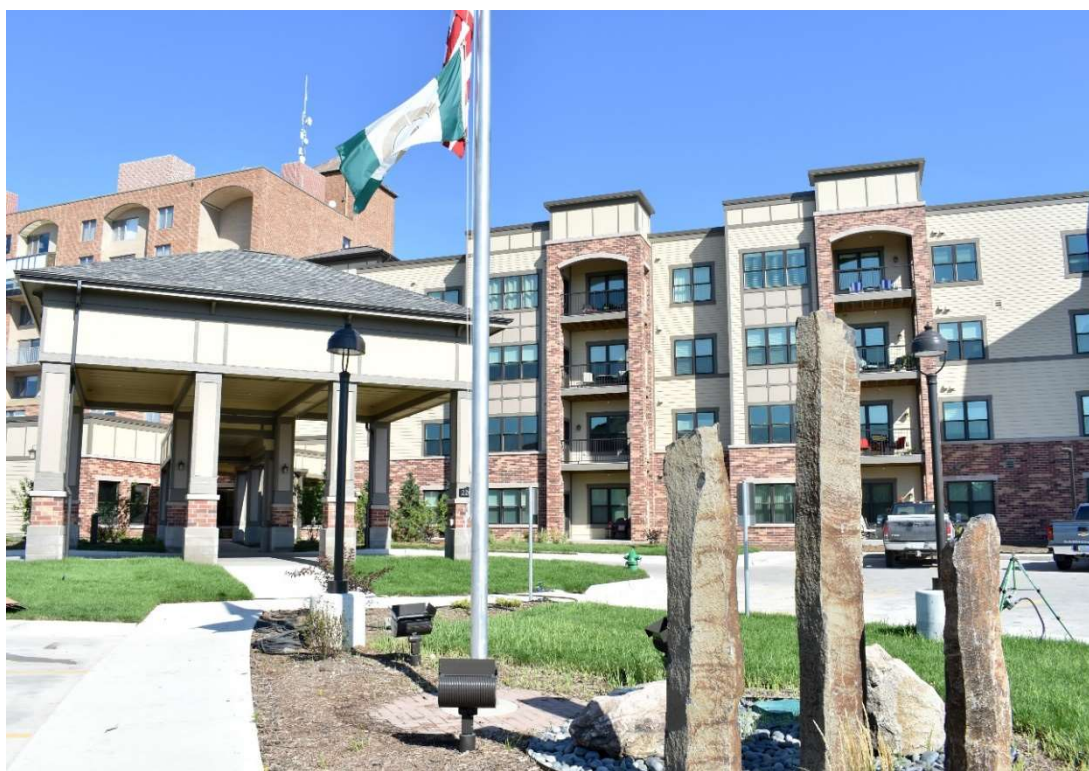


# RESIDENT HANDBOOK

2023



Reception Desk: (515) 357-5000

GH-Public Wi-Fi Password: (515) 296-5000

*If there are any discrepancies between this Resident Handbook and the Resident Care Agreement, the provisions in the Resident Care Agreement shall govern.*

Revisions of the subjects covered become effective immediately.

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## **Chapter One - Welcome**

The Green Hills Community welcomes you to your new home!

Green Hills offers a number of social events that all residents are welcome to attend. These can help you to become acquainted with services at Green Hills and with other residents. Television Channel 16.1 or 995 for cable boxes gives information and schedules of activities on a weekly basis.

The following information is given to answer frequently asked questions of new residents. Please do not hesitate to call phone #5000 and our receptionist will be able to refer you to the appropriate person on our administrative team, who is always willing to assist you in every possible way to make your life at Green Hills more enjoyable and satisfying.

Three hours of personal service will be provided free of charge during the first 90 days following move-in. Please note: costs of supplies will be billed. Types of personal services available during this move-in period may be found in Chapter 3, Maintenance Services.

### **Resident Handbook**

This handbook has been developed to provide information and assist you to

**LIVE LIFE THE WAY YOU WANT.**

It is designed to help all residents understand the organization of Green Hills and provide answers and guidance for residents. Within the chapters, you will find valuable information regarding our services.

If, for any reason, you are unable to find the answer to your questions in the Resident Handbook, do not hesitate to call our receptionist (phone #5000) who will refer you to the appropriate person.



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## **Chapter Two - Our Mission, Vision, and Values**

### **OUR MISSION**

Green Hills is a resident-owned community that enhances the quality of life of its residents by providing services through a continuum of care.

### **OUR VISION**

Green Hills will be a leading community, which will enhance the residents' quality of life by providing continuing education opportunities, cultural experiences, fitness and wellness development, diverse activities, and superior healthcare. We will maximize partnerships including but not limited to such organizations and institutions as Iowa State University, Iowa State University Alumni Association, McFarland Clinic, Mary Greeley Medical Center, Ames community, and Heartland Senior Services.

### **OUR VALUES**

We believe in:

- The spirit of community, while respecting privacy and independence through:
  - Resident-owned townhomes and apartments
  - Home-like atmospheres throughout a continuum of care
  - Choice of activities
- Focusing on resident needs and interests through:
  - Effective communication and transparency
  - Available transportation for shopping, culture, education, medical appointments, tours, and sports.
  - An environment encouraging physical, social, and educational growth through programs at Green Hills, Iowa State University, and the Ames community
- Providing peace of mind through:
  - Respect for rights of the individual
  - The provision of safe, considerate, and professional services
  - The availability of a transitional continuum of care which includes healthcare services
  - Buildings and grounds designed for safety
  - A commitment to individual attention
- Accomplishing these services through capable and compassionate employees who are committed to enhancing residents' quality of life through:
  - Empowerment
  - Respect for resident dignity
  - Teamwork
  - Honesty and integrity

## **Chapter Three - Departments and Their Services**

### **COMMUNITY LIFE SERVICES (Life Enrichment Services)**

#### **Beauty Salon and Barber Services**

Phone: #5074 or 515-432-2788

Tuesday through Saturday by appointment

The Salon in the Hills by Anita H. is currently open five days a week, Tuesday through Saturday by appointment only. Please leave messages for appointments.

#### **Life Enrichment**

Phone: #5022

The goal of the Life Enrichment Department is to provide a diversified program and environment, both within Green Hills and in the Ames community and beyond. It is our pleasure to offer a wide variety of social, cultural, educational, and physical activities through which there are many opportunities for fellowship and new friendships.

A calendar of events is published on our website ([www.greenhillsrc.com](http://www.greenhillsrc.com)) and regularly distributed to all residents in “Discover, Explore and More.” This schedule includes activities both at and away from Green Hills. Activities are also noted on Green Hills’ in-house television channel 16.1 or 995 for cable boxes.

#### **Life Enrichment On-site**

For your leisure activities, our community includes a library, activities room, fitness room, theater, billiards area in The Lindens, woodworking shop, multi-purpose dining rooms, prairie park area, and a sensory garden.

Regularly scheduled activities at Green Hills include:

- Continuing Education Programs
- Day Trips
- Devotions/Communion
- Lunch Bunch
- Movies or Documentaries
- Socials
- Special Events/Seasonal Celebrations
- Theme Meals
- Wellness Events

Special Committees and individuals coordinate:

- Men's Coffee/Women's Coffee
- Club 2200
- Continuing Education
- The Chimes

Pool tournaments, theatrical performances, travel programs, music, and other special events are planned throughout the year. The Green Hills Chorus usually meets once a week and performs two concerts a year at Green Hills. New members are always welcome.

## **Transportation Services**

(See also, Personal Transportation)

### **Bus Guidelines**

A bus is available for transportation to regularly scheduled social activities, routine shopping trips, and other activities scheduled in conjunction with the Life Enrichment Department. The schedule for these trips is included in the residents' monthly newsletter, listed on the Green Hills TV Channel 16.1 or 995 for cable boxes and in the sign-up book at the Reception Desk.

In an effort to respect everyone's time, the Advisory Council has approved a five (5) minute allowance for a resident to catch the bus. Therefore, the bus will not return to the apartment building or a townhome if the resident is not at their stop within the five minutes. If the resident is not at the stop at the scheduled departure time, staff will knock on the door as a reminder of the event. The five minutes will be based on the scheduled departure times. Staff will not provide reminder calls. **This applies to ALL bus events.**

**Example:** Apartments: 5:00 PM and Townhomes 5:05 PM departure times. When a townhome resident is not at their stop, staff will knock on the door. The Bus will wait at this stop until 5:10 PM and continue its route. If the courtesy knock is after 5:10 PM and the resident is not ready to go, the bus will leave.

The bus is regularly scheduled to take residents to most of the following and similar events.

- ISU women's basketball games
- ISU men's basketball and football games
- Performances at CY Stephens and Fisher Theater
- Ames Community Theater productions
- Ames Town and Gown Chamber Music Association Performances
- ISU Retirees meetings at Scheman

Applicable tickets for these events must be purchased individually by each resident.

Nominal charges for transportation, admission, materials, and other accommodations will be required for some events off-site. This is necessary to ensure participants rather than the entire resident body share costs. In such cases, advance notice will be given, and all

pertinent information made available. Payment for such activities can be charged to the residents' monthly bill.

A booklet containing sign-up sheets for activities is on the counter at the Reception Desk. Sign up by writing your name in the next available blank on the activity sheet. The earlier you sign up, the better. If you need to cancel your reservation, cross off your name. Please do not erase your name if you need to cancel. **If a resident should cancel, staff will contact the next resident on the alternate list. A Green Hills resident may not be swapped out for a family member or guest to go in their place.** Likewise, please do not write your name over a crossed- out name. If there is room on the bus for all residents, guests are welcome to attend bus trips.

Residents should sign up their guests in the third column on the bus sheet. Charges for resident's guest will be charged to the resident's account for bus services when applicable. A guest cannot ride the bus without a resident escort.

A personal service provider (PSP) companion should accompany a resident during an off-site activity if the companion's presence is necessary for the resident to participate in the activity safely. Personal service provider (PSP) companions will be allowed to accompany their client on the Green Hills bus so long as they sign up in advance. The companion will need to sign under the resident column of the sign-in sheet and indicate that he/she is a companion as shown below.

Sample Bus Sign-up Sheet		
Name	Alternate	Guest
Jane Doe		
Jane Doe-companion		

In order to use the Green Hills bus for events in Ames, a minimum of seven (7) residents must be signed up. Fourteen (14) residents must be signed up for out-of-town events. This does not include guests. A form will be kept at the Reception Desk and on Touchtown for residents to fill out if there are not 14 people signed up for an out-of-town event, and residents would like to cover the cost of the missing signups. (e.g., if there are 12 signed up for an event, residents can pay for two seats for an event so the bus will go to the event which requires 14 signups). The scheduled bus trips to HyVee, Fareway, and North Grand Mall are not dependent on the number of residents signed up. If residents would like to schedule the use of the Green Hills bus for events not on the calendar, a one-week notice is required. On the day of the event, there must be at least five (5) residents in attendance for Ames events and at least twelve (12) residents in attendance for out-of-town events for the bus to leave the premises. Events will be canceled 48 hours before the scheduled event if the minimum number of residents signed up have not been met. Already scheduled events will be given priority. The only exception to the one-week notice and 48-hour cancellation period would be in-town funeral/memorial services for former Green Hills' residents.

Transportation services for popular events occasionally exceed the capacity of the bus. In these circumstances, a waiting list is available at the Reception Desk for residents to sign up in the case of cancellations. If you are planning on riding the bus and decide to cancel, please inform the Reception Desk as soon as possible so we can notify residents from the waiting list. The Green Hills bus has a twenty-five (25) passenger capacity. Due to safety and insurance reasons, it is prohibited to squeeze extra passengers on the bus.

A local motor coach company is used for transportation when 30 or more residents wish to attend the same event. Since they require a 72-hour advance notice to schedule or cancel a driver, please, if you find it necessary to cancel after you have written your name on the signup sheet, do so 72 hours in advance. **For ISU Women's Basketball Games only, the Green Hills Bus will make two trips rather than hiring a local motor coach company if there are more than 25 residents attending a game.**

It is not always possible to provide transportation to an event. There will be times when a driver and/or bus is not available.

In cases where road conditions have been determined to be "difficult" or "closed/impassable" by Iowa Department of Transportation due to inclement weather, transportation to an event may be canceled.

In cases where weather conditions are determined to include "Wind Chill Advisory" or "Winter Weather Advisory" by the National Weather Service due to hazardous weather conditions, transportation to an event may be canceled.

## **VOLUNTEER OPPORTUNITIES**

There are a wide variety of ways volunteers may help. Finding the activity that best suits you is dependent on your interests and experiences. Anyone interested in volunteering should contact the Life Enrichment Department (#5022).

Volunteers may interact directly with the residents or they may help indirectly by assisting the staff or assisting with a committee project. Direct interaction can include one-to-one activities or group activities. Examples of one-to-one activities are:

- Direct contacts with a resident such as visiting
- Playing a game
- Putting a puzzle together
- Giving a manicure
- Writing letters
- Reading to a resident or taking a walk

A volunteer may lead an activity such as history, bingo, cooking, crafts, musical entertainment or other programs.

If you have any questions regarding the bus schedule, signup sheets, volunteering or any activities or services, please contact the Life Enrichment Department at #5022 or #5006.

## DINING AND NUTRITION SERVICES

Phone: #5004

Meals are served restaurant style. The Director of Food and Nutrition Services, a Registered Dietitian, is available for consultation regarding special diets or menu requests. A resident Dining Committee meets every other month with the Director of Food and Nutrition Services to discuss food service. Any comments may be directed to the Director or any Dining Committee member. See Resident Directory for committee listing. There is also an opportunity to submit your food comments on comment cards in the dining room or placed in the box in the vestibule across from Le Bistro.

Highchairs and booster seats are available for small children. Kids menus can be arranged when needed.

Meal	Hours
Chef's Breakfast	Thursday's 8:00 AM – 10:00 AM
GH GRILL	Monday - Saturday 11:30 AM – 6:30 PM Sunday 11:30 – 1:30 PM
Le Bistro	Monday - Friday 8:30 AM – 2:00 PM Sunday 10:00 AM – 1:00 PM

**GH Café** is our fine dining night that is typically open two evenings per month from 5:00 PM to 7:00 PM. Reservations are required and you will order from the menu upon arrival at the GH Cafe. Guests are always welcome.

**GH Grill** is our casual restaurant that is open daily. Reservations are not required but recommended if you have guests or if you desire a private table. Walk-ins are welcome. If all available seats are full, you may wait or ask for takeout.

**Happy Hour** is from 4:00 – 6:00 PM every Saturday in the Main Dining Room. Full bar service is offered with alcoholic and non-alcoholic drinks. Snacks are provided but no food services are offered.

**Le Bistro** is our on-the-go food option which includes: freshly prepared sandwiches, wraps, salads, coffee drinks, and freshly baked bakery items. The ice cream menu features homemade milkshakes and malts. This is open to all residents and guests. No reservations are required. Guests are always welcome, and cash is accepted as well. Le Bistro is also available to be reserved after-hours if you would like to host an event in the space. Call Courtney (#5004) to make arrangements.

**Special Events** such as holiday buffets, bake sales, theme meals, and other events will be advertised monthly.

**Takeout Services** are the same as meal service times. Any meals can be picked up or delivered. Delivery times are offered at particular times only. Please call the reservation line (# 5040) to ask about specifics. Delivery charges will apply.

**Prairie Rose Room** is a private dining space any resident can use with the appropriate reservation. The use of dining services is not required to use the space. You may bring your own food or beverages. Reservation of the space can be done through the receptionist or Courtney (Director of Food & Nutrition Services).

If Catering Services are requested, please follow these guidelines:

- 2-week notice is needed
- Room/table maximum is 12 people
- A specific catering menu will be developed with Courtney and special staffing will be provided.
- No specific time restraints will be placed on catering services.

If food services are requested from the GH Grill, please follow these guidelines:

- Table of 6 or less:
  - o 2-day notice is needed for the reservation
  - o You may order from the GH Grill menu as usual
  - o No orders can be taken after 6:00PM
- Table of 7 or more:
  - o 4-day notice is needed for the reservation
  - o A pre-order is helpful, or a limited, customizable GH Grill menu will be provided
  - o No orders can be taken after 6:00PM

**Online ordering** for takeout or delivery meals is available for your convenience. Order meals from the comfort of your own home. See the Director of Food and Nutrition Services for more details.

## **Guests**

We like to have residents' families, and friends dine at Green Hills. Residents should make reservations for guests following the guidelines previously mentioned. Guest meals will be charged to the resident's bill. Cash or check are accepted for guests as well.

## **Beverages**

Complimentary coffee, hot tea, hot cocoa, and water are available at the hospitality bar located in the commons at any time. Help yourself; invite your guests. Beverage service will be provided at each meal. Beverages other than those listed above will be an additional charge. Wine and beer may also be provided at an additional charge. You are welcome to bring your own bottle of wine to the GH Grill or GH Cafe. For the use of our glassware, we charge a \$12 corking fee, regardless of the number of glasses you need



or number of bottles of wine you bring.

### **Catering Service**

Green Hills can cater special events. At least a two-week notice is required for planning, with a 48-hour final attendance guarantee. All costs for catered events are charged to the resident making the request, including food and staffing costs. Contact the Nutrition and Food Services Director (#5004) or the Receptionist (#5000) for details. Copies of the catering menu may be obtained at the Reception Desk. To reserve a dining room, you must start a function sheet through the Reception Desk.

### **Meal Charges**

Meal receipts will be completed by the wait staff and provided to you. Meals will be billed on your monthly statement from these tickets. Every resident is assessed a minimum monthly charge for meals. Meals must be eaten within a given month and cannot be carried over to a succeeding period. Should a resident have meals during the month whose cost is greater than the minimum, the resident will be billed for the additional cost.

If you are away from Green Hills for a minimum of twenty-one (21) days in the same month, you may request a raw food cost credit for missed meals. The dates on your absence form will inform the accounting department. The raw food cost credit will be applied toward the minimum charge.

If you are away for an entire month(s), you may request the raw food credit or carry the minimum over to the next month(s). You may carry forward up to the number of months in which you are away.

Residents are grouped into two billing cycles for the monthly minimum. Residents with the last name of A – M are billed for 16<sup>th</sup> to the 15<sup>th</sup>. Last names of N – Z are billed for the 1<sup>st</sup> to the last day of the month. Green Hills uses a point-of-sale (POS) system to track food service charges. At the bottom of your receipt, the system will print your current usage.

### **Special Arrangements for Wheelchairs/Electric Carts**

If a resident requires special accommodations for seating or a wheelchair contact the Director of Food and Nutrition Services (#5004) to make arrangements. For the safety of residents and staff, walkways must remain clear of tripping hazards such as walkers or wheelchairs. Residents who cannot walk into the dining room are requested to make arrangements for assistance into a dining room chair. All residents and guests in the dining room must be able to dine independently.

### **Market**

The Green Hills Market is your opportunity to purchase items directly from our kitchen. These items will be added to your account. The Market provides items you'd likely get from the grocery store. Example: milk, bread, eggs, sugar, pudding cups, whole fruit, or frozen chicken breasts. See the receptionist for the complete list of items.

## **ENVIRONMENTAL SERVICES**

### **Garbage/Trash**

Trash is collected once a week on Fridays at the townhomes. (Holidays may require a different collection day.) Trash cans should be placed outside townhome garages near the street curb.

After trash is collected, please bring trash cans inside. There is a yellow, glass recycling dumpster located next to the main trash dumpster between The Oaks and Health Care Center building. Glass must be empty, clean, dry, lid removed, and cannot be broken. For large amounts of glass, call maintenance for pickup.

For residents in apartments, trash chutes are located on each floor. It is important your trash is placed in a garbage bag - up to 13-gallon size - and **SECURELY TIED** before it is thrown down the chute. Glass should be bagged separately and left on the floor at the base of the chute to be picked up by staff. Please do not throw glass down the chute. This creates a hazard for staff collecting the trash.

### **Cardboard**

Maples: Cardboard is to be empty and completely flattened and put in trash chute room for pickup.

Oaks: Cardboard is to be empty and completely flattened and put in the blue recycling bin in the Oaks basement across from the maintenance shop.

For new residents moving in, please flatten all large boxes and leave in unit and call maintenance to pick up.

Trash should be disposed of in a timely fashion, so unsanitary conditions are not created.

### **Housekeeping**

#### **Apartments:**

Every two weeks, housekeeping, and the supplies and equipment needed for performing cleaning listed below are provided as part of the monthly fee for apartment owners. Every apartment resident will be provided a housekeeping standards checklist so that we can provide quality cleaning services tailored to your needs. Any time your needs change, please contact the Environmental Services Supervisor (x5026) for a new Standards Checklist so that we may update our cleaning procedure for your home.

#### **Townhomes:**

Housekeeping is available at an hourly rate for townhome owners. Cleaning chemicals in a tote will be provided by Green Hills. There will be no charge for this as long as the chemicals and tote are returned upon discontinuation of cleaning services. The townhome residents will be expected to provide all other cleaning supplies such as vacuum, dusters, rags, mops, etc. Due to safety guidelines housekeepers are not allowed to use resident step ladders/stools.

The housekeeping service includes:

- Vacuuming carpets
- Damp mopping bathroom and kitchen floors
- Wiping exposed surfaces (range, cabinets, sinks, bathtub, toilets, showers, mirrors, etc.)
- Dusting flat surfaces and hanging light fixtures
- Emptying and cleaning wastebaskets (trash can liners are not provided)
- Windows will be washed twice a year on the outside in both townhomes and apartments at no additional charge
- Dryer vent cleaning will be provided on a periodic basis. Notices will be sent out to residents when these are due for cleaning. There is no charge for this service.

In the apartments, housekeepers are provided with step ladders but are not permitted to clean any surface they cannot reach on a step ladder. For safety reasons, housekeepers are not permitted to use resident provided step stools/ladders. Housekeepers are not permitted to move/remove knickknacks, collectibles, or other personal items from areas listed above. Please remove these types of items prior to the housekeeper's arrival if you would like these areas cleaned.

Housekeeping services are performed between 9:00 AM and 4:00 PM. While every effort is made to maintain the schedules, emergencies and unexpected interruptions may affect housekeeper's arrival time. The Director of Facilities (x5005) or Environmental Services Supervisor (x5026) will coordinate any changes in the normal operating schedule. Additional housekeeping services are available at an additional cost. Special cleaning may also be arranged if existing cleaning schedules permit. Any concerns, requests, or questions regarding housekeeping should be directed to the E.S. Team Leader (#5026).

When a resident's scheduled cleaning day falls on a holiday, we will notify you at least one week in advance regarding your alternate cleaning time.

Additional housekeeping services are available at an additional fee depending on availability. Special cleaning may be arranged. Please call Director of Facilities (x5005) or Environmental Services Supervisor (x5026) to make necessary arrangements.

## **Laundry**

### **Flat Linens**

All apartment and townhome owners may opt for bi-weekly flat linen service for a fee of \$54/month. Flat linens - towels, washcloths, sheets, and pillowcases - will not be ironed; permanent press fabric is preferred. Residents required to have at least 2 sets of flat linens. Green Hills is not responsible for damage to flat linens.

### **Oaks Laundry Area**

Each floor in The Oaks has a laundry area with two washers and two dryers for use by apartment residents. Cooperation in scheduling their use is important. Home Health

aides are available to assist residents doing laundry for the standard Home Health hourly fee. A laundry manual has also been placed in each laundry area for resident use.

To reduce mildew smells, please make sure to leave washer doors open after using.

In consideration of all who use the dryers, please clean lint filters after each use.

**Clothes Drying**

Outdoor drying of clothing is not permitted.

## **GENERAL AND ADMINISTRATION**

Accounting - **Phone #5003**

### **Monthly Bills - 5023**

Resident and Health Care Center bills are prepared during the first few days of each month. They comprise the regular dues for the new month, and various miscellaneous charges for the past month (such as meals, transportation, long-distance telephone, beauty/barber shop, and maintenance services).

The bills are delivered to your in house mailbox a few days after the first of the month. Please inform the Receptionist if you wish your bill to be mailed to another address.

Payment may be debited directly from your bank account, placed in the payment box near the Reception Desk, handed directly to the receptionist, or mailed. The office staff is always happy to answer any questions you may have about your bill.

The monthly fee that residents pay consists of eight components: the per unit fee, base fee, per person fee, asset replacement fee, operating reserve fee, futures fund fee, housekeeping fee and utilities fee. Below are descriptions for each fee.

#### **Per Unit Fee**

The per unit fee reflects the general costs associated with a unit which do not depend on the location, number of occupants, or the size (number of square feet) of a unit. These include services such as cable TV, telephone, waste disposal, common area housekeeping, common area utilities, maintenance, and groundskeeping services. The management fee and common insurance fee are split between per unit fee and base fee.

#### **Base Fee**

The base fee depends on the size of a unit with the amount calculated using an “interest allocation table in the Horizontal Property Regime document”. The management fee and common insurance fee are split between per unit fee and base fee.

#### **Per Person Fee**

The per person fee reflects costs for general activities available to individual residents. The per person fee includes items such as residential health services, health and wellness coordinator, emergency call system, leisure time activities (Yes2HealthLife, movies, programs), transportation (medical, events and personnel), and direct food service (Le Bistro).

#### **Asset Replacement Fee**

The asset replacement fee is calculated using two third party analyses (one 10-year, one 25-year) which provide detailed, anticipated future asset replacement costs.

**Operating Reserve Fee**

The Operating Reserve Fund fee will be used to fund our operating reserve account for unanticipated operating needs. It is 2.0% of the monthly fee (base, per unit, per person, asset replacement). The objective is to reserve a total of one-sixth (1/6) of the operating expenses.

**Futures Fund Fee**

The Futures Fund fee was introduced to fund a reserve account for unanticipated future campus needs. It is 2.5% of the monthly fee (base, per unit, per person, asset replacement).

**Housekeeping Fee**

Provides funding for housekeeping appointments (apartments only).

**Utilities Fee**

Covers unit utility expenses (apartments only). Townhomes are billed directly for utilities.

**Human Resources**

Phone #5007

The Human Resources department administers employee benefits such as health/life insurance and 401(k) program, coordinates training & development, recruiting/interviewing, and payroll.

**Marketing**

Phone: # 5030

The Marketing Director is responsible for planning, developing, directing, and coordinating all aspects of marketing for the residential living apartments and townhomes. This includes sales, advertising, and public relations.

The Marketing Director's primary responsibility is to assist residents and their families in the prompt resale of their apartments or townhomes. To ensure turnover time is kept to a minimum, the Marketing Director maintains and continually expands a prospective resident list.

In addition, the Marketing Director works with buyers, residents, and their families, as well as various Green Hills departments, to coordinate a successful sale for all parties and to ensure a smooth post-sale transition for buyers and sellers. The Marketing Director shall inform prospective townhome buyers when an individual garden is involved.

For the convenience of the Green Hills residents, the Marketing Director is a licensed real estate professional and in accordance with the State of Iowa law and works as an agent with a local broker. Listing through Green Hills provides our residents and their families with a number of advantages:

- On-site administrative services related to the sales process.

- A well-maintained interest list and a strategic marketing plan.
- A low 6% commission rate, with a 5% rate offered to residents who move within the community.

Staff will take photos during marketing events and activities and post these photos on Green Hills social media. When participating in Green Hills events and activities, residents allow Green Hills the right to use any photos taken. Green Hills has the right to use the name, photo, and likeness of a person for any business publicity. If a resident chooses to opt out of being posted on social media, they may contact the Marketing Director to complete a photograph and social media opt-out form.

## **Reception**

### **Reception Desk Services**

Phone: #5000

Hours: 8:00 AM – 6:30 PM Monday through  
Friday 10:00 AM – 2:00 PM Weekends  
and Holidays

The reception desk serves as an information area for residents, guests, and employees of Green Hills. Other services available through the reception desk include:

- Accepting payments for resident monthly billings
- Arranging for newspaper delivery
- Helping residents sign up for various activities offered by Green Hills
- Maintaining a "Lost and Found" box
- Maintaining the in-house information TV channel
- Making copies, any size up to 11"x 17"
- Making transportation reservations
- Offering a daily check-in service
- Providing absence forms for residents making travel plans
- Providing Notary Public Service (8:00 a.m. – 5:00 p.m. weekdays)
- Receiving deliveries (UPS, flowers, etc.)
- Reserving space for private resident functions in the common areas
- Selling small quantities of stamps, weighing items to be mailed (up to thirty pounds)
- Sending documents via facsimile (FAX)
- Sending items via Federal Express, United Parcel Service, or United States Postal Service
- Taking meal reservations (see also Dining and Nutrition Services)
- Taking requests for maintenance and housekeeping services
- Meal reservations are now taken by Dining Services, call # 5040

When Green Hills' residents are unable to use their tickets for games and concerts, they often leave them at the reception desk for free distribution. These tickets are intended solely for the use of Green Hills' residents. However, if tickets remain unclaimed four hours prior to an event's starting time, they may be claimed by residents for use by family or friends.

## **Personal Notices on the In-house TV Channel**

Phone #5000

The reception desk can take requests for personal notices to be displayed on the In-House TV Channel. This does not apply to notices related to activities organized by Green Hills' staff. Personal notices from residents will run one (1) week per month until permanently removed by staff or resident.

## **Transportation, Personal**

Transportation to medical appointments in Ames is provided at no charge either by Green Hills Staff, local cab company or Heartland Senior Services (HIRTA) public transportation services. Please inform the Receptionist (#5000) of your transportation needs as early as possible. A 48-hour notice is required for all appointments. Appointments for Monday or Tuesday must be made by Friday during open hours (8:00 AM–6:30 PM).

HIRTA offers door-to-door transportation within the Ames city limits and is equipped with a wheelchair lift. HIRTA can also be used for non-medical transportations with fare paid by the resident, phone #233-2906.

For transportation to the Greater Des Moines International Airport, we appreciate your request at least seven (7) days in advance of flight time. For transportation to the Ames Airport, a 48-hour notice is required.

Ames Taxi and Executive Express are also available for use if desired.

Please contact the Receptionist for assistance with making transportation appointments or for any assistance relating to transportation services.

## **PLANT (FACILITIES)**

Phone #5005

### **Mail/Deliveries**

Green Hills' staff does not have access to the boxes. The U.S. Postal Service delivers mail Monday through Saturday to individual mailboxes. Please alert all correspondents of your address, **including specific apartment or townhome number. Delivery of mail without the correct and/or complete address may be delayed.**

Outgoing mail can be put into the "OUTGOING MAIL" slots in the mailbox cluster at 2205 Green Hills Drive, or in a townhome mailbox with the flag up.

Internal mail will be delivered to individual mail boxes in the mail room of The Maples. Staff will deliver internal mail to townhome residents once per week on Sundays.

Packages delivered by the U.S. Post Office or another courier at 2205 Green Hills Drive will be held at the reception desk. The receptionist will call residents to tell them they have packages.



Packages for townhome residents may be left with a neighbor or at the reception desk if you make arrangements with the courier. If a townhome resident is going to be away, staff can also retrieve the package for the resident and hold it at the reception desk. Staff will act as your agent to receive packages unless notified to do otherwise.

### **Mailroom**

Green Hills provides a community use only mailbox for all homes in the mailroom. Staff will place internal GH mail here such as the *News & Announcements*, *The Chimes* and your monthly invoice. On Sunday, any townhome mail in the mailboxes will be delivered. Residents are asked to place their name and date on any materials that they place in another residents' mailbox. Solicitations are not allowed.

### **Maintenance Services**

Phone: #6105

Hours: Monday through Friday 8:00 AM – 6:00 PM

Weekends 8:00 AM – 4:00 PM No maintenance on holidays

If you need maintenance assistance, work requests may be created by contacting the reception desk or using the link from our website – [www.GreenHillsrc.com](http://www.GreenHillsrc.com). Work will be completed on a timely basis, taking into consideration the urgency of the request and staffing availability.

For **EMERGENCY** problems (i.e., broken water pipes), call the Receptionist (#5000) to report the problem. For after hour emergencies call the Health Care Center (#5100).

Three hours of personal service will be provided free of charge during the first 90 days following move-in via a \$112.34 credit on your first monthly statement. Please note: costs of supplies will be billed. Types of personal services available during this move-in period are:

- Changing storm door inserts
- Hanging pictures
- Changing light bulbs
- Changing batteries in smoke detectors
- Relighting water heaters
- Resetting breakers
- Drainage clogs (sinks, toilets, etc.)

Services provided by Green Hills on a fee-for-service basis, after move-in include:

- Changing storm door inserts
- Hanging pictures
- Changing light bulbs
- Changing batteries in smoke detectors
- Relighting water heaters
- Resetting breakers
- Un-sticking garbage disposal or resetting the disposal
- Fixing minor electrical problems

- Changing furnace filters
- Making faucet and toilet repairs
- Replacing outlets, switches, covers, etc.
- Repairing window screens
- Replacing light cover globes
- Minor appliance repair (stove, refrigerator, microwave)
- Major sink and toilet repair
- Fixing major plumbing leaks
- Gas line problems or leaks
- Annual furnace and air conditioner checks
- Basic computer support

### **Moving of Furniture**

When a new or existing resident moves to / from or within Green Hills Community, it shall be the resident's responsibility to contact an outside moving service to handle the moving arrangements. This avoids potential liability and workers' compensation insurance issues that may arise from the maintenance and housekeeping staff moving personal items.

Health Care Center resident owners may request that a few items be moved by the staff such as a television or chair to the Health Care Center.

### **Snow Removal**

Snow will be removed by Green Hills' staff in this order:

1. Streets
2. Health Care Center, The Lindens, Apartment entrances for emergency access
3. Parking Lots/Sidewalks
4. Townhome driveways/sidewalks

If you have an emergency, please call the Receptionist (#5000) and we will either provide transportation or arrange to get your vehicle out first.

### **Grounds Keeping**

The care of the grounds and plantings is the responsibility of the Maintenance Department. Recommendations and suggestions will be referred to the resident Grounds Committee, which acts in an advisory capacity to Green Hills' administration.

All proposed exterior grounds work, with the exception of the Green Hills Garden, must be submitted to the resident Grounds Committee and then approved by the Executive Director prior to being done.

## Definitions

Community plantings are those under the Green Hills jurisdiction for all purposes, currently identified on a map of the GH campus which is continuously updated by staff. However, the condition of such plantings, as well as all GH campus surface activity, is subject to comment or request for a change at any time by residents through notice to the Grounds Committee.

Individual gardens are those planting areas adjacent to townhome foundations (typically bounded by an exterior townhome foundation line and a border) which are designed and maintained by individual townhome owners. Non-adjacent areas may be requested as an individual garden.

The Grounds Committee may use alteration agreements as needed. They will be presented to the Board of Directors for approval.

Raised garden beds are available for residents who wish to have their own planting beds. These are located near the Grounds Building. For more information on the fees associated with these beds and the policies and procedures please contact the Landscape and Lawn Care Supervisor at #5047.

## Community & Individual Garden Responsibilities

### **Townhome / Individual Garden Owner will be responsible for:**

- Maintaining individual gardens
- Seeking advance approval of the Grounds committee for installation of any border materials
- Costs associated with all materials & labor in individual gardens
- Costs to remove individual gardens when they are not maintained to committee expectations
- Keeping the area immediately around their townhome free of debris
- Notifying the Director of Facilities and the Marketing Director when a townhome involving an individual garden is to be sold.

### **Green Hills is responsible for:**

- Drafting and maintenance of a map of all community plantings and advising the committee of changes
- Maintaining community plantings which appear on the GH planting map (i.e., trimming bushes, removing dead branches, etc.)
- Removing dead or seriously compromised community plantings
- Mowing, leaf raking all lawns
- Designating border materials to be used throughout the grounds to maintain continuity
- Providing snow removal on streets, sidewalks, driveways, and parking areas

- Semi-annual exterior window cleaning during spring and fall months
- Removal and disposal of yard waste placed on curb by resident owners tending individual gardens

The Director of Facilities or his designee shall review the status of each individual garden with its owner(s) annually.

### **Work Request**

All requests for assistance with individual gardens will require a work request. Labor and materials will be billed at the current GH rates. Please contact the reception desk or the Maintenance Department to complete a work request.

### **HEALTH & WELLNESS SERVICES**

Phone: #5033 & #5013

Office Hours: 8:00 AM – 4:00 PM, Monday through Friday (except Holidays)

Contact the Health Care Center Staff (#5100) if you need assistance when Health & Wellness Services staff is unavailable.

Please call #5033 or #5013 with questions regarding any of the services outlined below.

The Health & Wellness Services department coordinates foot care and hearing aid center clinics and provides blood pressure clinics. Staff will visit to address concerns and provide options tailored to meet your needs. Personal/hygiene care, nursing assistance, medication assistance, and referral for private nursing services are available upon request and at an additional fee.

### **Moving In**

Upon move-in, Health & Wellness requests information and/or copies of the following:

- Emergency information (who to notify, preference of hospitals, etc.)
- Healthcare provider (physician, dentist, etc.)
- Medical conditions, treatments
- Advance Directives – If previously completed, please provide a copy.  
Advanced Directives include: Durable Power of Attorney, Power of Attorney, Living Will and Do Not Resuscitate. Please call RHS if you have questions.  
Contact your attorney if you wish to complete forms.
- Authorization form for remote access to McFarland/Mary Greeley medical records (EPIC)

Please provide updates when changes are made related to any of the above items. It is helpful for staff to be informed about the following situations so we may share information on your health options:

- A planned hospital admission
- Medical conditions, medical treatments

Forms are sent to residents annually asking for updates in medical information (physician, dentist, medications, etc.) and changes relating to Advanced Directives. This information is kept confidential. Emergency contact information and copies of your Advanced Directives are maintained in each home for use in the event of need for emergency care.

## **Services**

We make every effort to tailor services to individual needs.

### **Emergency Response System**

This system is intended for use in the event of a **medical emergency** requiring staff assistance. Intentional activation of the system to obtain non-emergency assistance will be billed at a base charge of per incident, as well as staff time will be billed at the rate of double Health & Wellness hourly fee with minimum time of 30 minutes. Health Care Center staff is available for assistance in apartments or townhomes only in the event of a medical emergency; they are on site to serve those who reside in the Health Care Center and responding to non-emergent needs jeopardizes the safety of others.

### **Hearing Aid Clinic**

Hearing Unlimited (also known as Ames Hearing Aid Center) offers a monthly clinic to provide cleaning of aids and information to residents. No appointment is necessary. Clinic times are included in the Green Hills social calendar and posted on the Green Hills channel.

### **Foot Care Clinic**

Monthly clinics are held at Green Hills by Mary Greeley Medical Center public health staff with fee paid directly to the provider. For an appointment, call the Health & Wellness Department (#5013).

### **Blood Pressure Testing**

Clinics are held throughout the month with times posted on the in-house calendar and television. You may also call (#5013) to arrange for additional monitoring needs. There is no charge for blood pressure clinics, and no appointment is needed.

### **Flu Vaccine Clinic**

Flu Vaccine Clinic will be offered annually through Green Hills. Services are covered under Medicare Part B.

### **Laboratory Services**

The Health & Wellness Navigator or assistant can perform finger stick INR/Protime (coagucheck) associated with anti-coagulant medications. Test results will be provided to the appropriate managing physician who will then contact you with dosage information. Service is billable through Medicare Part B. The Health & Wellness Navigator can perform blood draws if ordered by your medical provider. Blood sample will be transported to McFarland Clinic Laboratory for processing. This service is billed at the current Health & Wellness Services rate through Green Hills.

**\*Assistance with Medication Management**

Health & Wellness staff can assist with medication administration with a variety of plans available. Orders must be obtained from your physician. Staff will monitor your needs for medication refills from the pharmacy of your choice, associated lab draws, appointments with your physician and documentation.

**\*Eye Drop Administration**

Staff can assist with eye drop administration on an as-needed basis. Orders must be obtained from your physician.

**\*Well Being Check Program**

Residents may enroll in a Well Being check program to ensure daily contact with three different options available.

\*See Ancillary Fee Schedule for associated fee.

**Other Services**

Other available services for a fee include:

- Assessments of physical condition
- Reports to personal physician
- Whirlpool baths
- Bath in living unit
- Personal laundry
- Bed linen change
- Grocery runs
- Dressing/shaving/personal hygiene
- Assistance getting from apartment or townhome to the Health Care Center
- Transport/accompany to medical appointments

**Equipment**

Green Hills has wheelchairs available for family, guests, and residents to use to transport residents to and from the dining room, Health Care Center, parking lot, etc. They are located by the bulletin board in the elevator lobby. When the transport is complete, please return the wheelchair. Wheelchairs and walkers can also be rented on a weekly or monthly basis. For help with wheelchairs, walkers, and other medical equipment, consult Health & Wellness.

**Medical Suppliers:**

- Choice Medical – 232-6000  
2010 Philadelphia ST, Suite #4, Ames, IA 50010
- Mary Greeley Homeward Home Medical Equipment – 239-  
6814 1111 Duff Avenue, Ames, IA 50010

## WELLNESS CENTER

**Yes2HealthyLife** is a program that focuses on a holistic wellness approach. This approach embraces all eight dimensions of wellness. The Wellness Center can help with Physical Wellness through strengthening and aerobic exercises that help reduce or prevent many of the functional declines associated with growing older. Activities include walking, running, using the treadmill, exercise class, gardening, dancing, golfing, swimming, bicycling, weightlifting, climbing stairs, housework and other various activities.

### Fitness Room

This room is unsupervised, although the Wellness Coordinator may be available for assistance, see scheduled staffed times. There is a 30-minute courtesy time limit for use of individual pieces of equipment when other users are waiting. Disinfectant wipes are available to clean equipment before and after use. Hand sanitizer also is available.

### Fitness Room Guidelines

- Do not use equipment without first consulting your physician.
- Read and follow the instructions posted on the exercise equipment.
- Safe and proper use of equipment is required at all times.
- Exercise equipment must not be altered and must be used in accordance with its intended purpose.
- Please report any damage, non-operable equipment, or potentially hazardous conditions immediately to the Wellness Coordinator or the Reception Desk.
- Lights are on a motion sensor, but at times the switch may have been turned off by previous users. Please check the switch inside left side of door to make certain lighting functions during use.
- Some equipment has personal monitors; use of headphones is encouraged. The large television near the door has only in-house announcements and music.
- All liquids must be in a capped non-breakable container to prevent spills and wet surfaces or damage to equipment.

### Aerobics Studio

A variety of exercise classes are offered free of charge to the residents. Classes held here are led by the Wellness Coordinator. Contact the Wellness Coordinator at x5044 if you are interested.

Personal Training is also offered for a fee. Contact the Wellness Coordinator at x5044 if you are interested.

### Pool

The pool is open 8:00 AM – 7:00 PM every day of the week except for Tuesdays and Thursdays and it is open 8:00 AM – 9:00 PM. The pool will be closed during class times and maintenance. The pool schedule is posted outside of the locker rooms. No one is allowed in the therapy pool alone. A “buddy” system must be

used. The “buddy” does not need to be in the water but must be available to summon assistance if problems arise. The “buddy” must be 12 years of age or older. All users of the therapy pool do so at their own risk as there is no life guard on duty. Unmonitored security cameras are located in the therapy pool area. Green Hills is not responsible for accidents or injuries. Contact the Wellness Coordinator to arrange for instruction before use of the swim-in-place jets and/or the spa features. Violations of any therapy pool rules should be reported to the Green Hills receptionist and may result in the revocation of Wellness Center privileges.

#### Therapy Pool Rules

- No person under the age of 18 is permitted to use the therapy pool unless accompanied by an adult.
- The resident or staff sponsor must always be present when a guest uses the therapy pool.
- All persons must bathe before entering the swimming pool.
- Persons having or reasonably suspected to have a considerable area of exposed sub-dermal tissue, cuts or known or recognizable contagious or communicable diseases, cough, cold, open sores, blisters, bandaged wound, fever, inflammation of eyes, nasal or ear discharges, shall not be allowed to enter pool water.
- Spitting, urinating, blowing of the nose, spouting of water or deposit foreign matter in a pool shall be strictly prohibited.
- Bottles, crockery, glassware, or other hazardous objects shall not be permitted within the pool fence area, pool room, bathhouse facilities, or in the swimming pool or on the deck area.
- No person shall bring or throw into the pool, or its floors, walkways, aisles or dressing rooms, any object that may in any way carry contamination or endanger the safety of any bather.
- Any person suspected of being under the influence of alcohol or drugs shall be prohibited from entering the pool.
- Unsupervised solo bathing shall be strictly prohibited.
- Consumption of food or beverages and use of tobacco products shall not be permitted in the swimming pool or on the deck area.
- All animals, with the exception of guide animals for the handicap, shall be prohibited within the pool fence, pool room or bathhouse facilities.
- No diving is permitted of the deck into shallow areas of the pool or where marked “No diving”.
- No horseplay or running in or around the swimming pool or deck.
- No rafts or floatation devices other than aquatics exercise equipment are allowed in the therapy pool.
- No incontinence products that are not specifically made for pool use are allowed in the therapy pool.
- Appropriate swimwear must be worn at all times when using the therapy pool.



### Guest Use

You may have a local guest use the Wellness Center amenities a maximum of 4 times a month without a paid Guest Sponsorship. Any use beyond 4 times a month requires the paid sponsorship.

### Locker Rooms

Locker rooms are always unlocked for access from the hallway. Doors to the therapy pool area will be unlocked when the pool is opened daily, but they may need to be closed on occasion for maintenance. Check the schedule posted outside of the locker rooms for specific times.

The middle row of lockers is equipped with a lock system that operates using a refundable quarter (25 cents), or you may bring your own lock for each use. Green Hills reserves the right to remove locks that are left when owners are not using the Wellness Center. Green Hills is not responsible for missing or stolen items. Lockers may not be used overnight. Users of the Wellness Center must remove their belongings from the lockers every day. Items left overnight will be removed by staff. Please contact the reception desk for “Lost & Found”.

### Emergency Procedures

“Push for Help” buttons and phones are located in the Aerobics Room, Fitness Room, men’s and women’s locker rooms, and the therapy pool area. When calling for emergencies, dial **911**. The use of the phone is for emergency purposes only. Green Hills staff will respond when either of these systems is used. All accidents and injuries must be reported to the reception desk.

Fire Pull stations are located at the end of each hallway to sound the alarm in case of a fire. This will also notify the City of Ames Fire Department. Persons in the Wellness Center should exit the building using the nearest route away from the fire. Green Hills staff will assist in the area until the Fire Department arrives.

During warning of severe weather or a tornado, Green Hills relies on public television and radio stations as well as City of Ames sirens for notification and does not have a community notification system. If severe weather occurs, you should proceed to the locker rooms away from windows and remain there until conditions improve. The therapy pool is closed for use during times of extreme lightning, and you should always exit the therapy pool if you are in it when severe weather occurs.

### Basic Exercise Guidelines

Always consult your physician before starting something new.

According to Centers for Disease Control if you are 65 years of age or older, are generally fit, and have no limiting health conditions you can follow these guidelines.

2 hours and 30 minutes (150 minutes) of moderate-intensity aerobic activity (brisk walking) every week AND muscle-strengthening activities on 2 or more days a week that work all major muscle groups (legs, hips, back, abdomen, chest, shoulders, and arms).

OR

1 hour and 15 minutes (75 minutes) of vigorous-intensity aerobic activity (jogging or running) every week AND muscle-strengthening activities on 2 or more days a week that work all major muscle groups (legs, hips, back, abdomen, chest, shoulders, and arms).

OR

An equivalent mix of moderate and vigorous intensity aerobic activity AND muscle- strengthening activities on 2 or more days a week that work all major muscle groups.

## Chapter Four – Guidelines and Safety

### GUIDELINES

These guidelines have been developed to assist in the comfort and safety of all residents.

#### Absence

Please notify the Receptionist (#5000) when you are going to be away for several days. For your convenience, a "Notification of Absence" form is available at the Reception Desk. This form will notify Maintenance, Housekeeping, and other staff of special requests while you are away (i.e. watering plants, etc.). This will also allow them to solve emergency problems in a townhome if a resident is away for a long period of time. The Post Office will hold your mail if a card is completed requesting this service. Cards are available at the Reception Desk. (See also section on Mail Service)

#### Alterations to Interiors

No two Green Hills residences are alike. Residents have enjoyed personalizing their homes in many ways. However, check with Administration before:

- Making permanent changes to the location of major appliances.
- Making any structural changes.

Changes to common areas are the responsibility of administration. Please call the Executive Director with any comments (#5001).

#### Amenities Technology Training

Overall policy responsibility rests with the Executive Director to ensure that training is adequate and relevant, and all necessary guidelines are followed and communicated properly to employees and residents.

The Information Technology employee is responsible for the administration and execution of the policy.

Once time slots for training have been communicated, any employee or resident interested in operating technology may contact the reception desk (#5000) to sign up for a time to be trained in the *Amenities Technology Training Checklist*.

Each item on the training checklist will be signed by the “trainer” and a “trainee” once instructions on the item have been successfully communicated and the trainer is confident that the trainee can operate the technology.

Once the trainee has completed the checklist, the trainee may operate technology without assistance or supervision. The trainee may also train other employees and residents upon completion of the checklist.

Staff will keep copies of all completed checklists to keep records of all residents with permissions to operate the equipment.

Training times will be communicated in the *Discover, Explore and More* newsletter by the Life Enrichment Department. Residents interested in attending a training session must RSVP at the reception desk. The training sessions will include up to five (5) residents.

If requested, a copy of the completed *Amenities Technology Training Checklist* will be provided to any employee or resident that attends a training session.

### **Appliances**

A variety of appliance manufacturers are available through a group purchasing agreement. Contact the Director of Facilities for additional information.

### **Garbage Disposal**

The garbage disposal unit in the kitchen sink should be used for most “wet garbage”; make sure water is running to allow for a much easier flow of debris. Any stringy materials that might cause damage to the disposal (banana peels, celery, etc.) should not be put in the garbage disposal but disposed of with the regular trash. To keep your garbage disposal clean, periodically run hot water and some dish detergent down the disposal drain. Do not put caustic chemicals (turpentine, oil and other solvents) down the drain.

In some townhomes where the kitchen sink drains into the sump, a sewage lift pump is used to pump the waste into the sewer.

### **Automobiles**

When driving on Green Hills' property, the speed limit is 15 mph. Please obey all stop signs and crosswalks.

Motorized vehicles are permitted on streets, driveways, and parking lots only, with the exception of motorized wheelchairs and their equivalent.

Trailers are not permitted, temporarily or permanently on the property, except with the prior written consent of the Board.

Heavy vehicles (GVW greater than 8,000 lbs.) are not permitted over the underground parking structure (Parking Lot B). There is also a height restriction of 7' in Parking Lot B.

### **Balconies**

When sweeping your balcony, please be respectful of your neighbors below and use a dustpan or other means to collect what has been swept up.

Items hung or stored on balconies or railing should not detract from the outward appearance of the building.

Flowers and plants must be safely placed on the balcony, so they are not at risk of falling or being blown off.

Electric grills are permitted on balconies. All other types of cooking and grilling are prohibited. This includes charcoal broilers or stoves and gas grills.

### **Electric Grill Safety**

Your safety is always a concern. With this in mind, please use the following guidelines.

- Do not barbeque on an electric grill when it is raining or even just drizzling.
- To ensure protection against risk of shock, electric grills **MUST** be connected to a ground fault interrupter (GFI) outlet in accordance with local codes. GFI outlet can be installed at the residents' cost.
- Grills must be unplugged when not in use.
- Do NOT use any flammable liquid to start an electric grill.
- Follow the manufacturer's instructions in the use of an electric grill.
- Do not use an extension cord.
- Do not use electric grill near combustible or flammable materials.

### **Carts**

Several carts, including shopping carts, are provided to assist apartment residents in moving items to and from their units. The carts are available in the basement near the elevators and the maintenance shop.

Because the carts are popular and helpful to residents, we ask residents to return them as soon as they have finished using them.

### **Communication of Information**

Announcements concerning Green Hills will be on the in-house TV channel 16.1 or 995 for HD boxes. Green Hills' residents should watch the in-house TV channel daily for time-sensitive information. Other intra-house mail, announcements, etc. will be placed in the residents' mail holder or in the townhome delivery boxes.

The TV channel monitor is located behind the Reception Desk and in the library; arrangements may be made to display a community-wide message on the One Call Now system.

### **Common Areas**

Available locations for reservations are the main dining room, community room, Pine Meeting Room, Hickory Meeting Room, Prairie Rose Dining Room, Theater, small dining room, aerobics studio, hospitality area, le bistro, health care private dining room and arts & crafts room. Please be considerate when using common areas.

Use of other areas including entrances, exits, and hallways shall not impede circulation and life safety use.

Residents may not use community common areas for political or candidate gatherings. Residents may host these gatherings in their private residence.

Green Hills sponsored functions have priority for room use. Green Hills may provide

common space to community groups with the approval of the executive director. Other meetings and parties must be sponsored by a Green Hills resident as an attending member.

Company promotional gatherings are limited to Green Hills sponsored functions. Solicitations will not be allowed.

Funerals services (with a body or remains) are not allowed at Green Hills. Other religious services, including memorial services, and family visitations are welcome. There is no charge for use of common areas.

Catering services for meals, drinks (including coffee), and snacks are available through Food Service Department. Please request a copy of catering charges from the Food Service Director. You may also bring your own food items. However, use of our kitchen is not available by residents.

### **Death Notifications**

The Green Hills community will do the following, with family permission, upon the death of a resident.

Green Hills will prepare a notice to announce the death of the resident. This notice will include the name of the deceased, a resident picture (if applicable), and the date of their birth and death. The notice will be placed in the commons and/or health care center lobby. Notices will be removed one week after posting or the day of the memorial/celebration of life event whichever occurs earlier.

As soon as it is known, a notification will be placed on the in-house GHTV channel with the planned arrangements along with details about transportation that may be provided to the event.

It is recommended that families of residents who die at a location away from the Green Hills Health Care Center notify the Green Hills reception desk in order to inform the Green Hills community.

### **Elevators**

Two elevators in The Oaks serve the lower level through 8th floor. Two elevators in

The Maples serve the lower level through 4th floor. One elevator in The Lindens

building provides access to floors 1 and 2.

One elevator in the Health Care Center building provides access to the lower level from first floor.

In case of an emergency, push the “HELP” button located on the lower left of the

selection panel, you will then have voice interaction via panel speaker with staff for further assistance.

### **General House Rules**

For the safety and security of all residents, it is important that all residents observe the following general house rules.

- Nothing shall be stored in common areas without the prior consent of the Board except in assigned storage areas or as otherwise herein expressly provided.
- Storage in individual parking spaces in the underground parking garage is prohibited with the exception of items used as a bumper for your car (such as a tire).
- Nothing shall be done or kept in a home or in the common areas which will increase the rate of insurance for Green Hills, shall result in the cancellation of insurance on any home, or any part of the common areas or which will be in violation of any law.
- No waste shall be deposited in or on the common areas.
- Signs shall not be displayed to the public view on or from any home or the common areas without the prior written consent of the Board or the written consent of administration acting in accord with the Board's direction. Real estate, yard sale or similar signs are not permitted.
- Residents may attach reasonable sized name plates to their townhomes. The Executive Director shall determine if items are reasonable sized with advice from the Executive Committee.
- No obnoxious or offensive activity including, but not limited to noise, shall be carried on in any home or on or in the common areas, nor shall anything be done therein which may be or become an annoyance or nuisance to the other home owners.
- Nothing shall be altered or constructed in or removed from the common areas except upon the written consent of the Board.
- No structure of a temporary character, trailer, tent, shack, or other outbuildings shall be permitted on the property at any time temporarily or permanently, except with the prior written consent of the Board. However, temporary structures may be erected for use in connection with the repair or rebuilding of the buildings or any portion thereof.
- Parking of vehicles in driveways and parking areas shall be subject to the rules and regulations of the Board.

- Except within individual homes, no planting, transplanting or gardening shall be done, and no fences, hedges or walls shall be erected or maintained upon the property, except as approved by the Board.
- Motorcycles, motorbikes, motorized carts or other similar vehicles shall not be operated within the property except for the purpose of transportation directly from a parking space or garage to a point outside the property, or from a point outside the property directly to a parking space or garage.
- All occupants of a home must be age fifty-five or older unless an exception is approved by the Board.
- No alterations may be done to the exterior of your home without the prior approval of the Board.
- Residents must maintain their units in good and sanitary condition and repair.
- Overloading of electrical wiring is not permitted.
- Before any remodeling projects, contact the Director of Facilities and/or the Executive Director.
- Flags: American flags of reasonable size may be flown using proper flag etiquette. Decorative flags that are in good taste as determined by the Advisory Council are also permitted. The Green Hills Residents' Association reserves the right to remove flags, banners, etc. that detract as determined by the Advisory Council from the outward appearance of the building(s). No sign of any kind shall be displayed to the public view on or from any home or the common areas without the prior written consent of the Board or the written consent of administration acting in accordance with the Board's direction.
- Apartment Balconies: Items hung or stored on balconies or railings should not detract as determined by the Advisory Council from the outward appearance of the building. Holiday lights are permitted as long as no permanent fixtures are added to hang them.
- Townhome Patios: Holiday lights are permitted as long as no permanent fixtures are added to hang them, and they remain within the area immediately adjacent to the townhome.
- Exterior Decorations: Residents of both apartments and townhomes may decorate the exterior of their doors and the wall immediately adjacent. Items hung shall extend no more than approximately three inches from the wall in depth. Oaks and Maples residents are not permitted to place any items on the hallway floor due to safety concerns.



- Residents may place reasonable sized artwork, chimes and bird feeders in common areas adjacent to their home, as long as they do not become a nuisance. The Executive Director shall determine if items are reasonable sized or a nuisance with advice from the Executive Committee.
- Residents may place artwork, chimes or bird feeders or other decorative items within spaces that are chosen as individual gardens.

Exceptions to the above must be directed to the Executive Director. An Alteration Agreement will need to be executed and approved by the Board of Directors.

### **Gifts and Donations**

The best part of life at Green Hills is the opportunities and dreams that living here brings to you.

As a resident of the Green Hills family, you benefit from the caring contributions which the community receives in terms of updating, activities, and events.

Green Hills Residents' Association and Green Hills Health Care Center are not classified under Section 501(c) (3). Although gifts are not tax-deductible, your gift whatever its size will improve the quality and future goals at Green Hills.

There are several suggestions and giving programs you can strengthen by your generous contributions.

- “Eleanor A. Kniker” Employee Education Fund: Donations will be used for scholarships to provide educational opportunities for a certificate or degree in the healthcare field. Please donate directly to Des Moines Area Community College (DMACC) foundation for a possible tax-deductible receipt.
- ISU Foundation GHRA Employee Scholarship Fund: Donations will be used for scholarships to provide educational opportunities. Please donate directly to Iowa State University Foundation for a possible tax-deductible receipt.

ISU Foundation GHHCC BSN Scholarship Fund: Donations will be used for scholarships to provide educational opportunities for BSN program. Please donate directly to Iowa State University Foundation for a possible tax-deductible receipt.

- Bob Kern Endowment Award: The focus of the Bob Kern Endowment Award is on the full-time or part-time staff in Maintenance or Grounds: it provides support for learning or experiential activity that, through the member, improves services to the Green Hills Community. Its purpose does not include acquiring specific tools, machines, or equipment used in maintenance or grounds operations, rather its focus is on acquisition of human skills to provide needed services, which may include training in operating specific equipment, understanding complex heating/cooling, electrical, plumbing, or computer systems. If you are interested in applying for the award, contact the Director of Facilities to explain what training

you'd like to use to reward for and the benefit Green Hills would accrue from your proposed training.

- The Virginia H. Richards Scholarship for Green Hills Retirement Community Employees (#2705583) is an endowed undergraduate scholarship with the Iowa State University Foundation created in 2020 in appreciation for the wonderful care Virginia received from the Green Hills staff in her later years. Virginia and her children Jane, Beth, and Bert established this scholarship to support Green Hills employees who work on the front lines providing daily quality of life for the residents of Green Hills. Virginia believed strongly in the value of education and wanted to help provide opportunities to people pursuing careers in elder care.
- Memorial Fund: Donations can be made by Green Hills' residents in memory of a former resident. The memorial committee then decides where to apply the pooled funds.
- Sensory Garden: The Sensory Garden was designed to provide an aesthetically pleasing atmosphere for all Green Hills residents and for small group gatherings.
- Conventional Life Estate: A future ownership is established after the death of the life estate owner.
- Common Area Improvements: You may donate funds for specific purposes such as artwork, landscape, and furniture which may be selected by various committees.
- Wills: You may also include Green Hills as part of your estate planning.

Green Hills has a Gift Acceptance Policy for major gifts with values greater than \$10,000. The policy also allows for other gifts. You may contact the Executive Director or a Board Officer for further information.

### **Gratuities**

The Employee Appreciation Committee administers an Employee Appreciation Fund, to which residents, their family members and guests may contribute. The Employee Appreciation Committee is made up of Green Hills' residents and is appointed by the Green Hills Advisory Council. In lieu of tips and gifts, all employees are recognized through this fund. This is a way of saying "thank you" for good service. This committee contacts all residents before the Holidays to encourage participation in this fund.

Green Hills' personnel policy states employees are not allowed to accept gifts or tips from residents. This could, at times, lead to favoritism among both employees and residents.

We define gifts as material items and non-cash presents, and tips as presents of cash.

## **Heating and Cooling Controls**

Contact Maintenance for additional information on how to operate your heating and cooling controls. The heating and cooling systems in the apartments have been designed to operate concurrently so an apartment can have heating or cooling on demand. An exception is in the coldest winter months and hottest summer months when only heating and cooling, respectively, will work. Each townhome has its own thermostat to control heating and cooling.

## **Internet Access and Email**

Internet access is also available via a computer located in the mailroom. Green Hills also offers free email accounts for all residents. You are welcome to continue using your existing email accounts. Please contact the IT staff or Executive Director for additional information.

## **Insurance**

Insurance is carried by Green Hills on the apartment buildings, furniture, fixtures, and equipment in common areas and on the townhome structures. Green Hills also carries insurance on property owned by Green Hills and liability insurance for accidents, which occur in common areas.

Residents are responsible for insuring the contents and interior fixtures of their apartment or townhome, as well as liability insurance with the agent of their choice at their expense. The policy is commonly known as an "HO FORM 6". This is a condominium dwellers policy that provides coverage for residents' personal property, effects, as well as personal liability.

Each unit owner shall be entitled to the exclusive use of the unfinished interior surfaces of the perimeter walls, floors, and ceilings of his/her unit. The Unit Owner shall maintain the interior surfaces in good condition at his/her expense, as may be required from time to time.

Maintenance and use of interior surfaces shall be subject to the rules and regulations of the Association, but each Unit Owner shall have the right to decorate interior surfaces at his/her expense.

Decorating of the common areas is the responsibility of the Association. If there is damage to units caused by maintenance, repair, or replacement of the common elements, the Association may be responsible for the repairs as necessary.

Liability on motorized carts may be included under personal liability. Residents should check with their insurance agent if they drive motorized carts.

## **Marijuana Policies**

### Independent Living (IL)-Medicinal Use Only

## **GREEN HILLS RESIDENTS' ASSOCIATION**

RESIDENT MARIJUANA USE POLICY  
MEDICINAL USE ONLY  
IL FACILITIES

PURPOSE:

It is Green Hills Residents' Association's (the "Community") policy to set forth rules and regulations with respect to marijuana usage by the resident, guests, invitees, and business invitees in the assisted living/independent living levels of care at the Community.

LAW:

The Community recognizes that marijuana usage may be a lawful activity engaged in by a number of residents, prospective residents, their guests, business invitees, and invitees on the Community property in some states. Notwithstanding that marijuana usage may be a lawful activity, it is nonetheless subject to the right of private property owners to prohibit or regulate marijuana usage on private property.

POLICIES:

We recognize marijuana is legal in Iowa for medicinal purposes. Although marijuana is legal in Iowa, it remains illegal under the federal Controlled Substances Act. For this reason, neither Green Hills Residents' Association nor our staff will store, handle, distribute, transport or assist in the dispensing or application of a marijuana product. In addition, marijuana products are banned from all common areas. Any use or possession of marijuana products by a resident within his/her apartment must comply with State law and be for medicinal use only in accordance with the recommendations of the resident's medical provider. Recreational use of marijuana products is prohibited anywhere on our campus, including in resident apartments. Smoking and vaping is also prohibited. We reserve the right to restrict the use or possession of marijuana products that otherwise comply with this policy in certain situations, including if we determine a resident is unable to safely store, handle or use the product without staff assistance.

Independent Living (IL)-Medicinal and Recreational Use

Green Hills Health Care Center  
Resident Marijuana Use Policy  
Medicinal And Recreational  
=

PURPOSE:

It is Green Hills Health Care Center's (the "Community") policy to set forth rules and regulations with respect to marijuana usage by the resident, guests, invitees, and business invitees in the assisted living levels of care at the Community.

## LAW:

The Community recognizes that marijuana usage may be a lawful activity engaged in by a number of residents, prospective residents, their guests, business invitees, and invitees on the Community property in some states. Notwithstanding that marijuana usage may be a lawful activity, it is nonetheless subject to the right of private property owners to prohibit or regulate marijuana usage on private property.

## POLICIES:

We recognize marijuana is legal in Iowa for medicinal and recreational purposes. Although marijuana is legal in Iowa, it remains illegal under the federal Controlled Substances Act. For this reason, neither Green Hills Health Care Center nor our staff will store, handle, distribute, transport or assist in the dispensing or application of a marijuana product. In addition, marijuana products are banned from all common areas. Any use or possession of marijuana products by a resident within his/her apartment must comply with State law. Smoking and vaping is prohibited on our campus, including in resident apartments. We reserve the right to restrict the use or possession of marijuana products that otherwise comply with this policy in certain situations, including if we determine a resident is unable to safely store, handle or use the product without staff assistance.

### Assisted Living (AL)-Medicinal Use Only

Green Hills Health Care Center  
Resident Marijuana Use Policy  
Medicinal Use Only  
AI Facilities

## PURPOSE:

It is Green Hills Health Care Center's (the "Community") policy to set forth rules and regulations with respect to marijuana usage by the resident, guests, invitees, and business invitees in the assisted living/independent living levels of care at the Community.

## LAW:

The Community recognizes that marijuana usage may be a lawful activity engaged in by a number of residents, prospective residents, their guests, business invitees, and invitees on the Community property in some states. Notwithstanding that marijuana usage may be a lawful activity, it is nonetheless subject to the right of private property owners to prohibit or regulate marijuana usage on private property.

## POLICIES:

We recognize marijuana is legal in Iowa for medicinal purposes. Although marijuana is

legal in Iowa, it remains illegal under the federal Controlled Substances Act. For this reason, neither Green Hills Health Care Center nor our staff will store, handle, distribute, transport or assist in the dispensing or application of a marijuana product. In addition, marijuana products are banned from all common areas. Any use or possession of marijuana products by a resident within his/her apartment must comply with State law and be for medicinal use only in accordance with the recommendations of the resident's medical provider. Recreational use of marijuana products is prohibited anywhere on our campus, including in resident apartments. Smoking and vaping is also prohibited. We reserve the right to restrict the use or possession of marijuana products that otherwise comply with this policy in certain situations, including if we determine a resident is unable to safely store, handle or use the product without staff assistance.

### Assisted Living (AL)-Medicinal and Recreational Use

#### GREEN HILLS HEALTH CARE CENTER Resident Marijuana Use Policy Medicinal And Recreational AI Facilities

#### PURPOSE:

It is Green Hills Health Care Center's (the "Community") policy to set forth rules and regulations with respect to marijuana usage by the resident, guests, invitees, and business invitees in the assisted living levels of care at the Community.

#### LAW:

The Community recognizes that marijuana usage may be a lawful activity engaged in by a number of residents, prospective residents, their guests, business invitees, and invitees on the Community property in some states. Notwithstanding that marijuana usage may be a lawful activity, it is nonetheless subject to the right of private property owners to prohibit or regulate marijuana usage on private property.

#### POLICIES:

We recognize marijuana is legal in Iowa for medicinal and recreational purposes. Although marijuana is legal in Iowa, it remains illegal under the federal Controlled Substances Act. For this reason, neither Green Hills Health Care Center nor our staff will store, handle, distribute, transport or assist in the dispensing or application of a marijuana product. In addition, marijuana products are banned from all common areas. Any use or possession of marijuana products by a resident within his/her apartment must comply with State law. Smoking and vaping is prohibited on our campus, including in resident apartments. We reserve the right to restrict the use or possession of marijuana products that otherwise comply with this policy in certain situations, including if we determine a resident is unable to safely store, handle or use the product without staff assistance.

## Health Care Center (HCC)

### GREEN HILLS HEALTH CARE CENTER SNF PROHIBITION OF MARIJUANA PRODUCTS

#### PURPOSE:

It is Green Hills Health Care Center's (the "Community") policy to set forth rules and regulations with respect to marijuana usage by the resident, guests, invitees, and business invitees in the skilled nursing level of care at the Community.

#### LAW:

The Community recognizes that marijuana usage may be a lawful activity engaged in by a number of residents, prospective residents, their guests, business invitees, and invitees on the Community property in some states. Notwithstanding that marijuana usage may be a lawful activity, it is nonetheless subject to the right of private property owners to prohibit its usage on private property.

#### POLICIES:

It is the policy of Green Hills Health Care Center to follow federal laws, including those regarding the possession, use and recommendation of medical marijuana, including medical cannabidiol. We recognize many states, including Iowa, have legalized the use of marijuana in certain circumstances. The federal Controlled Substances Act, however, prohibits the use, recommendation or distribution of marijuana for recreational or medical purposes and supersedes state law to the contrary.

In accordance with federal law, marijuana, including marijuana purchased for medicinal purposes in accordance with Iowa or other state law, is not allowed on the property of Green Hills Health Care Center nor may residents of Green Hills Health Care Center use a marijuana product in the facility regardless of whether the product has been recommended by the resident's medical provider.

of the client's policies.

### **Meeting Room Guidelines**

#### Priorities

Room reservations will be given priority in the following order:

1. Green Hills sponsored events
2. Green Hills Boards and Board standing committee meetings
3. Advisory Council, Advisory Council standing committees and clubs
4. Resident sponsored events
5. Employee sponsored events
6. All other groups

A group who has higher priority than a different group can replace that group's event with permission from the Executive Director.

### Reservations

Green Hills sponsored events and committee meetings may be reserved at any future date.

Resident sponsored events may be reserved one year in advance.

Employee events may be reserved nine months in advance.

All other groups may reserve rooms six months in advance.

### Reservation Process

Please reserve a room that is reflective of the size of your group.

The organizer of the event is responsible for following the community guidelines.

Catering Events:

- Contact the Food and Nutrition Services Director at 357-5004.

Non-Catering Events:

- Contact the Green Hills reception desk at 357-5000.

### Community Guidelines

When using a reserved room at Green Hills, the following is expected of you:

- All rooms must be left cleaned of any trash, food, or drinks used.
- Rooms other than the Community Room and Main Dining Room must be returned to the layout they were in prior to the event.
- Wipe down tables, countertops, and catering area if used. Cleaning products are provided in the storage room (WS102).
- Take down any decorations your group puts up.
- No equipment shall be removed.
- White boards (if applicable) must be erased and wiped down.
- Chairs arranged to standard configuration when you started using it.
- Do not place tape on walls.
- Do not hang decorations from the ceiling.
- Resident and non-resident sponsored events may have alcohol on Green Hills property when renting a room. Employee sponsored events are prohibited to have alcohol.
- The organizer of the event is responsible for any personnel who becomes intoxicated.

If standing signs are made for events, the bottom of the sign will indicate whether the event is private or public.

### Deposits

Room deposits are **not required** for Green Hills and resident sponsored events. Employees and all other groups require a deposit at least one week in advance of:

- Community Room: \$250
- Other rooms: \$75

Fees can be charged to residents' monthly bills. For all other groups, please submit deposits to the staff member you reserved a room with. Payment should be in the form of a check made out to Green Hills Residents' Association. This deposit will be refundable if no damages are found or



fees are required.

### Fees

Green Hills sponsored events, committees and clubs – No set-up fee

Room set-up fee via maintenance for all other groups:

- Community Room – \$74.90 (taxes included)
- Other rooms – \$37.45 (taxes included)

Housekeeping fee (if needed) – \$35/hour

Staff attendant – \$35/hour

### **Property Responsibilities**

#### All Home Owner Responsible

1. Appliances (including garbage disposal, range, refrigerator, microwave, dishwasher, washer, and dryer, etc....)
2. Cabinets & fixtures
3. Cleaning of kitchen and bath vents and the related exhaust fans
4. Beginning at meter, all electrical components & wiring including conduit (this includes doorbells)
5. Emergency call pendants (and battery)
6. Exhaust vents/stacks ductwork for dryer, kitchen, and bathroom
7. Exterior unit controlled light bulbs
8. Insulation (ceilings, interior walls, and attic)
9. Interior data, telecommunication lines (phone/TV cabling) (beginning at demarcation, media enclosure or GH equipment)
10. Interior light fixtures & bulbs
11. Interior millwork (all interior trim/casing)
12. Interior walls/ceilings (such as nail pops)
13. All window treatments (blinds including in window blinds, curtains, shutters, etc.)
14. Interior window cleaning (includes screens)
15. All interior paint/stain of walls/trim/casing etc..
16. All interior flooring
17. Pest Control – Interior (basic service for Apartments are included)
18. Telephones (and batteries)
19. Water treatment equipment (ex: water softeners, filters, etc.) and on-demand hot water heaters
20. All weather stripping

#### The Oaks Apartment Owner Responsible

1. All HVAC equipment
  - All interior ductwork
  - Fan motors
  - Zone valves
  - Shut offs
  - Wiring

- Associated piping (not including main feed)
  - Condensate drains,
  - Filters,
  - Thermostats
  - Any additional heating/cooling devices (ex: radiant heat, mini-split, humidifiers, etc.)
2. Electrical – Electric meter to unit including breaker panel and all interior wiring, conduit, and components
  3. Pest Control – Additional Services
  4. Plumbing – All (including valves, supply lines from main branch to each fixture and drain lines to main vertical stack, & vent stacks to main),
  5. Smoke and CO detectors (batteries)

#### The Maples Apartment Owner Responsible

1. All HVAC equipment
  - air handler/furnace
  - duct work
  - wiring including disconnect
  - all associated piping to heat pump on roof
  - heat pump unit
  - Thermostat
  - Any additional heating/cooling devices (ex: radiant heat, mini-split, humidifiers, etc.)
2. Electrical – Electric meter to unit including breaker panel and all interior wiring, conduit, and components
3. Pest Control – Additional Services
6. Plumbing – All (including valves, supply lines from main branch to each fixture and drain lines to main vertical stack, & vent stacks to main) ,

#### Townhome Owner Responsible

1. Attic exhaust fans if applicable:
  - Includes powered & non-powered
  - Includes thermostats or humidistats that control powered units
2. Crawl space including:
  - sump pump including discharge pipe, if applicable
  - vapor barrier
  - interior drain tile
  - any insulation
3. Basements including:
  - sump pump including discharge pipe, if applicable
  - interior drain tile
  - any insulations
  - all floor drains
  - under slab piping
4. Electrical – Electric meter to unit including breaker panel and all interior wiring and

components

5. Equipment Elevators (personal)
6. Exterior light bulbs
7. All HVAC equipment
  - Includes heating and cooling equipment of any type: condensers, furnaces, heat pumps, mini-splits, dehumidifiers, humidifiers, etc
  - All duct work including under slab, attic, & crawlspace, etc
  - All associated wiring, piping, insulation
  - All thermostats or any other types of controls ...
8. Garage door opener including spring and track and remote(s) Interior duct and vent work  
Interior sliding glass doors, trim casing, and screens
9. Interior windows, trim/casing, and screens Patio – other materials (stamped concrete, pavers, stairs, or stone)
10. Railings that are not code required
11. Resident requesting additional dry duct cleaning
12. Periodic chimney cleaning for wood burning fireplaces.
13. Pest Control – Interior
14. Plumbing –
  - All supply lines beginning at city water shutoff including all valves, components, backflows, grounding, etc.
  - ) Water heater and any treatment systems
  - All drain lines including under slab drains up to main
  - All vent stacks
  - All lift stations including discharge lines up to main
15. Radon Testing & Mitigation including related equipment, assemblies and flashings
16. Skylights & light pipes (tubes) and related flashings.
17. Smoke and CO Detectors
18. Storm and screen doors including related assemblies, trim, moldings
19. Trash can(s)

#### GH Responsible for All Homes\*

1. Biannual dryer exhaust vent cleaning.
2. Central Telephone system
3. Concrete walkways
4. Data & Telecommunication lines (to demarcation block or media enclosure)
5. Driveways
6. Landscape & lawn care including turf, shrub, and tree maintenance
7. Emergency call system (including pull cords and batteries) and repeaters
8. Main entry door (except weather stripping and damage from use)
9. Exterior light fixtures (excludes bulbs)
10. Exterior walkway railings where required by code
11. Exterior walls - framing, exterior siding, brick
12. Garage door panels (except weather stripping, or damage caused by homeowner)

13. Gutters, eaves, downspouts and extensions
14. Roofs
15. Signage
16. Streets
17. Sun Room - Exterior (wood frame structures only)
  - 2432 not GHRA
18. US Mailbox
19. Vent caps and penetrating pipe for exhaust vents/stacks for dryer, kitchen and bathroom including insulation and flashings.
20. Walkway & Street lights
21. Window wells (excluding covers)
22. Windows (excluding weather stripping, damage, misuse, and extra features such as built-in mini blinds)
  - New windows in 2433 Hamilton are no longer GHRA responsibility.
23. Wood walkways & decks

#### GH Responsible for Apartments

1. Apartment balconies and patios (excluding snow removal & exterior finishes or damage caused by such)
2. Balcony railings (excluding custom railings)
3. Central water softener system
4. Common area HVAC equipment and systems.
5. Common area washer and dryers (Operating costs are allocated to apartments.)
6. Trash chute emptying & maintenance
7. Elevators (Operating costs are allocated to common & apartments)
8. Lift stations and sump pumps
9. Pest Control – Basic Interior (Apartments are included in monthly fees)
10. Shared main exhaust vents for dryers, kitchens, and bathrooms (excludes fan motors and assemblies).
11. Sprinkler systems (excluding damage to sprinkler heads such as paint or texture)
12. Sunroom (exterior structure only)
13. Water heaters (central), circulating pumps and hot water holding tank.

#### GH Responsible for The Maples Apartments

1. Hardwired Smoke and CO detectors (except for damage such as paint or texture)

#### GH Responsible for Townhomes

1. Concrete Patios excluding snow removal (aggregate will be replaced by concrete)
2. Foundations & exterior perimeter drain tile
3. Pest Control – Exterior (for termites)
4. Screened Decks (exterior & roof)

\*Please note that the timing for all Green Hills responsibilities is budget and Capital Planning dependent.

#### Underground Parking Garage Space Owner Responsible (Components of monthly fee)

1. Cleaning costs (approx. twice per year)
2. Garage door and related equipment
3. Gas detection equipment
4. Lighting fixtures
5. Line painting
6. Maintenance of air handling equipment and sprinkler system

#### Underbuilding Parking Garage Renter Responsible

1. Damage caused to other vehicles
2. Damage caused to parking structure or components of
3. Garage remotes and cards

Residents (garage users) are responsible for all damage caused to equipment, the building or other vehicles in the parking garages.

#### Alterations

1. Alterations to exteriors including landscapes, are strictly forbidden such as installing fasteners into the brick, siding, windows, doors, etc. The homeowner will be financially responsible to replace or repair such damage. Board approved alternation agreements are the only exception. Homeowners with approved alteration agreements remain financially responsible for damages caused to common elements.
2. Any alteration that penetrates the exterior envelope or common wall of a home must have prior approval and an alteration agreement prior to work being done. This type of work is forbidden without an approved alteration agreement and will be held financially responsible for all repairs/damage.
3. Any structural alteration that changes the layout or load bearing of the home needs to have prior approval.
4. Any alteration that interrupts utilities or other day to day activities of other residents will need to have prior approval. Any interruption of service, depending on where and type of service will need to allow GHRA to provide written notice 7 days prior to the interruption.

#### Damages

1. Home Owners are responsible for any damages caused to other units or common spaces. For example, water damage to the unit below owner's unit or flooding of an adjacent unit or common area.
2. Examples of how homeowner could be financially responsible
  - a. Damages from misuse or loss
  - b. Improper/non-code conforming alterations
  - c. Lack of proper maintenance

- d. Contractor negligence
- e. Failure to provide notice
- f. Damage/unapproved changes to any landscaping

### Limitations

1. It is understood that drainage systems – gutters, drain tile, storm drains, etc. are designed to handle a rainfall normal to moderate intensity rainfalls with short bursts of intense rain fall. During heavy rain events, gutters overflow, drain tiles back up, as well as storm sewers. GHRA will not be held liable for water damage to basements, crawlspaces, ceilings, walls, etc when severe weather events such as flash floods, extended periods of heavy rain, or power failures that result in any type of damage to property.
2. Cleaning/maintenance costs for shared sewer lines will be allocated to all unit owners equally.
3. Apartment residents with storage cages understand to comply by all fire code regulations when storing items.
  - a. No items are to be stored outside or above the cage.
  - b. No items are allowed to be hung from any exposed pipes, conduits, wires, etc...
  - c. No flammables (gas, kerosene, thinner) should be stored in cages.

### **Off-Site Safety Policy**

This policy is intended for the safety and enjoyment of residents utilizing Green Hills Residents' Association services. The following safety guidelines will govern resident participation in off- site activities by Green Hills:

- a. Able to follow directions and communicate with others;
  - i. This may include a resident's cognitive ability to attend events and off-site activities safely and independently without the risk of getting lost.
  - ii. Staff is not responsible for monitoring the activity of residents at off-site events and activities.
- b. Exhibit acceptable social behavior. Examples of unacceptable social behavior include, but are not limited to: a) use of uncontrollable or continued yelling or offensive language; b) continual rudeness, arguing and/or threatening behavior to staff, residents and/or guests;
- c. Able to safely board and exit the scheduled mode of transportation.
  - i. To avoid injuries to staff, drivers and activities staff, we will not assist residents on/off the bus or in/out of vehicles. Green Hills staff may assist with relocating assistive devices (canes, walkers, wheelchairs etc.) and retrieving these devices when dining or event is complete.
  - ii. Personal Service Providers (PSP) may accompany a resident during any off-site activities if the PSP's presence is necessary for

the resident to participate in the activity.

- d. Able to safely sit and stand from a chair and/or bus/vehicle seat without the help from Green Hills drivers, dining or activities staff.
  - i. A PSP may assist with this if necessary for the resident to participate in the activity.

If a concern arises regarding resident safety this is to be communicated to the Health & Wellness Navigator and/or the Executive Director.

If the resident is unable to meet these guidelines, then the RHS Coordinator will provide the resident with alternative options. These options may include: home health services to set up a PSP; alternative transportation options including the CIT bus, taxi cab services, HRTA and Cy- Ride; meal delivery services including Green Hills dining, Hy-Vee grocery delivery service and Meals-on-Wheels.

### **Parking**

There is a parking lot by the main entrance to The Maples (Lot A) and The Oaks (Lot B), the Health Care Center (Lot D1 & D2), The Lindens & the Wellness Center (Lot C) and a north parking lot for use by residents, guests, visitors and employees of Green Hills (Lot E1 & E2). There is also various parking spots around campus that may be utilized by Green Hills residents, guests, family, and visitors. Long term parking is NOT permitted in Lots A, B, C or D. Any vehicle parked on campus must be kept in good working order, (no flat tires, leaking fluids, etc.) Leaking fluids will cause damage to the protective sealant on the parking surfaces. Any vehicle found with leaking fluids will be issued a warning. Failure to fix will result in having to pay to repair damages to surfaces.

The apartment building has 79 underground garage spaces (includes Oaks and Maples). These owned spaces have a monthly maintenance fee. Each townhome has an attached garage. Parking is NOT allowed in driveways so as to not block other owners and to allow emergency vehicle access. The outdoor parking spaces are not reserved. Please do not park on grass areas or walkways. Violators may be towed.

### **Pest Control**

Exterminator services are scheduled monthly for common areas in The Oaks and The Maples. Apartments are scheduled quarterly, and townhomes will be done upon request (at TH owners' expense). Please call the Reception Desk for a work request to be placed. Apartment fees are already figured in apartment monthly services and the townhomes will be charged separately (an out-of-pocket expense). If a problem arises in your apartment or townhome between scheduled visits, contact the Reception Desk. They will arrange for an exterminator to come to the resident's unit at the resident's expense.

### **Pets**

Green Hills recognizes the value and importance associated with the companionship that a pet provides. Therefore, pets are permitted provided the following guidelines are maintained:

Apartments: Cats (maximum of two) may be kept in apartments, and dogs under 30 pounds may be considered under the guidelines described below. An exception could be made for guide dogs, or other types of trained assistive animals which support a resident in living independently.

An apartment resident who requests to have a dog shall abide by the following guidelines:

- No dogs will be allowed without the Executive Director's prior approval. The dog's sociability is an important factor of acceptance.
- Apartment dog criteria:
  - Maximum number: One (1)
  - Maximum size: Thirty pounds
  - Must be spayed or neutered
  - Must have distemper and rabies shots
- There is a limit of one dog owner per floor in The Oaks and The Maples. There is a limit of 7 dogs in The Oaks and 4 dogs in The Maples.

In the event of the death of the apartment resident's pet, or should the resident no longer have the pet for any other reason, a replacement pet will not be permitted.

Townhomes: Both cats and dogs are permitted in townhomes.

Other Animals: Fish (apartments are limited to one 20-gallon tank) and birds (apartments are limited to 2 birds, caged and wings clipped) may be allowed in both the apartments and townhomes if the rules listed below are followed. No small mammals, (gerbils, hamsters, rabbits, guinea pigs) reptiles, monkeys, or other exotic or undomesticated animals of any type will be allowed in either the apartments or townhomes.

### **Visitors**

Dogs will be permitted to visit the apartments, on a short-term basis (less than 21 days), as long as they are on a leash and controlled at all times. Visiting pets are subject to all rules listed below. Their immediate removal from the premises will be requested if problems arise.

### **Damage Costs**

A resident who owns a pet or is hosting a pet must assume full responsibility for any and all problems caused by that pet such as injury to other persons and/or damage to personal property, other resident's property, or Green Hills' common space property.

### **Pet Rules**

1. Documentation and/or evidence of shots, neutering, good health, etc., must be provided in an annual physical report.
2. The pet must be kept in the resident's townhome/apartment, or on a leash at all times when outside the residence. Under no circumstances is the pet allowed to roam free in the common areas of the community. The pet will not be allowed in the dining room at any time (with the exception of guide dogs).



3. All animal waste (from litter boxes, cages, etc.) is to be picked up and disposed of in sealed plastic bags and placed in the garbage bins or chutes. If you are putting litter down the chute, please use two heavy-duty trash bags. Litter from litter boxes is not to be disposed of down the toilet. Charges for unclogging the toilet or cleaning up any common areas will be billed to the resident.
4. The resident agrees to clean up after his/her pet while walking the pet on the common grounds of Green Hills. Stations providing “doggie bags” are available at various locations on the common grounds for your convenience.
5. The resident always agrees to keep his/her pet under control so that the pet does not jump up on other residents and guests on Green Hills property.

A pet that disturbs the peace and quiet of others through noise (barking, whining, meowing, etc.), odor, animal waste, biting, scratching, or other nuisance must be removed from the premises.

### **Pet Agreement**

Residents who have a pet in their home shall have a signed Pet Agreement on file. Resident must assume full responsibility for any and all injury to other residents or persons and/or damage to personal property, other resident's property, or Green Hills property caused by the pet. We recommend that Resident obtain liability insurance to protect against such losses. The Resident is liable for all damages caused by the pet(s) and will be required to reimburse Green Hills for such damages.

### **Pet Fee and Damage Costs**

An apartment resident is required to pay a nonrefundable Pet Fee (currently \$250, and subject to change) for each pet at the time the resident executes the Pet Agreement. The resident is also required to reimburse the Green Hills Residents' Association for any damages.

A townhome resident is not required to pay a nonrefundable Pet Fee. The resident is required to reimburse the Green Hills Residents' Association for any damages.

### **Private Employees of Residents**

#### **Policy**

As independent residents of the continuing care community, you are free to arrange for private service employees. Green Hills does not investigate, insure or in any way license or supervise private employees engaged by residents. Residents are solely responsible for verifying the credentials and status of private employees and for the supervision of employees of this type.

Employees of Green Hills are not to become employed privately by residents while at the same time employed by Green Hills.

Private employees are expected to abide by the rules and regulations of Green Hills

and are not permitted to use resident facilities or services unless doing so for a resident in their charge.

Although Green Hills does not exercise supervision of these employees, Green Hills does reserve the right to require that all private employees register at the Reception Desk upon entering and leaving the Green Hills grounds and to request that a private employee leave the Green Hills grounds if that employee is violating any existing Green Hills rules or endangering residents or property. The resident is responsible for ensuring that all private employees are aware of and abide by Green Hills' rules.

#### Suggestions:

In order to avoid potential problems with private employees, residents may wish to inquire about the following:

- Criminal background and dependent adult abuse checks.
- A current professional liability insurance policy (Malpractice).
- A current worker's compensation insurance policy (Domestic).
- An applicable certificate, license or registration as stipulated by law.
- A physician's statement indicating freedom from communicable disease.
- Documents providing the right to work in the United States or verifying United States citizenship.

#### Property Taxes

Members of Green Hills Residents' Association (apartment and townhome owners) are responsible for payment of property taxes to governmental taxing authorities. As residents of the State of Iowa, members may be eligible for **Homestead Exemption and/or Military exemption credit**. Inquiries may be directed to the Ames City Assessors' Office at 232-2001.

#### Keys

All residents are issued an apartment or townhome key in addition to a common key:

##### Apartments:

- Door Key to Apartment
- Mailbox Key
- Cage Key (For Oaks Only)
- Common Key

##### Townhomes:

- Door key to townhome
- Garage door opener
- Common Key

##### Common Key (One Key Fits All)

- Door Key for Northwest Stairwell and West Dining Room doors at 2200 Hamilton Drive (The Oaks)
- Door Key for South and North entrances (Commons)
- Door Key for South and East Doors at 2205 Green Hills Drive (The Maples)

- Wellness Center Entrances
- Storage Hall
- Arts and Craft Room
- Exercise Room

If you are locked out of your apartment or townhome, please contact the Receptionist (#5000) for help. Additional keys, if needed, can be made for a nominal charge.

If a resident would like to grant permission for someone to gain entrance into their home in their absence, a form must be completed at the Reception Desk with the name of the person or persons granted permission. Otherwise, Green Hills will NOT assist anyone in gaining admission into your home. If apartment or townhome is sold there will be a fee for any unreturned keys.

### **Security and Privacy**

The north entrance doors at 2200 Hamilton are secured 24 hours a day. This entrance may be accessed by residents with a key or by guests using the keypad directory. The south main entrance is open from 8:00 AM to 6:30 PM Monday through Friday and from 10:00 AM to 2:00 PM on weekends and holidays. A receptionist is on duty at the reception desk during these hours. The underground parking area is always entered with a key card or a garage opener.

When the receptionist goes off duty, the inner set of the main entrance doors are placed on night-lock. This means the inner set of doors will open from the inside by pressing the button on the right but will not open from the outside unless the electronic resident directory located in the main entry is used.

A guest may press the # key to view a directory of resident last names and first initials. Beside each name are the last four digits of the phone number. At any time, by dialing the four digits, your guest can call your phone. After you verify the identity of the caller by voice or video (channel 16.5 shows a live view of the entrance), press 6 on your phone to open the front door and automatically hang up the phone. Conversations are limited to one minute.

The lobby telephone can be used to call persons inside Green Hills but cannot be used to make calls outside Green Hills. Only the last four digits of the telephone number should be used. Apartment residents can use this phone to open the door for their guests. They also may monitor the lobby from their TV on channel 16.5.

The Oaks Southwest exterior door may be opened by the resident common key. The Wellness Center exterior door may be opened by the resident common key. The Health Care Center door is always locked you may enter by using the posted code on the keypad. The Lindens door is always locked you may dial #5000 on the door entrance system to contact the reception desk for entry to the building.

Other suggestions maintaining security:

If you live in an apartment and are expecting someone, we recommend you notify the receptionist in advance of his or her arrival. When they arrive, the receptionist will call you before sending them to your apartment.

Keep your apartment or townhome doors locked at all times.

The security of our buildings is jeopardized when copies of keys are made and given to friends, family or private service personnel.

If you have any doubts about someone who has knocked on your door, please call the Receptionist (#5000) and staff will come to your home.

Know where your keys are at all times and keep them secure. It is best not to have your apartment # marked on your keys in the event they are lost.

### **Health Insurance Portability & Accountability Act (HIPAA)**

The Health Insurance Portability Act known as HIPAA provides protection and security of confidential patient health information. If you are admitted to the hospital or the health care center and would like to share this information with the Green Hills Community notify the receptionist (#5000).

HIPAA provides for:

- Standardized patient health, administrative and financial information.
- Creation of unique health identifiers.
- Protection and security of confidential patient health information.

### **Smoking**

Smoking is not allowed in common areas or dining areas of Green Hills. Smoking or other use of tobacco or tobacco-like products (examples include but are not limited to cigarettes, electronic cigarettes, cigars, chewing tobacco, snuff, pipes, dissolvable tobacco products, snus, etc.) is strictly prohibited on company property, at any time. This includes any emerging tobacco product or simulated smoking device. However, smoking is allowed in residents' homes.

### **Apartment Stairwells**

Please report any burned out stairwell lights to the Receptionist (#5000). We ask your assistance in keeping stairwells free of trash and other items.

### **Solicitation**

Solicitation by residents to other residents is strongly discouraged. Green Hills annually allows United Way of Story County to distribute donation materials.

Green Hills may communicate staff sponsored events which may include a fundraising component on social media platforms. This may include events such as the Alzheimer's Association Walk and local food pantry drives.

Residents who belong to social and/or service clubs may post information materials and

fundraising opportunities on the Community Bulletin Board in the mailroom with the approval of the executive director.

Employees are not permitted to solicit contributions for charitable organizations nor sell merchandise to residents.

### **Storage**

Resident storage is limited to within your unit and your designated storage locker (if applicable). Items that might result in an increase in insurance costs or potential cancellation of insurance must not be kept in your unit or in the common areas.

### **Apartments**

Each apartment has a storage locker located either in the basement of The Oaks or on the same floor in The Maples. Locks are provided. Please note: The Fire Code states that combustible items (paints, fuel, explosives, etc.) cannot be stored in storage lockers. In addition, 18 inches of clear space must exist between the ceiling and stored items for our sprinkler system to work. It is also recommended that storage items be stored 1 and ½ inches off the floor on boards or pallets in case of flooding.

### **Telephones**

To make a call to another phone within Green Hills: Dial only the last four digits of the phone number (do not dial the "296", "268" or "357" prefix). All phone numbers are listed in the Green Hills Directory, which is updated and delivered to residents periodically each year.

To make an outside call: Listen for a dial tone; push "9" to secure an outside line; listen for a dial tone; dial the number you wish to call. Note: You must dial the 1- "515" area code for long distance phone calls in the "515" area code.

Give out your telephone number as you always have. People will dial your seven-digit phone number when calling you, unless they are calling from another phone at Green Hills. All Green Hills' phone numbers have a "296", "357" or "268" prefix (i.e. 357-5000).

If a second phone line is desired, contact the Reception Desk (#5000).

Local telephone service is included in your monthly Green Hills fee. Your long-distance calls are recorded by a Green Hills computer and added to your monthly bill. If you use a calling card, we recommend that you use the current Green Hills carrier, as we are able to negotiate low rates.

Additional information is available at the Reception Desk.

### **Television**

Green Hills has a contract with Mediacom to provide extended basic cable as part of your monthly fees. Premium and Digital service are available for an extra fee directly from Mediacom at 800.332.0245.

It is strongly recommended that the cable whips between your TV or VCR and the wall outlets be made from a quad shielded RG6 cable with screw in connector. Please note that digital tuners on older TVs will be needed.

The following channels are used for internal communications:

Channel 16.1 – GHTV (Daily Slides)

Channel 16.3 – South Main Entrance (outdoors)

Channel 16.5 – South Main Vestibule

Channel 16.7 – The Lindens (Assisted Living) Vestibule

## **Travel Trip Guidelines**

### **Itinerary**

The right is reserved to make any changes from the printed itineraries with or without notice that might become necessary with the mutual understanding that Green Hills Community (GHRC) is not responsible to any person for expense, loss of time or money, or other circumstances resulting from a change in itinerary or change in tour arrangements.

Published times are as accurate as possible and subject to change due to traffic, weather, mechanical and any other conditions that prevent the tour from operating normally.

### **Transportation**

Departure from and return to GHRC are at scheduled times. The GHRC recommends that to avoid delaying scheduled departures/returns, any participant be in the designated boarding area at least five minutes prior to departure/return. If a participant misses scheduled transportation, participant is responsible for transportation at his/her own cost.

### **Luggage**

Although every effort is made to handle passengers' luggage as carefully as possible, GHRC cannot be responsible, assume liability, or accept claims for loss of or damage to luggage due to breakage, theft, or wear and tear through hotel or group carrier handling. The liability of carriers for baggage or other property accompanying passengers is limited to their liability as common carriers.

### **Safety**

For safety and enjoyment of trip participants, all individuals should be able to:

- Follow directions and communicate with others
- Dine, dress and walk with no assistance from staff
- Exhibit acceptable social behavior

Examples of unacceptable social behavior include but are not limited to a) use of uncontrollable or continued yelling or offensive language; b) offensive body odor; c) continual rudeness, arguing and/or threatening behavior to staff, residents, and/or guests; and d) inadequately controlled incontinence.

- Able to safely board and exit the scheduled mode of transportation
- Able to keep up with the pace of the group

### Participation

Any person who wishes to travel but requires special assistance must be accompanied by a companion who will be able to assist and assume responsibility. Any person who brings a companion will be responsible for all fees and costs associated with his/her companion.

The use of canes, walkers, motorized carts and/or manual or motorized wheelchairs is permitted if necessary to participate in the activity.

### Smoking

For the convenience of all passengers, a NO SMOKING policy will prevail on all portions of the tour where separate facilities are not available for smokers.

### Medical Forms

Current medical forms must be completed by each traveler and be kept on file with the GHRC trip coordinator during the tour. Medical conditions change and so do medications. Your help in keeping the form current is important. The form with this information, along with a name of someone to call in case of emergency, doctor's name and any other pertinent information is very important in case of an emergency. **THESE FORMS ARE KEPT CONFIDENTIAL.**

### Cancellation

A cancellation of any activity does not guarantee a refund. The cost of the activity (transportation, admission, etc.) is not refundable, unless a replacement participant can be found prior to the activity. If a resident needs to cancel his/her participation in an activity, the Activity Department will make reasonable efforts to find a replacement resident on a wait-list (if any).

In the event a resident or his/her guest do not meet the criteria of this travel club guideline, GHRC will make reasonable accommodations/modifications to permit the resident or his/her guest the opportunity to participate in the activity, as long as doing so does not create an undue burden (i.e., significant difficulty or expense) on GHRC or fundamentally alter the nature of the opportunity provided.

A reservation, deposit due date and final payment date will be stated for the trip. Once the trip has been filled a waiting list will be started. Please do not hesitate to put your name on this list.

### Disclaimer

GHRC, acts only as agent for the passenger and therefore, can assume no responsibility for, and cannot be held liable for any personal injury, property damage or other loss, accident, delay, inconvenience, or irregularity which may be occasioned by actions or omission of suppliers or other parties.

### **Medical & Hazardous Waste**

Medical and hazardous waste materials should be kept separate from the trash. Hypodermic needle disposal containers are available from the Resident Health Services (RHS) for a nominal charge. When the needle disposal container is full, please call RHS for it to be picked up. Please do not dispose of needles with your regular trash.

Items containing mercury, such as thermometers or light bulbs should not be placed in your regular trash. Please contact Maintenance or RHS for disposal assistance.

### **Automatic External Defibrillator (AED)**

The equipment provided in support of the AED Program is to be used in the event of a sudden cardiac arrest (SCA) at Green Hills. This equipment shall not be used outside the parameters of the AED Program. The device will be maintained according to the AED Program and manufacturer's guidelines. Green Hills has elected to use the Phillips Heart Start FRx automatic defibrillation device.

- Vending service room in the Health Care Center
- Main dining room near west entrance

### **Tree Guideline**

Green Hills will remove trees on common spaces if they are diseased, dead, or in danger of causing damage to property or lives. They will not remove them unless one of the above criteria exists. All tree planting must go through a formal request of the Grounds Committee for review. If residents plant a tree on the designated individual garden area around the unit, they are responsible for its removal if it dies, is in the danger of damaging property or lives, or if at the sale of the unit, the new owner does not want the tree.

If a resident plants a tree in the common spaces, it becomes common property, and is subject to the rules and regulations of Green Hills.

### **Safety Procedures**

#### **Dependent Adult Abuse**

It is the policy of Green Hills Community to promote the privacy and independence of the residents living in both apartments and townhomes while still ensuring safety and minimum healthcare standards are met. Green Hills will comply with Code of Iowa Chapter 235B – Adult Abuse.

The following types of abuse are recognized under Chapter 235B of the Iowa Code: physical abuse (including unreasonable confinement and assault), sexual abuse, financial exploitation, sexual exploitation, denial of critical care and self-denial of critical care.



Neglect is the deprivation of minimum food, shelter, clothing, supervision, physical or mental healthcare, or other care necessary to maintain a dependent adult's life or health. Within this definition is "self-neglect".

Exploitation is the act or process of taking unfair advantage of an individual or taking assets or resources for your own profit or gain. This includes the use of undue influence, harassment, duress, deception or false representation.

Should a staff member reasonably believe that abuse has occurred with a dependent adult, under the definitions of Dependent Adult Abuse law, they are to report it immediately to the Executive Director (ED), Director of Clinical Services (DCS), Health & Wellness Navigator or charge nurse.

If the resident needs to be protected from imminent harm, he/she will be supervised in the healthcare center until the situation is resolved. The ED and DCS will be notified immediately in such cases. If the resident is not assessed to be in imminent harm, the Health & Wellness Navigator will investigate the allegation before the end of the next business day. The results of the investigation will be shared with the ED. The ED and Health & Wellness Navigator and/or the consultant social worker will outline recommendations that would address the concerns founded in the investigation. Should the resident not agree to the recommendations or fail to follow them, he/she will be advised of Green Hills' intent to contact Iowa Department of Human Services (IDHS) should the safety issues continue.

### **Emergency Response System**

All homes contain pull cord stations to activate in the event of an emergency. These are usually in the master bathroom but may be located elsewhere in your home. When the system is activated an alarm will signal at the Nurse's Station in the Health Care Center where staff is available 24 hours a day to provide emergency care. Medical help will be dispatched to your apartment or townhome immediately. The system is for your safety. It is to be used **ONLY IN EMERGENCY SITUATIONS**. Staff will reset the system upon arrival at your home. Optional pendants are available for emergency response assistance with coverage on most of Green Hills' campus. Contact Health & Wellness Services to purchase pendant or additional pull stations.

Anytime you activate a **911** call from your townhome or apartment, the alarm will also sound in the Health Care Center. Health Care Center Staff will respond immediately to the 911 call to assist the Emergency Medical Services staff.

Activation of the system to obtain non-emergency assistance will be billed on a fee for service basis with a base charge plus time for staff involvement at double the rate of the Health & Wellness Services fee with a minimum time of 30 minutes.

## Definitions

1. **Emergency:** A medical situation in which you feel immediate help is needed (i.e. sudden, severe pain; chest pain; numbness; difficulty breathing, fall and unable to get self-up; injuries with bleeding, etc.)
2. **Non-Emergency:** Flu; cold; difficulty getting dressed or bathed; scheduling doctors' appointments; getting prescriptions filled; requesting medications; dressing changes; needs for household assist, etc.

If staff is contacted by another person, either Green Hills' resident or outside of the community, to report a phone line busy for an extended period, a staff member will be sent at a fee for service to determine the welfare of the resident.

## Non-Emergency Medical Procedures

1. Call your personal physician.
2. Follow his or her instructions.
3. It is your personal physician who will decide if you should stay in your residence or go to the Health Care Center or the hospital.
4. Health & Wellness Services nurse may evaluate your condition and needs, make recommendations and referrals for home health or alternate care settings at Green Hills with fee involved for this service.

## Electrical Outage

In the event of an electrical outage, limited emergency lighting is available in the Oaks building, Wellness Center, The Lindens and Health Care Center. Corridors, stairwells, and other areas may not be lit. Elevator power is available, but usage should be limited to emergency trips since the emergency generator's power is limited. Fire doors in the apartment building close automatically when an electrical outage occurs.

All residents are encouraged to have available a flashlight with fresh batteries and/or a battery- operated lantern.

Townhome residents are welcome to come to the apartment building in the event of a power outage.

## Fire Safety

The apartment building, Wellness Center, The Linden, Health Care Center are fully equipped with a sprinkler and fire alarm system, fire extinguishers and smoke detectors.

Please do not use the elevators in the event of a fire or fire alarm. If residents are on the elevator and it becomes inoperable due to a fire, residents may be burned or overcome with smoke. In the event of an actual fire, the fire department may need the elevators to aid them in rescue.

Do not park or store personal items (such as walkers or electric carts) in the hallway.

Townhomes are equipped with smoke detectors. It is recommended that you purchase fire extinguishers.

#### Fire Drills

The drills are held once a month on every shift in the Health Care Center and The Lindens.

**Apartments:** In case of an actual fire, remain in your apartment and wait for instructions. These instructions will be announced through the PA system either by a staff member or a fire fighter. If the fire is in your home, exit the area immediately and activate the pull station located at the end of each hallway which will notify staff and the fire department for assistance.

**Townhomes:** In case of an actual fire, please leave your townhome and go to the nearest neighbor and call the fire department (dial **911**). Notify all the residents in your four-plex of the fire so they may evacuate.

### **Tornado Warning Procedure**

#### Definitions

**Tornado Watch:** Local weather conditions are favorable for a tornado development. **Tornado Warning:** A tornado has been sighted, visually or by radar. The City of Ames tornado siren will sound.

**Staff procedure:** During a watch, staff will remain alert, but take no action. When a warning is given, staff will assume a tornado will strike Green Hills.

#### Staff Action

The Health Care Center staff will move all healthcare residents to interior spaces.

#### What the Staff Cannot Do

During a warning, the staff cannot leave the building. They must take responsibility for the healthcare resident safety as well as their own safety as soon as possible.

### **Recommended Action for Apartment Residents**

When the weather is threatening, or a tornado **watch** is given:

- Listen for radio or TV information and the city siren
- Have a portable radio and flashlight handy
- Close the draperies to reduce risk from flying glass
- Stay in your apartment or go to the or basement

When a **warning** is given:

- If you are in your home, stay there and go to an interior room away from windows
- Do not use the elevators, in case electrical power is lost
- If you are downstairs, go to an interior room away from windows
- Listen to your radio for the all-clear signal
- If you are in the Wellness Center, exit the pool and leave the Aerobic and Fitness room.
- Proceed to an interior space that has no windows

## **Recommended Action for Townhome Residents**

- When the weather is threatening, listen for radio or TV information and the city siren
- Have a portable radio and flashlight handy
- Close draperies to reduce risk from flying glass
- When a warning is given, go to your basement or an interior room away from windows.
- Listen to your radio for the all-clear signal

We urge you to make arrangements in advance with your neighbors (perhaps the other residents in your four-plex) to inform each other of weather conditions and to help each other according to your individual needs.

### Please remember!

A tornado can strike very quickly. Make your plans in advance, so you won't lose time deciding what to do when the warning comes. Please do not phone the desk or ask the staff for non-essential assistance, as they must attend to the safety of healthcare residents as well as their own safety in a short time.

## **Advance Directive**

### **Guidelines**

#### Advance Directive Policy

#### **1. Statement of Philosophy**

It shall be the general policy of Green Hills to provide care to its healthcare residents to restore health, sustain life, and ease suffering in conformity with ethical standards, medical standards, and the requirements of the law. Nonetheless, Green Hills recognizes and respects the rights of residents to choose healthcare options, including those at the end of life. The resident has the right to make an informed acceptance or rejection of limiting, declining, or discontinuing any medical treatment, whether life sustaining or otherwise. Green Hills believes healthcare residents should be provided with adequate information to make informed choices regarding healthcare options prior to becoming a resident of the Health Care Center. Should the resident have any legal questions regarding his/her healthcare options; Green Hills recommends that the resident seek the advice of legal counsel. Contact your attorney if you wish to complete any Advance Directive.

#### **2. Definitions**

**2.1** Attending Physician means the physician selected by, or assigned to, the resident who has primary responsibility for the treatment and care of the resident.

**2.2** Attorney in Fact means an individual who is designated by a Durable Power of Attorney for healthcare decisions as an agent to make healthcare decisions on

behalf of a resident and has consented to act in that capacity.

**2.3** Declaring means the resident who signs or who, in his/her presence, has someone else sign on his/her behalf a Declaration Relating to Use of Life-Sustaining Procedures.

**2.4** Healthcare means any care, treatment, service, or procedure to maintain, diagnose, or treat a resident's physical or mental condition. Healthcare does not include the provision of nutrition or hydration except when they are required to be provided parent rally or through intubation.

**2.5** Healthcare Decision means the consent, refusal of consent, or withdrawal of consent to healthcare.

**2.6** Healthcare Provider means a healthcare facility licensed pursuant to Chapter 135C, a hospice program licensed pursuant to Chapter 135, or a hospital licensed pursuant to Chapter 135B of the Iowa Code. Definition applies to Section 3.1 only.

**2.7** Healthcare Provider means a person who is licensed, certified, or otherwise authorized or permitted by the law of Iowa to administer healthcare in the ordinary course of business or in the practice of a profession. Definition applies to Section 3.2 only.

**2.8** Life-Sustaining Procedure means any medical procedure, treatment, or intervention which meets both of the following requirements:

**2.8.1** Utilizes mechanical or artificial means to sustain, restore, or supplant a spontaneous vital function.

**2.8.2** When applied to a resident in a terminal condition, would serve only to prolong the dying process.

Life-sustaining procedure does not include the provision of sustenance or the administration of medication or performance of any medical procedure deemed necessary to provide comfort care or to alleviate pain.

**2.9** Physician means a person licensed to practice medicine and surgery, osteopathy or osteopathic medicine and surgery in the state of Iowa.

**2.10** Principal means the resident who signs or who, in his/her presence, has someone else sign on his/her behalf a Durable Power of Attorney for Healthcare Decisions.

**2.11** Terminal Condition means an incurable or irreversible condition that, without the administration of life-sustaining procedures, will, in the opinion of the attending physician, result in death within a relatively short time.

### **3. Options of Competent Resident**

A competent resident prior to or after becoming a resident of the Health Care Center has the right to control the decisions relating to his/her own healthcare. Any competent resident may consent to or refuse to consent to healthcare by signing a Declaration Relating to Use of Life Sustaining Procedures (also known as a Living Will) and/or signing a Durable Power of Attorney for Healthcare Decisions (also known as a Healthcare Power of Attorney).

#### **3.1 Declaration Relating to Use of Life-Sustaining Procedures**

Purpose: Allows a competent resident to sign a written declaration, which permits his/her attending physician to withhold or withdraw life-sustaining procedures if his/her condition is terminal and he/she is unable to make treatment decisions, without prior court approval and without adverse legal consequences.

A resident who is competent and is at least 18 years of age may execute a Declaration Relating to Use of Life-Sustaining Procedures. This declaration specifically requests the withholding or withdrawal of life-sustaining procedures for a terminal condition. The declaration only allows for the withholding or withdrawal of life-sustaining procedures and specifically requires that the following be provided: (i) nutrition and hydration; (ii) the administration of medication; and (iii) the performance of any medical procedure necessary to provide comfort care or to alleviate pain.

The declaration must be: (i) voluntary; (ii) in writing; (iii) dated; (iv) signed by the resident making the declaration or by another person at the declarant's express direction; and (v) signed in the presence of two witnesses. (See Exhibit A for forms) The declarant shall give the declarant's attending physician the declaration. The attending physician shall make the declaration or a copy of the declaration a part of the declarant's medical records.

Providing that all of the above has been done, the Declaration Relating to Use of Life- Sustaining Procedures goes into effect when: (i) the attending physician diagnoses the resident as having a terminal condition; (ii) it is determined that the resident's death will occur from the terminal condition within a relatively short period of time if life- sustaining procedures are not used; (iii) the resident is no longer able to make decisions regarding life-sustaining procedures; and (iv) the attending physician's diagnosis has been confirmed by another physician. The attending physician shall then certify in writing that the resident qualifies for no life-sustaining procedures to be performed. If the attending physician is unwilling to withhold or withdraw life-sustaining procedures from a terminal resident, the attending physician must take all reasonable steps to transfer the resident to another physician who will honor the resident's request.

Once signed, the Declaration Relating to Use of Life-Sustaining Procedures will

remain effective indefinitely unless revoked. The declaration may be revoked at any time and in any manner the declarant is able to communicate the declarant's intent to revoke. A revocation becomes effective when it is communicated to the attending physician by the declarant or by another to whom the revocation was communicated. Upon receiving notice of the revocation, the attending physician shall record in the declarant's medical records the time, date, and place of such revocation.

### **3.2 Durable Power of Attorney for Healthcare Decisions**

Purpose: Allows a resident to appoint another individual who will carry out the wishes of the resident and act on the resident's behalf on matters affecting healthcare if the resident ever becomes unable to make healthcare decisions.

A resident may consent to healthcare until, in the opinion of his/her attending physician the resident is unable to make a decision regarding his/her proposed healthcare. To not lose control over making healthcare decisions once a resident becomes unable, a resident, while capable of consenting, may delegate to someone else the authority to make healthcare decisions on the resident's behalf by executing a Durable Power of Attorney for healthcare decisions, hereinafter referred to as the Form. In this Form, the resident appoints another individual called an attorney in fact. The attorney in fact makes all healthcare decisions for the resident when the attending physician determines the resident is unable to make those healthcare decisions for himself/herself. This Form also allows legally binding consent to be obtained from an attorney in fact without resorting to the court.

The authority granted to the attorney in fact is not effective if the resident is able to make his/her own healthcare decisions. Thus, the authority granted to the attorney in fact does not begin until the resident is unable to make a healthcare decision.

Once the authority granted by the Form becomes effective, the attorney in fact makes all decisions regarding the resident's healthcare, unless the Form limits the attorney in fact's authority. The authority is governed by the express terms and conditions of the Form.

Further, the attorney in fact has the right to review resident's medical records and consent to the disclosure of the medical records to someone else, unless the Form limits the attorney in fact's rights in this regard. The attorney in fact shall act in the best interest of the resident consistent with the purpose expressed in the Form or as otherwise made known to the attorney in fact at any time. If the resident's desires are unknown, the attorney in fact has a duty to act in the best interest of the resident, considering the resident's overall medical condition and prognosis.

Certain individuals cannot act as an attorney in fact. This includes the healthcare provider or an employee of the healthcare provider attending to the resident on the date the Form is executed unless related to the resident by blood, marriage,

or adoption within the third degree of consanguinity.

A resident who is at least 18 years of age may execute a Form. The Form must be (i) in writing; (ii) dated; (iii) signed by the resident designating an attorney in fact or by another person at the resident's express direction; (iv) signed in the presence of two witnesses who are at least 18 years of age; and (v) explicitly authorize the attorney in fact to make healthcare decisions. At least one of the witnesses cannot be a relative by blood, marriage, or adoption within the third degree of consanguinity. A healthcare provider or an employee of a healthcare provider, who is attending to the resident on the date the Form is executed, cannot serve as a witness. In the alternative, rather than the Form being signed by two witnesses, it may be signed in the presence of a notary public within Iowa. (See Exhibit B for Form)

The Form may include additional, specific directions. Any specific directions must be in accordance with accepted medical practices and not prohibited by law.

The Form allows a resident to designate one or more alternate attorneys in fact. An alternate attorney in fact may make the same healthcare decisions as the designated attorney in fact if the designated attorney in fact is unable or unwilling to act as resident's attorney in fact.

A Form may be revoked at any time and in any manner by which the principal is able to communicate the intent to revoke, without regard to mental or physical condition. The attorney in fact may be notified orally or in writing. The healthcare provider currently providing healthcare may also be notified orally or in writing. A revocation becomes effective only upon communication to the healthcare provider. The revocation shall be recorded in the resident's medical records.

If, after executing a Form designating a spouse as attorney in fact, the marriage between the resident and attorney in fact is dissolved, the power is revoked. In the event of remarriage to each other, the power is reinstated unless otherwise revoked.

### **3.3 Do Not Resuscitate Request**

Purpose: Allows a resident to make his/her wishes known in advance about CPR.

A Do Not Resuscitate (DNR) order is a physician's order not to begin life-supporting measures or resuscitative measures in the event of cardiac and/or respiratory arrest. (See Exhibit C for form) If the resident wishes resuscitation to be withheld or withdrawn, the resident can make his/her wishes known in advance by signing a DNR Request.

If a resident is terminally ill and executed a Declaration Relating to Use of Life-Sustaining Procedures, then a DNR Request is unnecessary. A person who has been designated as the resident's attorney in fact under Section 3.2 or a person authorized by



the court to act on the resident's behalf on healthcare matters has the authority to consent to DNR as long as it is consistent with the desires of the resident.

### **3.4 Absence of a Written Directive Regarding Healthcare**

Competent residents have the right to accept or refuse healthcare, including requesting that all possible life-sustaining procedures be withheld. However, the resident incapable of making and communicating a decision regarding healthcare, who did not pursue one of the actions listed under Sections 3.1, 3.2, or 3.3, may be limited to the options set forth in Section 4 if he/she becomes unable to make and communicate a healthcare decision.

## **4. Options of an Incompetent Resident**

### **4.1 Terminally Ill**

A resident who did not sign a Declaration Relating to Use of Life-Sustaining Procedures, who is terminally ill, and is either comatose, incompetent, or physically or mentally incapable of communication will be incapable of requesting that his/her life not be artificially sustained. However, if there is a consultation and a written agreement between the attending physician and any of the individuals listed below, who shall be guided by the expressed or implied intentions of the resident, in the following order of priority, and then life-sustaining procedures may be withheld or withdrawn. The individuals listed below must be available, willing, and competent to act, and if not, the next individual in the list of priority shall be approached and have authority to act. A witness shall be present at the time of consultation and when the decision is made.

**4.1.1** The attorney in fact designated to make treatment decisions for the terminal resident. The designation must be in writing (Exhibit B attached hereto can be used for this purpose or a Durable Power of Attorney which specifically designates the attorney in fact to make healthcare decisions)

**4.1.2** The court appointed guardian if one exists, provided court approval is obtained.

**4.1.3** The resident's spouse.

**4.1.4** An adult child of the resident. If the resident has more than one adult child, a majority of the adult children who are reasonably available for consultation.

**4.1.5** A parent of the resident, or parents if both are reasonably available.

**4.1.6** An adult sibling.

### **4.2 Not Terminally Ill**

The options available to a resident of the Health Care Center, who is not terminally ill but is no longer able to make and communicate a healthcare

decision, may be limited if the resident did not pursue one of the actions listed under Sections 3.1, 3.2, or 3.3 while capable of making and communicating a healthcare decision. In the absence of written directive regarding healthcare decisions, Green Hills will require any interested person to petition the Story County District Court for a court-appointed guardian. In the absence of a written directive or an appointment of a guardian by the court, Green Hills shall use all life-sustaining procedures to extend a resident's life.

## **Chapter Five – The Lindens**

The Lindens Assisted  
Living Phone: #5009

### **Accommodations**

One and two-bedroom apartments are available to tenants for a monthly fee. Tenants are required to furnish their own apartments and are permitted to decorate their apartment as they wish. The Lindens provides common spaces such as: a TV lounge, fireplace area, activity space, community kitchen, a sunroom, veranda, and laundry to all tenants.

### **Admission Policy**

For admission to The Lindens, the following State regulations requirements must be satisfied:

- Successfully complete a wellness exam (30 days prior to moving in).
- Tenant must be able to dine independently.
- Tenant must be able to manage incontinences.
- Tenant must be able to participate in monthly fire drills with limited assistance from staff.

### **Service Plan**

The Assisted Living Coordinator will develop a comprehensive Individualized Service Plan for each tenant. The Individualized Service Plan will ensure that services are provided which respect and enhance the tenant's choice, dignity, privacy and independence. The Individualized Service Plan will address the tenant's functional abilities; health and safety needs and include a service and intervention plan, which is implemented by the interdisciplinary care team.

### **Assisted Living Coordinator**

The Assisted Living Coordinator is part of The Lindens staff. During the tenant's admission to The Lindens, Assisted Living Coordinator will see that all of the paper work and the financial arrangements are properly completed.

If a tenant has need for a higher level of care that The Lindens can no longer provide, the Assisted Living Coordinator will assess what type of care the tenant may need and can make those arrangements.

The Assisted Living Coordinator is there to oversee and assist in the care and well-being of The Lindens' tenants, to help and support family members, and to assist the tenant and make his/her living at The Lindens as pleasant as possible. If you have any questions regarding The Lindens, or if you'd like to be put on the interest list for The Lindens, feel free to call the Assisted Living Coordinator at #5009. Please note that you must give notice of your interest within 24 hours if you are next on the waiting list and are called.

### **Resident Aide**

The Lindens is committed to providing high quality care to all tenants. It is a personal commitment as well as the responsibility of our Resident Aides who are providing care to our tenants. The Resident Aides help our tenants realize their full potential in daily living activities while making living at The Lindens easy and comfortable.

### **Food Service**

The Lindens provides restaurant-style dining from 7:00 AM to 7:00 PM for your dining pleasure. Family and friends are encouraged to join you while you dine. The Lindens also offer a private venue or catering for special occasions per your request.

### **Apartment rent**

See current fee schedule.

- 1 Bedroom (536 sq. ft)
- 2 Bedroom (816 sq. ft)
- 2nd person

Includes:

Three meals per day and snacks (excludes wine and beer)  
Basic cable, internet, local phone service and utilities (electric, water, sewer and trash) Emergency call system  
Escort to/from dining and activities  
Flat laundry and weekly light housekeeping

### **Transportation**

Green Hills has transportation services that will take you to your medical appointments.

### **Security**

The Lindens features a secured front entrance to the building as well as a private entrance to your apartment.

### **Pet Policy**

The Lindens recognizes the value and importance associated with the companionship that a pet provides. Therefore, a tenant is allowed to keep a pet in his/her assisted living apartment.

However, the opportunity for a tenant to keep a pet is subordinate to the right of other tenants to be free from any inconvenience created by the tenant's pet.

### Approval

No pets will be allowed without the Executive Director's prior approval. All pets (except fish) must be brought into the administration office for review. Documentation and/or evidence of shots, neutering, good health, etc., must be provided where appropriate. Once approved, the tenant will sign a then-current Pet Agreement. For further information on The Lindens pet policy please contact the Assisted Living Coordinator at #5009.

### **Food Service**

All meals and other food services are provided through the Food & Nutrition Department. A registered dietitian is available at Green Hills. Tenants are served breakfast, lunch and dinner either in the dining room or in their apartments as the need indicates.

The Lindens has open dining with a planned menu system that allows tenants to select a meal preference.

Our dining room is open from 7 AM through 7 PM daily. We serve our tenants in a restaurant style atmosphere, complete with daily specials.

Families and friends are always welcome to eat with the tenant. Advance notice is appreciated if private dining is requested. All guest meals will be added to the tenant's monthly bill or cash is accepted.

If there is a particular food item the tenant would enjoy, but it is not available to the Food & Nutrition Department, e.g., a homemade item, or foods out of season, please feel free to contact the Dietitian/Director of Food & Nutrition, the Executive Director and/or the Assisted Living Coordinator. Please feel free to contact us when there is a question or comment about a tenant's food and/or diet.

### **Activities**

Activities at The Lindens are based on meeting the needs and capabilities of each tenant. We feel that a variety of activities not only brings pleasure and enjoyment, but a sense of fulfillment from being able to make things in crafts to taking part in timely discussion groups. Extra events are scheduled whenever possible. Most activities are provided at no extra charge.

### **Maintenance and Housekeeping**

Maintenance and housekeeping are designed for the comfort of our tenants. Each day we continually work to keep The Lindens clean, neat, and in good working order. We also keep our home beautiful on the outside with well-trimmed grass, flowers, and trees.

### **Laundry**

The Lindens staff will provide weekly flat linen changes and launder those items. Personal laundry service is available for a monthly charge. Laundry machines are available on each floor. You will need to provide your own laundry supplies if using The Lindens laundry machines.

Sewing services are also available for a charge.

### **Mail and Newspapers**

Tenants have a locked mailbox on the first floor for receiving mail. Any newspaper subscriptions you have should be delivered to your doorstep. If you find that you are missing your paper, please contact your subscription provider.

### **In-House Mail**

An in-house mail system has been set up for communications within The Lindens Assisted Living Community that does **NOT** go through the U.S. Mail. Your in-house communication box is located at the Activity/Computer Lounge on each floor. Please check your box daily for special announcements, in house newsletters and other correspondence.

## **Chapter Six - Organization and Time Line**

### **Board of Directors**

Green Hills Community has two boards of directors, Green Hills Health Care Center, Inc. (GHHCC) is a wholly owned subsidiary of Green Hills Residents' Association (GHRA), which is the owner and operator of the Health Care Center.

GHRA has seven resident members and two non-members. GHHCC has five resident members and two non-members.

The resident members of Green Hills annually elect resident members of the GHRA Board. The incoming GHRA Board elects non-resident GHRA board members and both resident and non- resident members to the GHHCC Board as positions are open. Board members serve three-year terms and residents may be re-elected for one consecutive three-year term. The Boards meet regularly with the Executive Director.

### **Advisory Council**

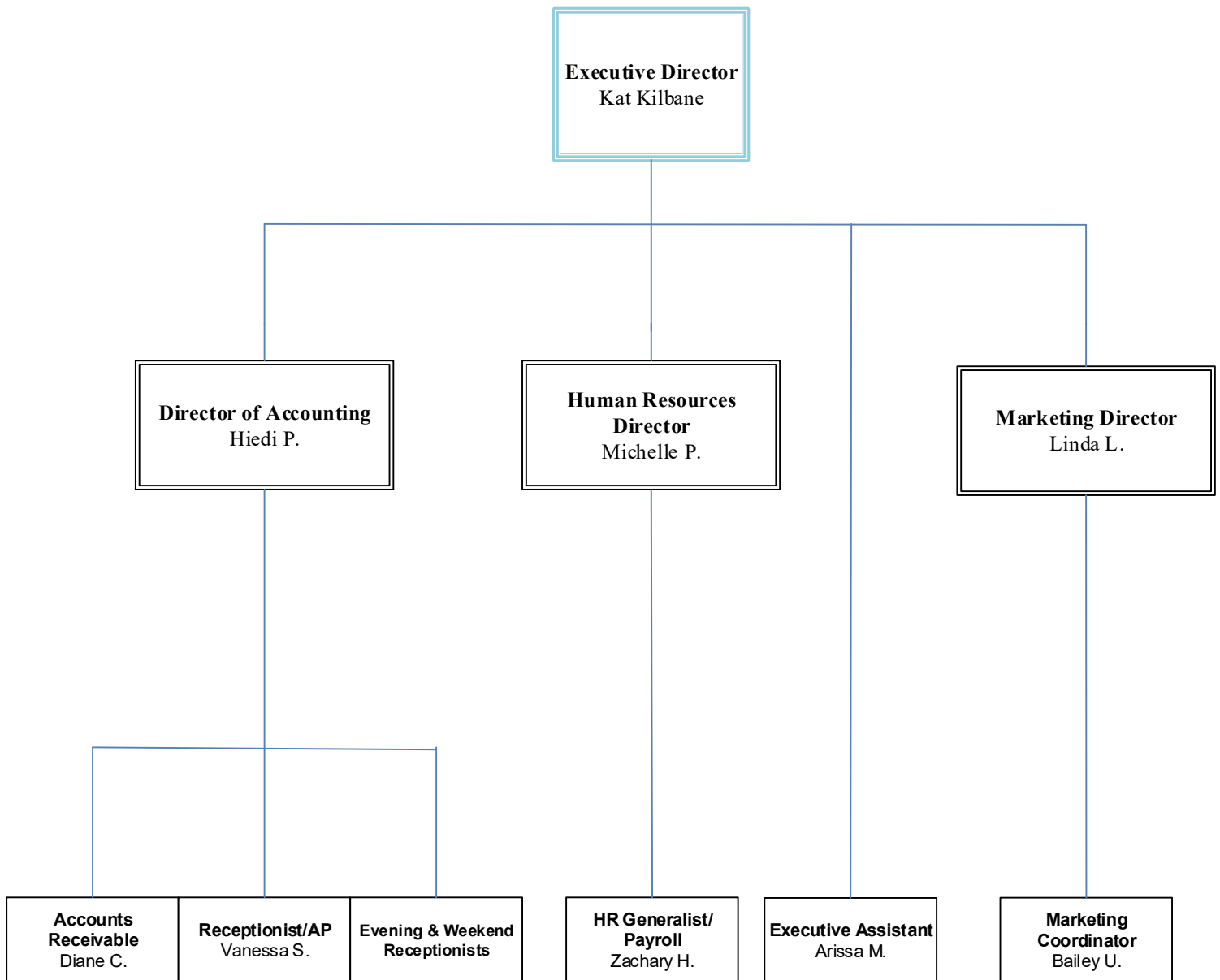
The purpose of the Advisory Council is to advise and support the Green Hills Community and its many resident-operated functions, and to assist in communication among residents, management and the Green Hills Residents' Association Board of Directors.

The Advisory Council consists of at least twelve members, one-third of whom are elected each year by the residents of Green Hills for three-year terms beginning July 1. The Executive Director of Green Hills (or a representative of the Executive Director) is an ex-officio non-voting member of the Council.

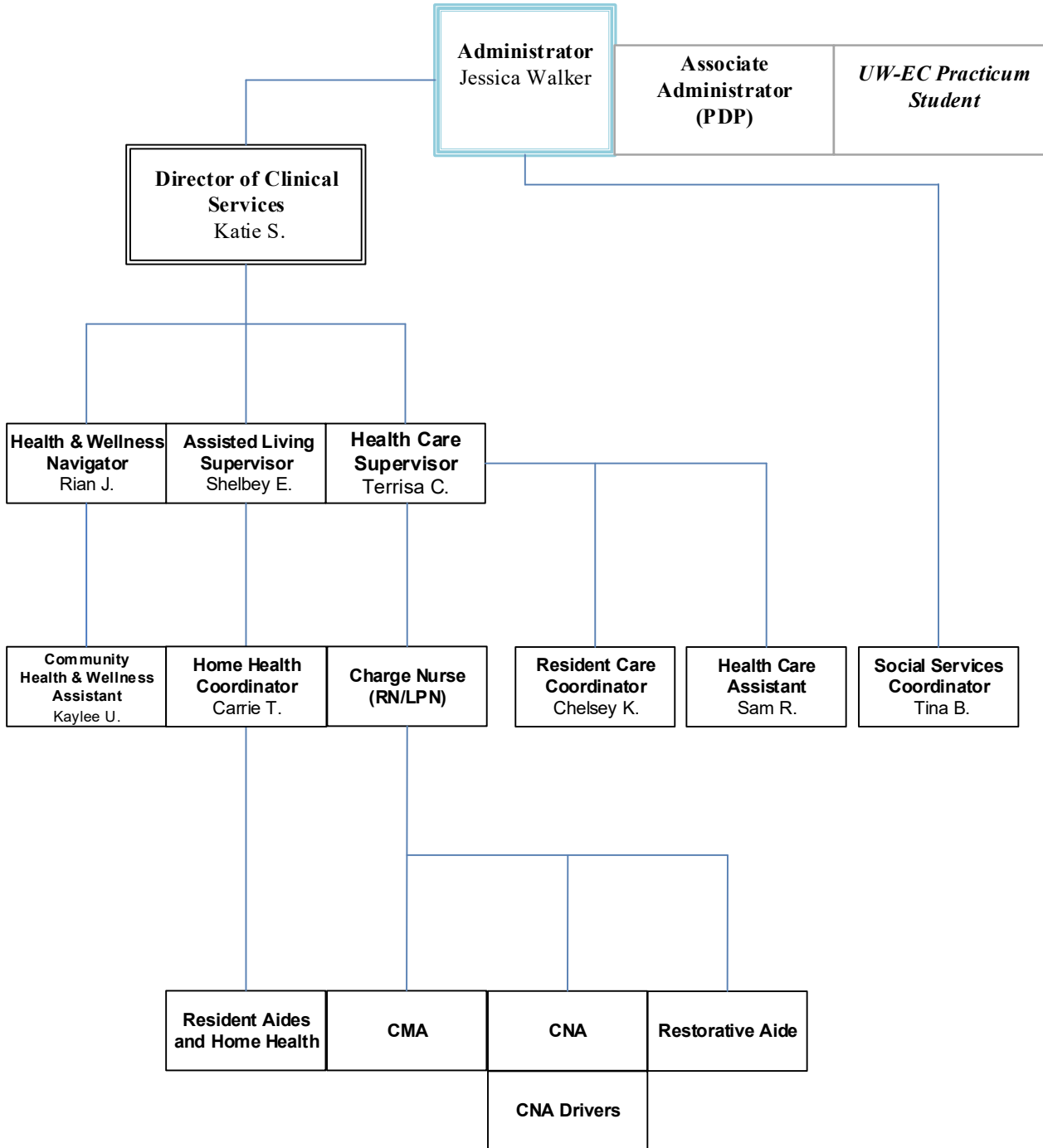
Standing and special committees are appointed by the Chair and approved by the Council at its organizational meeting. All committees are made up of resident volunteers.

## Organizational Charts

# General & Administrative

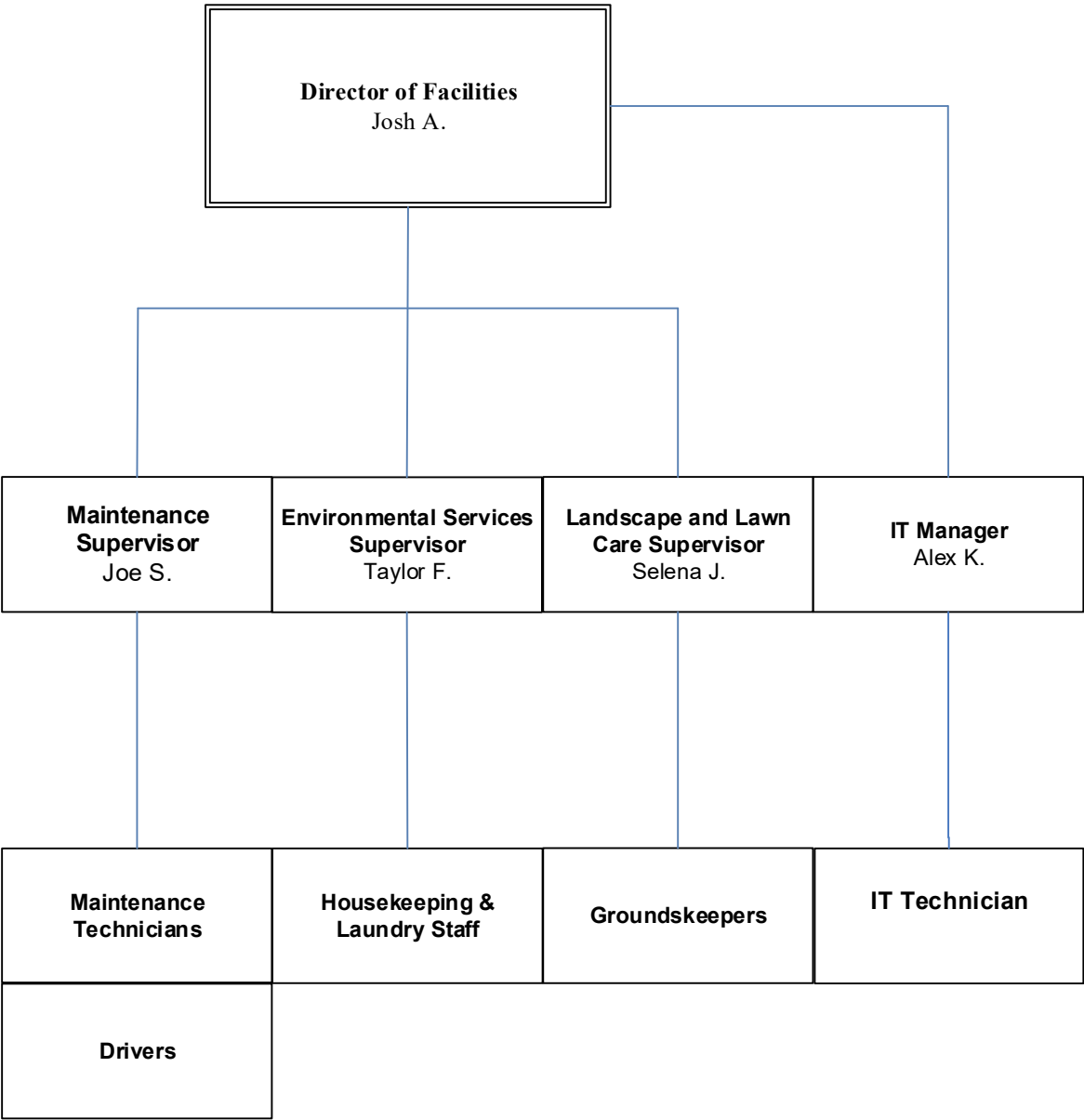


# Health Care Center

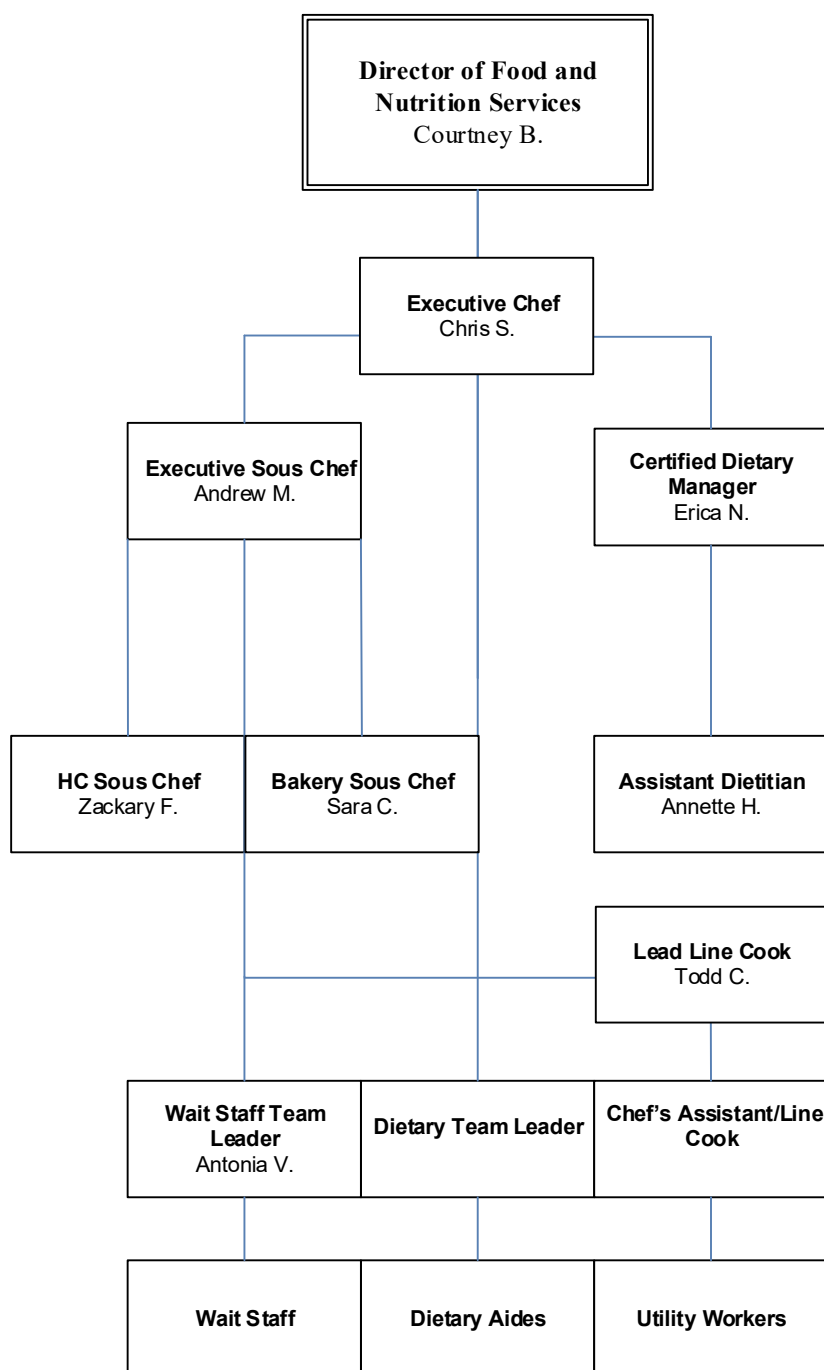




# Facilities



# Food and Nutrition Services



## Historical Timeline

**1973** – ISU Achievement Foundation purchased 70 acres south of the new Highway 30 bypass. The first priority was the Gateway Center-Holiday Inn.

**1976** – Directors of the ISU Alumni Association brainstormed about possible uses for the other land parcels. The concept of a community was formed, and a study was conducted. One thousand five hundred persons were interested, 200 of whom put up \$100 deposits.

**1979** – The Alumni Association incorporated Green Hills, Ltd, a not-for-profit corporation, to develop, market, and manage Green Hills hoping that associations with Green Hills would lead to gifts to the Achievement Foundation.

**1980** – With inflation as high as 20%, the original endowment concept was not to succeed. Only 10 apartments and nine townhomes had been pre-sold. The Achievement Foundation financed site work and four townhome prototypes.

**1982** – Development plans were re-started.

**1983** – A feasibility study was completed, and the results were presented to the Foundation. The Foundation declined further involvement.

**1983** – A new corporation, Green Hills Company of Ames, was organized by three private developers (Sandage, Story Construction and Bliss brothers). The Foundation agreed to sell the land on agreement to the corporation. The corporation arranged financing through United Federal Savings Bank (UFSB). Ground breaking was held July 8, 1985.

**February 1986** – The first residents, Dale and Rose McCay, moved into a townhome. The Oaks opened November 1986.

**January 1987** – The 18-bed health care center opened. In late 1987, the developer was unable to make payments. UFSB threatened to foreclose on the project. The ISU Foundation stepped in because they had many friends at Green Hills, and they also wanted to preserve their interest in the land. An agreement was worked out with UFSB. UFSB retained ownership on the unsold units until sold and wrote off losses.

**December 1987** – The Foundation took back the undeveloped land and the Health Care Center. The project was only 52% sold at this time. The Foundation arranged to have Life Care Services, LLC come in as new managers for the project.

**January 1988** – New corporations (University Retirement Corporation [URC] and Green Hills Residents' Association [GHRA]) were formed. An expansion was started on the Health Care Center, increasing the beds from 18 to 40. The expansion was completed in August 1989.

**November 1990** – 100% sold status was achieved.

**July 1991** – Green Hills started its own in-house food service.

**1991** – Green Hills celebrated its 5-year anniversary.

**May 1992** – Housekeeping and Plant Departments were reorganized.

**1994** – Development agreements were signed for the new townhome expansion.

**1995** – ISU students developed the plan to re-design the garden area outside of the Green Hills Health Care Center (GHHCC).

**October 1995** – There was groundbreaking for the initial 24 townhomes (Phase 2A) of the townhome expansion.

**1996** – A new telephone system was installed and conversion to cable TV was made.

**July 1996** – The closing for the first new townhome of Phase 2A occurred.

**April 1997** – Launched Phase 2B, the sale of the final sixteen townhomes.

**Summer 1997** – The Green Hills' main floor was renovated.

**June 1998** – The last sales for Phase 2A and 2B of the townhome expansion were finalized.

**Fall 1998** – The Health Care Center was renovated.

**May 1999** – 1.96 acres of land next to The Oaks was purchased from the Iowa State Foundation by GHRA.

**Fall 1999** – The Oaks hallways were renovated.

**January 2000** – The Health Care Center was purchased by GHRA, and a new company, Green Hills Health Care Center, Inc. (GHHCC), was formed.

**December 2000** – Sixteen beds in the GHHCC were converted from residential care facility to nursing facility; bringing the total to 40 nursing facility beds.

**January 2004** – Therapies were expanded to include independent residents for Medicare Part B as outpatients.

**November 2004** – Respite Care service was introduced in the Health Care Center.

**January 2005** – Formalized culture change initiative for resident centered care in the Health Care Center was accomplished. This included ideas such as open dining and pets.

**May 2005** – The Green Hills Café was added to feature culinary talents of our chefs.

**April 2006** – A partnership with a home health agency was established.

**October 2008** – GHHCC mortgage was paid off.

**May 2009** – The new and expanded Health Care Center dining room was opened.

**January 2010** – GHHCC achieved Medicare certification for skilled nursing.

**February 2010** – Green Hills Grill was opened.

**October 2010** – Residents voted to proceed with Health and Wellness project.

**June 2011** – Groundbreaking occurred for the Health and Wellness project.

**2011** – Green Hills celebrated its 25-year anniversary.

**March 2012** – Wellness Center opened with therapy pool, fitness and aerobics rooms.

**May 2012** – The Lindens opened with 16 assisted living apartments.

**May 2013** – Cedar Court Memory Care was opened with 7 beds.

**May 2014** – Cedar Court Memory Care was expanded to 14 beds.

**May 2016** – Board approved new building names – The Oaks and The Maples. They also renamed the townhome phases: Woodview and Timberland.

**March 2017** – The Maples opened with 32 residential living apartments.

**April 2017** – Woodview LLC was created to acquire 2400 Woodview Drive

**November 2018** – Approved the Tenth Amendment to add two townhomes and the wellness center

**June 2019** – Completed the new amenities addition which added two new meeting rooms, salon, massage, theatre, community room and extended the aerobics room

**April 2020** – Woodview LLC purchased 2343 Woodview Drive

**September 2021** – Green Hills celebrated its 35-year anniversary.

## Chapter Seven – Health Care Center

### Accommodations

Private, semi-private or private suites are available to Health Care Center residents. All fees are on a per diem basis (daily rate).

Residents are permitted to decorate and furnish their accommodations. Due to safety and regulatory considerations, decorating of accommodations will need prior approval from the Director of Clinical Services.

Residents in the Health Care Center may be admitted on a temporary, short-term basis or a long-term basis; whichever the condition warrants. Respite services are also available. Our primary goal is to give the best in nursing care, while continually assisting residents to regain their ability to live independently.

### Admission Policy

For admission to the Green Hills Health Care Center, the following State and Federal requirements must be satisfied:

- Physician's orders.
- History and Physical (physical must be completed within 30 days of admission).
- Chest x-ray or Mantoux Test. A resident must have a TB test within three months prior to admittance. If not, a TB test must be given and read negative before a planned admission. On an emergency admission, we will do the TB test within 24 hours.

**Note:** It is the resident responsibility to provide current Medicare and secondary insurance cards upon admission. If you do not provide current insurance information, be advised the secondary co-pay portion will be billed directly to you.

Green Hills will assist in obtaining the above information for any resident who is admitted directly from his/her apartment or townhome to the Health Care Center. When a resident owner is admitted to the Health Care Center for more than 24 hours, a complete admission record must be included in his/her file. An initial physical assessment will be made by Green Hills' Medical Director. An appointment will be scheduled with the resident's regular physician as soon as possible. Additional charges are associated with these ancillary services. Daily fees include: nursing care, all meals, activity programs, entertainment, events, laundry, and use of all Health Care Center recreational, lounge and patio areas. If you are interested in being put on a waiting list for a private room in the Health Care Center, please contact the Social Worker at #5020.

Charges for which a Health Care Center resident is responsible include:

- Medical treatment from Medical Director (sutures, injections, etc.)
- Personal physician
- Medications (Pharmacy)
- Nursing supplies

- Dietary supplements
- Long distance telephone service
- Laboratory work
- Therapy (i.e. physical, speech, occupational)
- Other personal costs such as newspapers, beauty/barber shop, personal equipment, and private duty nurses or aides, etc.
- Guest meals
- Medical equipment and repairs for walkers, wheelchairs, or geri-chairs
- Personal supplies (toothpaste, mouthwash, incontinent supplies, etc)
- Podiatrist
- Nurse Practitioner

Iowa law requires that residents of a healthcare center be provided three (3) meals per day unless contraindicated by their physician. The monthly meal assessment will stop, and your meals will be covered by the daily Health Care Center charge.

Only a physician can prescribe treatment or medications. This includes over the counter medications such as aspirin, Tylenol, cough medicine, eye drops. A doctor's order must be obtained by the resident for any medications. A pharmacy must dispense any medications or treatments ordered by a physician. At no time may a Health Care Center nurse supply you with any medications without a doctor's order.

### **Director of Clinical Services**

The Director of Clinical Services is part of the Health Care Center staff. When a resident is admitted to the hospital, they acts as a liaison between the Social Services Department of the hospital and the Health Care Center. If it is determined that the resident is to be discharged to the Health Care Center, they will make all the necessary arrangements.

When a resident is getting ready to be discharged from the Health Care Center, the Director of Clinical Services, Health Care Center Coordinator, Dietitian, and Physical Therapist, can assess and make arrangements for needs, such as equipment, therapies, and home health care.

Discharge plans will be written and discussed with each resident upon discharge.

Health & Wellness Services may follow-up in two weeks on the progress of the resident. The Director of Clinical Services is there to oversee and assist in the care and well-being of the Health Care Center residents and to help and support family members. The goal is to assist the resident and make his/her stay as pleasant as possible. If you have any questions regarding the Health Care Center, feel free to call the Director of Clinical Services at #5038 for answers.

### **Food Service**

Kitchen will open for breakfast at 7:00 AM and the last order of the day will be taken at 6:30 PM Dining is open all day for your convenience. Come dine at any time between those hours.

A daily special will be available for all three meals of the day or you may order

off the restaurant-style menu.

### **Guest Dining**

We enjoy having guests, so please feel free to dine with the Health Care Center residents. Please call at least two (2) hours before serving time to ensure the reservation. We can also arrange for special parties and other events.

### **Holiday Meals**

Family members or friends of residents are always welcome to dine with us during the holiday seasons. Holiday meals are special, and reservations might be needed in advance as we generally have many visitors.

### **Bringing in Food for Residents of the Health Care Center**

For protection of residents, food brought in to the resident must conform to his or her prescribed diet and must not be more than can be consumed in a 24-hour period. Nutritious snacks such as fruit and crackers are encouraged. Please check with the charge nurse on any food brought into the Health Care Center. The staff will not be handling any food brought in so any food needs to be directly given to the resident for consumption. Please see the dietary staff for any special requests you may have.

### **Levels of Care**

Green Hills has licensed nurses on duty around the clock. The Health Care Center is a licensed 46 bed Skilled Nursing Facility (SNF) under the law of the State of Iowa. The care program is designed to provide the necessary and supportive services needed in order that each resident may be permitted to maintain the maximum feeling of independence and confidence.

### **Skilled Nursing Facility**

The Health Care Center will initiate differential pricing based on categorized levels of care. A thorough assessment of resident's cares will determine which of the three levels of care that best represent their physical, mental and psychosocial needs. The assessment will be based on the Minimum Data Set (MDS), which is used by Medicare establish reimbursement in certified facilities. Additional fee for Care Level II and Care Level III, can be found on the fee schedule. Care covered by Medicare Part A is provided in our Health Care Center. If you are unsure as to what level of care you may need, please call the Director of Clinical Services (#5038). Inpatient and outpatient Medicare B Physical Therapy, Occupational Therapy and Speech Therapy are available.

### **Physician Services**

All residents of Green Hills select their own personal physician. Although Green Hills is not financially responsible for residents' routine medical services or outside hospitalization, the Director of Clinical Services and the Executive Director of Green Hills will give every reasonable assistance to residents in order that such services or hospitalization may be secured when needed.

The first item required to ensure good health services is for you to secure a local physician who, if possible, will be willing to see you in our Health Care Center in the



event you need to be admitted as a patient. If you do not have a local physician, we can help you find one. Our Medical Director will be happy to provide information to assist you in selecting a physician.

### **Medical Director**

The Health Care Center retains the services of a local physician as our Medical Director. The Medical Director makes rounds in the Health Care Center on a monthly basis. The Medical Director is not to be used as a personal physician, and all requests for medical services by him/her should be made through the Health Care Center.

### **Nurse Practitioner**

The Nurse Practitioner comes to the Health Care Center on a weekly basis. He/She is an employee of McFarland Clinic and has the rights to oversee McFarland Clinic residents. The primary job is to do physicals and update physicians' orders

### **Nursing Staff**

High quality care is a personal commitment as well as the responsibility of experienced personnel who provide nursing care 24 hours a day. Our nursing staff has a broad educational background with experience in geriatrics, rehabilitation and restorative care. Working closely with our team members, the nursing staff helps our care center residents realize their full potential in daily living activities while making their stay comfortable.

### **Services and Charges**

Each resident's Green Hills Resident Health Care Agreement will outline discounts or life-time free days. Contracts before July 1, 2005 (group A & B) may include annual free-days which are based on the resident's anniversary of their purchase date of their Green Hills unit. Agreements on or after July 1, 2005 may have lifetime free-days. These free days may be used in the Health Care Center, Assisted Living or for up to ten (10) hours of respite care in the Health Care Center.

For standard charges, please see Marketing Director for current fee schedule. Resident members of Green Hills may receive a discount rate or free days. A list of ancillary charge is also available.

Agreements prior to July 1, 2005, the Board of Directors may change the current number of free days or discount rate to best meet the needs of the community.

We have a transportation aide who will transport residents to and from Ames physician's offices at no charge with two business days' notice. One-week notice is preferable. If staff can accommodate requests with less than a two-day notice, the service is billed at the current Health & Wellness rate. Relatives will be encouraged to transport ambulatory residents. Non- ambulatory residents can be transported by the Green Hills wheelchair van. Staff may accompany for a fee.

The Health Care Center nurse will help make physician appointments for the residents of the Health Care Center.

Nurses are available 24 hours per day to assist members of Green Hills Community in an emergency. Non-emergency assistance will be handled by Health & Wellness staff.

We hope you stay well, however, if your doctor decides that you need to be a resident in the Green Hills Health Care Center, we want you to be familiar with what the facility offers our residents.

### **Private Duty Nurse Policy**

Any private duty nurse who will be working with a resident in the Health Care Center must be approved by Green Hills Executive Director. Green Hills retains the right to permit, or not permit, an individual resident's private duty personnel to work in the Health Care Center. A resident or residents' family who desire private duty care must have the potential employee approved by the Executive Director. For further information regarding this policy and the procedures that accompany it, please contact the Director of Clinical Services.

Due to state regulations, all private duty nurses will operate under the direction of the Director of Clinical Services.

Requirements Include:

- Proof of professional licensure
- Criminal background check
- Annual tuberculosis test
- Physical within the past four years

### **Respite Care**

If a caregiver needs to run errands or take a break from the care of your loved one, we offer respite care in the Health Care Center. A resident can stay in the Health Care Center up to 23 hours and 30 minutes in a day. Please contact the Director of Clinical Services to set up this service. Two-day notice would be appreciated.

### **Health Care Center Life Enrichment Program**

The Health Care Center offers a diversified recreational program appropriate to the interests and abilities of each individual resident.

The Life Enrichment program is carefully planned with the life-styles and interests of the individual as well as the group in mind. Our Life Enrichment Coordinator and Life Enrichment Assistants direct the program, with the assistance of dedicated volunteers who devote their time toward helping residents to maintain their previous life-styles and interests. Programs are designed to be in full agreement with each individual's medical plan of care.

The life enrichment program is designed to encourage healthcare residents to achieve and maintain the highest level of functioning possible through recreational activities. Health Care Center residents participate in activities that complement their specific individual life-styles as well as their specific treatment programs.

Some activities include: devotions, music, socials, discussion/reminiscing groups, and exercise programs.

### **Life Enrichment Calendar**

A monthly schedule of programs is posted in the dining room and outside the activity room. All residents are encouraged to participate, and families are always welcome. If the resident, or a group of which the resident is a member, would like to provide entertainment or an activity, our Life Enrichment Coordinator would be happy to speak with you.

### **Newsletters**

A resident organized monthly newsletter is published and distributed to residents and their families. The most recent copy may be obtained from the Life Enrichment Department. This newsletter includes the calendar that details upcoming events and information in which the resident might be interested. Topics might include dealing with the aging process or special family programs. The newsletter and calendar will be mailed to any Green Hills resident upon request.

### **Rehabilitative Services**

Trained therapists on an outpatient (for independent living residents) or inpatient (for healthcare residents) basis offer physical, occupational, and speech therapies. Therapeutic treatment is under the referral and discretion of a physician.

#### **Physical Therapy**

- Is given to improve movement and function, relieve pain and expand movement potential. Physical therapists can treat existing problems and provide preventative healthcare for people with a variety of needs. The therapy staff is well equipped to meet the special rehabilitative needs of the resident.

#### **Speech/Language Pathologist**

- A qualified speech/language pathologist is available to provide residents with one-on-one therapy. These services may include improving speech intelligibility, oral-motor weakness, word recall deficits, auditory comprehension and problems with reading and writing. Persons experiencing difficulty with swallowing may also benefit from dysphasia therapy. Reality Orientation therapy is available for various stages of Alzheimer's disease as is therapy for Parkinson's patients. The speech/language pathologist may address Cognitive Retraining and is able to provide services for laryngectomies. Questions about hearing loss/aids may be answered, and an audiologist is on call to provide comprehensive audiological evaluations when necessary.

#### **Occupational Therapists**

- Provide treatment to residents with physical disabilities to help restore their ability for independent living. Residents who have had a stroke will be provided with instructions in one-handed techniques, adaptive devices to compensate for decreased function of their affected side, equipment for safe mobility to toilet and

tub, family education and instruction to help the patient to return home. Patients with arthritis may be provided with splints to rest or support the arms, adaptive devices to help support independence in daily tasks or methods of carrying out daily tasks without causing pain or joint damage.

### **Resident Care Planning Conferences**

These conferences are designed to organize the resident's plan of care during their stay in the facility and to meet individual needs or personal concerns the resident or responsible party may have. If you are unable to attend your scheduled conference, please feel free to phone the Director of Clinical Services to set up an appointment convenient for you. Family members and residents are welcome to attend these quarterly conferences. Residents are set-up in a plan of care within two weeks of admission and these care plans are reviewed every three months thereafter unless the resident has a significant change in condition at which time a new care plan is created.

Upon admission and quarterly, an interdisciplinary care team meets to discuss the needs of each resident.

### **Miscellaneous Health Care Center**

#### **Information Visiting Hours**

There are no fixed visiting hours and Green Hills residents may feel free to visit at any time; however, the most convenient visiting hours for our Health Care Center Residents are 8:00 AM to 8:00 PM. Children are welcome visitors. Any resident can view channel 16.3 and 16.5 for incoming visitors at the front door

#### **Retaining a Room**

If a resident is transferred to the hospital temporarily, the resident or responsible party will be asked if we should hold the bed. If the bed is held, at full rate, the room will be reserved for the resident until he/she returns. If the bed is not held, the responsible party will want to pick up the resident's belongings as soon as possible. Clothing will be held for two weeks after discharge; after that, it will be disposed of for lack of available boxes.

#### **Telephone**

Telephone service is available to each resident. Long distance charges will be billed monthly.

#### **Beauty and Barber Services**

Our beautician has hours posted. Arrangements for hair appointments may be made through the beautician's office.

#### **Newspapers**

Residents often wish to receive newspapers during their stay in the Health Care Center. Arrangements should be made directly with the newspaper subscription office for the paper the Health Care Center resident wishes to receive. Papers are distributed daily. Additional assistance may be obtained through the Receptionist (#5000).

## **Televisions**

Television sets are located in the living rooms. Health Care Center residents may bring in a T.V. to watch in their room.

## **Internet Access**

Wireless internet access is available in the Health Care Center at no extra charge.

## **The Most Common Questions Asked**

The following questions and answers have been frequently raised concerning the Health Care Center:

**Q.** Why can't the nurse give me aspirin or cough syrup?

**A.** This practice is prohibited by law. The nurse could be charged with practicing medicine without a license. The Nurse Practice Act binds nurses. Nurses are required to have doctor's order to administer all medications including over the counter medications.

**Q.** Does the Health Care Center have a laboratory or x-ray department?

**A.** No, Green Hills has a contract with a Medicare-certified laboratory that performs these functions on-site as needed. McFarland Clinic Lab is available to the Health Care Center (HCC) every Tuesday morning usually by 7:30 a.m. if needed. Your doctor or other care provider must submit a lab slip to the clinic lab for house calls which are intended for those who are home bound or have limited mobility. Residents are transported to a local hospital for x-ray services.

**Q.** Are the nurses allowed to give first aid?

**A.** Yes, emergency first aid.

**Q.** Why can't I check into the Health Care Center when I don't feel well?

**A.** The Iowa State Code clearly defines procedures that must be followed. It states only physicians may admit residents. If a resident needs to come to the HCC during the night for observation, the nurse on duty will make the decision and contact your personal physician or the Medical Director in the morning.

**Q.** May I bring my own medication with me when I am admitted to the Health Care Center?

**A.** No. It is preferred that medication be in unit dose packaging for your safety. The medication bottles must be labeled properly with the residents' name, doctor, name of medication, dosage and how often the medicine is given.

## **Notice of Privacy Practices**

### **GREEN HILLS HEALTH CARE CENTER, INC. NOTICE OF PRIVACY PRACTICES**

#### **THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY**

Your privacy is a high priority for us and it will be treated with the highest degree of confidentiality. This Notice applies to all information and records related to your care that we have received or created. It extends to information received or created by our employees, staff, volunteers, physicians and healthcare personnel. This Notice informs you about the possible uses and disclosures of your protected health information. It also describes your rights and obligations regarding your protected health information.

In order for us to be able to provide you with the best service and care, we need to receive protected health information from you. However, we want to emphasize that we are committed to maintaining the privacy of this information in accordance with state and federal laws.

We are required by law to:

- Maintain the privacy of your protected health information;
- Provide to you this detailed Notice of our legal duties and privacy practices relating to your protected health information; and
- Abide by the terms of the Notice that is currently in effect. We reserve the right to change the terms of this Notice and make the new Notice provisions effective for all protected health information that the Community maintains.

#### **Protected Health Information**

While receiving care from Green Hills Health Care Center, Inc., information regarding your healthcare history, treatment, and payment for your healthcare may be originated and/or received by us. State and federal laws protect information that can be used to identify you and which relates to your healthcare or your payment for healthcare. This is your protected health information.

#### **Collecting Information**

We collect protected information about you to help us provide the best service, assistance and care, provide billing services and to fulfill legal and regulatory requirements. The type of information Green Hills Health Care Center, Inc. may receive from you varies according to the assistance and care that you may need.

If we become aware that an item of your protected health information may be materially inaccurate, we will make a reasonable effort to re-verify its accuracy and correct any error as appropriate.

## **Security Standards**

We continue to assess new technology to evaluate its ability to provide additional protection for your protected health information. We maintain physical, electronic and procedural safeguards that comply with state and federal standards to guard your protected health information.

## **Using and disclosing your protected health information for treatment, payment and healthcare operations**

We have described the uses and disclosures below and provide examples of the types of uses and disclosures we may make in each of these categories.

### **For Treatment**

We will use and disclose your protected health information in providing you with treatment and services. We may disclose your protected health information to Green Hills Health Care Center and non-health center personnel who also may be involved in your care, including, but not limited to, physicians, nurses, nurse aides, and physical therapists. Our workforce has access to such information on a need to know basis. For example, a nurse caring for you will report any change in your condition to your physician. Your physician may need to know the medications you are taking before prescribing additional medications. It may be necessary for the physician to inform the nurses or staff of the medications you are taking so they can administer the medications and monitor any possible side effects. In addition, we may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services which may be of interest to you.

We may also disclose protected health information to individuals who will be involved in your care after you leave Green Hills Health Care Center. Anyone who has access to protected health information is required to protect it and keep it confidential.

### **For Payment**

We may use and disclose your protected health information so that we can bill and receive payment for the treatment and services you receive at Green Hills Health Care Center. Bills requesting payment will usually include information which identifies you, your diagnosis and any procedures performed, or supplies used. For billing and payment purposes, we may disclose your protected health information to your legal representative, an insurance or managed care company, Medicare, Medicaid or another third-party payor. For example, we may contact Medicare or your health plan to confirm your coverage or to request prior approval for a proposed treatment or service.

### **For Health Care Operations**

We may use and disclose your protected health information for Green Hills Health Care Center operations. These uses and disclosures are necessary to monitor the health status of residents, manage Green Hills Health Care Center and monitor the quality of our care. For example, we may use protected health information to evaluate Green Hills Health Care Center's services, including the performance of our staff. In addition, we may release your protected health information to another individual or covered entity for

quality assessment and improvement activities or for review of or evaluation of healthcare professionals in the Health Care Center operations may also include the use of information for quality assurance, training, accreditation, medical review, auditing and business planning.

### **Using and disclosing protected health information for other specific purposes**

#### **Community Directory**

The Community maintains a directory of resident names and their location within the Community. Unless you object, we will include certain limited information about you in our Community directory. This information may include your name and your location in the Community. Our directory does not include health information about you. We may release information in our directory, except for your religious affiliation, to people who ask for you by name. We may provide the directory information, including your religious affiliation, to any member of the clergy. You are not obligated, however, to consent to the inclusion of your information in the Community directory. You may restrict or prohibit these uses and disclosures by notifying the Community in writing of your restriction or prohibition.

#### **Community Culture**

The culture of Green Hills Health Care Center includes informing residents and staff of changes in your health status to maintain our sense of “community.” You may restrict or prohibit these uses and disclosures by notifying Green Hills Health Care Center in writing.

Individuals involved in your care or payment for your care. Unless you object, we may disclose your protected health information to a family member, a close personal friend, your legal representative and any clergy, who are involved in your care. You may restrict or prohibit these uses and disclosures by notifying the Community in writing of your restriction or prohibition.

#### **Emergencies**

In the event of an emergency or your incapacity, we will do what is consistent with your known preference (if any), and what we determine to be in your best interest. We will inform you of uses or disclosures of protected health information under such circumstances and give you an opportunity to object as soon as practicable.

#### **Disaster Relief**

We may disclose your protected health information to an organization assisting in a disaster relief effort.

**As Required By Law.** We will disclose your protected health information when required by law to do so.

#### **Public Health Activities**

We may disclose your protected health information for public health activities. These activities may include, for example:



- Reporting for preventing or controlling disease, injury or disability
- Reporting deaths
- Reporting abuse or neglect of a dependent adult
- Reporting reactions to medications or problems with products
- Notifying a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition.
- Disclosing for certain purposes involving workplace illness or injuries

#### Reporting Victims of Abuse, Neglect or Domestic Violence

We may use or disclose protected health information to protective services or social services agency or other similar government authorities, if we reasonably believe you have been the victim of abuse, neglect or domestic violence.

#### Health Oversight Activities

We may disclose your protected health information to a health oversight agency for oversight activities authorized by law. These may include, for example, audits, investigations, inspections and licensure actions, judicial/administrative proceedings to which you are not a party, or other legal proceedings. In most cases, the oversight activity will be for the purpose of overseeing the care rendered by Green Hills Health Care Center or Green Hill's compliance with certain laws and regulations. Green Hills does not control or define what information is needed by the health oversight agencies.

#### Judicial and Administrative Proceedings

We may disclose your personal health information in response to a court or administrative order. We may also disclose information in response to a subpoena, discovery request, or other lawful legal process; efforts will be made to contact you regarding the request or to obtain an order or agreement protecting the information.

#### Law Enforcement

We may also release your protected health information to law enforcement officials for the following purposes:

- Pursuant to a court order, warrant, subpoena/summons, or administrative request
- Identifying or locating a suspect, fugitive, material witness or missing person
- Regarding a crime victim, but only if the victim consents or the victim is unable to consent due to incapacity and the information is needed to determine if a crime has occurred, non-disclosure would significantly hinder the investigation, and disclosure is in the victim's best interest
- Regarding a decedent, to alert law enforcement that the individual's death was caused by suspected criminal conduct
- For reporting suspected criminal activity

#### Coroner, Healthcare Examiners, Funeral Homes

We may release your personal health information to a coroner, medical examiner, and funeral director. We may also release information to an organization involved in the donation of organs if you are an organ donor.

## **Your Rights**

You have the following rights regarding your protected health information at the Community:

- The right to receive notice of our policies and procedures used to protect your protected health information
- The right to request that certain uses and disclosures of your protected health information be restricted
- The right to access to your protected health information
- The right to request that your protected health information be amended
- The right to obtain an accounting of certain disclosures by us of your protected health information for the past six years after April 13, 2003
- The right to revoke any prior authorizations for use or disclosure of protected health information, except to the extent that Green Hills Health Care Center has acted on your Authorization
- The right to request the method by which your protected health information is communicated

## **Our Rights**

- We have the right not to agree to your requested restrictions on the use or disclosure of your personal health information. If we do agree to accept your requested restrictions, we will comply with your request except as needed to provide you with emergency treatment.
- We have the right to deny your request to inspect or receive copies of your protected health information in certain circumstances.
- We have the right to deny your request for amendment of protected health information if it was not created by us, if it is not part of your personal health information maintained by us, if it is not part of the information to which you have a right of access, or if it is already accurate and complete, as determined by us.

## **Authorization**

Uses and disclosures of your protected health information not allowed by law under our Notice of Privacy Practices will only be made with your authorization. You can revoke the Authorization as described in your written Authorization. If you revoke your Authorization, we will no longer use or disclose your protected health information for the purposes covered by the Authorization, except where we have already relied on the Authorization.

## **Complaints**

If you believe your privacy rights have been violated, you may file written a complaint with our Privacy Official. The Privacy Official will review and respond to you in a timely manner. At any time, you can contact the Human Resources Director or the Office of Civil Rights at the U.S. Department of Health and Human Services, 200 Independence Ave, S.W., Washington D.C.

20201, Telephone number (877)696-6775. You will not be retaliated against for filing a complaint.

## **Change to this Notice**

We will promptly revise and distribute this Notice whenever there is a material change to

the permitted uses or disclosures, your individual rights, our legal duties, or other privacy practices stated in this Notice. We reserve the right to change this Notice and to make the revised or new Notice provisions effective for all protected health information already received and maintained by the Community as well as for all protected health information we receive in the future. We will post a copy of the current Notice in the Community. In addition, we will provide a copy of the revised Notice to all Residents.

### **Acknowledgment**

We request that you sign an Acknowledgment of Receipt of Green Hills Health Care Center's Notice of Privacy Practices, attached as Exhibit A.

### **Contact Information**

If you have any questions about this Notice or would like further information concerning your privacy rights, please contact:

Human Resources Director  
2205 Green Hills Drive  
Ames IA 50014  
515-357-5000

### **Our Residents**

Green Hills has approximately 270 residents across all levels of care. Residents have a wide variety of backgrounds and careers. We encourage you to read the resident biographies located in the library, Front Office, or the Green Hills Community web site. A color photo of the resident accompanies each biography.

### **Our Management Company**

Green Hills Has retained Life Care Services (LCS), A leader in the senior housing field headquartered in Des Moines, Iowa, as its management company. Management of Green Hills is performed by LCS under contract with the Boards of Directors on a five-year contract. Our Executive Director is an employee of LCS. The expertise of LCS specialists is available to assist Green Hills' staff.

The Board of Directors of Green Hills retain the ultimate responsibility for establishing policies; monitoring the operating costs, wages, expenses and fees; and for the overall fiscal viability of Green Hills.