

Frederick Living Magnolia House

Personal Care Resident Handbook



Welcome to Frederick Living!

We hope the following information will be helpful to you and your family. Should you have questions after reading the Handbook, please feel free to ask 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 in accessing information and service.

The Frederick Living logo and tagline, current and future, are property of Frederick Living and are to be used for official Frederick use only. Any form or reproduction, distribution, or other use of the logo or tagline in part or whole must be approved prior in writing by the Marketing Office.

Website: www.frederickliving.org

***Revised 12/2009; 03/2011; 08/2013; 5/2014; 9/2014; 3/2015; 8/2016; 08/2020;
10/2021***

Table of Contents

Alcohol/Illegal Drugs/Weapons	Page 6
Automobile	Page 6
Bank/Financial Services	Page 6
Beauty/ Barber Shop	Page 7
Benevolent Care Policy	Appendix A
Cable TV/Television	Page 7
Contact Information	Page 8
Dining Services	Page 9
Emergency Service	Page 10
Fire Drills	Page 10
Frederick Living Resident Association	Page 10
Gift Shop	Page 11
Grievance Procedures	Appendix B
Guest/Visitors	Page 11
Housekeeping Services	Page 12
Ice	Page 12
Keys/ Access Card	Page 12

Laundry Services	Page 13
Leaving the Community	Page 13
Level of Care Assessment Charges	Page 14
Mail	Page 14
Maintenance Services	Page 15
Medical Care	Page 15
Moving	Page 15
Newspaper	Page 16
Non Discrimination	Page 16
Other Services: Financial, Notary, Copies, Etc.	Page 16
Outside Agencies	Page 16
Personal Belongings	Page 17
Pet Policy	Appendix D
Pharmacy Services	Appendix E
Relocation of Room	Page 18
Resident Council	Page 18
Resident Rights	Page 19/20
Smoking	Page 21
Social Services	Page 21

Telephone	Page 21
Transportation Services	Page 22
Transfer Regarding Care Levels	Appendix F
Trash Services	Page 22
Valuables	Page 22
Wellness/Wellness Programming	Page 23
Worship Services/Pastoral Services	Page 23

Alcohol/Illegal Drugs/Weapons

Alcohol based beverages, i.e. wine, beer, spirits may be enjoyed in the privacy of your apartment as long as Nursing staff has secured a doctor's order permitting consumption.

Use or storage of illegal drugs is prohibited in the Community.

Frederick Living prohibits the use, possession and storage of firearms, ammunition, archery equipment, hunting knife, sword, impact weapon, chemical spray or other object used as a weapon anywhere on Frederick Living property.

Automobiles

Should you bring your car to Frederick Living, you will need to fill out a registration form and provide the Personal Care Administrator with a set of keys. The registration form will be given to you by the Marketing Associate upon admission. You will be responsible for maintenance of your car and for observing campus parking and other vehicle use policies.

Bank/Financial Services

The bank is located on the first floor of Magnolia, at the Rotunda. The 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:

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

FREDERICK LIVING Business office is available Monday through Fridays from 9AM-12PM

Beauty/Barber Shop

The beauty shop is located on the second floor of Magnolia House. You may call to schedule an appointment. There is an answering machine to leave a message.

Beauty Shop 610-754-7878

Beauty/ Barber Shop Hours

Tuesday, Thursday 9:00AM – 2:00 PM

Services include hair care for both men and women. Assistance to the beauty/barber shop is available if needed.

Benevolent Care Policy

See Appendix A

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

Cable TV/Television

**Comcast Cable TV, Phone and Internet Service
Amanda Nazarian
215-847-4314**

Give the address of
2849 Big Road, Apt: _____, Zieglerville, PA 19492

Effective date should be your move in date. Frederick Living cable installation are on Tuesday

**Windstream Telephone Service
Customer Service 1-800-347-1991**

Address: 2849 Big Road, Apt: _____, Zieglerville, PA 19492

Contact Information

Personal Care Administrative Team

Daniel Samai
Personal Care Administrator
610-754-7878 Ext. 1284
dsamai@frederickliving.org

June Slowik
Personal Care Clinical Manager
610-754-7878 Ext. 1313
Jslowik@frederickliving.org

Jessica Musser, LPN
Personal Care Charge Nurses
610-754-7878 Ext. 1222
Jmusser@frederickliving.org

Terri Trout
Personal Care Administrative Assistant
610-754-7878 Ext. 1113
Ttrout@frederickliving.org

Magnolia House Reception
610-754-7878

Dining Services

All meals are served in Magnolia House dining room. You may also visit the Bistro located in the Oaktree Center for your meals. We encourage you to attend all meals whenever possible. Appropriate casual dress is required. 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.

Fee for Guest Meals

Breakfast.....	\$4.50
Lunch.....	\$6.00
Dinner.....	\$12.00
Holiday.....	\$14.00

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.

If you are ill you may ask to have a tray delivered to your room or apartment by calling the **Magnolia Care Base at 610-754-7878 extension 1222.**

Magnolia Dining Room Hours

Breakfast.....7:30 am to 9:30 am

Lunch.....11:30 am to 1:30 pm

Dinner.....4:30 pm to 6:30 pm

Emergency Services

There is an emergency cord located in the bedroom and the bathroom of your private room or apartment. When you have an emergency, pull down on the cord and the staff will respond in a timely fashion. If it is not an emergency but you need assistance, please call the Care Base number at 610-754-7878, X 1222 rather than using your emergency cord. You can also purchase a cord mate (emergency response button) to wear around your neck for added security.

The Magnolia Care Base is located on the second floor across from the Magnolia Dining Room.

To reach the Magnolia Care Base:

Dial: 610-754-7878 and ask for extension #1222.

Fire Drills

By law, we are required to have monthly, unannounced fire drills and two fire drills per year during sleeping hours. When you hear the alarm, please proceed to the nearest fire exit. **DO NOT USE THE ELEVATORS.** A staff member or a member of the Fire Department will be able to assist you. Every year one fire drill with full evacuation of Magnolia House is required by regulations. **Your participation in each fire drill is MANDATORY.**

Frederick Living Resident Association

All residents of Frederick Living, by virtue of their residence, are members of the Frederick Living Resident Association (FLRA). This includes all Residential Living residents, Personal Care residents, and all Long Term Care (Nursing) residents. Meetings are held quarterly. Please refer to your calendar for date and time.

Gift Shop

The gift shop is located on the first floor of Magnolia House next to the Welcome Center.

Hours of operation.....Monday through Friday 11:00 am to 3:00 pm

Grievance Procedure

See Appendix B

Guest/Visitors

Visitation hours are from 8:00 AM to 11:00 PM seven days a week. Visitors will need to use the telephone outside the main and west entrances of Magnolia House for entry. Residents will need to use their access card during the hours of 9:00 PM through 8:00 AM to enter the building.

Residents leaving the building must inform the staff before leaving and give approximate time of return. See Leaving Campus section for further details.

All visitors must screen at the main entrance, and abide by the Facility COVID-19 protocols.

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.

Cleaning Schedule

East Magnolia

Monday	1101 through 1109
Tuesday	1110 through 1116 and 1201 through 1205
Wednesday	1206 through 1214
Thursday	1215, 1216, 1301 through 1307
Friday	1308 through 1316

West Magnolia

Tuesday	1121 through 1126
Wednesday	1127 through 1135
Thursday	1221 through 1229
Friday	1230 through 1237

Ice

Ice is available in the Dining area and in the Rotunda. If in the dining room, please ask the Dining staff for assistance. Ice is also available on the second floor of both East and West Magnolia.

Keys/Access Card

You will receive a set of keys to your room/ apartment and mailbox. You will also receive an access card for entry to the building. Place the access card in front of the sensors to enter the building.

Laundry

Your personal laundry and linens are laundered two 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. A laundry bag is provided to you. On your assigned day place all laundry in the bag 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 Magnolia Care Base to fill out and place in your bag along with the new laundry. All clothing must be labeled with your name.

Laundry Schedule for Magnolia House

Tuesday and Thursday-----Magnolia House East
Wednesday and Friday-----Magnolia House West

If you wish to do your own laundry, there is a washer/dryer, iron and ironing board available for your use on each floor. Detergent is provided at no charge.

Frederick Living has contracted with a dry cleaning business called “Clothes To Home” for those interested in dry cleaning services. They will pick up clothing for dry cleaning and deliver to Frederick. Pricing is set by the cleaners and payment is made directly to them. They will pick up and deliver clothing on Tuesday and Friday mornings between 8:45 am and 9:30 am. If you wish to use this service, please call Clothes To Home directly at 610-367-1001. Other services offered by them are shoe repair and alterations.

Leaving The Community

When leaving the Community, you are required to sign out. Sign out books are located at the main entrance of Magnolia House and on the first floor of Magnolia East and Magnolia West. When you return, you will need to sign back in at the same location.

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 and remember to bring back all unused medications.

Level of Care Assessment Charges

If it is determined by the Community that the resident requires a higher level of care within the Personal Care Community than previously assigned due to a change in resident's care needs, resident's support plan will be amended and resident will be reassigned to a higher level of care within the Community. Resident, and if applicable, responsible person, will be contacted via telephone and in writing of the change in level of care and the corresponding applicable daily rate. The letter to both resident and responsible person will offer an opportunity to discuss the increase and to answer questions and address concerns. The corresponding applicable daily rate will be immediately effective on the date resident is reassigned to the higher level of care.

Mail

The mailbox number is the same as your room or apartment number. The mailboxes are located on the first floor opposite the elevator near the main entrance. Families are responsible for having resident mail forwarded. 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 Services

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 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 Frederick Living. To make an appointment with any of our Frederick Living physicians please notify staff. They will assist in scheduling an appointment at the Wellness Suite which is located on the first floor near the gift shop. To make, change, or cancel an appointment please notify staff or call the **Wellness Suite at extension 1210**.

If using a physician who is not credentialed at Frederick Living, 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.

Frederick Living is able to support virtual visits, also known as "telehealth" visits. If your physician or specialist requests a consultation via virtual visit, the nursing staff in Personal Care will assist with the iPad or phone connection to help support the visit.

Moving

All personal belongings that you will be moving into your apartment on admission must be moved through the side doors on either the East or West side of Magnolia. Personal belongings are not to be brought through the front doors of the building.

Newspapers

If you elect to have a newspaper subscription you must call the newspaper company directly. Have the newspaper delivered to the main entrance of Magnolia House. The Pottstown Mercury, Philadelphia Inquirer, Reading Eagle and the Times Herald 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) 1-717-787-4410.

Other Services: Financial Management, Copies, Notary

Questions regarding your Frederick bill can be directed to Billing Office Manager; located on the third floor of Magnolia House and available from 9:00 am to noon, Monday through Friday. Financial management assistance is available for those receiving Benevolent Care.

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. Contact the receptionist or the Executive Administrative Assistant at Ext. 111 should you need the services of a notary.

Outside Agencies

There may be times while living in Magnolia that you may require more attention/care than our staff can provide for a short period of time. In lieu of raising your level of care, the use of a private duty for companionship or a home health aide can be utilized. This is a private pay agreement between a resident and the home health agency. A Private Duty Agreement will be required if a resident chooses to use services from a third party home care or home health agency.

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.

Upon the advice of the Fire Marshal, you are requested to limit flammable materials such as papers, books, magazines, etc. Electrical appliances must have automatic shut off and will be initially and routinely evaluated by our Maintenance staff for safety. Please refrain from bringing along toaster ovens, fans or electric heating pads.

Extension cords and humidifiers are NOT allowed in the Community.

Electric blankets must be inspected by Maintenance before use.

All throw rugs used in the room must have a rubber pad or rubber backing to prevent falls. Since the rubber backing becomes ineffective with laundering, you are encouraged to limit your use of throw rugs.

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 under the direction of Frederick Living.

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

Relocation In the Continuum Of Care

If the Frederick Living Care Team deems a move necessary within the Frederick Living 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, then the resident is responsible for making moving arrangements of all items both large and small, along with handling moving expenses and paying a relocation fee set by Frederick Living.

Disposition of Storage upon Resident's Transfer or Discharge

Personal property must be removed within 24 hours of resident's permanent transfer or discharge. Frederick Living may permit a longer time for removal of resident's possession in exchange for payment at the 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 the Community may dispose of resident's property and a charge for disposal will be billed to you.

For Level of Care Transfers please see Appendix F

Neighborhood Gatherings

All residents of Magnolia House are invited to attend Neighborhood Gatherings twice a month. The purpose of these gatherings are to inform residents of significant happenings in Personal Care and to present the opportunity for residents to ask questions and voice concerns regarding any and all aspects of Personal Care living. A copy of the minutes will be forwarded to all Personal Care residents for their review and file. Please refer to your calendar for date and time.

Resident Rights

1. A resident may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, sexual orientation, national origin, age, or sex.
2. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.
3. A resident shall be treated with dignity and respect.
4. 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.
5. 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.
6. 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.

7. A resident has the right to communicate privately and access the local ombudsman.
8. A resident has the right to practice the religion or faith of the resident's choice, or not to practice any religion or faith
9. A resident shall receive assistance in accessing health services.
10. A resident shall receive assistance in obtaining and keeping clean seasonal clothing.
11. A resident has the right to access, review and request corrections to the resident's record.
12. A resident has the right to furnish his room and purchase, receive, use and retain personal clothing and possessions.
13. A resident has the right to leave and return to the home at times consistent with home rules and the residents' support plan.
14. A resident has the right to relocate and to request and receive assistance from the home in relocating to another facility.
15. A resident has the right to freely associate, organize and communicate with others privately.
16. A resident shall be free from restraints.
17. A resident shall be compensated in accordance with State and Federal labor laws for labor performed on behalf of the home.
18. A resident has the right to receive visitors for a minimum of 12 hours daily, 7 days per week.
19. A resident has the right to privacy of self and possessions.
20. 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.

21. A resident has the right to remain in the home, as long as it is operating with a license.
22. A resident has the right to receive services contracted for in the resident-home contract.
23. A resident has the right to use both the home's procedures and external procedures to appeal involuntary discharge.
24. A resident has the right to a system to safeguard money and property.
25. A resident has the right to choose his own health care providers.
26. 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 PC Administrator advocates for resident 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 insurance claims, outside agency referrals, and encourage residents to seek counsel when needed for personal problems.

Telephone Service

Arrangements can be made for phone services. You have a choice of using Windstream phone company at 1-800-880-4570 or Comcast at 1-800-COMCAST to receive services. For installation of phone services, outside technicians are only allowed in the community on Tuesdays and

Thursdays. There is a fee for hook up. A monthly bill from the phone company will be sent to you. To avoid a service charge call FL rep. at (610) 506-2859.

Transportation Services

Frederick Living Transportation services are available for a fee. If you need transportation for a doctor visit, please alert the Personal Care Administrative Assistant at **Ext. 1113**. She will call transportation to arrange your transport and will let you know the date and time of your appointment and the time you will be picked up. The Transportation Department will make the appointment for you based on when a driver and car is available for you. Should you make an appointment before checking with Transportation, it may be possible that they will not be able to provide transportation when needed. Also, family and friends are not allowed to accompany you in the Frederick Living vehicle to your appointment. They must drive their own vehicles and meet you at the doctor's office.

Transfer Regarding Care Levels Policy

See Appendix F

Trash Service

Trash is collected by staff daily, Monday through Friday. There is no collection of trash over the weekend and glass, aluminum and newspapers can be recycled. Staff is available to collect your trash daily and we ask that you please refrain from leaving it in hallways. You can leave the trash in your apartment next to the door for pick up.

Valuables

Frederick Living Personal Care is not responsible for money, jewelry or other valuables kept in your room. Should you bring valuables with you

from home, you can obtain a key for the lock on your cabinet located in the bathroom of your apartment. A safe is also available in the Billing Office for valuables.

Wellness/Wellness Programming

We provide our residents with the opportunity to enjoy each day to the fullest and to live well. We provide Life Enrichment opportunities which incorporate the following dimensions of wellness: Spiritual, Emotional, Vocational, Intellectual, Social and Physical.

A variety of Life Enrichment activities are available to Personal Care residents. You will receive a calendar of events in your mailbox every month. This includes both small group activities and larger community-wide events. The calendar is also posted on the 2nd floor next to the Magnolia dining room. A Trip Sign- up book can be found on the second floor of the Rotunda if you are interested in going on a community trip. You are encouraged to participate in any activity of interest. You can also view a schedule of activities on the Frederick Living TV Channel. (Comcast-Channel 1979; Senior TV- Channel 4). Should you or your family/significant other wish to reserve a room for a private activity, please contact the Receptionist.

The Body Shop (Fitness Center) is located in Oaktree Center. A physician release form must be completed prior to using the Body Shop. Residents can determine a fitness baseline by participating in a personalized fitness assessment as part of the LiveFIT program. The Magnolia exercise program for residents is held on the first floor lounge on the East side, Monday through Friday at 9 a.m.

For further questions, please call the Magnolia Life Enrichment Coordinator at ext. 1000.

Worship Services/Pastoral Counseling

Non-denominational worship services are held in the auditorium at 10:30 AM on Sunday mornings. The Director of Pastoral Care at 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 1:30 pm in the first floor east lounge.