



Welcome Home:

Resident Handbook



As dedicated Hallmar caregivers, we look for meaningful ways to partner with the residents and families we serve to offer *The Mercy Touch*[®], our dedication to excellence in resident-centered care.

If at any time residents, family members and/or friends feel we are not meeting our goal of providing all our residents with the holistic, quality care we feel they deserve, we ask residents, family members and/or friends please contact the nurse manager or director.

This Hallmar Resident Handbook provides helpful information and insight about life at Hallmar. If residents or family and friends have additional questions or concerns, please contact the nurse manager or another member of the Hallmar caregiver team directly. Current contact information for Hallmar caregivers is on page four.



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Contact Information for Hallmar Caregivers

Director - Home & Senior Services:	Leann Thrapp Office: (319) 398-6496 // Cell: (319) 440-2171
Nurse Manager:	Nici Davis (room 24-29) Office: (319) 221-8594 // Cell: (319) 533-8928
Health Services Supervisor:	Daron May Office: (319) 398-6386 // Cell: (319) 775-3472
Social Worker:	Katie Lee (319) 775-7667
Second Floor Nurses' Station:	(319) 398-6241
Third Floor Nurses' Station:	(319) 398-6386
Recreational Therapists:	Angie Koester & Erin Foster Office: (319) 398-6387 // Cell: (319) 533-3273
Music Therapist:	Amy Morris (319) 398-6387

Other Important Contacts

Beautician	<i>Phone number located on Activities Calendar</i>
Chaplain	(319) 398-6106
Dietician	(319) 398-6127
Main Healthcare Pharmacy	(888) 823-0923 or ext. 380
Mercy Medical Center Billing Department	(319) 369-4605
Mercy Medical Center Cashier	(319) 369-4505
Mercy Medical Center Security	Ext. 6087
24/7 Room Service	Ext. 6368

To access the restorative aide, residents, family members and/or friends should contact the Nurses' Station on the resident's floor and ask to speak to a nurse on duty.

To contact various transportation services, residents, family members, and/or friends should contact the social worker.



Hallmar Caregiver Team

The Hallmar caregiver team consists of a series of individuals dedicated to providing excellence in resident-centered care. Below is additional information about Hallmar and its caregiver team members:

- Hallmar is an intermediate care facility that promotes resident independence through personalized rehabilitation and healthcare.
- **Nurses are on duty 24 hours a day** to assist with medical needs and medication.
- **Certified medication technicians (CMTs)** assist the nurses by administering medication.
- **Patient care technicians**, sometimes referred to as certified nursing assistants (CNAs), provide assistance with activities of daily living in accordance with the unique needs of each resident.
- Our **social worker** attends Care Conferences and partners with residents and their Care Partners (see page eight) to provide progress updates for family members and friends on the health and wellness of residents. The social worker is also available with limited hours during the week or upon request to meet with residents.
- **Recreational therapists** provide regular exercise classes along with activities for residents. These events can be found on the monthly calendar posted in each resident room, dining rooms, and can be accessed on Hallmar's webpage.
- Hallmar provides integrative therapies through a specially-trained **music therapist** among other complimentary forms of medicine, including **pet therapy** and **aromatherapy**.
- Our **dietician** monitors residents' eating habits and is available in Hallmar on Tuesdays and upon request to answer nutritional inquiries.
- A Mercy Medical Center **chaplain** is assigned to Hallmar and leads a monthly interdenominational service and Bible study. The chaplain is also available to meet with residents, family members, and/or friends.
- A **physical therapist**, as requested by a resident's physician, and/or a restorative aide provide individualized exercise programs to ensure residents stay physically active on a daily basis. (Note: Physical therapy will be billed through insurance.)

Living *The Mercy Touch*® at Hallmar

Mercy Medical Center caregivers believe that healing happens when it is intentional and compassionately delivered by addressing each person's unique physical, mental and spiritual needs. Hallmar caregivers find great joy in delivering exceptional care, which we call *The Mercy Touch* and define with the following **10 Components of Care**.

The Mercy Touch is exceptional caregivers delivering extraordinary care. As caregivers, it's our promise.

1. **HUMAN INTERACTIONS: We offer care that is personalized.** All residents will receive personalized care that supports their autonomy, lifestyles and interests.
2. **FAMILY, FRIENDS & SOCIAL SUPPORT: We partner with family and friends through our Care Partner Program and Care Conferences.** As a Care Partner, family members and/or friends have the opportunity to become formally involved in the care of their loved one.
3. **INFORMATION & EDUCATION: We empower residents through information-sharing and our Shared Medical Record Policy.** All residents will have access to their medical record and may permit an authorized representative to have access as well.
4. **HEALING ENVIRONMENT: All residents live in a healing environment conducive to healthy living.** Emphasis is placed on the healing effects of artwork and the beauty of one's surroundings.
5. **NURTURING AND NUTRITIONAL ASPECTS OF FOOD: The dining experience is flexible, reinforcing proper nutrition while offering delicious food and multiple options.** We encourage family members and/or friends to bring their loved ones food from home to further promote comfort and healing.
6. **ARTS & MEANINGFUL ACTIVITIES: We offer activities and meaningful entertainment that promote camaraderie, laughter and creativity.** Hallmar's recreational and music therapists offer a wide variety of appropriately stimulating events that provide joyful opportunities in which residents may participate and about which residents may fondly reminisce.
7. **SPIRITUALITY & DIVERSITY: We ensure access to chaplains, church and prayer services, Bible study, Mass, Rosary, the Mercy Medical Center chapel, and take note of the unique cultural and ethnic beliefs of each resident.** We recognize the very important roles that spirituality and diversity play in promoting health and well-being.
8. **HUMAN TOUCH: We offer residents hand and finger massages and other forms of human touch as welcomed.** Human touch may help reduce anxiety, pain and stress.
9. **INTEGRATIVE THERAPIES: We provide access to the healing power of integrative therapies through the use of aromatherapy and exercise programs.** We offer a series of complementary medicine techniques to aid each resident's overall care experience.
10. **HEALTHY COMMUNITIES: We provide residents with several opportunities for self-expression and self-nurture.** The opportunity for continued growth and learning never stops, no matter one's age.

Care Partner Program

THE MERCY TOUCH: 10 COMPONENTS OF CARE

1. HUMAN INTERACTIONS
2. FAMILY, FRIENDS & SOCIAL SUPPORT

Hallmar is pleased to offer the Care Partner Program, designed to support, nurture, and comfort the residents we care for through a healing partnership with a designated family member or friend. We empower the Care Partner to participate in the resident's care to the extent appropriate for the Care Partner.

Care Partners are:

- Advocates for their loved one.
- The main spokesperson for other family members and/or friends who are not Care Partners.
- Involved in their loved one's care, possibly including:
 - Selecting the appropriate menu and meals for the resident.
 - Ensuring the resident's personal, spiritual, and/or emotional needs are met.
 - Aiding the resident with mobility and therapies as needed and desired.
- Available for education and information sharing often, including participation in quarterly Care Conferences (see page 10).
- Aware of the unique needs of their loved one so the Hallmar caregiver team can personalize that individual's care.
- Communicators of physical and mental changes of their loved one to the Hallmar caregiver team.

Program Details

- Care Partners can participate as much or as little as they want in the resident's care and to each Care Partner's own degree of comfort. As Hallmar caregivers, we are here to care for residents and involve Care Partners in all ways that are meaningful. Care Partners will never be required to stay overnight or perform any tasks in which they do not want to participate.
- The Care Partner Program is optional. Each resident has the choice to designate a Care Partner if he or she desires. We will always update family members and friends should their loved one experience significant changes in his or her health or well-being regardless of participation in the Care Partner Program.
- The Care Partner can be, but is not always, the Durable Power of Attorney (DPOA).

Any additional questions regarding the Care Partner Program can be directed to the nurse manager.



Care Conferences

THE MERCY TOUCH: 10 COMPONENTS OF CARE

3. FAMILY, FRIENDS & SOCIAL SUPPORT

After living in Hallmar for no more than two weeks and having adjusted to the Hallmar community, each resident and his or her Care Partner, family members and/or friends are invited to their first Care Conference.

Care Conferences are specifically scheduled meetings regarding a resident's health and needs. Care Partners, family members and/or friends are welcome – and encouraged – to attend.

In addition to the scheduled Care Conferences, meetings may be called by the Hallmar caregiver team if significant changes occur in your loved one's health. Family members and/or friends can also contact the nurse manager or health services supervisor at any time regarding the resident's care or health.

The Care Partners and/or family members and friends will always be notified of significant changes in a resident's health.

Care Conference Details

- Each Care Conference is scheduled on a Tuesday and is allowed 15 minutes. If more time is needed beyond the scheduled 15 minutes, please contact the nurse manager, health services supervisor or social worker.
- Conferences are facilitated by the health services supervisor or nurse manager.
- The dietician, recreational therapist, music therapist, social worker, chaplain and restorative aide are also in attendance.
- Residents, Care Partners, family members and/or friends can all participate in the conference. However, none are required to do so.
- Care Partners, family members, and friends who are unable to attend in person may request to be included in the Care Conference through teleconferencing or to have a separate meeting with Hallmar caregivers regarding their loved one's care.

Scheduling/Rescheduling Care Conferences

The Hallmar caregiver team schedules Care Conferences based on the availability and preference of each resident and his or her Care Partner, family members and/or friends. However, Care Conferences can only be rescheduled to dates prior to that of the original invitation. Per state regulations, Hallmar Care Conferences must take place no more than two weeks after admission, as well as each quarter since the last Care Conference.

The appropriate date and time of the initial Care Conference is discussed during the admission process. After the Care Conference is scheduled, a formal invitation is provided in writing and sent via the U.S. Postal Service. After the initial Care Conference, residents, Care Partners, family members and/or friends will receive an invite, either personally delivered (to residents) or sent through the U.S. Postal Service, typically at least two weeks in advance.

In the event that many family members and friends plan to attend, the nurse manager should be notified upon receiving the invitation to the conference so that accommodations can be made. Care Partners, family members and/or friends are also asked to notify the nurse manager or health services supervisor if they are unable to attend or if they would like to teleconference.

Financial Aspects of Hallmar

Hallmar offers residents many rooming options and makes the process of paying for care easy and convenient.

Cost of Care

The cost of Hallmar care is based on the size of the resident's room (from small rooms to suites), whether the resident has a roommate, and the level of care the resident requires (from minimal to heavy), which is determined at admission and reviewed quarterly at the resident's Care Conference (see page 10).

For more information regarding the current Hallmar rates, please contact the nurse manager. Rates cover the cost of the room and its amenities (see page 28), 21 meals per week and as many snacks as requested, some assisted devices, social services, activities, pastoral care, cable television service (residents must provide their own television), local phone service, laundry of personal clothing.

Residents are responsible for fees associated with:

- Medications, therapies, oxygen and any necessary medical tests. (Insurance may cover these, but they are not covered in the Hallmar rates.)
- Personal care and items including, but not limited to, disposable briefs and hair care.
- Medical equipment such as nebulizers and braces.

Fee Changes

Rates are reviewed annually by the nurse manager and representative from the Mercy Medical Center Financial Department and, if an increase is necessary, residents will be notified at least 30 days in advance. If the resident's need for care changes to a different level after the review, the resident will need to sustain this required level for 60 days before the resident would receive the 30-day notice of the rate increase.

Paying for Care

Upon admission, the daily room costs from the resident's initial day in Hallmar until the end of that month are due to the nurse manager or designee.

A statement of charges for each month thereafter is mailed to the designated guarantor and usually arrives during the first week of each month. Any payment made after the initial payment covers the past month's care and not that of the following month. Payment is expected within 15 days of receipt of the statement, either in person at the cashier window at Mercy Medical Center, or returned by mail in the envelope with the statement of charges enclosed.

The cashier accepts Visa, Mastercard and Discover credit card payments in person or over the phone at (319) 369-4505, Monday through Friday between 8 a.m. and 4:30 p.m.

The cashier window is located on ground level in Lundy Pavilion near registration. For convenience, visitors should park at the south end of the ramp at Eighth Street and Eighth Avenue.

Any questions may be directed to the number listed on the statement of charges. The Mercy Medical Center financial advocate can be reached at (319) 369-4505.

Hallmar Council Meetings

THE MERCY TOUCH: 10 COMPONENTS OF CARE

3. FAMILY, FRIENDS & SOCIAL SUPPORT

Hallmar residents have the opportunity to partake in either or both of Hallmar's two council groups: the Resident Council and the Advisory Council.

Hallmar Resident Council

All Hallmar residents are invited to the monthly Resident Council meetings, which provide an opportunity for residents to voice concerns and make suggestions to improve Hallmar for all residents.

The date and time of the meeting varies and is listed in the monthly activities schedule (see page 14), but each meeting occurs in the second floor dining room.

A chairperson, elected by the residents, presides over the Resident Council meeting. Hallmar staff who are members of the council include: social worker, recreation therapists and a representative from Mercy's Food & Nutrition Services. Non-residents of Hallmar, including Mercy staff and administration, may attend Resident Council by invitation. Current family members may attend when invited by the resident.

The Resident Council aims to provide all residents the opportunity to have their voices heard, even if the residents are unable to attend or wish not to speak. Each month an invitation is given to each resident containing additional space to write any concerns or suggestions. Residents who do not wish to (or cannot directly) participate in the meeting are encouraged to submit their concerns on the invitation form. Family members and Care Partners are also welcome to relay their concerns verbally or in writing, whether on the behalf of the resident or with their own concerns or suggestions.

Any completed forms should be given to one of the recreational therapists or any Hallmar staff member, and the comment or concern will be addressed anonymously at the Resident Council meeting.

In case of absence, residents, family members and Care Partners can access the minutes from each meeting, which are recorded by the recreation therapist and kept in a three-ring binder in each floor's dining room.

Residents, family members and/or friends may voice any concerns or suggestions at any time to any Hallmar staff member. If a resident feels as if his or her concerns are not being addressed, there is a grievance process set in place at Hallmar, and the resident should contact the nurse manager for details.

Hallmar Advisory Council

The Hallmar Advisory Council provides a vehicle for collaboration in the planning, delivery and evaluation of residential care services at Mercy Medical Center. As a partnership between residents, family members, staff and other Hallmar and Mercy Medical Center leadership, the Advisory Council was founded with the understanding that by incorporating the perspectives of residents and families, improved resident care will result. This mutually beneficial council looks to enhance the quality and safety of resident care for all residents.

All Advisory Council meetings are held on a regular basis in the Hallmar Sun Room, typically around the noon hour.

The Hallmar Advisory Council is always welcoming new members. Any resident or family member interested in joining the council should contact the nurse manager.



Activities and Events

THE MERCY TOUCH: 10 COMPONENTS OF CARE

6. ARTS & MEANINGFUL ACTIVITIES
9. INTEGRATIVE THERAPIES
10. HEALTHY COMMUNITIES

Hallmar has an outstanding activities program thanks to our highly skilled recreational and music therapists. A variety of activities are offered to meet the unique needs of each resident for purposes of stimulation, learning, creativity and entertainment.

Activities offered include but are not limited to:

- Music therapy
 - Large group
 - Small group
 - One-on-one
- Musical entertainment
- Bingo
- Arts and crafts
- Exercise programs
- Community outings
- Social gatherings
 - Holiday and theme socials
 - Picnics
 - Special luncheons and dinners
- Spiritual services
- Pet therapy

Residents are always encouraged to participate in scheduled activities because of each activity's unique healing benefits. The caregiver team is available to help residents who require assistance getting to and from activities, so every resident has the opportunity to participate in the activities if he or she so desires.

Care Partners, family members and/or friends are also welcome at activities and may lead an activity if they wish.

Monthly Activities Schedule

A monthly activities calendar provides the schedule of events agreed upon by the Hallmar Resident Council (see page 12). The calendar can be found in resident rooms and the dining areas in Hallmar; it is also sent to designated Care Partners and/or family members and can be accessed remotely from the Hallmar page of Mercy Medical Center's website (mercy.org/hallmar).

Cost of Events

In-house event costs are covered in the regular Hallmar rates. However, residents are expected to pay for costs of activities that occur in the community (e.g. restaurant meals). Hallmar caregivers can accept a small amount of cash from a resident to be used at the activity. This money is always tracked and recorded in a log, and the resident, Care Partners, family members and/or friends may review the amount of money given by/for the resident at any time on the log. Money can be given to the charge nurse or the recreation therapists in a sealed envelope.

Hallmar Bus

No events or activities are out of reach thanks to Hallmar's 15-passenger bus, donated by the Mercy Medical Center Auxiliary in 2009, which contains four wheelchair areas and six small benches for ambulatory residents. The bus is used to transport residents to activities that take place in and around the community. Because there are more residents than seats on the bus, outings are rotated among residents, so every resident will have the opportunity to attend outings, but not all residents will attend each outing. Typically, each resident who is able to leave Hallmar will be offered an average of two outings per week outside the facility.

Individual Activities

Residents may also participate in individual activities, including pet visits and manicures.

Residents, Care Partners, family members and/or friends should contact the nurse manager with a request to have a dog visit the resident in Hallmar on a weekly basis.

Volunteers often visit Hallmar to provide a variety of other activities for residents (see the list of volunteers on page 31). Residents, who so desire, may ask volunteers or caregivers for manicures.

Special Individual Requests

If a resident has an individual recreational interest, the Hallmar caregiver team is willing to assist in obtaining necessary supplies. Individuals may also pitch their idea at the Hallmar Resident Council meeting (see page 12) to possibly include all residents.

Memorials

A quarterly memorial service is held to honor those residents who have passed away and the date and time can be found on the monthly activities schedule. Posters are also posted throughout Hallmar before the event as a reminder for all residents and visitors.

Current residents, family members and/or friends of the deceased residents are invited to attend and will receive formal invitations in the mail a few weeks before the memorial date.

White Rose Program

After a resident in Hallmar has passed, an artificial white rose will be placed outside the Nurses' Station, accompanied by the name of the individual who is being recognized. This is to commemorate the resident, while simultaneously notifying visitors and caregivers of the sensitive time.

Arriving To and Departure From Hallmar

THE MERCY TOUCH: 10 COMPONENTS OF CARE

3. FAMILY, FRIENDS & SOCIAL SUPPORT

Residents require their physicians' permission to leave Hallmar with friends and family. Once Hallmar receives this order, residents may come and go as they please, but let Hallmar staff know and sign the resident out.

Hallmar staff should always be informed of a resident's departure from Hallmar, no matter if the trip is for a short or an extended period of time; the staff should also be informed of a resident's return to Hallmar, as we want to ensure a resident does not miss any medication or treatments.

Hallmar is a locked facility. Ask a Hallmar staff for the exit code.

Re-Entry to Mercy Medical Center

Prior to 9 p.m., Hallmar residents may re-enter the building through any entrance. All main hospital entrances are locked at 9 p.m. every night. If a resident will be returning after that time, the only open entrance is through the Mercy Medical Center Emergency Room. Residents must re-enter Hallmar through the Emergency Room entrance if they are returning after hospital closure.

Dining Experience

THE MERCY TOUCH: 10 COMPONENTS OF CARE

5. NURTURING AND NUTRITIONAL ASPECTS OF FOOD

7. SPIRITUALITY & DIVERSITY

The Hallmar dining experience aims to encourage healthy living while providing residents with a variety of meal options and services to meet their individual tastes and needs. Residents are encouraged to eat in the dining room on their respective floor, but they may also consume meals in their own room, if allowed.

Meal Times

Meals are delivered to Hallmar from the Mercy Café at the approximate times listed below. Most residents eat their meals in the dining room on their floor.

The following meal times are approximations and may vary:

	Second Floor	Third Floor
Breakfast	7:20 a.m. – 9 a.m.	7:45 a.m. – 9:15 a.m.
Lunch	11:20 a.m. – 12:30 p.m.	11:45 a.m. – 12:45 p.m.
Dinner	4:55 p.m. – 6 p.m.	5:10 p.m. – 6:15 p.m.

Hallmar residents can choose what they want to eat from the set of Hallmar menus or from the Mercy Medical Center 24/7 room service menu.

Hallmar Menu Options

Hallmar menus are distributed to residents weekly on Thursdays and should be returned to the specially marked box at each nurses' station by Sunday of that same week. Residents have the option to complete a menu template on a weekly basis, two weeks in advance of the week during which the selected meals will be served.

Menus are rotated every 35 days, so that all residents meet their appropriate nutritional requirements while enjoying a variety of meals. If at any time a resident is not satisfied with the food selection, he or she may order a meal from room service.

Additionally, substitutions are made in the Mercy Café when items selected exceed the sodium or carbohydrate count allowed for residents with dietary restrictions.

Residents who choose not to fill out a menu will receive food randomly selected for them each day.

If necessary, residents, Care Partners, family members and/or friends may also request a resident's menu more than two weeks ahead of time and, depending on the time frame, can be accommodated. Residents may also request changes to already returned menu plans by contacting the nurses' station for assistance.

Residents, Care Partners, family members and/or friends with dietary questions should contact the dietitian at (319) 398-6127.

24/7 Room Service Menu

A Mercy Medical Center room service menu can be found in each resident's room. Items from the room service menu may be written on the Hallmar menu as a substitute for, or in addition to, items listed.

A resident may order from the room service menu at any time. **To place an order, dial extension 6368.** Residents are not required to pay for room service meals.

Special Dietary Needs

Residents who have particular cultural, religious or medical dietary needs should notify the Hallmar caregiver team at any time so such needs can be accommodated. Any resident requiring a specialized diet will receive a modified Mercy Medical Center room service menu upon notification of such needs to assist him or her in selecting appropriate food items. Moreover, there is a special ground/puree menu for residents who require such accommodations.

The dietary staff can also help residents observe holidays and special occasions with food that is a part of his or her ethnic and religious background.

Meals from Home, Outside of Hallmar or Guests

Care Partners, family or friends may bring residents food from home or a restaurant and are welcome to bring a meal to eat alongside their loved ones. Mercy Medical Center Food & Nutrition Services will also deliver a tray to visitors for a fee through the room service line (see page four). Room service accepts Visa, Mastercard or a Mercy Gift Card purchased in the Mercy cafeteria. It is important, however, that any food offered to the resident is as consistent as possible with the resident's diet and any known restrictions. The Hallmar nursing

and dietary staff is available to answer any of these questions.

As part of the Hallmar activities program, residents who are able may go on the Hallmar bus to eat at local restaurants with physician approval. Sometimes the event involves ordering food from a restaurant and eating it inside of Hallmar. Care Partners, family and/or friends are always welcome to join scheduled outings. To read more on Hallmar activities, see page 14.

Additional Tips

- Residents can make special requests at any time, such as “beef gravy,” if the items they desire are not listed on the menu.
- Residents can make permanent changes to the menu order form, such as “ice water with every meal.”
- Residents may request a half order of any food item.
- If many menu items are appealing, residents should keep in mind the amount of food they are ordering and take advantage of the half-portion option.
- Residents can order breakfast food at any time of the day.

Alcoholic Beverages

Residents, with their physicians’ approval, may consume an alcoholic beverage at Hallmar. The resident’s physician will guide the amount of alcohol he or she feels the resident should be allowed to consume. The resident must supply the beverage, which is kept and distributed by Hallmar caregivers according to the physicians’ directions.

On certain special occasions, such as holidays, the activity staff may provide alcoholic beverages, which will again be distributed according to each resident’s physician’s instructions.

Dining Assistance

Care Partners and/or family and friends are encouraged to assist residents with their menu selection and may bring food from home or a restaurant to enjoy alongside their loved ones. Care Partners who wear their assigned green wristband will receive a 15 percent discount on all meals purchased at the Mercy Café and are also welcome to bring their Mercy Café meals into Hallmar to eat with their loved ones.

For the dining experience specifically, patient care technicians and volunteers who have received training through Silver Spoons are available to assist residents who want or need dining assistance. If a resident, or their Care Partner, family member and/or friends on behalf of the resident, does not desire to receive assistance from a Silver Spoons volunteer, he or she may make that request to the nurse manager or a Hallmar caregiver at any time.

- Each resident has his or her own table tent that lists their meal preferences. Loved ones are encouraged to let staff know when changes occur.
- Silver Spoons volunteers assist the Hallmar caregiver team in feeding residents that have been identified as low risk, yet still require meal assistance. These volunteers ensure the resident is positioned properly and have all items on their tray. The volunteers also help set up the meal tray, cut food to the appropriate size (if needed) and feed the resident.

Refrigerator Access

Residents may keep well-packaged, non-perishable food in their rooms. Small refrigerators are permitted in each resident’s room for perishable items. These items may also be placed in the community refrigerators located on both floors in the dining rooms.

All food items in all refrigerators must be marked with the name of the resident and the date the item was first placed in the refrigerator. Per food safety requirements, all items will be discarded 24 hours after the item was opened. Items without the date, time and resident name labeled appropriately will be disposed of within 24 hours.

Residents must supply their own small refrigerator if they desire to have a fridge in their room. If a resident chooses to have his or her own refrigerator, the fridge and the contents inside are all the responsibility of the resident.

Only refrigerators in working order are permitted. Maintenance and replacement of each resident's refrigerator are the responsibilities of the resident.



Hair Care

On a daily basis, residents who desire assistance with their hair may receive help from their Care Partner, family members, friends, and/or the Hallmar caregivers who may comb and style their hair. However, residents wanting further hair care may consider scheduling a hair appointment either inside or outside Mercy Medical Center.

Hair Appointments

Care Partners, family members and/or friends may transport a resident to a hair appointment in the community, per physician approval for the resident to leave Hallmar, or may encourage residents to utilize the services provided in Hallmar. Please see page 16 for Hallmar arrival and departure instructions if the appointment is outside of Hallmar.

A licensed beautician has a salon located in the basement level of Mercy Medical Center, accessible from the Hallmar elevator.

Appointments for residents can be arranged directly by calling the number on the activity calendar or through a Hallmar caregiver.

Residents are responsible for the cost of hair care and a bill is sent to the resident's Durable Power of Attorney (DPOA).

Hair Care Price List (as of October 2016):

shampoo and cut	\$16.74 + tax	= \$18.00
shampoo and set	\$16.74 + tax	= \$18.00
shampoo, cut, and set	\$31.62 + tax	= \$34.00
re-comb/touch-up with an iron	\$11.76 + tax	= \$12.00
perm	\$51.15 + tax	= \$55.00
perm, cut, and style	\$60.45 + tax	= \$65.00
color ¹	\$32.55 + tax	= \$35.00
color ¹ and style	\$37.20 + tax	= \$40.00
waxing (brow, lip, chin)	\$7.90 + tax per month	= \$8.50 per month
manicures (+ soak in warm cream)	\$16.74 + tax	= \$18.00

¹color provided by resident, not covered in charge listed.

Additionally, family members who are licensed beauticians may use the beauty shop to pamper their loved ones free of charge.

Laundry

Hallmar provides laundry services for residents with all costs covered in the Hallmar rates (see page 11).

Laundry at Hallmar

Residents should place clothing in a bag supplied by Hallmar, and caregivers will label each item using a standardized system. This efficient process minimizes the risk of lost items.

The Hallmar laundry staff is available five days per week (typically Tuesday through Saturday). Clothing is washed for all Hallmar residents each day the launderers are working. Clothing, when residents are done with it throughout the day, is separated into hospital and personal attire. Each bin will be washed separately, but together with all other similarly categorized attire from residents in Hallmar.

The turn-around time for Hallmar laundry is approximately one or two days. After the items are laundered, they will be delivered to, and placed inside, the appropriate resident's closet.

Items requiring special care may not be appropriate for Hallmar's washers and dryers. If any clothing item requires dry cleaning, the delivery, pick up, and purchase of the service are all the responsibilities of the resident's Care Partner, family members and/or friends.

Laundry at Home

Care Partners and/or family and friends may also choose to do their loved one's laundry. If this is the case, a special neon green sign from the laundry staff is to be placed near the resident's laundry bins indicating this preference.

All clothing should be labeled for safekeeping, even if laundry is being done by the resident's Care Partner, family members and/or friends.

Regardless of laundry choice, residents are encouraged to have at least one week's worth of clothing in their possession at Hallmar so they always have fresh clothing items to wear while used items are laundered. However, residents may bring as many clothing items as they desire to Hallmar, so long as all items fit within the resident's closet space.

Mail

Residents can receive and send mail while in Hallmar. Any resident requiring assistance sending mail should see a caregiver.

Incoming Mail

The following address should be used to send mail to a resident:

[resident's full name]
Mercy Medical Center – Hallmar
[resident's room number ##-##]
701 10th St. SE
Cedar Rapids, IA 52403

Any resident who desires assistance reading received mail may ask any member of the Hallmar caregiver team for assistance. Care Partners, family members and/or friends are also welcome to read mail aloud for their loved ones.

Outgoing Mail

Outgoing mail can be left at the nurses' station or placed in the mail drop located in the Mercy Medical Center 10th Street lobby. The silver drop box can be found to the right of the welcome desk, on the left side of the hallway directly across from Mercy Flowers and Gifts. Mail pick up times are 1 p.m. Monday through Friday and noon on Saturday.

Residents are required to pay for their own postage. Stamps and other stationery supplies are available for purchase at Mercy Flowers and Gifts located in the 10th Street lobby.

Residents sending larger packages from Hallmar should see the nurses' station regarding drop off of the package and payment for the postage.

Medical Appointments: Visiting Physicians, Dentists, Podiatrists, and Optometrists

Scheduling Appointments

Residents requiring medical care outside of Hallmar may set up their appointments independently or with assistance. Care Partners, family members and/or friends can aid residents when selecting their medical professionals and appropriate appointment times, or residents may ask the nurses' station for assistance.

Transportation

If the appointment is off the Mercy Medical Center campus, residents will require transportation. The Hallmar bus (see page 15) is not available for personal transport to these appointments, so residents will need to arrange or supply their own rides.

Residents may be transported by senior transportation services or their loved ones (see page 30-31). If a transportation service is not utilized, the residents' Care Partners, family members and/or friends are

responsible for transporting the resident to and from appointments in the community.

The Hallmar caregiver team – including the social worker – can also help make these transportation arrangements. Residents desiring assistance should see the nurses' station.

Physicians

Physicians are required to see residents twice annually. Some physicians come to Hallmar to meet this requirement, while others may require the resident to be seen in the physician's office.

The number of physician visits, other than those required, depends on the resident's care needs and the physician's preference. A resident, Care Partner, family member and/or friend may call the physician's office at any time to schedule appointments or with questions regarding the resident's current medical care.

Residents are more than welcome to maintain the same physician they had prior to entering Hallmar. However, if for any reason (i.e. transportation), the resident will not be able to see their physician upon entry to Hallmar, Dr. John Burdakin, a Mercy geriatric physician, will typically accommodate the resident.

Medical Records

THE MERCY TOUCH: 10 COMPONENTS OF CARE

2. FAMILY, FRIENDS & SOCIAL SUPPORT
3. INFORMATION & EDUCATION

A medical record is maintained for each Hallmar resident. The record contains vital information such as medical history, care and treatments received, test results, diagnoses, medications, and the name of the resident's Care Partner. The Hallmar caregiver team utilizes the medical record to provide appropriate and personalized medical care.

Shared Medical Record Policy

Hallmar caregivers recognize the right of every resident and/or his or her authorized representative to view a copy of the resident's current medical record in order to promote resident-centered care, per the Mercy Medical Center Shared Medical Record Policy. Access to a resident's medical record encourages residents and/or representatives to gain a more thorough knowledge of the record, which in turn, helps residents and/or their loved ones understand the resident's course of treatment.

Upon admission to Hallmar, the resident and/or his or her authorized representative should be informed of their right to read and/or take notes from the resident's medical record in the presence of a licensed healthcare provider at any time during the resident's stay. Forms authorizing a resident and/or his or her representative to access the medical record will be completed at that time; additional permissions may be given at any time, and permission may also be withdrawn at any time.

Please contact the nurse manager regarding questions or concerns about medical records and/or the Shared Medical Record Policy.

Ordering and Receiving All Medications

Each resident's physician will place the order for the resident's prescription and over-the-counter medication(s). This prescription will be delivered by a chosen pharmacy, which as of March 2015, is:

Main Healthcare Pharmacy
2151 Kimberly Road
Bettendorf, IA 52722

Phone: (888) 823-0923 extension 7

Residents or their representatives are billed for any medication delivered by the pharmacy. Veterans wishing to receive medications through the VA must speak with the nurse manager for details.

Dispensing Medications

Once received, medications are then dispensed according to physician instruction. The medication dispensing system individually packages each medication for each resident.

Over-the-Counter Medications

Special permission is required for residents to keep over-the-counter medications, such as antacids and eye drops, in their rooms.



Newspapers and Magazines

THE MERCY TOUCH: 10 COMPONENTS OF CARE

6. ARTS & MEANINGFUL ACTIVITIES

10. HEALTHY COMMUNITIES

While a copy of *The Gazette* is available Monday through Saturday at the nurses' station for resident use, some residents may want to access other news or entertainment sources.

Availability Inside Mercy Medical Center

Additional complementary copies of *The Gazette* are available to the left of the welcome desk in the 10th Street Entrance. Supplies are limited.

Entertainment magazines may be purchased in either of Mercy Medical Center's gift shops:

- Mercy Flowers & Gifts near the 10th Street Entrance
- Mercy Flowers, Gifts, and More in the Hall-Perrine Cancer Center

Subscriptions

Residents may subscribe to any newspaper and/or magazine while in Hallmar.

Subscriptions may be made out to a Care Partner, family member and/or friend's address or to the Hallmar address as follows:

[resident's full name]
Mercy Medical Center – Hallmar
[resident's room number ##-##]
701 10th Street SE
Cedar Rapids, IA 52403

Places to Visit Around Mercy Medical Center

THE MERCY TOUCH: 10 COMPONENTS OF CARE

- 4. HEALING ENVIRONMENT
- 10. HEALTHY COMMUNITIES

If a resident is permitted by a physician to leave Hallmar with Care Partners, family members and/or friends, the resident may exit Mercy Medical Center and visit various destinations in the surrounding community. However, if a resident desires to remain in Mercy Medical Center, there are a variety of aesthetic places he or she may visit.

Shopping Destinations

Entertainment magazines, snacks and other items may be purchased in either of Mercy Medical Center's gift shops:

- Mercy Flowers & Gifts near the 10th Street Entrance
8 a.m. to 7 p.m. (Monday-Friday)
10:30 a.m. to 3:30 p.m. (Saturday and Sunday)
- Mercy Flowers, Gifts, and More in the Hall-Perrine Cancer Center*
7:30 a.m. to 4:30 p.m. (Monday-Friday)
*also carries packaged lunches and hot coffee

An ATM can be found in the 10th Street lobby.

Libraries

Mercy Medical Center's Watts Medical Library is open from 8 a.m. to 4:30 p.m. (Monday-Friday). The library is open for use by residents and visitors. Popular fiction and non-fiction books, DVDs and CDs are available for check out with Cedar Rapids, Marion or Hiawatha Public Library cards, but additional items may be checked out without a library card. Additionally, the Watts Library has computers for public use, daily newspapers and staff to help find health information.

Healing Spaces

Mercy Medical Center provides specially-designed spaces to help residents, family members and friends clear their heads and relax, including the following:

- Small Stones Reflection Room
For meditation or reflection:
First floor of Hall-Perrine Cancer Center, left of the main entrance

- Healing gardens:
For privacy and relaxation:
 1. Outside the Hall-Perrine Cancer Center, left of the exit doors between the Hallmar elevator and Hall-Perrine Cancer Center
 2. Outside Mercy Flowers, Gifts, and More in the Hall-Perrine Cancer Center
 3. Outside the entrance to Birthplace on the third floor of Mercy Medical Center
- Lundy Pavilion Mezzanine Room
For relaxation and conversations:
Near the Eighth Street entrance on the ground floor



Rooms

THE MERCY TOUCH: 10 COMPONENTS OF CARE

- 4. HEALING ENVIRONMENT
- 6. ARTS & MEANINGFUL ACTIVITIES
- 7. SPIRITUALITY & DIVERSITY
- 10. HEALTHY COMMUNITIES

While the hallways and common rooms of Hallmar are filled with beautiful artwork, it is our promise to allow residents to surround themselves with the items they deem therapeutic and spiritual.

Furnishings

Resident rooms are furnished with a single-size bed, a rolling tray table and a bedside cabinet, all of which are covered in the Hallmar rates (see page 11). **Because residents sleep on hospital beds used throughout Mercy Medical Center, residents have access to working call buttons.** Beyond those initial items, residents are encouraged to furnish and decorate their rooms however they find comforting.

The Mercy Medical Center facilities team is available at the resident's convenience to hang art on the wall according to the resident's desires. **For safety reasons, residents, Care Partners, family members and/or friends are not advised to hang art on the walls.**

Rugs are also prohibited, as they increase the fall risk of residents.

Furnishings cannot be left at Hallmar after a resident is discharged.

Phone

Each room is equipped with a phone and a phone number specific to that room, found on top of the phone. Usually, upon admission, a copy of the phone number is also given to Care Partners, family members and/or friends for convenience.

Local calls from the room phone can be made by first pressing "9" followed by the phone number.

Long distance calls from the room phone may be made at no additional charge by pressing "0" and giving the Mercy Medical Center operator the number to be dialed.

Cable TV

While a resident may provide his or her own television, each room is equipped with cable television service through IMON. Additional channels or certain upgrades may be purchased by the resident.

Residents may also watch Mass recorded in the Mercy Medical Center chapel and/or listen to quiet music on channel 5, the Mercy Medical Center channel.

Thermostats

Rooms have individual thermostats that allow residents to control the temperature of their room. Thermostats may be located in various locations in rooms throughout Hallmar. However, most are located on the outside wall(s) containing the window(s).

Refrigerators and Food

Residents are permitted to keep non-perishable food items in their rooms. Please see page 18 regarding personal refrigerators in rooms.

Valuables

Hallmar has long been known for being a safe and secure environment. However, Hallmar cannot be responsible for the loss of any valuables or money stored in the resident's room.

There is a safe available in the Mercy Medical Center Security Office which residents may store valuables and access them whenever. Valuables may be accessed at any time by calling the Security Office at **extension 6087**.

Mercy Hallmar is not responsible for personal care items including dentures, hearing aids, glasses, etc.

Fire Safety

In accordance with the fire code, candles, matches, electric blankets, space heaters and extension cords are all prohibited.

Electrical surge protectors are only allowed if they are of metal construction and approved by the Underwriters Laboratories. Items allowed to be plugged into approved surge protectors include:

- Computers and related equipment
- VCR/DVD players
- Televisions
- Stereos
- Any voltage-sensitive item that can be permanently damaged by an electrical surge



Spiritual Wellbeing

Hallmar houses people of all denominations and the caregivers support each individual's beliefs. In order to ensure every resident's spiritual needs are being met, Hallmar offers:

- Local clergy members who visit and minister to residents.
- Pastoral care staff who provide spiritual and emotional care.
- Monthly interdenominational services in Hallmar.
- Mass is held twice per month at Hallmar
- Mass is held at the Mercy Medical Center chapel (in the 10th Street lobby) or available for remote viewing on channel 5 Monday through Thursday at 11:15 am.
- Other faith-based activities.

Services

The Hallmar interdenominational church service and Mass can be found on the monthly activities schedule. Services are conducted by the Mercy Medical Center priest or chaplain.

Hallmar residents are also invited to attend Mass in the Our Lady of Mercy Chapel in the 10th Street lobby. The hours of Mass during the weekdays, weekends, and Holy Days of Obligation are posted near the entrance of the chapel.

Channel 5 Mass Viewing

The daily Mercy Medical Center Mass is recorded and streamed on channel 5, typically at 11:15 a.m. If the channel 5 Mass is not streaming correctly, please contact a Hallmar caregiver with the following information on hand to troubleshoot the issue:

- Is the reception fuzzy, or is there no reception at all?
- Is the resident using his or her own television, or is it a Hallmar television?
- Is the problem only occurring in one room, or are all of Hallmar's rooms experiencing issues?

Transportation Services

Hallmar Bus

Hallmar has a 15-passenger bus used by the recreational therapists to transport residents to and from scheduled activities and outings. However, the Hallmar bus is not used to transport individual residents to their personal appointments.

Upon request, the Hallmar caregiver team can aid in the arrangement of transportation for these appointments, but the cost of transportation is the responsibility of each resident.

To read more on Hallmar activities, events and the Hallmar bus, please see page 15.

Other Transportation Services

While the Hallmar caregiver team can provide assistance with transportation arrangements, our social worker can provide some information regarding popular senior transportation programs in the Cedar Rapids area to help residents, family members and friends understand their transportation options before arranging a service.

Visitors

THE MERCY TOUCH: 10 COMPONENTS OF CARE

3. FAMILY, FRIENDS & SOCIAL SUPPORT

Family and friends, including children, are welcome to visit their loved ones at any time!

Within Hallmar, residents may meet with visitors in their room, the dining room on their floor and the lounge/sun room on Hallmar's second floor. If the resident's physician has authorized the resident to come and go from Hallmar, visitors are also free to take residents outside of Mercy Medical Center or to other places within Mercy Medical Center or the Hall-Perrine Cancer Center. For a list of healing spaces in Mercy Medical Center, see page 26-27.

Care Partners, family members and/or friends wanting to have a special party or get together should speak with the nurse manager or the recreational therapist about reserving a room in Hallmar for the celebration or event.

Volunteers

A variety of volunteers may visit Hallmar residents to speak with or participate in various activities with residents.

- **The Mercy Storytellers** are a group of volunteers who may converse with residents in Hallmar. Most of the Storytellers are high school student volunteers. For any resident who desires, the Storytellers will speak with the resident regarding an important event in or the entirety of the resident's life and note all relevant details. Then, the Storytellers will formally prepare the notes into a written story, which will be presented in a portfolio for the resident and his or her family and placed in the Community Story Binders – a collection of all stories written by the volunteers – on each floor's dining room for all residents and visitors to access.
- **Patient visitors** spend much of their time in Hallmar with the residents, either painting resident's nails, reading to the resident, or helping to decorate the resident's room with personal items or for the season.

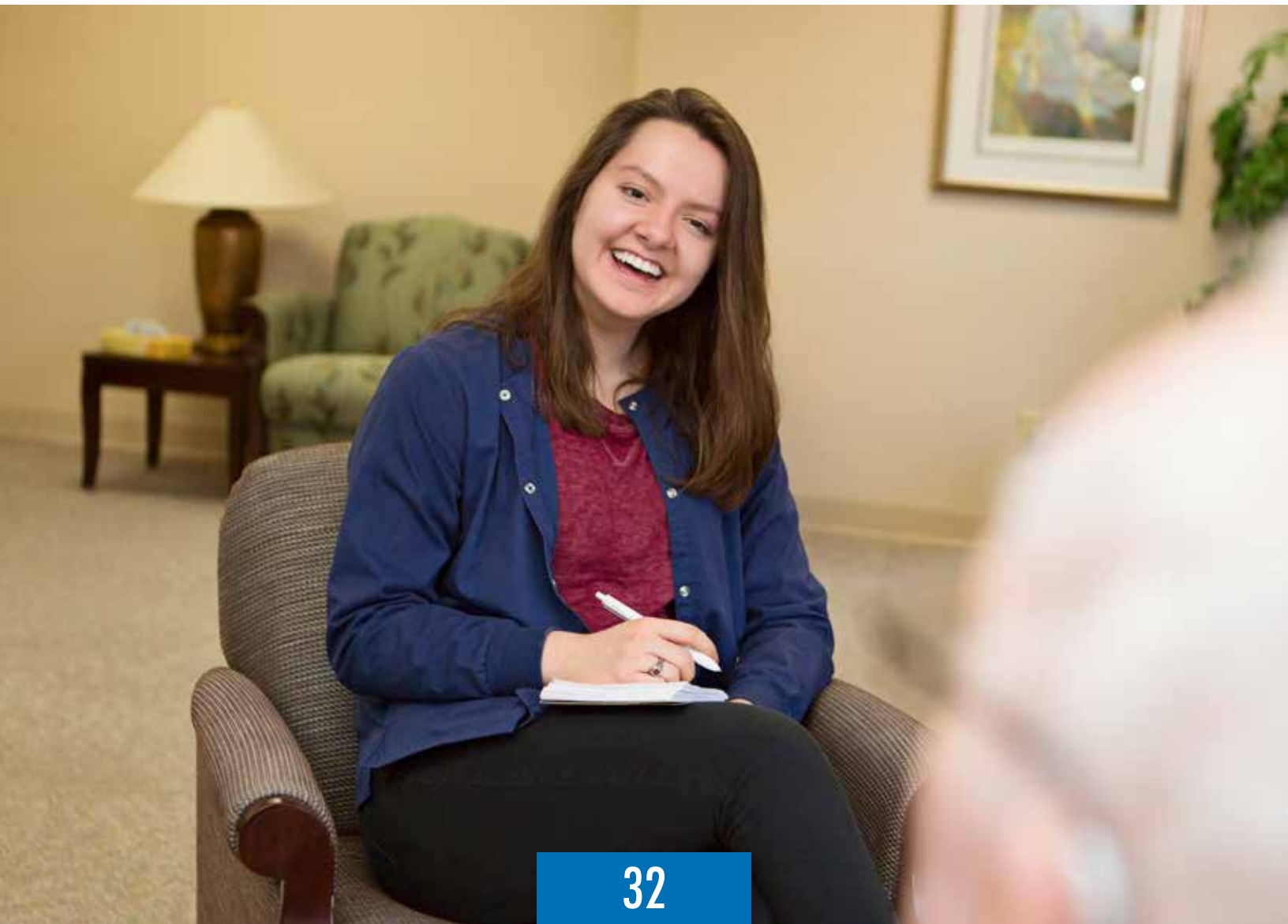
- **Activity volunteers** may host Bingo or other games for residents and assist residents with attending social events and participating in the scheduled activities.
- **Music therapy volunteers** may play instruments for residents or participate in the therapy provided by the Hallmar music therapist.
- **Water pitcher volunteers** will refresh the glasses of water in each resident's room with refreshing, cold water with ice.
- **Rosary volunteers** will recite the rosary for or with any resident who wishes to participate.
- **Silver Spoons volunteers** assist residents with dining. For more information on Silver Spoons volunteers, please see page 18.

Pets

Pets are therapeutic and can enhance the resident's quality of life. Household pets may visit Hallmar as long as they are up-to-date with their vaccines, on a leash, clean and monitored by a responsible adult at all times. Visits should not interrupt other residents and must be approved by the nurse manager

Residents may also request weekly visits from a volunteer service dog. Interested residents should contact Judy Shimek in the Volunteer Office at (319)398-6035, or a Hallmar caregiver.

Check with the Hallmar nurse manager for more information about bringing pets to Hallmar.



Family Caregivers Center

THE MERCY TOUCH: 10 COMPONENTS OF CARE

3. INFORMATION AND EDUCATION
4. HEALING ENVIRONMENT
10. HEALTHY COMMUNITIES

Many Hallmar residents have family members who have, in the past or currently, assumed responsibility for caring for their loved ones. While Hallmar caregivers look to relieve some of the medical burdens from the family members and their busy lives, Mercy Medical Center understands the needs of the family caregivers of the resident and has provided a resource dedicated to helping these caregivers by bettering their lives and abilities to care for their loved ones.

The Family Caregivers Center (across Eighth Avenue from Mercy Medical Center in the 901 Building) serves family caregivers caring for individuals living with adult chronic conditions like Alzheimer's, Parkinson's, diabetes, arthritis, cancer, heart conditions, etc. The goal of the Center is to provide emotional support, help caregivers get connected with existing resources, provide reliable information and educational sessions all in an effort to reduce caregiver stress and keep family caregivers healthier.

All family caregivers of Hallmar residents are welcome at the Center (the address and directions are listed below). The Center is open to all family caregivers in the community regardless of where they (or the person with the chronic condition) receive their medical care.

Specifically the Center provides:

- one-on-one visits to focus on the specific needs of each caregiver.
- caregiver coaches who share their wisdom and experience.
- access to companion volunteer, hourly and overnight respite (Hallmar room 24-06).
- a resource library.
- educational sessions—a monthly schedule is available at www.familycaregiverscenter.org or by calling (319) 221-8866.

Location:

901 8th Ave. SE

Cedar Rapids, IA 52401

From the west: Take Eighth Avenue SE and turn right at Ninth Street. Before reaching Ninth Avenue, turn left into the parking lot driveway.

From the east: Take Mt. Vernon Road west and turn left on 10th Street. Travel one block and turn right onto Ninth Avenue. In the middle of the block, turn right into the alley/drive and then turn left into the parking lot.

Resident Care

The ICARE Values

The ICARE values guide how we work and conduct ourselves with each other and our residents. These following values dictate our definition of and standards for *The Mercy Touch*:

- **Integrity**
We adhere to a code of ethics that emphasizes honesty, sincerity, and openness in both our words and actions at all times. We strive to always do the right thing for our residents, families, and co-workers.
- **Compassion**
We believe everyone at Mercy is a caregiver. We treat all patients and families with the utmost respect and compassion. We deliver our care and services with kindness and empathy to help alleviate suffering.
- **Accountability**
We accept responsibility for our actions and performance.
- **Respect**
We honor and value the individuality, spirituality, and diversity of our patients, families, and co-workers by treating them as we – and they – would want to be treated.
- **Excellence**
We are committed to being patient-centered and providing responsive and personalized care to ensure the best possible outcomes in a safe and holistic environment. We provide superior service and quality by going the extra mile for our patients, their families and our co-workers.

Resident Rights and Responsibilities

Residents in Hallmar retain all rights held as a citizen of the United States of America and have also been granted additional rights by the state and federal governments. These rights are called resident rights, which are balanced with resident responsibilities, and were enacted to ensure that residents receive the exceptional care they deserve.

Residents, Care Partners, family members and/or friends will receive a copy of the Resident Rights and Responsibilities upon admission. Resident Rights and Responsibilities may also be found on the next few pages.

Your Rights and Protections as a Hallmar Resident

What are my rights at Hallmar?

As a Hallmar resident, you have certain rights and protections under Federal and state law that help ensure you get the care and services you need. You have the right to be informed, make your own decisions, and have your personal information kept private. The Hallmar must tell you about these rights and explain them in writing in a language you understand. They must also explain in writing how you should act and what you're responsible for while you're in the Hallmar. This must be done before or at the time you're admitted, as well as during your stay. You must acknowledge in writing that you got this information.

At a minimum, Federal law specifies that Hallmar must protect and promote the following rights of each resident. You have the right to:

- **Be Treated with Respect:** You have the right to be treated with dignity and respect, as well as make your own schedule and participate in the activities you choose. You have the right to decide when you go to bed, rise in the morning, and eat your meals.
- **Participate in Activities:** You have the right to participate in an activities program designed to meet your needs and the needs of the other residents.
- **Be Free from Discrimination:** Hallmar doesn't have to accept all applicants, but they must comply with Civil Rights laws that say they can't discriminate based on race, color, national origin, disability, age, or religion. The Department of Health and Human Services, Office for Civil Rights has more information. Visit <http://www.hhs.gov/ocr>.
- **Be Free from Abuse and Neglect:** You have the right to be free from verbal, sexual, physical, and mental abuse. Hallmar can't keep you apart from everyone else against your will. If you feel you have been mistreated (abused) or the Hallmar isn't meeting your needs (neglect), report this to the Hallmar, your family, your local Long-Term Care Ombudsman, or State Survey Agency. Hallmar must investigate and report all suspected violations and any injuries of unknown origin within five working days of the incident to the proper authorities.
- **Be Free from Restraints:** Hallmar can't use any physical restraints (like side rails) or chemical restraints (like drugs) to discipline you for the staff's own convenience.
- **Make Complaints:** You have the right to make a complaint to the staff of Hallmar, or any other person, without fear of punishment. Hallmar must address the issue promptly.
- **Get Proper Medical Care:** You have the following rights regarding your medical care:
 - To be fully informed about your total health status in a language you understand.
 - To be fully informed about your medical condition, prescription and over-the-counter drugs, vitamins, and supplements.
 - To be involved in the choice of your doctor.
 - To participate in the decisions that affects your care.
 - To take part in developing your care plan. By law, Hallmar must develop a care plan for each resident. You have the right to take part in this process. Family members can also help with your care plan with your permission.

- o To access all your records and reports, including clinical records (medical records and reports) promptly (on weekdays). Your legal guardian has the right to look at all your medical records and make important decisions on your behalf.
- o To express any complaints (sometimes called “grievances”) you have about your care or treatment.
- o To create advance directives (a health care proxy or power of attorney, a living will, after-death wishes) in accordance with State law.
- o To refuse to participate in experimental treatment.

Have Your Representative Notified: Hallmar must notify your doctor and, if known, your legal representative or an interested family member when the following occurs:

- You’re involved in an accident and are injured and/or need to see a doctor.
- Your physical, mental, or psychosocial status starts to get worse.
- You have a life threatening condition.
- You have medical complications.
- Your treatment needs to change significantly.
- Hallmar decides to transfer or discharge you from the Hallmar.

Get Information on Services and Fees: You have the right to be told in writing about all Hallmar services and fees (those that are charged and not charged to you) before you move into Hallmar and at any time when services and fees change.

Manage Your Money: You have the right to manage your own money or to choose someone you trust to do this for you. In addition:

- If you deposit your money with Hallmar or ask them to hold or account for your money, you must sign a written statement saying you want them to do this.
- Hallmar must allow you access to your bank accounts, cash, and other financial records.
- Hallmar must have a system that ensures full accounting for your funds and can’t combine your funds with Hallmar’s funds.
- Hallmar must protect your funds from any loss by providing an acceptable protection, such as buying a surety bond.
- If a resident with a fund dies, Hallmar must return the funds with a final accounting to the person or court handling the resident’s estate within 30 days.

Get Proper Privacy, Property, and Living Arrangements: You have the following rights:

- To keep and use your personal belongings and property as long as they don’t interfere with the rights, health, or safety of others.
- To have private visits.
- To make and get private phone calls.
- To have privacy in sending and getting mail and email.
- To have Hallmar protect your property from theft.
- To share a room with your spouse if you both live at Hallmar (if you both agree to do so).
- Hallmar has to notify you before your room or your roommate is changed and should take your preferences into account.
- To review Hallmar’s health and fire safety inspection results.

Spend Time with Visitors: You have the following rights:

- To spend private time with visitors.
- To have visitors at any time, as long as you wish to see them, as long as the visit does not interfere with the provision of care and privacy rights of other residents
- To see any person who gives you help with your health, social, legal, or other services may at any time. This includes your doctor, a representative from the health department, and your Long-Term Care Ombudsman, among others.

Get Social Services: Hallmar must provide you with any needed social services, including the following:

- Counseling.
- Help solving problems with other residents.
- Help in contacting legal and financial professionals.
- Discharge planning.

Leaving Hallmar: Leaving for visits:

If your health allows, and your doctor agrees, you can spend time away from Hallmar visiting family or friends during the day or overnight, called a “leave of absence.” Talk to Hallmar staff a few days ahead of time so the staff has time to prepare your medicines and write your instructions. Caution: If your Hallmar care is covered by certain health insurance, you may not be able to leave for visits without losing your coverage.

Moving out: Living in Hallmar is your choice. You can choose to move to another place. However, Hallmar may have a policy that requires you to tell them before you plan to leave. If you don’t, you may have to pay an extra fee.

Have Protection Against Unfair Transfer or Discharge: You can’t be sent to another facility, or made to leave Hallmar, unless any of the following are true:

- It’s necessary for the welfare, health, or safety of you or others.
- Your health has improved to the point that Hallmar care is no longer necessary.
- Hallmar hasn’t been paid for services you got.
- Hallmar closes.

You have the following rights:

- You have the right to appeal a transfer or discharge to the State.
- Hallmar can’t make you leave if you’re waiting to get Medicaid.
- Except in emergencies, Hallmar must give a 30-day written notice of their plan and reason to discharge or transfer you.
- Hallmar has to safely and orderly transfer or discharge you and give you proper notice of bed-hold and/or readmission requirements.

Form or Participate in Resident Groups: You have a right to form or participate in a resident group to discuss issues and concerns about Hallmar’s policies and operations. Most homes have such groups, often called “resident councils.” The home must give you meeting space and must listen to and act upon grievances and recommendations of the group.

Have Your Family and Friends Involved: Family and friends can help make sure you get good quality care. They can visit and get to know the staff and Hallmar's rules. Family members and legal guardians may meet with the families of other residents and may participate in family councils, if one exists. Family members can help with your care plan with your permission. If a family member or friend is your legal guardian, he or she has the right to look at all medical records about you and make important decisions on your behalf.

Residents have a responsibility to address any concerns/complaints regarding their care.

Complaints and grievances may be directed to the staff most directly involved in the situation and/or to the nurse manager, assistant nurse manager, the patient advocate, or administration. The patient advocate may be reached by dialing "0".

Outside representatives that may be contacted include, but are not limited, to the following:

Long-Term Care Ombudsman

Answers questions or assists in resolving concerns raised by or on behalf of people living in nursing homes, assisted living facilities, residential care facilities, and elder group homes.

1-866-236-1430 (toll free)

510 East 12th Street, Suite 2

Des Moines, Iowa 50319-9025

Iowa Department of Inspections and Appeals

Divisions of Health Facilities

Inspects facilities to ensure compliance with state and federal standards.

1-877-686-0027 (toll free)

Lucas Building, 3rd Floor

Des Moines, Iowa 50319-0083

Iowa Senior Medicaid Patrol

Answers questions or addresses concerns regarding Medicare or Medicaid fraud, waste, or abuse.

1-800-423-2449 (toll free)

Hawkeye Valley Area Agency on Aging

P.O. Box 388

Waterloo, Iowa 50702-0388

Disability Rights Iowa

Provides protection and advocacy for persons with mental illnesses or disabilities.

1-800-779-2502 (toll free)

400 East Court Ave., Suite 300

Des Moines, Iowa 50309



