you need something and they will submit the appropriate work order.

## **Medical Care**

As a provider of healthcare, Frederick Living (FL) expects all Personal Care residents to be willing to accept routine medical, or dental examination or treatment and will make every effort possible to encourage acceptance of such care to maintain good health.

As a Personal Care resident, you will need to have a personal physician. You may have the physician of your choice, or you may use one of the attending physicians who are credentialed at FL. To make an appointment with any of our FL physicians please notify staff. They will assist in scheduling an appointment.

If using a physician who is not credentialed at FL, you will need to go to the physician's office for visits. Residents need to see their primary care physician for a physical assessment at least yearly to meet state regulations.

## **Newspaper**

If you elect to have a newspaper subscription your POA must call the newspaper company directly. Have the newspaper delivered to the main entrance of Magnolia House. The Pottstown Mercury, Philadelphia Inquirer, Times Herald and Reading Eagle newspapers will be delivered to your door when you have an active subscription. For further information on how to arrange for delivery please call the receptionist at the front desk.

## **Non-Discrimination**

Frederick Living is open to all persons without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency) age or sex. Complaints of discrimination may be filed with the U.S. Department of **Health and Human Services 1-877-724-3258 Office of Civil Rights 1-800-368-1019, Bureau of Equal Opportunity (BEO) 1-800-468-4201, and/ or the Pennsylvania Human Relations Commission (PHRC) 717-787-4410.**

## **Other Services: Notary, Copies, Etc.**

Questions regarding your bill can be directed to the Chief Financial Officer or to the Billing Office Manager, both located on the third floor of Magnolia House.

Photocopies may be made at a cost of 10 cents per page in the Executive Administrative Assistant's Office on the first floor of Magnolia House.

Notary Services: Please contact the receptionist for notary services or Executive Administrative Assistant ext. 111.

## **Personal Belongings**

You are encouraged to bring furniture and other items appropriate to the size of your room. It is recommended that you bring at least ten days worth of clothing. All toiletry items (soap, shampoo, body wash, tooth paste, mouth wash, razors, etc...) will be kept in a secure drawer in each resident's room to ensure safety with these items.

**Extension cords, humidifiers, and heating pads are not allowed in the Community. Throw rugs must have a non-skid backing to ensure that residents do not slip on them. Rugs will be checked on an ongoing basis to ensure they remain safe.**

If you would like pictures hung, please contact staff and arrangements will be made for Maintenance to hang your pictures.

Televisions and radios are permitted in your room; the antenna must be installed by a service man approved by Frederick and under its direction.

**All food in the room must be kept in a closed metal, glass or plastic containers.**

## **Pet Policy**

**See Appendix D**

## **Pharmacy Services**

**See Appendix E**

## **Outside Agencies**

This is a private pay agreement between a resident's representative and a home health or home care agency. A Private Duty Agreement will be required if a resident's representative chooses to use a third party for any additional services.

## **Relocation to a Different Accommodation**

If the Frederick Living Care Team deems a move necessary within the Community, we will be responsible for moving all large items but we will not be responsible for moving small items or personal effects.

If the move is not deemed necessary by the Community but is desired by the resident, the resident/family is responsible for making moving arrangements of all items and handling moving expenses in addition to paying a relocation fee set by Frederick Living.

## **Storage upon Resident's Transfer/ Discharge**

Resident's personal property must be removed within 24 hours of resident's permanent transfer or discharge. Facility may permit a longer time for removal of resident's possession in exchange for payment at a daily rate. If resident's personal property remains unclaimed for thirty days after permanent transfer or discharge, a written notice will be mailed indicating that Community may dispose of resident's property.

**For Level of Care Transfers please see Appendix F**

## **Residents Rights**

- A resident may not be discriminated against because of race, color religious creed, disability, handicap, ancestry, sexual orientation, national origin, age, sex.
- A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.
- A resident shall be treated with dignity and respect.
- A resident shall be informed of the rules of the home and given 30 days' written notice prior to the effective date of a new home rule.

- A resident shall have access to a telephone in the home to make calls in privacy. Non-toll calls shall be without charge to the resident.
- A resident has the right to receive mail. Incoming mail may not be opened or read by staff persons unless upon the request of the resident or the resident's designated person. Outgoing mail may not be opened or read by staff.
- A resident has the right to communicate privately and access the local ombudsman.
- A resident has the right to practice the religion or faith of the resident's choice, or not to practice any religion or faith.
- A resident shall receive assistance in accessing health services.
- A resident shall receive assistance in obtaining and keeping clean, seasonal clothing.
- A resident has the right to access, review and request corrections to the resident's record.
- A resident has the right to furnish his room and purchase, receive, use and retain personal clothing and possessions.
- A resident has the right to leave and return to the home at times consistent with home rules and the resident's support plan.
- A resident has the right to relocate and to request and receive assistance from the home in relocating to another facility.
- A resident has the right to freely associate, organize and communicate with others privately.
- A resident shall be free from restraints.
- A resident shall be compensated in accordance with State and Federal labor laws for labor performed on behalf of the home.

- A resident has the right to receive visitors for a minimum of 12 hours daily, 7 days per week.
- A resident has the right to privacy of self and possessions.
- A resident has the right to file complaints with any individual or agency and recommend changes in policies, home rules, and services of the home without intimidation, retaliation or threat of discharge.
- A resident has the right to remain in the home, as long as it is operating with a license.
- A resident has the right to receive services contracted for in the resident-home contract.
- A resident has the right to use both the home's procedures and external procedures to appeal involuntary discharge.
- A resident has the right to a system to safeguard money and property.
- A resident has the right to choose his own health care providers.
- A resident has the right to question or refuse a medication if the resident believes there may be a medication error.

### **Smoking**

Frederick Living is a smoke free Community and smoking is not permitted anywhere in the building or on the grounds.

### **Social Services**

The Administrator advocates for residents rights and can help residents and families with issues involving transition, orientation to the Community, and provide ongoing support and guidance. In addition, the Administrator can offer help with Frederick Living clinical

services, i.e. obtaining referrals when needed, health insurance questions/billing, long term care claims, outside agency referrals, and encourage residents to seek counsel when needed.

### **Telephone Service**

Arrangements can be made for phone services.

### **Trash Service**

Trash is collected Monday through Friday by staff and there is no collection of trash over the weekend. Glass, aluminum and newspapers can be recycled.

### **Valuables**

Frederick Living Personal Care is not responsible for money, jewelry or other valuables kept in your room. A safe is available in the Billing Office for valuables. Family is strongly encouraged to refrain from leaving valuables, family heirlooms and large amounts of money in residents' rooms.

### **Wellness Program/Programming**

We provide our residents with the opportunity to enjoy each day to the fullest. We embrace the following dimensions of wellness: Spiritual, Emotional, Vocational, Intellectual, Social and Physical. Residents can determine a fitness baseline by participating in a personalized fitness assessment. The Body Shop is located in Oaktree Center on the first floor. Please see the Recreation Coordinator if interested in using the Body Shop.

The Recreation Coordinator plans and coordinates all activities, out of Community trips, and special events solely for our Aspen residents. New

residents to our Memory Support neighborhood are assessed for activities they may enjoy and evaluated cognitively to be sure each resident is placed at an appropriate level of activity ensuring their enjoyment and successful performance. Staff distributes monthly calendars to each resident's room for their review and will remind and escort each resident to activities of his/her choice/level of cognition. Should family members wish to reserve a room for a private activity, please call 610-754-7878 ext. 257.

### **Worship Services/ Pastoral Counseling**

Worship Services are held in the Auditorium at 10:30 AM on Sunday mornings. The Director of Pastoral Care for Frederick Living or a guest chaplain conducts these services. The chaplain also is available to provide pastoral counseling or a friendly visit by request. Catholic Mass is held the first Friday of every month at 1:00 pm in the auditorium. Staff will escort all residents wishing to attend any of the worship services.