

*Rivers Walk
Assisted Living
Resident Handbook*



*3D Pedestrian View
A4.0 Scale NTS for illustration only*

WELCOME!

We are glad you have chosen our Assisted Living Community as your new home. Our Cottages offer a lovely residential setting staffed with a compassionate, professional, and supportive care team to assist you in maintaining and enhancing your quality of life. Choice, dignity, independence, individuality, privacy, and respect are the core principles afforded by Assisted Living. Your quality of life is that which is desired and interpreted by you. We are here to assist you in achieving that optimum quality of living.

Again, Welcome!

This Handbook is a guide to general living considerations, services, community guidelines/rules that will help you learn about day-to-day life in your new residence. Please do not hesitate to ask any questions.

CONTACT US

Phone: (509) 382-8352

Fax: (509) 593-4911

Email: rivers.walk@cchd-wa.org

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LIVING AT THE COTTAGES

Furniture

We strive to create a home-like environment for all of our residents and encourage everyone to have personal items in their rooms, and we will be happy to assist you in setting up a comfortable space. However, to ensure the safety of the Cottages, we ask that you follow the guidelines set forth below.

Items to Bring

(The following items are optional to bring to your new home. Rivers Walk Assisted Living will provide all items if needed.)

- 2-3 sets of sheets
- Pillows
- Waterproof bed pad – two if possible
- Blankets
- 3-4 sets of towels
- Clothing – approximately one weeks' worth, more if preferred
- Clothes hamper
- Shoes and slippers
- Personal toiletries
lotion, soap, toothbrush,
toothpaste, deodorant, etc.
- Incontinence products
(if needed)
- Decorations to personalize the room
- Easy Chair
- Bed – twin size is best
- Radio
- Side tables
- Telephone

Items *Not* to Bring

- Throw rugs
- Scissors
- Knives
- Heating Pads or hot water bottles
- No small appliances without automatic shut-offs – No toasters, coffee makers, crock pots, hot plates, etc.
- Extension cords and plug strips
- Cleaning Chemicals
- Candles
- Coffee Tables

Daily Rate

Our daily rate will include meals, snacks, basic cable, telephone, medication delegation, bathing, laundry services, activities, and so much more. Daily rates will be subject to change yearly, and you will be given advanced notice of these changes. For information regarding the Assisted Living Rates, please call (509) 382-8352 for more information.

Amenities

Your room comes equipped with a television and a landline telephone. Wi-Fi is available throughout the Cottage, and you may contact vendors and arrange for services if you choose. All resident rooms come furnished with a bed, linens, chair, end table, and lamp. All residents do have the option to bring certain items and furnishings to decorate their room. We encourage residents and families to decorate their room, but please do not put any nails or screws into the walls. We will assist with hanging décor.

Finances

The Administrator may maintain your personal needs account if you receive Medicaid funding and request oversight. The Administrator and Business Office can answer any billing or payment questions.



MEALS



Dining

Meals are prepared in the hospital kitchen, delivered to the cottages, and then served to residents at designated mealtimes. Mealtimes and menus are posted and available per request. If you are occasionally unable to dine in the dining area, room service is available. If there is a health concern in the Cottage or Community-wide such as a pandemic, private dining, room service, or scattering of mealtimes may be instituted. Snacks are always available and may be requested.

Food

Please do not bring uncovered food to the room. If you have any perishable food that requires refrigeration, we would be happy to store it for you in a central refrigerator to conform to food safety requirements. Check with staff to make sure food gifts are acceptable and on the resident's diet.

Visitors

Visitors, family, and friends are welcome and encouraged to visit and participate in Service Planning, activities, outings, and support groups. Visitation may be suspended during times of community health concerns. Visitors are welcome and encouraged to spend time with you. Children are always welcome and must be supervised by an adult. Guest meals may be arranged for your visitors. Mealtimes are posted below:

Breakfast 7:00 – 9:00
Lunch 11:30
Dinner 5:00

Guest meals will be an additional cost of \$4.00 per meal. If reservations are made and need to be changed for any reason, the Activity Department will need twenty-four (24) hours to notify the Dietary Department. In the case of an emergency, at least three (3) hours notification is required. Please speak with the Administrator if you plan on guests enjoying a meal with you.

HOUSEHOLD

Care

All care is provided under the direction of the Provider, Administrator, and Registered Nurse as agreed upon in your Negotiated Service Agreement. Care staff is available 24 hours per day to assist you with your needs. The pendant call system enables you to call for staff support, and you are requested to wear it at all times. Additionally, the pull cords in your room and throughout the Cottage enable you to summon help.

Finances

The Administrator may maintain your personal needs account if you receive Medicaid funding and request oversight. The Administrator and Business Office can answer any billing or payment questions.

Housekeeping

Care staff will tidy your room and remove trash daily; deep cleaning will be provided routinely and as needed.

Laundry

Laundry machines are available for your use in the Cottages. Care staff may also provide laundry for your personal clothing and linens as outlined in your Negotiated Service Agreement. Everyone must be aware of labeling clothing to return clean clothes to the proper person. Please mark all clothing, bedding, and linens with indelible ink as you plan to move in.

Mail

You will have a personal mailbox located outside your door, and staff will deliver mail to your box daily.

Newspaper

You can arrange to have newspapers delivered to the Cottage.

Maintenance

Please notify staff of any concerns regarding the upkeep of your room.

Gratuities

Staff is not permitted to accept any gratuities for the care they provide. It is encouraged to speak with the Administrator regarding ideas for ways to express appreciation to employees.

Resident Council

Each Cottage has a resident council that meets to discuss concerns, ideas for improvement, and ideas for special activities. You are encouraged to be involved! It is a great way to get to know people and share your voice in your home.

MEDICAL

Marijuana Products

We support the resident's right to use cannabis consistent with Washington's Medical Marijuana statute, RCW 69.51A, under certain limited circumstances within this long-term care setting. Marijuana products that are THC-free- CBD products may be used if prescribed by your Medical Provider. Staff cannot assist with the administration or application of these products. You may have one designated person who may bring and assist you in taking the product, and then you must remove the product from the Cottage. Recreational marijuana may not be used or kept in the Cottage. You may speak with the Administrator if you have any questions.

Medical appointments

Transportation to medical appointments can be arranged and provided by the Cottage if needed. If transportation is required, please speak with the Administrator or Nurse about arranging transportation to appointments.

Health/Medical Record

Your health record is confidential and contains medical and personal information. The Cottage does not release your information without your written permission or your legal representative's written permission as outlined in your Admission Agreement. Your record is available for your review, your responsible party's review, and to the state oversight agencies if needed during an evaluation process.

Medications

Medications can be ordered per your Provider's prescription by the Cottage staff and delivered to the medication room or you if you self-manage your medications. We intend to have all medications be ordered and packaged through Elk Drug. As per your individualized Negotiated Service Agreement; Dispensing of medication will be provided by delegated nursing staff.

Oxygen

May be utilized as prescribed by your Provider. Oxygen and supplies must be delivered by a certified vendor and secured in your apartment.

Outside Providers

Therapy services, Hospice Services, and other professional services ordered by your Provider can be provided to you in the Cottage.

Private Duty Personnel

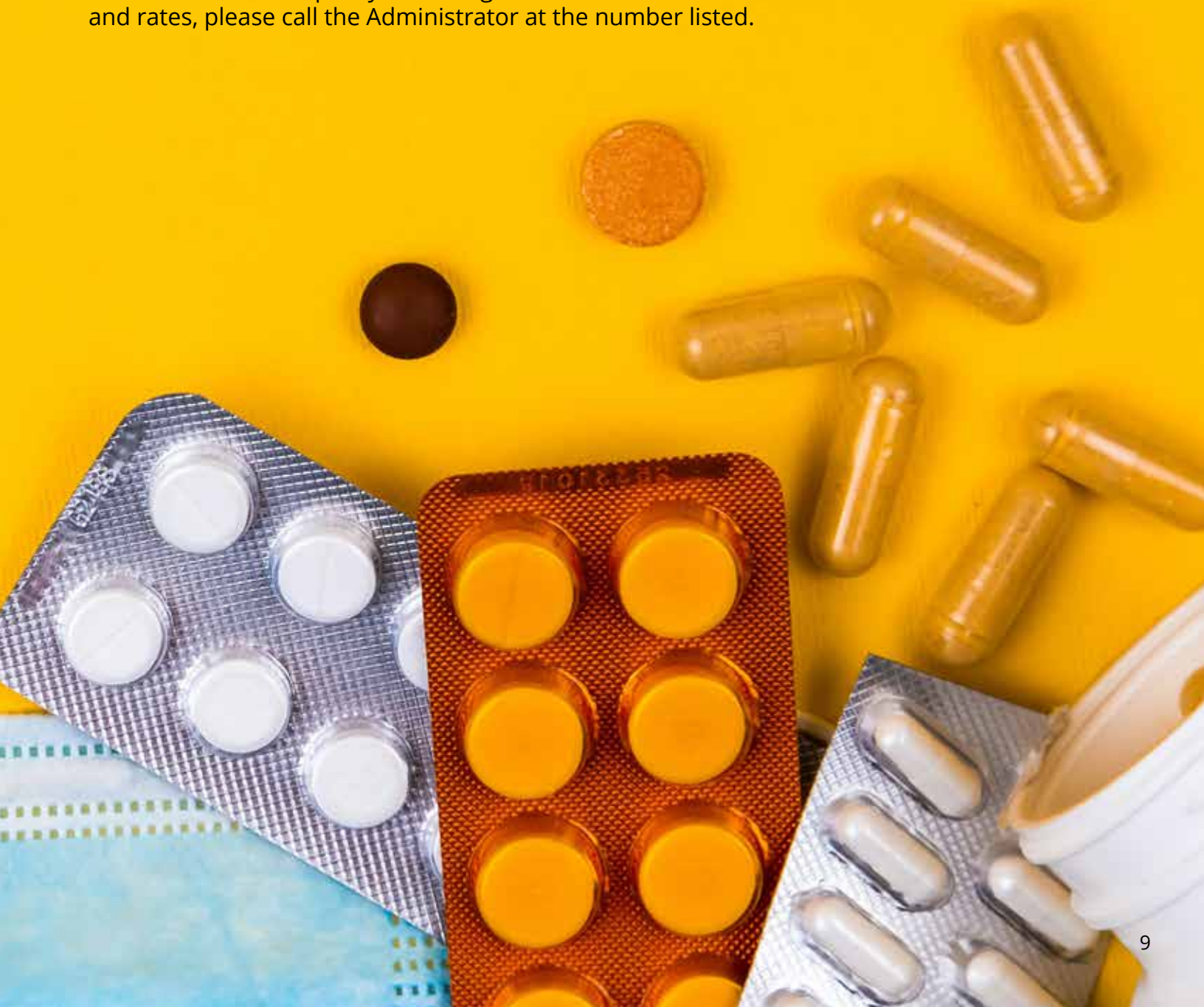
You may hire private duty personnel. Please speak with the Administrator to assure services are coordinated and outlined in your Negotiated Service Agreement.

Supplies

Supplies will be provided by Soundview Medical and billed to either Medicaid or billed privately for those individuals who are Private Pay. Families also have the option of providing supplies when needed.

Respite and Adult Day Services

With advance notice, we can provide Respite and Adult Day Services as long as we do not exceed maximum capacity according to WAC 388-78A-2360. For more information and rates, please call the Administrator at the number listed.



SOCIAL ACTIVITIES



Leave of Absence

Please notify the Administrator or Nurse if you plan to be out of the Cottage overnight or longer. Your care team will need to ensure that you have the medications and supplies you may need.

Life Enrichment Activities

Life-enriching activities are an essential aspect of life in the Cottage. Every new resident brings new backgrounds, hobbies, and interests; please share any meaningful interests or activities. Our goal is always to be open to ideas and activities that enhance your life. Outings are one of the activities we offer. There will be a sign-up opportunity for outings and opportunities for special events.

Pet visits

Pets are an essential part of peoples' lives. Although pets cannot live in the Cottage, they can visit your room if leashed or crated and have proof of current vaccinations. Privacy: Your room is your private domain. Staff will knock and announce themselves before entering. You have the right to lock your door. Staff may enter your room with a key to provide the necessary care and re-lock your door as they leave. All personal care will be provided privately and with dignity.

SAFETY

Emergencies

Emergencies may occur. A medical emergency, weather concern, fire, or safety event (as examples) may take place unexpectedly. The trained staff can handle and provide direction in an emergency. The community emergency preparedness plan, is available upon request.

Fire and Safety Protocols

Fire drills are held monthly during all shifts. We will coach residents and family members on the steps you need to take during a drill and evacuation should the need ever arise. In addition, a sign-out/sign-in book is provided and found at the entry area of every Cottage. The book is essential for your safety and informing staff when residents leave the Cottage.

Smoking

The Cottages and entire campus are smoke-free.

We know this Handbook does not answer every question you may have. So please do not hesitate to ask any questions you have. We are here to serve you! Thank you again for joining our community.

Additional Resources From the Aging and Long-Term Support Administration

Adult Protective Services:

Agency that responds to concerns a vulnerable adult is being exploited or harmed.

Phone (voice): 1-800-459-0421 TTY: 1-800-973-5456

Aging and Disability Resource Center

Offers free long-term care information, referral, and assistance for people of all ages.

Columbia Office

410 East Main

Dayton, Washington 99328

Website: <https://www.altc.washington.com>

Phone (voice): 1-509-382-4787

Long Term Care Ombudsman

Trusted resource in mediating complaints or concerns you may have while living in your Adult Family Home, Assisted Living, or Nursing Home
Elizabeth Claridge, Blue Ridge Action Council
1520 Kelly Place

Walla Walla, Washington 99362

Email: elizabethc@bmacww.org

Phone (voice): 1-509-520-5162

Alternative Phone (voice): 1-844-488-3595



Residential Care Services

Is responsible for Licensing, Certification, and oversight of Long-term care facilities in Washington state.

316 Boone, Suite 170

Spokane, Washington 99201

Phone (voice): 1-509-323-7303



Columbia County

HEALTH SYSTEM

DAYTON GENERAL HOSPITAL

1012 S. 3rd Street
Dayton, WA 99328
(509) 382-2531

WOUND CARE CENTER

1012 S. 3rd Street
Dayton, WA 99328
(509) 382-8422

REHABILITATION SERVICES

1012 S. 3rd Street
Dayton, WA 99328
(509) 382-3202

COLUMBIA FAMILY CLINIC

1012 S. 3rd Street
Dayton, WA 99328
(509) 382-3200

WAITSBURG CLINIC

235 Main Street
Waitsburg, WA 99361
(509) 337-6311

BOOKER REST HOME

1012 S. 3rd Street
Dayton, WA 99328
(509) 382-3212

VALUES

Compassionate, Respectful, Resilient, Caring
Innovative, Accountable, and Collaborative

MISSION

To enable optimal health through service excellence,
timely solutions, and devotion to our region.

VISION

To be the leader of holistic, high quality, and
patient-centered care without boundaries or limits.