



PROGRAM STATEMENT

INTRODUCTION

Meadowlark Healthcare, in cooperation with Dove Healthcare – West Eau Claire, operates a Community Based Residential Facility (CBRF) known as *Dove Healthcare - Orchard Hills*.

Dove Healthcare - Orchard Hills is an integral part of a continuum of care located on the Dove Healthcare – West Eau Claire campus at 1403 Truax Boulevard in Eau Claire, Wisconsin.

Our facility is designed to enhance your quality of life and independence. We have qualified staff available on-site 24 hours a day, as well as an on-call nurse consultant. Therapists at Dove Healthcare – West Eau Claire are also available should you need any skilled therapy services.

Once you visit our facility you will see why Dove Healthcare - Orchard Hills is a facility you can trust to provide cost effective, high quality services.

OUR FACILITY

Dove Healthcare - Orchard Hills is located adjacent to Dove Healthcare – West Eau Claire, with many services conveniently provided by Dove Healthcare – West Eau Claire. A private entrance and separation of our CBRF from the nursing home assures that only residents of similar interest and abilities will surround you, yet a connection between the two allows for an easy thoroughfare when needed.

The following are some interesting facts about Dove Healthcare - Orchard Hills.

Size: Dove Healthcare - Orchard Hills is licensed for 39 residents.

Facility Classification: Class CNA - This means that our facility may serve residents who are ambulatory, semi-ambulatory, or non-ambulatory. One or more residents may not be physically or mentally capable of responding to an electronic alarm and exiting the facility without help or verbal or physical prompting.

Admission & Retention Limitations: The following conditions or care needs can not be provided in our assisted living:

1. Medically unstable condition (i.e. sliding-scale insulin or frequent and complex changes in medical orders)

2. The resident's clinical condition must be stable and predictable, not change rapidly, and medical orders must not involve frequent changes or complex modifications.
3. 2 person transfers
4. History of unsafe wandering or successful elopement will result in further assessment on an individual basis to ensure facility is able to maintain the resident's safety.
5. Destructive of property or self, or who is physically or mentally abusive to others
6. A need for more than 3 hours of licensed nursing care per week
7. Diagnosis of a communicable disease
8. Physical restraints

Resident Group Served: Dove Healthcare - Orchard Hills will serve those who are elderly or those who would be comfortable with the elderly and are in need of some assistance and supervision with activities of daily living and or medication management and administration. Dove Healthcare - Orchard Hills is able to care for residents who need assistance with walking. Assistive devices such as canes, wheelchairs and walkers are welcome. We are able to care for mildly confused residents as long as unsafe wandering or elopement is not a problem.

OUR SERVICES AND GOALS

Dove Healthcare - Orchard Hills exists to help you maintain your highest possible level of functioning. It is our goal to keep you alert, independent and content. Our services include the following:

1. Health monitoring, assessments and care planning through our Director, registered nurse consultant and resident assistant staff
2. Registered Nurse Consultant: On-site 5 days per week with on-call coverage 7 days a week, 24 hours a day.
3. Assistance with activities of daily living, such as grooming, dressing, eating, and toileting as needed
4. In-house physical, occupational and speech therapy services
5. Resident Choice Meal Plan
6. Therapeutic diets supervised by our consulting dietician
7. Assistance with medication management and administration if required
8. Daily activity programming
9. Assistance with showers or tub baths if needed
10. Cable television and telephone service
11. Assistance with personal funds by using our Resident Trust Account
12. Coordination of transportation and medical appointments
13. In-house doctor visits if required and as provided by your personal physician
14. On-site barber and beautician services
15. State-of-the-art call system for easy access to resident assistant staff 24/7
16. Comfortable common areas for reading, watching television and visiting with others
17. Weekly church services in at Dove Healthcare – West Eau Claire
18. Pharmacy Services

Most of the services offered are included in your fees, but some are subjected to third party billing. This is covered in more detail in our admission agreement packet.

The following employees will provide the above mentioned services:

1. Facility Director: Full-time and on-call 7 days a week, 24 hours a day. In the event the Director is away from Orchard Hills and unavailable or on vacation, the Assistant Director is on-call
2. Assistant Director: Full-time and on-call as needed
3. Resident Assistants (RA): 7 days a week, 24 hours a day; 3 RA's scheduled 6a-2p, 3 RA's scheduled 2p-10p and 2 RA's scheduled 10p-6a
4. Registered Nurse Consultants: On-site visits made routinely and 24-hour on call coverage
5. AM Hostess: Part-time
6. Recreation Coordinator: Full-time activity coordinator and resident assistants provide activity programming 7 days a week
7. Nutritional Services: Meals are contracted from Dove Healthcare - West Eau Claire
8. Consulting Dietician: Available on an as needed basis
9. Maintenance Technicians: Contracted from Dove Healthcare – West Eau Claire
10. Physical, Occupational and Speech Therapists: In-house therapists are available on a fee-for-service basis through insurance, Medicare and private pay

HOSPICE/RESPIRE CARE

Our facility will provide, when appropriate, hospice and respite care for the same resident population type that we currently serve. Contracts are in place with area agencies to coordinate this service. Minimum notice and stay requirements must be met. See the director for further details.

SMOKING

As of December 2006, Dove Healthcare - Orchard Hills and its grounds are smoke-free. Smoking in/on its premises could result in immediate discharge. Smoking of cigarettes, e-cigarettes, cigars, pipes, chewing tobacco, etc. are all prohibited. Any non-adherence to this rule could result in immediate discharge.

“GETTING ALONG WITH OTHERS”

For many, living with a large number of other people is a new experience. Courtesy and respecting the privacy of others is key to forming new friends and having happy, meaningful relationships. If disagreements occur, our Director will help resolve the matter by using the facility grievance procedures.

YOUR HEALTH

The facility will assume responsibility to monitor your health. Each new admission must have a health examination to identify health problems and to screen for communicable diseases. A registered nurse, doctor, physician assistant or nurse practitioner can

conduct this examination. The examination must take place within 90 days before admission or within 7 days after admission. The screening for communicable diseases shall include a TB skin test using the Mantoux 5tu PPD test and a visual screening for other clinically apparent communicable diseases. Each resident shall, at a minimum, have a follow-up health examination annually unless a physician is seeing the resident on a regular basis (every 6 months). The facility will monitor and arrange for any needed medical or mental health services on an ongoing basis.

The Dove Healthcare - Orchard Hills Director will prepare an Individualized Service Plan (ISP) based on initial assessment and health screenings. The ISP is a person-centered care tool which covers the following areas if they apply to you:

1. Social Skills: activity interest, speech, vision and hearing limitations, family and community contacts and hobbies
2. Cognitive Status: orientation, decision-making, self-evacuation
3. Mobility, ambulation, transfer skills
4. Activities of Daily Living Needs: toileting, dressing, bathing, grooming, eating
5. Nutrition: dietary needs and restrictions (i.e. fluids, supplement needs, swallowing difficulties)
6. Diabetic Management
7. Medication Management: your needs and ability to safely and accurately safeguard and administer your own medications
8. Pain management and comfort measures
9. Regular Health and Wellness Treatments or Monitoring (i.e. nail care, foot care, labs, vitals and weight checks)
10. Skin Care: monitoring and treatments
11. Psychological Well Being: mental and emotional health status, behavior patterns that may be harmful to yourself and others, and measures to protect all residents
12. Ability to care for yourself, including the need for adaptive equipment or training
13. Capacity for self-direction
14. Safety: including self evacuation, fall risk assessment and elopement risk assessment
15. Daily routines, including transportation arrangements for appointments

The ISP shall be developed within 30 days of admission and revised at least annually thereafter. Any significant change of condition will require a review and change of the ISP after notification of proper individuals (i.e., resident, family, and physician). Routine communication with the resident and guardian, as well as other providers, is welcome in the development and revision of the ISP.

TRANSPORTATION

Dove Healthcare - Orchard Hills staff will assist residents as needed to set up transportation to and from medical appointments. If a resident requires accompaniment to their medical appointment, the resident's guardian or primary contact will be notified to arrange for this. The facility will provide transportation, when needed, for an additional fee. The city bus line stops adjacent to the facility if you choose to

independently travel on your own. The city taxi services are also available for your convenience. Parking is available if you use your own vehicle for transportation.

FAMILY VISITING

We encourage families to remain involved in the care and lives of their loved ones. The facility is locked during the night hours for the protection of the residents and staff, but you are welcome to visit at any time. Access into Dove Healthcare - Orchard Hills during night hours can be achieved by entering through Dove Healthcare – West Eau Claire; ring their door bell and wait for a staff member to assist you.

We encourage family members to dine with their loved one whenever possible (guest meal prices provided in admission documents). The facility will provide, for a small fee, family dinners and social luncheons in our dining area upon your request. In addition, the facility may host family picnics and suppers from time to time, which we encourage family members to participate in.

Telephone service is available in each studio apartment. We encourage you to have telephone services so that you can have greater contact with family and friends.

COMMUNITY/FACILITY ACTIVITIES

We encourage you to stay involved in normal community activities. A list of current community activities that may be of interest to you is posted for your reference should you have an interest in attending something in the community. Transportation can be arranged for you to attend something in the community at your request and cost. You are welcome to attend community outings with your loved ones, and will be encouraged to do so as well when Dove Healthcare - Orchard Hills arranges a group outing for residents to attend. The facility shall also arrange for local groups to entertain our residents in the facility. A monthly facility activity calendar is posted for your reference. Activities will be provided seven days a week.

MEDICATIONS

The facility encourages you to control and administer your own medications if deemed safe and appropriate by your physician. If needed, we are able to assist you in managing this important task. At the time of admission the facility will assess and develop “Individualized Service Plans” to safely control and administer your medications. All medications must be prescribed by a physician and provided by a licensed pharmacist in a manner consistent with the facility medication delivery system. We do not allow family members or residents to bring over the counter medications (ie: aspirin, Tums, etc.) into a resident room until Dove Healthcare - Orchard Hills obtains a physician order for that medication. Our main concern is the safety of all our residents. Controlled substances (Schedule II drugs) must be handled in accordance with 21 USC 812 (c) and Wisconsin Uniform Controlled Substances Act, Ch 161. stats.

FIRE/EMERGENCY/DRILLS

Our facility is equipped with a state of the art sprinkler, smoke detector, and fire detection system. This system is automatically tied into the local fire department. The facility conducts quarterly emergency and fire drills for your continued safety.

FOOD SERVICES

Therapeutic diets can easily be arranged for and need to be ordered by a physician. Menus are posted in the dining room for your information.

PERSONAL ITEMS

We encourage you to bring personal items such as furnishings, pictures, flowers, etc. We believe that this is your home and therefore your tastes and personal items are important to your happiness. . In cases of respite care, we are able to furnish your room with the necessary items (bed, nightstand, chair, etc.). We do request that all items that need to be hung be done by our Maintenance Department; see the Director to make arrangements.

RESIDENT FUNDS

Our facility has made provisions to handle your personal funds by setting up a “Resident Trust Fund” which is insured by a national bonding company. These funds are not “co-mingled” with facility operating funds. State rules limit the balance in an individual “Trust Account” to \$200. Any excess will be returned to the resident or family. Assistance can be provided if the resident is in need of setting up checking or savings accounts at a local bank.

LAUNDRY

Linens, bedding and personal clothing can be laundered by the resident, family, local dry cleaning service, or the facility. Please note that the resident must provide linens, towels and bedding. If the facility is asked to do the laundry, there is no additional charge. All clothing that is to be laundered by the facility will be marked with the resident’s name by our laundry department upon admission. Dove Healthcare - Orchard Hills has a laundry room available at no extra cost to residents wishing to do their own laundry (resident must provide own laundry soap). We encourage those residents’ that wish to do their own laundry to still have their laundry marked.

HOUSEKEEPING

Because we want you to remain as independent as long as possible, we encourage you to make your beds, dust your rooms and keep your private areas clean and orderly. Our resident assistant staff will provide cleaning services as scheduled and as needed in all areas at no additional charge.

OMBUDSMEN

If you need assistance from an outside agency to address your concerns, you may contact:

**State of Wisconsin
Board on Aging and Long Term Care**
718 West Clairemont Ave., Room 117
Eau Claire, WI. 54701
(715) 836-3627

OR

**Assisted Living Regional Director
Western Region**
610 Gibson St. STE 1
Eau Claire, WI 54701-2626