

NORTH DAKOTA VETERANS HOME
BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

Table of Contents

SERVICES:	3
Activities:	3
Barber/Beauty Shop:	3
Care Planning:	3
Death:	3
Dietary Services:	3
Financial Services:	4
Funeral:	4
Laundry, Housekeeping, and Maintenance:	4
Mail Delivery:	5
Medications:	5
Nursing Services:	5
Ombudsman Program:	5
Physician Services:	6
Social Services:	6
Spiritual/Religious Services:	6
Therapy:	6
Transportation:	6
GENERAL RULES:	7
Alcohol/Drugs:	7
Automobiles/Parking:	7
Bed Hold & LOA Days on Skilled:	7
Canvassing, Peddling and Soliciting:	7
Complaint/Grievance Process:	8
To file a grievance:	8
Disposition of Property upon Discharge:	8
Endangering Others:	9
Firearms/Weapons:	9

**NORTH DAKOTA VETERANS HOME
BASIC AND SKILLED CARE HANDBOOK**

As of 4/01/2013

Gifts/Sale of Property:	9
Hours:	9
Leave:	9
Radios, Televisions and Internet:	9
Resident Council:	10
Resident Monthly Meetings:	10
Resident Rooms:	10
Searches:	11
Smoking:	11
State Property:	11
Telephone:	11
Theft and Loss:	12
Transfers and Discharges:	12
Visitation:	12
RENT POLICY:	13
PROCEDURES:	13
WHEN RENT IS CALCULATED-BASIC CARE:	13
HOW RENT IS CALCULATED-BASIC CARE:	13
LEAVE OF ABSENCE DAYS - BASIC CARE	14
HOW RENT IS CALCULATED-SKILLED CARE:	14
LEAVE OF ABSENCE DAYS – SKILLED CARE:	14
COLLECTIONS:	14

NORTH DAKOTA VETERANS HOME

BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

SERVICES:

Activities:

The Veterans Home has an activities department that oversees activities for both basic and skilled care. Besides activities sponsored by the activities department, the Resident Living Specialists' and Household Coordinator's also help to plan activities in each household to meet the varied interests of our residents.

Barber/Beauty Shop:

- Barber and hairdressing services are available at the Veterans Home on a regular basis.
- Basic care residents are responsible to pay for these services.
- The Veterans Home provides each skilled resident one haircut a month.

Care Planning:

Residents and/or their family member are invited to participate in the care planning process and meetings. A individualized plan of care will be developed, implemented and maintained for each resident.

Death:

If a resident passes away at the Veterans Home, the next of kin and the designated mortuary will be contacted.

When requested, the facility will pack and store resident's belongings until arrangements can be made for pickup. If family member or other interested party does not make arrangements for removal of the deceased resident's property within 30 days, the administrator may dispose of the property in accordance to North Dakota Century Code.

Dietary Services:

- The Veterans Home provides three meals per day in the household dining room.
- Menus are posted in the homes and alternatives are available.
- Snacks are available in the households.
- Residents who wish to extend an invitation to family or friends to join them for a meal need to purchase meal tickets at either the wellness center or the business office and notify the Household RLS as soon as possible.
- A Medical Provider may order a diet for residents with special needs. Regular and therapeutic diets are available for residents as ordered; however some

NORTH DAKOTA VETERANS HOME

BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

therapeutic diets are not available on basic. Diet education is provided by the dietitian or the dietary manager.

Financial Services:

Limited banking services are available at the front office Monday through Friday, excluding holidays.

Services include:

- Check cashing – personal and two party checks cashing available at no cost.
- Trust account services – residents can deposit and withdraw money from their account during posted hours. Money deposited in a trust account will accrue interest monthly. Statements are printed and sent out monthly.
- Fiduciary and representative payee services at no cost.
- Postal services – including selling stamps and mailing packages

Funeral:

Families are welcome to hold funeral/memorial services at the Veterans Home. Arrangements will be made through the case manager.

The Veterans Home plot at Oakwood Cemetery in Lisbon, North Dakota is available for veteran's burial.

Laundry, Housekeeping, and Maintenance:

- The Veterans Home provides blankets, sheets, pillows and towels to all residents. Clean linens are provided weekly or as needed.
- The Veterans Home provides laundry services for those who choose not to do their own laundry.
- Laundry areas are available on each basic pod for residents who choose to launder their own clothing.
- To ensure proper identification of clothing all personal clothing will be labeled by staff upon admission.
- When additional clothing is brought in, please notify staff to label items.

All resident rooms must be maintained in a clean, sanitary, and orderly condition and will be kept free from offensive odors, dust, rubbish, and safety hazards. It is the expectation that residents will keep their rooms neat and tidy.

NORTH DAKOTA VETERANS HOME BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

Mail Delivery:

- Individual locked mailboxes will be provided to residents in basic care who chose to receive their mail at the Veterans Home.
- Each skilled care resident has their mail delivered to their room unless other arrangements have been made.
- Mail is distributed Monday-Friday depending on post office closure.
- Notify family and friends your mail address is as follows:
North Dakota Veterans Home
Att'n: Residents Name
PO Box 673
Lisbon, ND 58054-0673
If they are mailing UPS our street address is 1600 Veterans Drive.

Medications:

Following physician orders, nursing staff prepares and administers medications. Residents wishing to be responsible for their own medications will need physician approval.

Nursing staff must be informed of any and all medications and supplements residents are receiving and taking.

The Veterans Home has an in-house pharmacy to provide medications to veteran residents. Co-pays for medications are determined following the same policy as the VA Medical Center.

Nursing Services:

A Wellness Center is located in each pod and provides care 24 hours a day. Qualified medical staff are available to help residents with medical care needs and administration of medications.

There are certified Resident Living Specialists available to assist with resident care needs. The assistance that Resident Living Specialist will provide does depend on the resident's needs and basic or skilled placement.

Ombudsman Program:

The Regional State Ombudsman's Office is located at the Southeast Human Service Center in Fargo. The Ombudsman is available to assist residents and/or their families with any complaints about resident rights violations by the Veterans Home. The phone number for the Ombudsman is posted throughout the facility.

NORTH DAKOTA VETERANS HOME BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

Physician Services:

The Veterans Home contracts with a medical provider to provide in-house primary care medical services.

The ND Veterans Home pays for all primary care services provided on skilled and for all primary care services provided to veterans on basic. Basic care non-veterans are required to pay for their own primary care services.

Social Services:

Each resident will be assigned a social service staff member as a case manager. The social services staff members are available to help residents and their families. Social Service staff advocate for the best interest of the resident.

Spiritual/Religious Services:

- The Veterans Home employs a part-time chaplain for spiritual and religious needs.
- Bible study is held on a regular basis; Catholic Mass is held weekly and church services by alternating denominations each Sunday.
- Residents with individual preferences may attend a local church of their choice with transportation the responsibility of the resident.

Therapy:

The Veterans Home has a large therapy room with exercise equipment available for residents to use. Restorative care staff, including licensed physical, occupational and speech therapists, assist residents with individualized exercise programs and treatments.

Transportation:

- Transportation for local medical appointments is provided.
- Transportation for medical services to the Fargo VA are provided; basic residents may be charged a fee for transportation.
- Transportation to medical appointments to Fargo will be provided if these services are not provided locally; basic residents may be charged a fee for transportation.
- Appointments outside of this will be the resident's responsibility.

NORTH DAKOTA VETERANS HOME BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

GENERAL RULES:

Alcohol/Drugs:

- Bringing in and consuming illegal drugs or alcohol on state grounds is prohibited.
- A resident who is repeatedly intoxicated or found to have any alcoholic beverages or controlled substances on the premises is without excuse, subject to discharge.

Automobiles/Parking:

- Resident must have a valid driver's license to operate a vehicle on state grounds.
- A resident with an automobile at the Veterans Home must provide proof of insurance; each vehicle must be operable, insured, licensed and be registered to the resident.
- Residents are required to move their vehicles for parking lot maintenance and snow removal. Any vehicle not moved will be subject to towing at owners expense.
- Failure to comply with these requirements shall result in the loss of a parking space and loss of the privilege to have an automobile on the premises.

Bed Hold & LOA Days on Skilled:

If a resident is admitted to the hospital or takes a leave of absence from the facility, the resident or responsible party will be responsible to pay the lowest case mix level rate to hold the bed. If there is no means to pay or you chose not to pay to hold the bed, the resident will be discharged and may be readmitted to the facility upon the first available bed. While the room is being held for a resident, it is understood that the room is his/hers, and that his/hers personal belongings remain in their room.

Canvassing, Peddling and Soliciting:

Canvassing, peddling, soliciting, or posting of materials may not be conducted in the buildings or on the grounds of the Veterans Home unless authorized by the administrator.

NORTH DAKOTA VETERANS HOME

BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

Complaint/Grievance Process:

Each resident has the right to voice all concerns or complaints with respect to treatment or care without discrimination or reprisal.

The Veterans Home would like to resolve all grievances or complaints internally, however the State Ombudsman can be contacted anytime a resident feels like their complaint is not being resolved.

To file a grievance:

- 1) Obtain a grievance incident form from the bulletin board on each pod.
- 2) Fill out grievance form and turn it in to the case manager or household coordinator.
- 3) Upon receipt of grievance the case manager or household coordinator will meet with resident to resolve issue. Within four working days the case manager or household coordinator will make a decision.
- 4) If resident is not satisfied with the case manager or household coordinator's decision the resident can forward the grievance to the Director of Social Services or one of the mentors. The Director of Social Services or one of the mentors will meet with the resident within four working days, pending out of town schedule.
- 5) Should the complaint or grievance not be resolved to the satisfaction of the resident, he/she may ask that his/her complaint be forwarded to the Administrator of the North Dakota Veterans Home. The administrator will review facts and findings and make a decision within five working days, pending out of town schedule.

The above policies and procedures pertain only to personal complaints or differences and are separate and distinct from abuse or neglect. Any abuse or neglect issues shall be given immediately to one of the mentors.

Disposition of Property upon Discharge:

- A resident who is discharged and has personal items remaining at the Veterans Home shall have 30 days to remove those items from the premises.
- If a resident fails to make arrangements for disposition of personal items remaining at the Veterans Home within the allotted time, the administrator may dispose of the property using proper procedure.
- Money credited to a resident shall be released only after all outstanding bills have been paid.

NORTH DAKOTA VETERANS HOME

BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

Endangering Others:

- When a resident endangers another resident or staff member through physical or repetitive verbal abuse they may be subject to discharge from the North Dakota Veterans Home. (Examples: intimidation, harassment, bullying, threatening, or stealing.)

Issuance of a discharge by the Administrator/Care Team for disciplinary reasons disqualifies the resident from gaining readmission to the home for six months or more depending on the severity of violation.

Firearms/Weapons:

- A resident may not possess a firearm, ammunition or equipment to make a firearm or ammunition in the buildings, in a vehicle or on the grounds of the Veterans Home.
- Other dangerous weapons, as determined by the administrator, are also prohibited.

Gifts/Sale of Property:

- Veterans Home discourages residents from purchasing or giving gifts to individual staff.
- The sale of property between a resident and staff needs to be approved by administrator.

Hours:

The Veterans Home will be locked at 10:30pm and unlocked at 5:00am. Residents returning after 10:30pm must use the telephone in the vestibule to notify nursing to unlock the doors.

Leave:

Residents going on leave must sign out before leaving and sign in upon returning to the Veterans Home. Sign out/sign in forms are located at each home desk area.

Radios, Televisions and Internet:

- Radios and televisions in resident rooms may be operated at any time, provided that no one else is disturbed. Noise level should be kept to a minimum.
- The Veterans Home provides wall mounts for TV's 32" or less. TV's larger than this cannot be mounted on the wall.

NORTH DAKOTA VETERANS HOME

BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

- Cable TV is available; basic care residents will be charged a small monthly fee.
- Wireless Internet access is available throughout the building.

Resident Council:

The Veterans Home has two resident councils; one for basic care residents and one for skilled care residents.

The purpose of resident council is for residents to meet independently and discuss proactive ways to improve their home. The councils will provide the administrator with written information on concerns and suggestions.

Resident Monthly Meetings:

Resident meetings are held at the beginning of each month. These meetings are conducted by the administrator and are intended to promote communication between the residents and administration.

Resident Rooms:

Residents are welcome to bring items into the Veterans Home to make their room more comfortable; however our rooms have limited space and must meet fire code to provide emergency cares and services.

- Permission must be obtained from the household coordinator or safety officer to bring in extra items such as chairs, bookshelves, wardrobes, computers and TV's. Any concerns will be brought to the safety committee.
- **No** cardboard boxes are allowed in resident rooms.
- Belongings must be arranged or stored to permit easy access or exit.
- Items must be at least 18" below the ceiling.
- Excessive belongings need to be removed within seven (7) business days. The items can be placed in ND Veterans Home storage for ten (10) business days. If after ten (10) business days the items have not been removed, the Veterans Home will dispose of them.
- Power strips can be used only for computers and electric entertainment devices. No extension cords.
- **No** candles, incense or fuel-operated lanterns/stoves.
- **No** coffee pots, fry pans, hot plates, popcorn poppers or other heat producing items are allowed.
- **No** alterations or applications will be made to facility walls or furniture. All pictures and decorations are to be hung by maintenance or facility staff.
- **No** blocking or piling of items on heating/air conditioning units.

NORTH DAKOTA VETERANS HOME

BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

- **No** tools or power tools unless approved by the **Safety Officer**.
- **No** hazardous chemicals or material.
- We have a secured resident storage room with limited space allowing two storage containers per resident, which must not exceed 50 pounds each.
- Food is not to be stored in large quantities in rooms as it leads to odor and pest problems. **Staff will dispose of excess items.**
- Small refrigerators are allowed and staff need to be notified when these are in room.
- Residents are responsible for labeling and dating everything in their fridge.
- Staff will examine fridges weekly. Residents will be notified if they need to clean their personal fridges.
- Resident rooms will be inspected to insure they are maintained in a safe manner. Inspections may be completed with or without the resident's presence.

Searches:

Based upon a reasonable suspicion, the administrator or other staff may examine automobiles, baggage, clothing, and other personal items if such examination is considered necessary to enforce the rules and regulations of the Veterans Home and the laws of this state.

Smoking:

- Smoking is permitted in designated areas outside of the Veterans Home and/or 25 feet from residential units.
- A smoking assessment is completed on every resident that smokes. A smoking agreement must be signed by every resident.

State Property:

The concealment or removal of state property from the building or grounds is prohibited, and violators are subject to discharge and will be prosecuted for their actions.

Telephone:

The Veterans Home will assure private telephone access to all residents. Long distance is available by using a calling card; which may be purchased at the banking window.

NORTH DAKOTA VETERANS HOME BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

Theft and Loss:

The Veterans Home will make every reasonable effort to ensure the protection of a resident's personal possessions.

- Residents are discouraged from keeping cash or items of significant monetary or sentimental value in the facility.
- Residents are encouraged to keep their money in a Resident Trust Account at the front office.
- If a resident is missing an item, or an item is broken, report to the household coordinator and/or case manager.
- Residents should **never** loan other residents money.

Transfers and Discharges:

You have the right to know if you are going to be transferred to another room within the facility or transferred or discharged from the facility. You have the right:

- To receive a thirty-day advance written notice that you will be transferred or discharged. A thirty-day notice is not required if the safety or health of others is endangered or urgent medical needs arise.
- To be treated the same as all other residents regarding the facility's transfer and discharge policies and practices.
- To have the facility prepare you for a safe and orderly transfer or discharge from the facility.
- To be transferred or discharged from a facility only for the following reasons:
 - Medical reasons (e.g., your needs can no longer be met by the facility);
 - Arrest or conviction of a felony;
 - Your health or safety, or the health or safety of other residents is endangered;
 - Non-payment of your bill;
 - The facility closes;
 - Violation of Veterans Home rules and regulations;
 - A resident may discharge at any time upon their own request.

Visitation:

- Residents can have visitors twenty-four hours a day.
- Facility doors are locked from 10:30pm to 5:00am.
- Limits to visitation may be placed if problems arise.
- Extended visits need to be approved by administration.

NORTH DAKOTA VETERANS HOME BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

RENT POLICY:

It is the policy of the North Dakota Veterans Home to charge rent to residents in accordance with the North Dakota Veterans Home governing board and the State of North Dakota laws and regulations. The North Dakota Veterans Home shall have procedures in place to calculate and administer rents.

PROCEDURES:

WHEN RENT IS CALCULATED-BASIC CARE:

- Rent will be calculated upon admission for new residents.
- Rent will be calculated monthly for resident workers due to fluctuating income.
- Resident rents will be recalculated every January and any changes will be effective February 1 of each year.
- Any change in a resident's income must be reported immediately to the accounting department so that rents can be adjusted accordingly.
- When income and expense information has not been furnished to determine the appropriate rent, the facility shall charge the maximum rent until such time that the required information is provided. Rent charges will be recalculated when income and expense information is provided. The Administrator will have the authority to adjust prior rent charges.

HOW RENT IS CALCULATED-BASIC CARE:

1. The rent will be calculated on a form devised by the Veterans Home and will include the signature of the resident or their financial representative.
2. Residents must provide proof of all income and expense information.
3. Rent will be calculated using prospective income as well as past income (interest, land rent, etc.); unless this income is no longer available.
4. The income will be annualized using all allowable sources of income. This total will be reduced by paid allowable medical expenses and other expenses as required by the courts i.e., child support or alimony.
5. Each veteran resident will be allowed to keep \$100 of their income each month that will not be used for calculating rent.
6. Rent will be calculated at 55% of the net income amount. This amount will be divided by 12 to determine the monthly rent amount. Rent will be charged at this amount unless this amount is greater than the rent cap.
7. The yearly cap may vary dependent upon the calculated cost of care in the annual cost report. The max rate that may be charged is 49% of the

NORTH DAKOTA VETERANS HOME BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

calculated cost of care. Any changes to the rent caps will go into effect February 1st of each year. The current rent cap is \$1,543.00.

8. Spouses of veterans will pay the max rate regardless of income or expenses.

LEAVE OF ABSENCE DAYS - BASIC CARE

1. Rent will be charged for all days, including leaves of absence.
2. Any residents that are out on leave for more than 96 hours (4 midnights) will be billed a daily amount equal to the daily per diem payment we receive from the Department of Veterans Affairs. For example, if you are out on leave for 6 days you will be billed the daily per diem amount x 6 days. If you return from leave within 96 hours you will not be billed any additional fees.
3. No additional fees will be charged for leave of absence days for hospitalization.

HOW RENT IS CALCULATED-SKILLED CARE:

1. Rent calculations are not applicable to Skilled Care residents as they are charged a daily rate as developed by the State of North Dakota Human Services Case Mix System.

LEAVE OF ABSENCE DAYS – SKILLED CARE:

1. Rent will be charged for all days, including leaves of absence.

COLLECTIONS:

1. Statements will be printed and mailed on the 1st business day of each month and must be paid by the 10th of the month.
2. The statements sent on the first day of the month are for the current month's rent.
3. All rents are due and payable in full upon voluntary or involuntary discharge from the North Dakota Veterans Home. Rent will be prorated up to the day of discharge.
4. Any rents outstanding will be collected using internal sources or collection agencies if necessary.
5. A finance charge on outstanding amounts due the Veterans Home will be charged at 1% per month, not to exceed \$25.00 per month. Finance charges will not be assessed on outstanding accounts if reasonable payments are received each month, but will be assessed for any month a payment is not received.

NORTH DAKOTA VETERANS HOME BASIC AND SKILLED CARE HANDBOOK

As of 4/01/2013

6. Residents that have an outstanding balance due and are 30 days past due may be discharged from the facility.
7. Exceptions must be approved by the administrator.

Any changes to this policy must be approved by the North Dakota Veterans Home Governing Board.