

**Spanish Peaks Veterans
Community Living Center
- Walsenburg, Colorado -**

FAQ's

(Frequently Asked Questions)

Revised September 2019

WELCOME

By becoming a member of our long-term care facility family, you are undergoing a major life change. While a few individuals may look forward to this change with glad anticipation, it is more likely you are experiencing feelings ranging from slight apprehension to deep-seated fear. In order to make the transition a little easier for you, we have compiled a list of questions that are frequently asked by new Residents with our answers.

NON-DISCRIMINATION

The Spanish Peaks Veterans Community Living Center (SPVCLC) serves Veterans having left the service of our country with any type of discharge other than dishonorable, as well as Veteran-related individuals such as wives, widows, widowers, and Gold Star parents. Admission is based upon the facility's ability to meet the needs of the Veteran or Veteran-related individual and without regard to gender, age, creed, race, ethnicity, national origin, sexual orientation, or physical disability.

There will be no discrimination by employees of the SPVCLC in providing services to the Residents.

~~ FREQUENTLY ASKED QUESTIONS ~~

WHAT CAN I EXPECT ON ADMISSION DAY?

You or your designated Power of Attorney will be greeted by the Admissions Coordinator who will explain and have you sign necessary business office admissions forms including fees and payment information. You will also receive the facility's hand-outs of *Notice of Privacy Practices* and *Residents Rights*. You will then be introduced to the Business Office Manager who may help you with any further questions.

The SPVCLC is a pre-pay facility. This means that if you are entering the facility as a Private Pay Resident, pre-payment for the month is expected at the time of admission. Prior to the day of admission, you will be informed of the pre-payment amount by the Admissions Coordinator. Medicaid Residents normally do not have a patient payment for the first month of admission. The Business Office Manager will discuss this with you in more detail.

After all admission paperwork is completed, you will be accompanied to your room and introduced to the nursing staff. Certified Nursing Assistants will take your vital signs and weigh you. A nurse will do a complete health assessment which normally takes about an hour. During this process, medical forms and paperwork will be completed. An inventory of all your personal items will also be made. Your clothing will be taken to the laundry department where staff will label and launder your clothing.

The SPVCLC is fortunate to have several outstanding physicians on staff. Prior to your arrival, staff conversed with medical staff and, if you did not have a preference during the pre-admission process, a doctor was chosen for you. Your doctor will either do an assessment in your room within 72-hours of your arrival or you may be taken to the doctor's office (located on campus) to be introduced and assessed.

WHAT DO I NEED TO BRING WITH ME?

We encourage a home-like environment so please bring any personal items such as pictures, a favorite chair, a flat-screen television, stereo, home decorations, etc., as well as your favorite hobby material when you come for admission. Please consider the size of your room when bringing items. The SPVCLC provides items necessary for personal hygiene such as toothpaste and shampoo. If you prefer a brand other than that provided by the facility, you will be responsible for the purchase. The hospital gift shop carries a few toiletry items and our Activities Department will be glad to pick up items for you on their weekly trips to the store. However, you will need to assume the financial responsibility for these purchases.

WHAT ABOUT VALUABLES AND PERSONAL BELONGINGS?

The SPVCLC furnishes each Resident with a lock box in their room upon request. The SPVCLC Social Services Department can help you obtain a lock box key. We try to minimize loss and misplacement of our Residents' personal belongings, but cannot always guarantee their security. Please consider whether jewelry, expensive clothing and accessories, fragile personal items, and excessive amounts of cash can be properly protected if left at the SPVCLC.

When any new item is brought into the SPVCLC after admission, please make certain that it is properly labeled before being placed in the Resident's room. The Ward Clerk can make certain this

happens. Please contact the Ward Clerk or Charge Nurse to add the item(s) to the Resident's inventory list.

Oftentimes, families will choose to have personal items donated to another Resident once their loved one passes away. You may make requests for such donated items. You may also choose to have your items donated. However, please be advised that if an accepting Resident is not identified, families will be responsible for picking up personal items or paying a disposal fee.

WHAT SIZE TELEVISION CAN I BRING?

Televisions measuring over 40 inches are generally too large for our rooms. Additionally, any television over 30 pounds will need to mount on a floor stand or other appropriate type of stand. Wall-mount televisions must be mounted flush to the wall and cannot be on an extension arm. Only our Safety and Maintenance personnel are authorized to install the hardware for a mounted television. You must provide your own wall mount. Basic Dish network television service is available in each room and is included in the basic room rate. Only flat-screen televisions will work with this service. In order to allow each person in the SPVCLC to have the best comfort and quality of life, we are asking for your cooperation in an area that may affect you or your fellow Resident. At 10:30 pm, we request that televisions and radios be turned off, or that you use headphones so as not to disturb your fellow Residents. If you choose not to use headphones, there are televisions in our common areas/ lounges for your enjoyment.

WILL I HAVE A ROOMMATE?

The SPVCLC has several private rooms available for Private Pay Residents and Service-Connected Veterans. However, there is a waiting list for these rooms. Please notify the Admissions Coordinator if you would like to be placed on the waiting list for a private room.

The SPVCLC has chosen what we believe to be a compatible roommate for you. However, most Residents are unaccustomed to sharing their living space with another adult and this may be a challenging experience. Occasionally, the facility may find it necessary to move you to another room. You also have the right to request a room change. If the SPVCLC initiates the move, the facility will incur any expenses associated with the move, i.e. phone costs. You and your family will be notified, except in an emergency, prior to the move. If you or your family initiates a room change, expenses incurred will be your responsibility.

WHAT ARE MY RIGHTS AS A RESIDENT?

At the time of admission, you will be given a print-out of *Resident Rights*. We ask that you read and become familiar with these *Rights*. The SPVCLC is adamant that the rights of our Residents and families be observed. If, at any time, you feel your rights as a Resident or as a family member have been violated, please let us know. The SPVCLC Social Services director is the overseer of Resident rights in this facility. However, you may discuss your concerns with any member of the staff and may be assured your concerns will be addressed. We would prefer that you bring your concerns to us in order for us to correct the problem. However, if you are uncomfortable discussing the issue with a staff member, you should contact the ombudsman for the area. The ombudsman is the advocate for Residents and is not affiliated with any nursing home. The name and phone number of the local ombudsman can be found on the bulletin board outside of the Assistant Director of Nursing office. The current ombudsman is Carole Daves and her phone number is (719) 845-1133, Ext. 208.

WHEN ARE VISITING HOURS?

This is your home and, as such, has no structured visiting hours. We encourage visits from your family and friends. Please ask your visitors to be respectful of other Residents and keep in mind that many of our elders retire early. If visitors arrive after 7:00 pm, please ensure that your visit is conducted in a quiet and sedate manner. For security purposes, all visitors must sign in and receive a Visitor badge at the Military Drive desk located on the second floor (immediately inside the main entrance into the SPVCLC). The Visitor badge should be worn at all times while visiting the SPVCLC. Because the doors of the facility are locked at 7:00 pm every evening, visitors arriving after that time will need to call ahead to have a staff member meet them at the doors at a specified time.

WHAT TIME DO WE EAT?

Your meals are provided as part of your daily room charge. Main meals are served in the Mountain View Dining Room with breakfast available from 7:00 am to 10:00 am, lunch from 11:00 am to 1:00 pm, and dinner from 4:00 pm to 6:00 pm. Grill menu items are available from 8:00 am to 6:00 pm. You may also take your meals in the Rosewood Café (which closes at 2:00 pm) located on the first floor of the facility free of charge. Snacks are available at any time.

Family members are welcome to dine with you. One family member may dine with you daily free of charge in the Mountain View Dining Room or Rosewood Café at any one of the scheduled meal times. Each additional family member will be charged \$5.00. If the Resident has a Personal Needs Account, the Resident or Resident's POA may sign the dietary ticket and the charge will be taken from the Personal Needs Account. However, if family members eat in the Rosewood Café and are not accompanied by you, they should expect to pay the standard charge for meals.

IS SMOKING ALLOWED?

Smoking is prohibited. The SPVCLC recognizes the harmful effects of both active and passive smoke and tobacco products. Allowing the use of tobacco products in and around our home does not support the image of our facility as a health care leader and does not promote a healthy environment for our Residents. It is the intent of the SPVCLC to protect the health and safety of our Residents. Smoking and the use of tobacco products (cigarettes, cigars, chewing tobacco, snuff, pipes, electronic cigarettes, marijuana, etc.) is prohibited in and on all SPVCLC and Spanish Peaks Regional Health Center buildings, grounds, parking lots, and vehicles on the premises.

WILL I HAVE A STRUCTURED PLAN OF CARE?

When you become a member of our facility family, the Care Plan Team will meet with you and your family to develop your individualized plan of care. The Team then meets at a minimum of every three months to review your plan and identify your strengths as well as areas which need improvement. During the Care Plan meeting, your individual goals will be set and techniques developed to achieve those goals. You, as well as your family members, are not only encouraged but are urged to attend the Care Plan meetings.

HOW MUCH MONEY SHOULD I KEEP? (PERSONAL NEEDS ACCOUNT)

You are encouraged to keep no more than \$10 in your room or on your person. The SPVCLC cannot be responsible for money lost or stolen while in your possession. In order to accommodate your personal needs, and in compliance with state law, the SPVCLC has established a Personal Needs Trust Fund at Community Banks of Colorado in Walsenburg and Citibank. While it is not mandatory

that you open a Personal Needs Account, the facility encourages you to do so in order to alleviate the necessity of keeping money in your room. Individual deposits and withdrawals are maintained by Business Office personnel and statements are sent quarterly to you and/or to your fiduciary Power of Attorney. Deposits to and withdrawals from your Personal Needs Account may be made by contacting the Business Office. Please provide at least a 24-hour notice for withdrawals greater than \$50. Normal Business Office hours are 7:30 am - 4:00 pm Monday thru Friday. Money is available at the Military Drive neighborhood desk Saturday & Sunday 8:00 am - 3:00 pm.

WHERE CAN I KEEP MY VALUABLES?

Although the facility does have a safe in which Residents' valuables may be deposited, space is limited. We encourage you to leave valued items with a trusted friend or family member. The SPVCLC does not assume responsibility for any cash or other valuables left in your room. Cash may be deposited and withdrawn through the Personal Needs Account.

You will obtain a lock box key from the SPVCLC Social Services Department. Lock boxes are installed in each room in the top drawer of the night stand. Please be aware, though, that the lock box is not completely theft proof. Suggested items for securing in your lock box include money, checks, credit/debit/gift cards, jewelry, and colognes or perfumes.

We are continuously striving to improve our facility and the standard of care we offer our Residents. As part of this effort, we have implemented "Scandent", a system that will help us prevent the loss of dentures, hearing aids, glasses, and other personal items that belong to our Residents. The system is comprised of RFID (radio frequency identification) scanners mounted at strategic locations throughout our facility. In addition, hand-held scanners can be used to search Resident rooms and other areas of the home. We are providing this service free-of-charge for our Residents. If you would like to opt out of this service, or if you have questions about the system or the tagging procedure, please let us know.

WHAT ACTIVITIES ARE AVAILABLE?

The SPVCLC Activities Department office is located behind the Ward Clerk's desk area in the Liberty/Freedom Hall Neighborhoods, across from the nurse's charting room. There are numerous activities throughout the day as well as special trips throughout the month. A posting of daily activities for the month may be found on the calendar across the hall from the Assistant Director of Nursing Office. There are daily postings of the offered activities on blackboards at each neighborhood desk. A monthly calendar of offered activities is also provided to each Resident's room. Your family members are encouraged to join you in any activity. We also welcome any suggestions for activities that you would like to see offered.

WHAT IF I NEED CLOTHES OR SOMETHING FROM A STORE?

The Activities Department sponsors one trip a week to local grocery and thrift stores. They also sponsor one trip a month to Wal-Mart alternating between the Pueblo and Trinidad locations. You may sign up to go on any of these trips. If you would prefer, you may have Activities Department staff pick up your items for you or request a one-on-one outing. The SPVCLC Social Services Department or Activities Department can also assist you in purchasing clothing, furniture, etc. Please let Social Services or Activities know your needs.

MAY I GO ON OUTINGS WITH FAMILY OR FRIENDS?

Residents are encouraged to enjoy outings from the facility. We do ask, though, that you sign out at the time of departure with date, time, destination, and who is accompanying you. You then need to sign back in with date and time when you return. The Resident Sign-In/Sign-Out books are located at the two neighborhood desks. You should use the book on the neighborhood where your room is located (i.e., Military Drive and Mountain View Residents use the book at the Military Drive desk; Liberty and Freedom Lane Residents use the book at the Liberty/Freedom Lane desk).

ARE TELEPHONE AND NEWSPAPERS PROVIDED?

Each Resident has a three-digit extension that can be accessed by dialing the main number (719) 738-5100 or (800) 645-8387. When the recording comes on, dial the Resident's three-digit extension provided upon admission. These extensions are correlated to the Resident's room, not to the Resident. So, if a Resident changes rooms, their three-digit extension will also change.

Residents can also call family and friends 24-hours a day, 7-days a week. Make sure to dial '9' and then the number. If a Resident needs to call long-distance, they can get a free long-distance calling card from the SPVCLC Social Services office across from the dining room. There are instructions on the card on how to make a long distance call. Staff will help with this process.

You may also make and receive calls at your neighborhood nursing station. Below are the direct phone numbers to the various neighborhoods:

Military Drive (Apts. 201 through 218) and East Military Drive (Apts. 301 through 303)	(719) 738-5167
Mountain View (Apts. 304 to 312)	(719) 738-5127
Liberty Lane (Apts. 401 through 415) and South Liberty Lane (Apts. 314 through 316)	(719) 738-5164
Freedom Lane (Apts. 501 through 514)	(719) 738-5154

You may choose to have newspapers delivered to you. It is the Resident's or family's responsibility to arrange for delivery. Please contact the Business Office if you need assistance or wish to have the payment deducted from the Personal Needs Account.

WHAT ABOUT PERSONAL MAIL?

Mail will be delivered to you by the Activities Department staff on a daily basis Monday through Saturday. Normally, you may expect your mail by 1:00 pm. All efforts are taken to ensure that your mail is delivered on the day it is received from the post office.

SHOULD I OFFER GRATUITIES FOR SERVICES I RECEIVE AT THE SPVCLC?

Employees are not permitted to accept tips, meals, loans, or any other gratuities from Residents. Acceptance of such gratuities will result in the immediate disciplinary action up to and including termination of the individual's employment with the SPVCLC. Please do not offer money or gifts to any employee for any reason.

IS THERE A BARBER AND BEAUTY SHOP?

A licensed beautician/barber is normally available on Mondays and occasionally again at the end of the week. Appointments may be made by contacting Activities Department staff. You may pay for

these services directly or have the fee taken from your Personal Needs Account by signing a petty cash slip at the time service is received. Because the beauticians/barbers are not employees of the SPVCLC, they may accept tips.

WHAT ABOUT A GIFT SHOP?

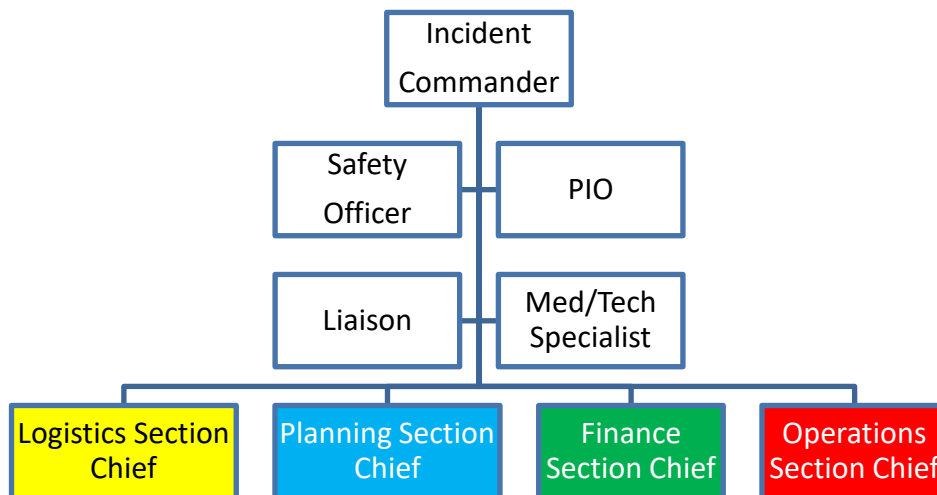
The facility gift shop, located on the first floor of the facility in the main entrance lobby, is staffed by the Hospital Auxiliary volunteers. Gift shop hours of operation are Monday through Friday from 10:00 am to 3:00 pm. Each Resident receives \$5-worth of free candy every month courtesy of the Residents' Contribution Fund.

WHAT HAPPENS IN THE EVENT OF AN EMERGENCY?

Spanish Peaks Veterans Community Living Center is committed to the safety of the Residents that call us home.

Spanish Peaks Veterans Community Living Center has a comprehensive plan and procedures for responding to emergency or disaster events. The plan uses an “All Hazards” approach to respond to events that may be deemed to cause harm to Residents, visitors, employees, and the physical structure of SPVCLC. Plans and procedures are based on a community and facility Hazards Vulnerability Assessment (HVA). This HVA is reviewed at least annually or as new hazards are identified. Response plans and procedures are developed if the hazard is deemed a threat to the safety of Residents, visitors, staff, or the facility.

The response to an emergency or disaster event is organized using a formal command and control known as the Healthcare Incident Command System (HICS). There are nine positions that could make up this team depending on the size and severity of the event. Below is the Command Organization that SPVCLC uses to respond to emergency events.



SPVCLC conducts an activation of its Emergency Preparedness Plan at least two times per year. We involve community response partners in a full-scale exercise where we simulate an actual event that would cause us to activate our Incident Command Team. This will usually involve the movement of “residents” in a simulated partial evacuation. We also conduct discussion-based tabletop exercises during the year for other types of events including severe weather or cyber attack as examples. These exercises help us identify strengths and areas to improve in our response capabilities.

The full plan is available for you to review. Please contact Dave McGraw, Safety and Security Officer, at ext. 145 or 719-738-5145 to set up a time to review the full plan or to discuss specific details of the plan.

HOW CAN MY VOICE BE HEARD?

The Resident Council provides a forum for Residents to share concerns and issues. The Council also administers financial donations made on behalf of the Residents. Council officers are Residents of the facility elected by their peers. All Residents are invited to attend the monthly meetings regularly scheduled the third Tuesday of each month at 1:00 pm in the Greenhorn Room.

The Food Committee meets the first Thursday of each month at 2:00 pm in the Mountain View dining room to allow Residents to provide their feedback and suggestions on menu choices.

The home has a grievance policy and procedure whereby Residents are encouraged to communicate any grievances with the assurance that their grievance will be addressed. The charge nurse is available 24 hours a day, 7 days a week to hear and process your grievance. April Secor is the Nursing Home Administrator and Grievance Officer. The administrative and management staff are also open and responsive to your concerns. You will be provided guidance through our grievance procedure whenever needed.

WHAT IF I WANT TO BE DISCHARGED?

We ask that you notify us as soon as possible and at least seven days in advance if you are planning to leave the SPVCLC permanently. This will allow us time to obtain discharge orders from your physician, organize paperwork, and make plans to ensure a safe and smooth transition for your move.

WHAT IF I HAVE QUESTIONS THAT AREN'T COVERED HERE?

We are very privileged to be able to provide service to you, our Veterans and Veteran-related Residents, and welcome the opportunity to repay you, if only in a small way, for the sacrifices you have made for our great country. If you have a question or concern that isn't addressed here, please ask. Below is a partial listing of staff that will be happy to answer your questions and address any concerns.

NURSING HOME ADMINISTRATION

Shannon Locke (719) 738-5197

MEDICAL AND NURSING STAFF

Dr. Michael Moll, Medical Director (719) 738-4590

Dr. Donald W. Dutton Jr. (719) 738-4590

Nancy Corsentino, Director of Nursing (DON) (719) 738-4511

Sherry Gomez, Assistant Director of Nursing (ADON) (719) 738-4501

ADMINISTRATIVE MANAGEMENT STAFF

Theresa Clift, Facility Compliance Officer (719) 738-5100

Polly Hill, Quality Assurance Coordinator (719) 738-5151

Sophia Vigil, Activities Director (719) 738-5136

Beth Martin, Business Office Manager (719) 738-4565

Jan Novak, Admissions Coordinator (719) 738-5133

Marydel Tucker, HIM Coordinator (719) 738- 5205

Dave McGraw, Support Services Director (719) 738-5145

Anthony Aldretti, Maintenance Manager (719) 738-5170

Allen Ortiz, Environmental Services Supervisor (719) 738-5130

Debbie McCain, Dietary Director (719) 738-5163

Bryan Ortiz, Social Services Assistant (719) 738-4519

OTHERS

William J. Gust, State Project Officer (719) 738-5137

Elizabeth Kelly, Facility Compliance Officer (719) 845-1133

Nick Vigil, Huerfano County Veteran Service Officer (719) 738-2810, Ext. 34

Anonymous Compliance Hotline Number 1-800-273-8452