



*The Villas at Canterfield*

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*A Retirement Community Rich in Lifestyle*

Main Number: 770-888-4929

**Resident Handbook**

## **Admission Policy**

The Villas at Canterfield is licensed as a Personal Care Home in the State of Georgia. Personal care may include provision of personal services (such as assistance with bathing, grooming, toileting, and dressing), assistance with medications, and the provision of assisted self-preservation (this means we will assist residents as needed to a designated point of safety).

Residents must have a physician's report of a physical examination within 30 days prior to admission. Residents must be free of communicable disease and cannot require continuous medical or nursing care or require physical or chemical restraints for behavioral control.

Prior to accepting a resident for admission, our Director of Wellness will do an assessment to determine the resident's needs and our ability to meet those needs. Resident care needs will also dictate fees for the provision of services above and beyond routine personal care. This assessment will be fully shared with the resident and family prior to admission.

An Admission fee of \$2,000 will be processed at the time of admission.

### Retention

In order to remain a resident at VAC, the resident must continue to meet the admission criteria as described above.

### Discharge Policy

If it is determined, based on a reassessment by the Wellness Director, that a resident no longer meets the criteria for living at The Villas at Canterfield, a care conference will be set up with the resident and family to discuss alternatives. The resident or family will be given 30 days to relocate unless it is determined that immediate placement is necessary. VAC will assist the resident and family to the extent possible to facilitate the best transition.

### Removal of Possessions

It is important that arrangements are made to remove all personal belongings from the apartment by the effective date of termination of the residency agreement. We will continue to charge the monthly room rate until all items are removed. We do not accept donations, nor will we dispose of anything remaining.

## **Dining Services**

Meal times are important events in every home. We encourage you to join your friends and neighbors in our beautiful dining room for your meals.

Our chef prepares delicious, home-cooked food. Menus include food items that allow for therapeutic (modified) diet selections as ordered by your doctor to include no added table salt, no concentrated sweets, puree, and mechanical soft. All meals are served restaurant style. Staff is available to assist you as needed. Meal times are:

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Breakfast: 7:30AM – 9:30AM  
Lunch: 11:00AM – 1:00 PM  
Dinner: 4:00PM – 6PM

### Guest Meals

We encourage you to invite friends and relatives to dine with you. We ask that you make reservations in advance. Charges can be added to your bill or paid at the time of your reservation. Guest meals are \$10 per meal. Guest can pay by check, cash or bill it to the residents monthly statement.

### Private Dining Room

You can reserve the Private Dining Room to entertain family and friends by contacting the Director.

### Room Service

We will provide complimentary room service on a temporary basis if you are ill or have a condition which may be infectious. The Director of Wellness will approve the room service and will make arrangements for it. For all other room services inquiries, you will be charged a \$3 fee.

### Food Storage

Please be sure that any food you keep in your room is stored and sealed in plastic containers and refrigerated if it is perishable. Our staff may remove any improperly stored or expired food from your apartment.

### **Elevators**

Each floor is accessible by stairs or elevators. You should not use the elevators during an emergency. Should the elevator stall, do not panic. Use the emergency telephone to call for help.

### **Emergencies**

#### Call System

Your apartment has an emergency call system in the bedroom and bathroom. Please pull the cord if you need immediate assistance for what you believe is an emergency. If you accidentally pull the cord, push the button up on the box – this will deactivate the emergency call. We also ask that you call the concierge or Director of Wellness to cancel the emergency.

#### Fire

If a fire alarm sounds please walk to the nearest stairwell exit. The fire department will determine if evacuation is necessary and they will direct the evacuation. Staff will assist all residents as needed.

#### Fire Drills

VAC conducts regular fire drills at different times of the day each month. We will go over the drill procedure during your orientation and provide reminders as needed during each drill. We

ask that you be patient and comply with the drill procedure whenever it occurs. We can never be complacent about safety.

### Evacuation

In the event that we must evacuate the building, VAC has made arrangements for alternate lodging for those displaced. The Executive Director will keep you and your family updated in the unlikely event this need arises.

### Inclement Weather and Tornadoes

VAC has policies and procedures in place to direct staff should the weather make it *difficult for them to get to and from work*. We have sufficient food and needed supplies to ensure that service and care continues. If the Weather Service has deemed it necessary to take cover in preparation for a tornado or has issued a tornado warning, residents will evacuate their rooms and common areas to the nearest stairwell or place of refuge. This drill procedure will be explained during your orientation.

### **Furnishing your Apartment/Residency Rules**

You are encouraged to furnish your apartment with the furniture and accessories you want to make it your home. We ask that you hang pictures and other objects with nail hangers that do not damage the walls. Maintenance can assist you upon request.

You may not make any physical or structural change to your apartment without prior written approval from the Executive Director. If permission is granted, you must return the apartment to its original form at your expense at the time of move out unless otherwise specified in your written agreement.

You will be given two keys to our apartment at the time of move-in. You may request additional keys from the Executive Director for a nominal fee. You are not to have keys copied independently. All keys must be turned in at the time of move out.

The Villas at Canterfield staff will need to enter your apartment to provide needed services such as nursing care, housekeeping, maintenance, laundry service or an emergency of some kind. In addition, representatives from the Georgia Department of Human Resources that regulates us as a Personal Care Home regularly visits and surveys the premises. Ombudsmen also visit.

### **Gratuities/Tipping/Gifts/Solicitation**

Tipping for service is not allowed at any time at the VAC. Employees are not permitted to purchase, accept, or receive any resident's possessions without prior written consent between the resident or family member, the employee, and the Executive Director. These policies are in place to protect you and to avoid problems among employees. They are strictly enforced. Employees know they will be discharged if they violate these rules.

VAC prohibits unauthorized solicitation or sales persons from entering its premises. Such people will be asked to leave the premises. In order to present political causes or candidates at VAC, the parties must agree to present the issues together as part of the same forum.

Employees are strictly forbidden from assisting a resident with personal financial matters or from serving as a resident's Power of Attorney, Conservator, or any other legal representative.

## **Health and Wellness Services**

You, the resident, are our number one priority. We will do everything we can to help you attain and maintain the maximum state of health possible for you. Our services and programs address all six areas of wellness: physical, emotional, social, spiritual, intellectual, and vocational.

### Assessment/Individual Care Plan

We will conduct a comprehensive assessment of your needs and preferences prior to admission and on a regular basis thereafter. A written plan will be developed based on this assessment. This plan will not only address specific care needs for things such as dressing, bathing, toileting, etc., but also your personal preferences such as when you like to get up or what time you like to go to bed, what activities you enjoy or think you would like to try. This plan will be shared with you and your family (if you choose) and will be modified as your needs or wants change.

### Home Health Care

If home health care is needed, you may choose to contract with one of our preferred providers or any agency of your choice provided that agency complies with VAC's off-site provider guidelines.

### Hospitalizations

All residents must be reassessed by the Director of Wellness prior to returning to the community after a hospitalization. This is done to ensure we will be able to meet your needs.

### Medications

You may keep your medications in your room as long as this arrangement is not hazardous in any way to you or other residents (medications must be locked at all times). Your doctor will advise you on this decision.

If VAC nursing staff assists in administering your medications, they will do so at the times ordered by your doctor. You may not have any over the counter medications in your room or on your person without a written doctor's order.

### Oxygen Use

Residents who use oxygen are required to have emergency arrangements in place with their oxygen provider for necessary back up in the event of an emergency. Such emergencies may include but are not limited to power outages due to thunderstorms, hurricanes, etc. VAC does not provide emergency power to run oxygen concentrators. Oxygen cylinders are not kept on the premises.

### Personal Hygiene

You and/or your responsible party assume all responsibility, including financial, for supplying any and all incontinent and other personal toiletries (tissue, soap, oral hygiene products, etc.). In the event supplies are not available, nursing staff will order them through our supplier and you will be billed for them.

### Pharmacy

VAC has an agreement with Guardian Pharmacy to provide pharmacy services to our residents. We chose this pharmacy based on their expertise in geriatrics and their ability to provide required medication packaging, 24-hour, daily delivery availability, consultant pharmacy services, and other services. You may choose another pharmacy as long as that pharmacy agrees to deliver your prescriptions as needed and package them in a multi-dose packaging system. VAC will refill your prescriptions on an ongoing basis unless you have chosen to self-administer. You will incur a \$5.00 per prescription fee any time our pharmacy has to repackage a drug.

### Podiatrist

VAC has a podiatrist who comes to the community on a regular basis. You may make an appointment through the concierge. You can use any podiatrist of your choice in the community.

### Proxy Caregivers

If you need services above and beyond those provided by your level of care, you may employ a proxy caregiver through VAC. Approval must be given in advance by the Director of Wellness or Executive Director for anyone who is not an employee of VAC.

### Wheelchairs, Walkers, and Motorized Carts

You must furnish your own wheelchair or walker as ordered by a doctor. They may be rented or purchased. We can assist you in making these arrangements.

Walkers must be equipped with rear skids or slides for safety reasons.

In order to use an electric cart such as a scooter, the following provisions must be met:

- A. Your physician has ordered the device for your mobility
- B. VAC staff, including our physical therapist, have determined you have the reflexes to safely operate said device with the VAC building and grounds
- C. You must pay the \$500 non-refundable fee. Any damages caused by the use of the electric scooter exceeding \$500 will be the responsibility of the resident or resident family member.

Walkers, wheelchairs, or motorized carts must be parked inside your apartment. Our corridors must always be kept free from obstruction.

## **Other Services**

### Beauty and Barber Shops

VAC contracts with an independent contractor to provide this service. Their hours and fees are listed on the door. You can make an appointment by calling the number listed or with the concierge.

### Housekeeping

Your monthly fee includes weekly housekeeping by VAC staff. This service includes vacuuming and spot cleaning high traffic areas, cleaning the sink, shower, stool and floor in your bathroom, and kitchenette. The housekeeping staff will not move furniture or valuables. You may purchase additional housekeeping services for a fee.

### Laundry

Your clothes will be washed on an individual basis by our staff and returned to your room. We suggest writing your name on all clothing. Your linens will be done and returned weekly or more often as required. You can use the washer and dryer to do your own clothes if you prefer. You can make arrangements for dry cleaning services through our concierge.

### Maintenance

The maintenance department is responsible for the upkeep of the community including your apartment. We ask that you complete a work order request for the work you need done. Staff can assist you with this as needed.

### Transportation

VAC has a car and a bus available to take you to scheduled appointments with your doctor (on Wednesdays), outings for events and activities such as grocery shopping. The activity calendar will list the date and time for any planned event. Arrangements for transportation should be made through the concierge. We urge you to make these arrangements as soon as you have your appointment to help ensure our ability to accommodate you.

## **Signing Out/ Absences**

If you leave VAC for part of the day for any reason, please be sure to sign in and out at the concierge desk. This will assist us should you receive a phone call or visitor. It also lets us know if you will be present for meals.

It is essential that the wellness staff be advised of all doctor's appointments even if you are arranging your own transportation. There are certain forms that must accompany you and need to be returned to us to ensure proper communication between our nursing staff and your doctor.

If you plan to be away for an extended period of time, please be sure to advise the concierge of both your date of departure and date of return. If our nursing staff supervises your medications, we will need to make sure you have the necessary meds to take with you.

### Elopement/Leave of Absence Without Notice

We ask that you always sign in and out when you leave the premises. If you forget or otherwise fail to do so and it is determined by staff that you are not on the premises (refer to elopement policy at the addendum to this handbook) we will consider that you have eloped. The community, at our discretion, will notify family members and appropriate authorities. Repeated failure to sign in and out will be grounds for discharge.

### **Suggestions/Compliments/Complaints/Grievances**

We have an open door policy for all residents and families. We encourage you to come in and express your ideas, compliments, and concerns at any time. We like to hear them as soon as possible so that we can address them, especially complaints, before they become a bigger issue. We know we are not perfect and that we will make mistakes, but, to use an old cliché “we cannot fix it if we do not know it is broken.”

There is a suggestion box in the lobby should you prefer to leave your comments in writing. But please be as specific as possible so that we can follow up. We hold monthly resident council meetings and you are encouraged to bring up ideas or concerns there, too. There is a formal grievance policy and form which you can use if you do feel that your concerns have not been addressed to your satisfaction.

### Ombudsman

The state provides Ombudsmen who visit each community, unannounced, on a regular basis. You can discuss any concerns you have with them or call them at the number displayed in the lobby.

## **Pet Policy**

Residents at the Villas at Canterfield are permitted to have a pet live with them in their apartment provided they adhere to the following rules:

1. Pet must be less than 20 pounds.
2. Pet must have full inoculations and resident must provide proof of such.
3. Pets must not disturb, harm or threaten other residents, visitors or staff in any manner. Pets shall not be allowed to interfere with an enjoyable living environment for all residents by barking, howling, biting, scratching or whining.
4. The resident must be able to independently care for the pet without help from the facility. All resident pets must reside in the resident's apartment. They will be allowed in the common areas of the facility only when under the control of the owner. No pet may be allowed loose on the facility grounds or in the area surrounding the facility. At no time does the facility permit any animal to be in the kitchen or dining area.



5. The pet must be fully house trained. Pets must not be allowed to toilet on the floor. Pet urine or feces soiling the floor or carpet shall be reported at once for proper cleaning. Cat litter must be well maintained so as not to create unpleasant odors.
6. Pets must be well groomed and bathed. Pets may be fed only in the resident's apartment.
7. Pre-arrangements for pet care and housing must be made if resident is absent for longer than 12 hours. In the event of a sudden illness, the family or responsible party will be required to pick up the pet. If the pet is left unattended for more than 24 hours, the facility will arrange, at the resident's expense, temporary housing of the pet.

## **Elopement Procedures**

### Policy

A resident is determined missing if they have not signed out and cannot be found on the premises at the end of the shift. In memory care, a resident is determined missing should their whereabouts be unknown as soon as it is apparent the resident is not in the immediate vicinity of the secured unit. The Team Facilitator in charge will be responsible to initiate response policies and procedures.

### Procedure

1. Once determined that a resident is missing, the Wellness Director, and Executive Director must be informed immediately, and a thorough search of the building and grounds done by staff on premises.
2. Staff members will be assigned to stay in the general population and in the memory care unit to assure the continuum of care for all other residents. All other staff must participate in the search. Facility map locator for search areas will assist in preliminary search.
3. After a thorough search is done of the entire building and grounds and it is determined that the resident is indeed missing, the family, responsible party, etc. and local law enforcement is to be notified per Mattie's law to request assistance in the search. The following information is to be provided to law enforcement officials:
  - a. Name of resident
  - b. Physical description of resident and photograph
  - c. Sex of resident
  - d. Time discovered missing
  - e. Area resident was last seen and times of day the resident was last seen'
  - f. Physical impairments if any
  - g. Mental condition and if resident is at risk to be a harm to self or others
  - h. Language spoken
  - i. Clothing worn and colors of clothing
  - j. Previous home address and addresses of close residents in vicinity
  - k. Favorite spots to include restaurants, friend's homes, etc.
4. If possible recall all off duty personnel to assist in search.

5. Notify volunteer assistance groups of the need for assistance to add additional search personnel.
6. Organize and institute an expanding search of the neighborhood and surrounding the facility.
7. Keep in touch with relatives and friends and notify potential favorite spots if they see the resident to notify the facility as soon as the resident is seen.
8. As soon as the Wellness Directory/Memory Care Program Director and/or Executive Director arrive on the scene they will then take over the continuing responsibility of the search and resident care at whatever stage of the search has been reached.
9. RESIDENTS AT RISK FOR CONTINUED ELOPMENT FROM MEMORY CARE WIL BE GIVEN A 30 DAY NOTICE OF DISCHARGE FROM THE FACILITY.
10. Facility staff will demonstrate their knowledge of Elopement response policies and procedures through their participation in Elopement drills and in-service education.
11. One resident has been located, their wellbeing will be secured and an appropriate monitored system put in place.
12. We will notify the Department of Community Health and complete the ALC/CLA/PCH Incident Report