

Peoples Senior Living

Resident/Family Handbook

June 2023

OFFICIAL NAME

The legal name of our community is Peoples Senior Living, LLC.

MISSION AND PURPOSE

Our mission is to provide an atmosphere of warmth, care, and understanding for the residents and families in our care. By providing a friendly family-like environment, we believe all customers can enjoy the quality of life and peace of mind that we aim to provide at our community.

CORE VALUES

INTEGRITY: *Doing the right thing even when no one is looking - maintaining a moral compass that doesn't waver.*

COMPASSION: *We aim to treat each person with courtesy, dignity and respect in all our services and relationships.*

POSITIVITY: *Aspiring to maintain a positive perspective and being constructive and supportive with one another.*

PERSEVERANCE: *Strength to maintain a commitment and dedication to our mission – even in the face of obstacles.*

PHILOSOPHY OF CARE

We're committed to creating remarkable communities and fulfilling workplaces. With a professional and well-trained staff, our aim is to help our residents enjoy day-to-day living with grace and dignity. We strive to promote the highest level of on-going independence of our residents by encouraging them to continue to stay active, while residing in our supportive environment. We will respond to the needs of our residents without regard to race, color, religion, sex, handicap, disability, familial status, or national origin. We encourage our residents and families to be involved in the choices and development of their plan of care.

DRESS CODE

Residents are to dress in a manner which is consistent with the community's environment and which would not be offensive to other residents.

Residents are to refrain from wearing housecoats, dressing gowns, robes, slippers, pajamas, curlers, or swimsuits in all common areas. Shoes must be worn for safety.

APARTMENT SECURITY

Each apartment is the *home* of the resident. Our aim is to respect and honor that space as the resident's as much as we can. From time to time, we may need access to the room for safety concerns, maintenance, and/or routine cleaning. We will try to notify the resident whenever possible but there may be times when we are entering without advance notification for the safety and health of others.

FEDERAL FAIR HOUSING AMENDMENTS ACT OF 1988

Peoples Senior Living provides an "Equal Housing Opportunity," and does business in accordance with the Federal Fair Housing Law (The Fair Housing Amendments Act of 1988). Under the law, it is illegal to discriminate against any person because of race, color, religion, sex, handicap, familial status, or national origin. Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination by phoning 1-800-669-9777 (Toll Free) or 1-800-927-9275 (TDD).

NOISE AND PROFANITY

Residents are to respect their neighbors by refraining from making loud noises or offensive sounds that may cause a disturbance. **Profanity and yelling at one another (residents or staff) is not tolerated in this environment.** In addition, you are asked to keep the volume of radios, stereos, televisions, etc. at reasonable levels. When such a situation arises as a problem or concern, you can expect the management of Peoples to be solution oriented (i.e., headphones for a television that is perceived to be too loud) and we will expect the same of others.

RESIDENT RIGHTS

Each resident has certain Resident Rights that our community is committed to promoting and protecting. These rights are explained to each resident and/or authorized representative verbally and in writing upon admission. While these rights are spelled out in detail in the admission agreement and move-in paperwork, we encourage each resident to ask questions about his or her rights. Should there be any changes to the resident rights under federal or state law, Peoples will promptly notify the resident and/or representative.

GRIEVANCE PROCEDURES

As a resident of Peoples, we encourage you and your families to be advocates for your care.

- 1) Feel free to voice grievances. Such grievances include those with respect to care and services that have or have not been furnished.
- 2) Expect follow-up from the organization. Our goal is to resolve grievances quickly so you can and should expect follow-up from the appropriate staff after you have shared your concerns. The ownership and management teams of Peoples are committed to providing quality care.

Procedure for Residents and Families: Please fill out a **grievance form** at the Reception Desk. This form will be routed to the appropriate Department Director for follow-up and only escalated beyond them when necessary. Our aim is to respond to grievances within 72 hours (business hours) with a goal of resolving them within a week. You are welcome to reach out to our campus Administrator if

you are not receiving the follow-up you expected from our team.

CONFLICT RESOLUTION

It is the goal of Peoples to provide comfort, security, dignity and independence to our residents while allowing for freedom of choice. All

residents are in the community with each other, and all parties have to work at getting along with each other to help ensure our community living environment is rewarding and fulfilling as it should be. Peoples will support the rights of our residents to make choices that may have adherent risks or negative consequences. However, with these choices, it is understood that the resident will take responsibility for any risks that may be associated with certain choices they make and that their choices will not negatively impact other residents living here at Peoples Senior Living.

Remember the Golden Rule – Do unto others as you would have others do unto you

Conflict resolution may be initiated when a resident who exercises that freedom of choice:

- a. Conflicts with other residents' rights or freedoms.
- b. Endangers the health or welfare of him/herself or others.
- c. Puts him/herself or others at risk of injury.
- d. Conflicts with the rules and regulations of Peoples Senior Living.
- e. Activity that is illegal and contrary to city, state and federal laws or regulations

Conflict resolution shall include but is not limited to, the following:

Both parties will be allowed to voice their opinion regarding the conflict to a member of the management team. If no secondary party is involved (i.e., another resident or person) then the resident will be advised of any risks that may be associated with their actions.

A Negotiated Risk Agreement will be implemented (signed documentation will be placed in the resident's chart reflecting the advice of Peoples Senior Living's staff, the resident's conflicting wishes and actions and the acknowledgement of the resident's assumption of responsibility for those actions). If a resident's actions or behaviors would adversely affect other parties, then those actions and behaviors will not be allowed to proceed and such behaviors will be expected to change accordingly. No resident will be allowed to exercise a choice that would in some way place themselves, another party or our community in danger.

The local Ombudsman, (Ph# (253) 789-3789) will be contacted to assist with conflict resolution if our community efforts fail.

If the conflict resolution is not effective in handling the issues and the resident's desires are not able to be met with reasonable accommodation, it shall be up to the Administrator to recommend other alternatives, up to and including relocation to another community.

COMMUNICATION FOR RESIDENTS

There are a number of different ways (i.e., flyers, standing meetings, announcements at mealtime or resident task force/ work groups) that we communicate to the residents living here at Peoples. Each month we have a regular **community meeting** which provides a forum for our residents to meet and discuss their ideas and concerns regarding our campus and its daily operations. The dates and times of this community meeting can be found regularly on the monthly activity calendar. Staff or visitors are invited to attend this meeting.

The Activity department personnel or other members of management also typically provide announcements during either the breakfast or lunch meal each day during the week as well. In addition to these forums for sharing information, there are sometimes flyers posted and/ or special work groups assigned to help improve the daily operations and life of our community.

SMOKING POLICY

Peoples does NOT allow smoking inside the building; and, smoking in resident rooms or in any common areas of the campus will NOT be allowed. The use of cigarettes, vapes, pens and e-cigarettes are only allowed in designated smoking areas outside of the building. Marijuana is not permitted on the premise and not allowed in designated smoking areas.

To ensure the safety of our residents, we will be issuing a \$200.00 assessment and a “first warning” to individuals who do not comply with our smoking policy. If a second violation should occur, another \$200.00 assessment will be charged accompanied by an eviction notice. Residents that are unable to comply with our smoking policy, will need to seek other living arrangements as we will not sacrifice prudent safety precautions for individual smoking preferences that may be beyond what is allowed on our campus for safety reasons.

If you are interested in decreasing the amount you smoke, or wish to stop smoking altogether, we will be happy to assist you in locating information on smoking cessation methods.

DRUGS AND ALCOHOL

Illegal drugs and excessive alcohol are NOT allowed on the campus or campus grounds. Behaviors associated with these habits can be harmful to oneself and other residents on the campus. Any behaviors associated with the dealing or possessing of illegal drugs and other substance abuse paraphernalia will involve law enforcement and those residents may be asked or required to leave the campus.

ROOM FURNISHINGS

Peoples will provide room furnishings to all our residents upon request; room furnishings consist of a twin-size bed, box-spring, mattress, nightstand, dresser, chair, and lamp. An additional monthly service fee will be assessed to those residents who desire room furnishings and who are not on Medicaid. Each resident has the right to retain and use personal possessions, as space permits, unless doing so would infringe upon the rights or health and safety of other residents.

Peoples will provide an additional lock box storage for valuables. These items will be made available

for your room at your request, for no additional fee. Peoples does not offer additional storage space beyond the apartment unit. Residents may purchase off-site storage space through a local storage company at their own expense.

ROOM CLEANLINESS / DÉCOR / ALTERATIONS

Our campus recognizes and protects the right of each resident to keep and use personal items, as space permits, unless doing so would infringe upon the rights or health and safety of another resident. **While light weekly housekeeping is provided as a basic service, all residents are still expected to keep their apartments clean, sanitary, and in an orderly condition.** Should a safety or health concern arise in relation to the cleanliness or lack of space due to excessive furniture, boxes or belongings in an individual's room, management will intervene and immediately require a remedy to the situation. At times, residents and/or their families may be required by management to reduce or minimize the amount of furniture and/or belongings in their respective apartment. Used furniture brought into the community may be subject to pest control inspection.

A resident may decorate their apartment as they choose; however, you may not make any structural or physical changes to the apartment. When decorating, residents are to refrain from placing holes in the walls or doors; altering facility provided furnishings; or causing damage of any kind. We request that residents limit placing signage or other decorations on the front of their apartment door without the approval of the Administrator. Live wreaths, cut Christmas trees, and other flammable materials are **not** permitted due to fire safety concerns. Christmas lights are only allowed inside a resident's room and may only be plugged directly into the wall; **no extension cords are allowed to be used for any purpose inside a resident apartment.**

KEY REPLACEMENT

If you lose your room or mailbox key, we will replace it for a \$5.00 fee. This fee may be paid in cash or added to your monthly statement. We would ask that you do not install any locks or locking devices in your room without obtaining prior written authorization from the Administrator.

ROOM ASSIGNMENTS

Room assignments are **primarily based** on room availability, safety concerns and health care needs. Due to the high demand for our services, we cannot offer rooms based on resident preference. We reserve the right to assign rooms and change room locations as it pertains to any resident. Our organization will make reasonable attempts to honor other locations requests if it is based on medical needs. Studios may not be shared.

NEIGHBORS

Listen for your neighbors: Potential misfortunes have been avoided when neighbors look out for each other. Please notify our staff if you think you hear loud noises, someone calling for help, knocking incessantly on the wall or door, etc. Any concern you may have for a fellow resident should be reported.

Neighborhood watch: Please notify the community staff immediately if you happen to see any unusual or suspicious people or activity in the building or on the property. Also refrain from entering the apartments of other residents without being invited. Solicitors are barred from the building to protect

you and prevent frequent disturbances. Should a solicitor come to your door, please contact the front desk.

Our staff appreciate the care and concern that our residents have for each other and will aim to be responsive to the observations and questions brought to our attention, although sometime due to privacy regulations, we may sometimes limit the information that we share about other residents.

RESIDENT

THE PURPOSE OF LIFE IS A LIFE OF PURPOSE

Robert Byrne

VALUABLES/PERSONAL BELONGINGS

In our community with so many visitors

and guests, Peoples Senior Living will not be responsible for loss, damage or normal wear and tear to resident's property. As a result, we encourage all residents to maintain insurance to cover loss or damage to his/her personal property.

Peoples Senior Living will make every reasonable effort to maintain a safe, secure environment in which our residents are protected from the theft or accidental loss of their personal belongings. To help reduce the possibility of loss, and to assist with the return of found items, we would encourage our residents to take the following steps:

1. Do not bring valuable items to the facility.
2. Do not keep cash or jewelry items in your room.
3. Mark your name on all personal belongings.
4. Inventory and keep a list of all the belongings you have in your room.
5. Arrange to deposit special valuables in a secure lockbox that can be kept in your room.
6. Set up a Resident Trust Account to deposit your cash.

Peoples Senior Living recognizes and protects the right of each resident to keep and use personal items, as space permits, unless to do so would infringe upon the rights or health and safety of another resident.

RENTER'S INSURANCE

Residents may purchase renters' insurance at their own expense through a local insurance company.

VISITING HOURS / OVERNIGHT GUESTS

Peoples Senior Living is proud to have an open visitation policy. Guests will be required to abide by all organizational policies that pertain to the resident in regard to the use of our community. Guests must enter through the front door and sign in and sign out. While guests should always be attended by residents, residents are responsible for the behavior of their guests and disruptive guests will be required to leave. We lock the exterior entrances from dusk to dawn. (*Hours will vary with the changing seasons.*) Out of respect to other residents and staff, it is requested that prior arrangements be made for planned visits during these after-hour periods.

Residents are not permitted to have overnight guests stay with them in their apartment.

NOTE: Due to privacy regulations, guests are to refrain from taking pictures without express permission from other residents or families.

GUEST MEALS

Guest meals are available, please see the front desk for current guest rates. This can be paid at that time or charged to resident monthly statements. Please make reservations at the main reception desk at least one hour before the desired meal. To ensure all residents and guests have a positive experience, we ask that reservations for holidays and themed monthly dinners be made one week prior to the respective event.

SIGNING IN AND SIGNING OUT

While residents are free to leave the Community at any time they wish, we do require that residents and/or their responsible party sign-out when leaving the building and sign-in upon return. While this may seem inconvenient, it's beneficial knowing why you are absent from meals and helps us track who is or isn't in the building in case of an emergency. We are only interested in your safety. You will find sign-out sheets in the main reception area. Your cooperation is greatly appreciated and required for resident safety reasons.

ABSENCES FROM FACILITY

Our residents are free to leave the Community at any time that they wish, provided they sign out/in and notify appropriate staff of their absence (as applicable). Peoples Senior Living cannot be responsible for any obligations or expenses incurred by the Resident during their absence.

When the Resident is absent from the Community due to illness, vacations, or extended visits away from the Community, Peoples Senior Living will retain the resident's bed or apartment up to twenty (20) days if the Resident is likely to return to the Community. The services provided by Peoples Senior Living are in high demand and no allowances or reductions shall be made to the Basic Monthly Room Rate during this time regardless of the circumstances surrounding the absence. Any discharges that happen after the 20th day will result in a pro-rated refund for services following that day.

In Situations Where Medicaid Applies

The resident shall have up to eighteen (18) days per calendar year to be absent (overnight) from the Community for social reasons (medical reasons like emergency room visits or hospital stays do not count). For some special circumstances, DSHS may approve additional social days off per calendar year. When the Resident is absent from the Community due to illness or a transfer to a higher level of care, the Community will retain the resident's bed or apartment for up to twenty (20) days if the resident is likely to return to the Community. In situations where the resident is not likely to return or the absence has extended beyond twenty (20) days, the resident or resident's representative must pay privately to have the bed or apartment held.

In all situations, (including Medicaid), if the Community has determined that the Resident will not return, Peoples Senior Living may discharge the resident in accordance with state regulation and federal law as soon as practicable without waiting the twenty (20) days.

MEDICATION SERVICES

At Peoples Senior Living, we employ med techs to ensure that all medications are delivered and administered safely and timely. For safety and privacy reasons, medications must be administered directly by our staff to the respective resident – medications cannot be delivered by one resident to another resident. We strongly encourage all residents to come to the dining room and/or medication room as often as necessary to receive medications and respective diabetic care and nursing treatments. If medications are brought in from a source other than our partner pharmacy, we will require that they are packaged in a *unit dose type* distribution system consistent with our systems at Peoples Senior Living to ensure the safety and efficiency of the care that our staff provide. If such packaging is not possible, an additional costs will be incurred by the resident for bulk orders and/or alternative packaging systems.

All medications, including over-the-counter, must be accompanied by a prescription. No medications accompanied by a prescription. No medications should be kept in resident rooms unless ordered by physicians and the resident has been assessed and deemed by our nursing professionals to be safe with independent administration.

When leaving the building for overnight stays, residents and/or families should notify staff (ideally with at least 24-hour notice) so that medications can be packaged and sent with the resident. The medications should be signed out when the resident is leaving and signed back in when the resident returns.

During the med pass times with our med techs, we suggest residents avoid interruptions and/or inquiries that are not urgent and allow the staff to focus on administering the medications to all residents in a safe and timely manner.

ADDITIONAL PERSONAL CARE SERVICES

Our community's personal care program was developed for residents needing assistance with activities of daily living. We can aid with ambulation, dressing, grooming, toileting, bathing, medication assistance, injection administration, diabetic care, personal laundry service and general health care monitoring (*See Fee Schedule for applicable charges.*) Each service has an associated cost and the services that each resident receives will depend on his or her negotiated service plan (aka "plan of care").

Within 14-days of the resident's move into our community, our clinical staff will complete a plan of care that addresses the resident's assessed health care needs, social needs and preferences, personal care tasks, and if applicable, limited nursing and medication services, including frequency of service and level of assistance. This plan of care will be completed in consultation with the resident, appropriate community staff, the resident's DSHS case manager (if applicable), and any other person the resident wishes to include. Each resident has the right to be fully informed about his or her negotiated service plan and any changes in care or treatment that may affect his or her well-being and we will provide the resident with a copy of the plan of care. Our staff will also notify the resident and/or applicable representatives as soon as possible of any changes in the resident's condition that require a different level of service.

Each resident will have their negotiated service plan reviewed at least annually and/ or with change of condition. Residents and their families are encouraged to participate in this planning process. A member of our clinical team is available to meet with you and discuss your current plan of care at any time.

MEDICAL SUPPLIES

Residents are required to purchase their own medical supplies. In some cases where the supplies are medically necessary, the resident's insurance (i.e., Medicaid) will pay for a limited supply each month. If that limited supply isn't enough, the resident will be expected to purchase additional supplies as necessary.

LAUNDRY SERVICE

Linen service is included for all residents. Staff collect bed sheets and towels to launder, please have a second set for staff to make the bed. If laundry is part of your service plan, it will be washed weekly or as needed. Laundry days are determined by your room number. We aim to ensure that your clothing is picked up and delivered back to you within 24 hours. We understand that there may be times your laundry may need to be washed more frequently due to unforeseen circumstances. As such, we will schedule laundry pick-up accordingly.

MAINTENANCE REQUESTS

If you have a request for general maintenance in your apartment, please contact the main reception desk to submit a work order as this is the most effective and efficient way to get such work accomplished. We ask that you refrain from stopping the maintenance crew in the hallways with such requests. They will not remember if all residents stop them constantly.

TRASH

While the trash will typically be collected once daily by the resident services and/or housekeeping staff, we encourage residents to manage this task if they are able to do so as well. Please do not allow trash to accumulate in your apartment to the point that it could attract pests or cause an odor and we ask that you do not leave trash bags in the hallway. Needles, syringes, or lancets are NOT permitted in trash cans. Such items should be disposed of in a required "Sharps" container that you can purchase from several retailers.

PRIMARY CARE PHYSICIAN / OUTSIDE HEALTHCARE SERVICES

Each resident is required to have a primary care physician on record. While Peoples Senior Living has arrangements with some very specific physician groups and specialty providers (i.e., podiatrist) that make life easier for our residents and their families (i.e. physicians and specialist will travel to our campus so residents don't have to coordinate transportation to outside offices) residents are also allowed to have other outside health care providers/agencies come into the community to provide services. Such outside services are not being provided by Peoples Senior Living and are in no way affiliated with our organization. Peoples Senior Living will not be held responsible for services provided by an outside agency. All such services provided to the resident in this manner shall be arranged by the resident or the resident's designated representative and shall be at the resident's expense. Peoples Senior Living will continue to maintain responsibility for the overall care, safety and

well-being of the residents while they reside at our community. We try to immediately notify the appropriate outside health provider of any situation that we feel may potentially lead to a negative outcome for the resident receiving these services.

HEALTHCARE DIRECTIVES

Residents and families need to be aware that Peoples Senior Living does not provide twenty-four (24) hour nursing coverage. If a resident is found nonresponsive without a pulse and/or not breathing, our staff will shake and call out to the resident. If no response, staff will proceed with life sustaining measures based on the wishes expressed on the POLST form on file for the resident. If there is no POLST on file, it is unable to be located or conflicting information staff will assume full code status and continue with CPR. If life sustaining measures are in order, then CPR will begin along with the following procedure:

1. If a resident is found nonresponsive and without pulse/respirations staff will call 911 and begin CPR.
2. Staff will continue CPR until EMS arrives or POLST form is located that indicates a Do Not Resuscitate Order.

POLST forms are only valid if they are signed by both the resident and/or power of attorney AND a medical provider.

Staff will not render CPR to a terminally ill resident involved in a Hospice Program.

TRUST ACCOUNT

Keep your money safe. Residents are encouraged to utilize our organization's Trust Account System to deposit and withdraw money as needed. A trust account is designated under the resident's name and all transactions are recorded and verified for accuracy. The account acts much like a bank account with statements validating account balances. Interest is paid (as required by regulations) according to the current savings rate, like at a bank. Utilization of trust helps to prevent loss or theft. (Trust hours are subject to change due to holidays and other accommodations.)

RATE ADJUSTMENT FOR ADDITIONAL SERVICES

Except in cases of emergency and except for changes in nursing levels of care, our organization will give a resident thirty days advance written notice of any change in the availability or charges for services, items, or activities. If due to a change in his or her condition and the resident needs greater or fewer services, we will adjust the needed services, if agreed to by the resident and changes in billing will occur immediately once the resident signs a new plan of care. Whether or not the resident needs greater or fewer services will be determined by our staff, after an appropriate assessment and in consultation with the resident. The resident has the right to refuse any service offered by our organization. Our staff will notify the resident as soon as possible of any changes in the resident's condition that require a different level of service. Unless the resident directs us otherwise, we will provide this notice to the resident's representative.

RESIDENT REPRESENTATIVE AND PRIMARY POINT OF CONTACT

Each resident is required to have a primary point of contact (aka first emergency contact) and legal representative on file with our community. The legal representative is the person or persons identified in RCW 7.70.065 and who may act on behalf of the Resident pursuant to the scope of their legal

authority (i.e., financial decisions, healthcare decisions, etc.).

At times there are many stakeholders (i.e., multiple children) involved in a resident's life and none with clear legal authority (i.e. guardian, POA for finance, POA for healthcare). In those situations, the respective resident and stakeholders must agree on the primary point of contact and corresponding emergency contact list (i.e., 1st emergency contact, 2nd emergency contact, etc.). This agreement is required so there is clarity for our staff on who they should be communicating with and taking directions from when situations arise.

PAYEE SERVICES

Knowing the complexity of medical billing and insurance re-enrollments, we encourage residents and families to consider payee service options to manage and direct finances and insurance re-enrollments. There are friendly options available to families at low or no cost and yet allow them to maintain control of their power of attorney and healthcare decisions, while being relieved of the burden and headache of these responsibilities. Please inquire with our staff and we'll be happy to provide any assistance.

PAYMENTS

All rent, rent participation and other charges are due on the first day of the month and considered late if not received by the tenth (10th) of each month. Payments received will be applied to past due balances first unless there is a signed payment plan agreement stating something different. Any payment received after the tenth (10th) of the month will be considered past due and will be subject to an additional \$50.00 late charge. Bank charges for checks which are not honored by the bank and any late service charge shall be passed on to the Resident (or designated "Payer") for payment.

Residents who fail to pay the total amount due for rent and services by the tenth (10th) of the month are subject to discharge for non-payment. Furthermore, their account will be subject to collection and will begin incurring interest charges of twelve (12%) percent per annum from the due date(s).

TIPPING EMPLOYEES

Employees are not permitted to accept tips or gifts.

TELEPHONE USE AND SERVICE

A community telephone is available for residents to use 24-hours a day for private local phone calls. A private telephone service can also be installed in a resident's room by contacting your local phone company. The resident or resident representative is responsible for planning the installation and discontinuance of service and for all charges accrued. Peoples Senior Living is not responsible for private phone lines, equipment, or associated costs.

CABLE TELEVISION

See front desk for current cable TV rates. We use Comcast, you can upgrade your cable or pay for your own internet.

BEAUTY AND BARBER SERVICES

Hairstyling/Barber Services are available with a lovely beauty room. Please see the front desk for assistance in making an appointment, and ask for current rates.

WIRELESS INTERNET/COMPUTERS

Wireless internet is offered throughout the campus at Peoples Senior Living. The current wireless network is not intended nor designed to offer wireless internet to each resident in their apartment so coverage will be best in the common areas of the building. Guest network credentials and password are located at the main reception desk in the front lobby.

There are no guest computers available, you can bring your own. You may purchase internet service for your apartment at your own expense. Please contact an internet provider for rates and plans.

MAIL SERVICE

Each resident has the right to privacy regarding their mail, including the right to send and promptly receive mail that is unopened. The mailboxes are the property of the U.S. Postal Service and not Peoples Senior Living. If you receive mail that has someone else's name on it, please place it in the outgoing mailbox so the postal carrier can put it into the correct mailbox.

Upon request, Peoples Senior Living can provide stationery, postage and pens/pencils, at the resident's own expense (visit the front office for the list of available items and pricing).

Each resident of Peoples Senior Living will be issued a key to their own individual mailbox upon moving in. Keys to the mailboxes are NOT to be duplicated. Outgoing mail must have the correct postage on it and may be left in the outgoing mail slot or at the front desk.

Parcels and packages may be received at the main reception desk in the front lobby and then delivered to the respective resident's room. Residents have the right to designate how they would like these items to be handled by our staff at the main reception desk. Peoples Senior Living will make every effort to ensure packages and parcels are delivered to the intended resident. Peoples Senior Living will not be responsible for lost, missing or stolen items. Replacement of these items will be the sole responsibility of the resident. We would ask that you notify the front desk staff or administrator immediately if something is missing.

FIRE SAFETY

The fire alarms and smoke alarms within Peoples Senior Living are supplemented by an integrated automatic fire-sprinkler system. Our fire notification system is monitored 24- hours a day by a contracted monitoring service. In the event of a fire in the facility, the fire alarm should be activated by a smoke detector, heat detector or by sprinkler head activation. The alarm will be noted by our contracted monitoring service, which will notify the Fire Department. Activation of the building alarm will sound on all floors, automatically lowering the elevators to the ground floor and release (close) the fire doors on all floors. This is consistent with a *"Protect in Place"* fire protection plan. Should an actual fire be confirmed, all residents on the affected floor should be evacuated to the safe side of the hallway "fire door". In the rare occasion that an evacuation of the entire floor and/or building is necessary, such activity will commence when directed by the Fire Chief or Administrator.

PROCEDURE TO FOLLOW IN THE EVENT OF A FIRE / FIRE ALARM:

A resident that is in his or her own room should remain there. Turn off all appliances and close windows and doors (but ensure that both windows and doors remain unlocked).

Residents should prepare themselves for possible evacuation by donning appropriate clothing and

walking shoes for current weather conditions.

A resident that is visiting in another resident's room should remain in that room until the alarm is silenced or an evacuation is directed.

A resident on the 1st or 2nd floor should proceed quickly toward the nearest available exit on that floor.

Under no circumstances should residents attempt to use the elevators or proceed in the direction toward more intense smoke or flames.

WHAT "NOT" TO DO IN CASE OF A FIRE ALARM

- Do not pull the emergency call cord
- Do not call the front desk. (We need to keep the phone lines open for emergency calls coming in.)
- If you need to evacuate, do not lock your door. (You or someone else may need to return to the apartment in the event the exits are blocked. The fire department also may want to conduct a room-to-room inspection).
- Do not assume that the alarm is a false alarm or a drill.
- Do not call 911 unless you have a medical emergency that requires immediate attention or are unable to leave your apartment due to the location of the fire.
- Do not go to your car and drive away. We need to know who has exited safely and who still may be trapped inside. If an evacuation is ordered, each area is given a specific location to use as a meeting place. Once out of the building, go to this meeting area so that we can be sure you have exited safely. This will allow the firefighters to rescue those who have not checked in at the meeting area. (To keep traffic congestion to a minimum for in-coming emergency vehicles, do not attempt to use your vehicle until the emergency is over.)

PROPPING DOORS, EXTENSION CORDS, ELECTRIC BLANKETS, & MORE

- The Fire Marshall requirements regarding safety prohibit the practice of apartment doors being propped open by residents with door stops (or their equivalent). In addition, only
- U.L. (Underwriters Laboratories) approved surge protectors may be used in the resident rooms. No extension cords can be used. Portable heaters and cooking devices (ex. crockpot, toaster, toaster oven, hot plates) are not allowed in the building. To help ensure the safety of our residents, Peoples Senior Living does not allow the use of electric blankets or heating pads. (Residents using oxygen tanks in their room should consult Administration or the Resident Services Department to obtain the guidelines and regulations for proper storage and usage). Please see maintenance with questions.

POWER FAILURE

- If a power failure takes place, you will not have lights in your apartment. It is strongly recommended that every resident always keep one or two flashlights with active batteries available (no candles). The hall lights and certain other common areas will be lit for a period

- should the power fail. If the power is off, the elevators will not work.

EMERGENCY PROCEDURES AND DISASTER PLAN

- In the event of an emergency that requires evacuation, the community has a written plan for transportation, housing residents and notifying Aging and Adult Services Administration/DSHS. The local emergency authority will review and approve this plan. We have a plan and supplies sufficient to shelter in place, with first aid supplies. Any disruption will be minimized and return to normalcy will be the highest priority.

NEEDING ASSISTANCE

Residents should notify staff if assistance is needed for yourself or someone you know. We want to promote and encourage residents to maintain their independence for as long as possible and ask that you do not rely on staff for concierge requests that one can do oneself.

EMERGENCY MAINTENANCE / HOUSEKEEPING

Should you have an emergency maintenance situation (such as an overflowing toilet, etc.) or an emergency housekeeping situation, please pull the emergency call light and notify the main reception desk or another member of our staff immediately.

TRANSPORTATION

Peoples Senior Living does not provide transportation services. We are very happy to assist with arranging or scheduling your transportation needs. Peoples Senior Living utilizes the services of Paratransit and Shuttle for many of our residents' transportation needs.

Resident requests for transportation must be made in writing at least 2 business days prior to the appointment as this is a requirement from Para-Transit Services. There is a drop box at the Med Room for transportation requests.

We do regularly scheduled outings using our activity bus, please refer to the activity calendar for upcoming outings.

PARKING

Residents may use the parking lot free of charge, but vehicles must not be used for storage, must have current license + registration + carry car insurance. We must be provided with copies of such every 6 months. Vehicles must be declared by residents to the front desk and request a permit parking sticker. Abandoned vehicles will be towed at the owner's expense. Unlicensed/expired plates will be towed at vehicle owner expense.

SAFETY CHECKS

To help ensure the safety and well-being of our residents, our staff will be making routine "safety checks" of our resident's rooms. These checks will be made approximately every 2 – 4 hours during the night shift. The "safety check" will consist of members of our Resident Services staff opening the door to your room and visually checking to see that all is well. Our staff will be as quiet as possible and will try not to disrupt your sleep. Peoples Senior Living provides these "safety checks" as a service to our residents. You may choose not to be checked on throughout the night at your request, this

request must be documented in your care plan. If you do not wish to be routinely checked upon during the night shift, the next “safety check” will occur at breakfast.

RELEASE OF CONFIDENTIAL INFORMATION

All resident information will be kept strictly confidential. Employees of Peoples Senior Living will be required from time to time to contact physicians, case managers and/or other health care professionals requesting that they release or exchange your health care records. This information will help Peoples Senior Living in the development and/or implementation of your plan of care. All information exchanged will be kept confidential.

Your records will be made available to you upon your request.

RESIDENT PHOTO CONSENT

A required photo of each resident will be placed in his or her confidential medical chart for identification purposes. Additional photos may be taken during Peoples Senior Living’s daily activities or other events.

ENVIRONMENTAL RISK DECLARATION

Assisted living facilities in Washington operate on the principle of Environmental Risk, which allows the elderly or disabled person the choice of living more independently than would be allowed in some institutional settings such as nursing facilities. **With the increase in independence comes increased risk to the Resident.** Examples include: we do not have 1:1 care. A fall can occur behind closed doors, we may not find a resident for a few hours. We do not and cannot control behaviors of residents, so a resident as the right to self harm (eating sugar despite being diabetic, or refusing medications). We assess residents, guide and give advice, and do our best to reduce risk, but cannot control every situation/environment/person, as we are lesser restrictive environment. By moving here, you agree/understand to the risks.

PROHIBITED ITEMS AND MATERIALS

Peoples Senior Living prohibits the storage or use of the following items: Firearms, ammunitions or other dangerous weapons, dangerous flammable items such as gasoline, kerosene, paints, thinners or the like; explosives of any kind, illegal drugs and/or substances, portable space heaters, electric blankets and heating pads, extension cords and liquid oxygen. Peoples Senior Living provides a microwave. Toasters and coffee makers are also allowed but may not be plugged into extension cords. Hot plates and other cooking devices are prohibited, due to the potential for safety concerns and risk of bodily harm.

ACTIVITIES

Our Activities program is developed and organized by our Activity Coordinator. Activities include shopping trips, bingo, arts & crafts, slide shows, exercise classes, games, parties, scenic rides and entertainment. The monthly calendar is posted in Activity Room and in elevators. The Activity Room is located on the first floor. Please join us for the activities you enjoy. Space is limited thus outings are offered on a first come/first-serve basis. Signup sheets are required. We appreciate the ideas and contributions that our residents bring to the Activity program here at Peoples Senior Living.

PETS: See Pet Agreement for full language

\$900 non-refundable pet fee is required, no more than 1 pet is allowed and must be under 25 lbs. Resident must provide annual evidence of current immunizations, pet license, if required, provide proof of Veterinarian bill of health. No pet is allowed in common areas except from resident apartment to outside and shall not include going through the restaurant areas. Pets must be leashed and contained to 2 feet from resident's physical body while indoors. Vicious/aggressive animals are not tolerated. Animals are not allowed to urinate/defecate inside apartments unless by a cat in a kitty litter box that is maintained daily to high hygiene standards. Staff will not provide pet care. If a resident fails to meet proper pet care/hygiene standards, the resident agrees to have pet removed within 24 hours to a designated individual listed on the pet policy OR to a shelter/pet daycare at resident expense. Residents must pick up excrement and dispose properly, not causing smells. The resident shall be held personally liable for any/all injury/damage to the premises, property, or personhood of another. A breach of the above conditions allows Peoples Senior Living to terminate the agreement and within 24 hours remove the pet to a shelter if there are no alternatives allotted by the resident (i.e., with family/friend OUTSIDE of Peoples property).

DINING HOURS & MEAL SERVICE

We offer three meals per day in the dining room.

- Breakfast is served from 8a.m.-9a.m. with beverage service beginning at 7:30a.m.
- Lunch is served from Noon-1p.m. with beverage service beginning at 11:30a.m.
- Dinner is served from 5p.m.-6p.m. with beverage service beginning at 4:30p.m.

Arriving early in the dining room will not ensure that your meal will be served early. We have a serve out process that is followed. We make every attempt to follow the pre-planned menu; however, it may be necessary to make last-minute changes.

We do not do meal deliveries unless requested by nursing staff for medical condition.

See current rates for guest meals at the front desk.

DINING SERVICES COMMITTEE

The Dining Services Committee meets monthly to discuss food tastes, menu options, preferences, and observations. Please consult your activity calendar to see the scheduled time. All residents are invited to attend to discuss meal service, menu planning and dietary needs.

VACATING YOUR APARTMENT

When a resident is moving out and an apartment is vacated, we ask that furnishings be removed by the resident (or designated family and friends) within two to three days and no more than five days. Peoples Senior Living is not able to store belongings or furniture but will be happy to provide suggestions on organizations that might be able to assist.

THANK YOU FOR CHOOSING Peoples SENIOR LIVING

We know moving to a new home is stressful. We are honored to provide for your care and well-being and we thank you for your trust and support. It's a privilege for our organization and our staff to have the opportunity to serve you!