

**Bethel Manor and Winona Shores  
Housing with Services  
Service Levels and Health Care Fees  
Effective Date September 1, 2010**

Bethel Manor and Winona Shores Apartments offer a full range of personal health care services. A pre-assessment prior to move-in may be conducted and a full assessment at the time of move in is required if receiving services. A registered nurse will determine the levels of care the resident requires. The following descriptions outline the service levels available at Bethel Manor and Winona Shores Apartments. Unless there is a major change in condition, the levels of care will remain consistent for the entire month. When a major change in condition occurs, an assessment will be conducted and services will be adjusted accordingly. The following provides a brief description of the services provided in each service level.

**Customized Packages**

(1) Scheduled services that exceed the 15 or 30 minutes per day will be billed at the prevailing quarter hour rate.

**Bathing Assistance**

This service provides assistance with one to three showers per week. This includes observation of skin conditions and application of lotion (if desired). Showers are typically scheduled for approximately 30 minutes each. This does not include dressing assistance. Offered 1-3 times per week as requested.

**Whirlpool Spa Bath**

This service lasts approximately 45 minutes including assistance getting into/and out of the whirlpool, approximately 20 minutes in the whirlpool, assistance drying off, and lotion application. Optional spa features include aromatherapy, relaxation music, and warmed towels.

**Dressing &/or Grooming – Minimal Assistance**

The service includes a customized selection of dressing and grooming services needed by the resident to prepare for the day and/or evening. This service typically takes approximately 15 minutes and may involve personal grooming such as hair care, shaving, oral hygiene, lotion, powder, and/or make-up application. Minimal Dressing and Grooming consist primarily of verbal reminders and/or cueing and less hands-on care. This services is available morning and/or evening.

**Dressing &/or Grooming – Total Assistance**

The service includes a customized selection of dressing and grooming services needed by the resident to prepare for the day and evening. This service typically averages between 25 and 35 minutes and may involve personal grooming such as hair care, pericare, shaving, oral hygiene, lotion, powder, and/or make-up application. Total AM Dressing and Grooming consist of primarily hands-on direct care and less verbal reminders and/or cueing. This service is available morning and/or evening.

**Personal Hygiene Assistance**

This service includes bathroom assistance on a schedule or as needed. When receiving this service, there are no additional charges for unscheduled bathroom assistance during daytime or nighttime hours. Service is provided to promote skin integrity and personal hygiene 24 hours/day. This service may include the ordering of incontinence products per request. This includes transfer assistance by one staff person only. \*Resident must also purchase the pendant response service in order to benefit from unscheduled personal hygiene assistance.

### **Regularly Scheduled Resident Assistant Tasks - A**

This service provides up to 15 minutes a day <sup>(1)</sup> with regularly scheduled home health aide tasks such as exchange oxygen tanks, nebulizer, catheter bag service, ostomy, simple wound dressing changes, or vitals.

### **Regularly Scheduled Resident Assistant Tasks - B**

This service provides up to 30 minutes per day <sup>(1)</sup> for regularly scheduled home health aide tasks such as refilling oxygen tanks, nebulizer, catheter bag service, ostomy, simple wound dressing changes, or vitals.

### **Therapeutic Ambulation**

This service includes stand by assistance of one resident assistant to assist in walking for exercise or range of motion within the building up to two times per day, 15 minutes each session.

### **Transfer Assistance**

This service provides one resident assistant to transfer a resident from a stationary location to another, for example transferring from bed to chair, chair to bed, etc. A transfer belt may be used. Transfers are with the assistance of one staff person only. This does not include any other services other than assistance with transfers. \*Resident must also purchase the pendant response service in order to benefit from unscheduled personal hygiene assistance.

### **Diabetic Monitoring Minimum**

This is for Residents who are knowledgeable about their diabetes diagnosis, needing minimal assistance. Resident will independently check their glucose levels, staff will monitor results up to two times daily and document in the Resident's record.

### **Diabetic Monitoring Maximum**

This service includes blood glucose checks performed with the Resident's blood sugar machine by trained staff up to 4 times daily. Glucose results are documented in Resident record.

### **Insulin Management Minimum (Up to 2 times per day)**

Licensed staff draws up the insulin and the Resident Assistant gives the injection to the client. Or, licensed staff draws up the insulin and the Resident Assistant gives the syringe to the client for self administration. Resident Assistant can verify the pre-drawn insulin but can not set the dose or draw up insulin for a Resident.

### **Insulin Management Maximum (3 or more times per day)**

Licensed staff draws up the insulin and the Resident Assistant gives the injection to the client. Or, licensed staff draws up the insulin and the Resident Assistant gives the syringe to the client for self administration. Resident Assistant can verify the pre-drawn insulin but can not set the dose or draw up insulin for a tenant.

### **Medication Management - Simple or Complex <sup>(2)</sup> A (1- 2 total passes per day)**

Resident receives assistance with administration of the prescribed medication in accordance with doctor's orders with one or two total medication passes per day. Medications may include oral medications, ointments, PRN, and/or eye/ear drops. This service includes Medication Set-up; however, the facility will be responsible for storing and handling the container/pillbox between set-ups. The facility will provide a locked drawer/container for medications.

### **Medication Management - Simple or Complex <sup>(2)</sup>B (3+ total passes per day)**

Resident receives assistance with or administration of the prescribed medication in accordance with Doctor's orders with three or more medication passes per day. Medications may include oral medications, ointments, PRN, and/or eye/ear drops. This service includes Medication Set-up; however, the facility will be responsible for storing and handling the container/pillbox between set-ups. The facility will provide a locked drawer/container for medications.

### **Medication Setup Only**

Resident is able to take medications on his/her own, but requests an RN to set-up medications in containers labeled for the day of the week. The Resident is responsible for storing and handling the container between set-ups. This service includes medications changes.

### **Post Cataract Care**

Following cataract surgery, trained staff will administer eye drop medications as prescribed for the duration of treatment.

### **B12 Injections**

The RN provides regular B12 injections for resident.

### **Vital Sign/Weight Management**

Staff will weigh and monitor blood pressure, pulse, respiration and temp. Client's weight and vital signs are checked. The pendant response system is tested.

### **Foot Care (nail care)**

This service includes nail trimming and application of lotion if requested. All supplies are included in the fee. This service is performed by a Resident Assistant or RN if medically needed (e.g. residents who are diabetic or on blood thinners). Each session typically lasts about 20 minutes.

### **Compression Hosiery/Brace Assistance**

Staff applies and/or removes compression hose or braces.

### **Nursing Services**

A registered nurse will provide assistance upon client's request. This will include nursing assessments for medical conditions as needed. Services are billed in 15 minute increments.

### **Resident Assistant Services**

Resident Assistants will provide assistance upon client's request. This will include any service requested by the client that is not on the client's current schedule of services. Services are billed in 15 minute increments.

### **Pendant Response Service**

This service includes a pendant that the client wears and pushes in case of an emergency or to request help (assistance to the bathroom, medical questions or concerns, general assistance). The call for help will be answered by our 24 hour staff. Pendant comes with a necklace chain; however wristbands are available for purchase separately. Additional charges may be accrued for services received.

### **Fall Assessment/Intervention**

If a resident falls, there will be a charge for staff assessment and assistance. This includes observation for injury, checking vital signs, assistance in getting to chair or bed, contacting family and emergency services if necessary.

### **Daily Reassurance Checks**

This service provides one daily check at a set time. Daily reassurance checks do not include any personal care and if personal care is requested or required, an additional charge may be assessed.

### **Scheduled Comfort Checks**

This service provides scheduled safety checks. This service is commonly used for someone at risk for falls, unable to utilize his/her call pendant, recovering from an illness or health procedure, has anxiety or confusion, or prefers isolation. The times for the checks will be determined upon implementation. Safety checks do not include any personal care and if personal care is requested or required, an additional charge may be assessed.

### **Meals**

Meals are served at noon and 5:30 p.m. Noon meal is served in the Winona Shores Community Room. Supper meal is served in to go containers. Delivery to apartments is available at an additional charge. Residents are to sign up in advance to begin this service.

### **Escort to Meals**

This service includes scheduled escorts to/from the resident's apartment and community dining room for noon meal dining only.

### **Escorts within Campus**

This service includes scheduled and unscheduled escorts for Resident's to activities or appointments such as the to the Bethany chapel, beauty/barber shop, activities, or to visit Residents living elsewhere within Bethany Community. This may include the encouragement in the use of an assistive device.

### **Meal Delivery**

If there is a request to have meals from our community room delivered to a Resident's apartment, we will do so for an additional charge. Residents are responsible for setting up their own

### **Nutritional Support**

This service provides assistance for the resident at meal times. Assistance may include meal ordering and setting up food, i.e., thickening, puree, and encouragement to eat. Emphasis is on assisting the resident to eat independently.

### **Grocery Shopping**

Residents turn in their grocery lists to the office. Orders are submitted online, and groceries are delivered weekly on a designated day from Pete's County Market.

### **Housekeeping**

Up to one hour of cleaning offered weekly or every other week. Includes vacuuming, light dusting, cleaning the bathroom, kitchen sink and counter surfaces. Does not include cleaning breakables or moving heavy items such as furniture. Cleaning supplies are included in this service.

### **Laundry**

This includes linens and personal laundry, up to 2 loads of laundry per week, washed, dried, folded and delivered to the client door. If there are additional loads, a fee will be assessed. Residents supply their own soap and fabric softener. This does not include ironing of clothing.