RESIDENT HANDBOOK

ARIZONA PIONEERS' HOME

Revised: May 2, 2016

Arizona Pioneers' Home

300 S. McCormick St.
Prescott, AZ 86303
(928)445-2181

We are pleased that you have chosen, or are thinking about becoming a resident of the historic home for Arizona pioneers.

This handbook is your guide to become acquainted with the facility and the policies and procedures that are used to manage the Home. Items have been alphabetized to make it easier to look them up.

If you have additional questions, our staff will be happy to answer them.

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Activities / What is there to do at the Home?

- There are plenty of activities. The following is just a few:
  - Birthday parties
  - Shopping trip to a local store every week, such as Wal-Mart
  - Van rides and outings
  - Bowling
  - Card games
  - Bingo
  - Musical events
- You can be as active as you want to be
- Monthly Activity Calendars and Weekly Activity Updates list events that are taking place.

Activity Rooms / Where do people get together?

- The Pool Room on the first floor has two pool tables, a TV, card tables and chairs.
- The Main Lobby on the second floor has a large screen TV, stereo, piano and chairs.
- The conference room on the third floor has a large meeting table and chairs.
- The patio outside the Pool Room has several chairs.
- The Ramada is on the lawn behind the Home. Shuffleboard, croquet and horseshoes can be played in this area. There is a gas bar-b-que and picnic tables for get-togethers.

Activity House / Can anyone use the House?

- Residents can bake or cook in the Activity House kitchen as time is available and scheduled with the Activity Department.
- Residents can use the exercise equipment in the house, under the direction of a rehab therapist
- Residents can reserve the House for special occasions when they would like to have a family get-together. Reservations are made with the Activity Dept.

Address / Where should my mail be sent?

- AZ Pioneers' Home, 300 S McCormick St., Prescott, AZ 86303
- Mail is sorted by name so there is no need for a room number.

Admissions / Who can live at the Pioneers' Home?

- Two groups of individuals are admitted to the Home as residents.
  - Arizona Pioneer, meaning a person of good character (per A.R.S. §41-923) that meets the following guidelines:
    1. Is and has been, for a period of five years prior to application for admission, a citizen of the United States.
    2. Has been a resident of Arizona for not less than fifty years (need not be continuous).
    3. Has reached the age of seventy or more years.
    4. At the time of admission, is ambulatory, has proper bowel and bladder control and is able to bathe, clothe and feed himself without assistance.
    5. At the time of admission, does not require care in a hospital or in a skilled care or intermediate care nursing home.

- Disabled Miner (per A.R.S. §41-942) that is defined by the following guidelines:
  1. Has been a resident while in the occupation of mining in Arizona
  2. Is a citizen or legal resident of the United States
  3. Has reached the age of sixty years or more, and is financially unable to support himself, or has suffered incapacitating injuries or illness arising from and in the course of mining.

Anti-Discrimination / Will I be treated fairly?

It is the policy of the Pioneers' Home to follow Title VII of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, religion, sex, or national origin.

Automobiles / Can I have a car at the Home?

- One vehicle per resident is permitted. Residents may not keep a vehicle on the property if they do not drive.
- A current Arizona driver's license, registration and insurance must be maintained.
- The Business Office must be informed of the description of the vehicle and be given a spare set of keys to the vehicle in the event that it must be moved.
- Residents may park in any available space around the building except for those having a parking restriction, such as those assigned for State vehicles only.

Beauty & Barber Shop / Can someone cut my hair?

- The Beauty & Barber Shop is located off the Lobby on the second floor.
- Beauty Operators generally are open for business four days each week. Generally a barber is present on the first Monday of each month.
- There is a charge for both beauty and barber services.
- Appointments may be made with the Beautician.

Bedside Medications / Can I take my own meds?

- Residents are not permitted to keep any type of prescription or over-the-counter medication in their room unless approved by the nursing staff and ordered by the doctor.
- If approved to be on the "Self-Med" program, the resident is required to chart the medications taken and return their charting report to their nurse on the 1st day of each month.
- Over-the-counter medications that may be kept at bedside include petroleum jelly (Vaseline), talcum or baby powder, foot powder, foot ointments or creams used for comfort, mouthwash, lip balm or salve, hand lotion and/or cosmetic creams.
- New residents are required to sign an agreement regarding the policy on Bedside Medications.
- Room inspections are periodically conducted to check for unauthorized prescription medications and non-approved over-the-counter medications. Anything found that is not authorized is removed from the room.

Bill of Rights / What rights do I have?

(As presented to Resident/Family at the time of admission, and staff at orientation)

YOUR RIGHTS AS A NURSING HOME RESIDENT

You keep all your fundamental civil or human rights and liberties when you are admitted to a nursing home.

This document summarizes specific rights you have as a nursing home resident as provided by both federal and Arizona state statutes and rules.

Pre-Admission Rights

Before you even choose or enter a nursing home, you have rights as a prospective consumer. Please exercise these rights by:

- Visiting the facility.
- Contacting the Office of Long Term Care (602-364-2690) for additional information about the facility.
- Reviewing the facility's admission agreement and receiving a written notice of rates of basic services, optional services, and whether the facility participates in Medicare or Medicaid. Written notice must also be given 60 days in advance of any changes in rates or services.

Admission Rights

- The nursing home must inform you of all of your rights, in a language or manner that you understand, through written and oral information available to residents and/or resident representatives.
- The nursing home must inform you of all the facility's rules and regulations, including those regarding transfer and discharge policies.
- You have the right to carefully review and understand all contracts and agreements prior to signing.
- The nursing home cannot require a co-signer for payment, but may require a relative or legal representative to ensure payment from your income or resources.
- You have the right to apply for Medicare and Medicaid and the right to information and assistance in applying for those programs.
- You cannot be asked to give up or delay your rights to receive Medicare or Medicaid.
- You cannot be asked to give the facility a security deposit if you are a Medicare or Medicaid beneficiary.

Basic Rights

- You have the right to be treated with respect and dignity, in recognition of your individuality and preferences.
- You have the right to quality care and treatment that is fair and free from discrimination.
- Relatives or a legal representative may act on your behalf to exercise these rights when you are unable to do so yourself.

Visits-Privacy-Confidentiality - You have the right to:

- Visits with family and friends.
- Contact and meet with certain agency representatives or individuals who provide health, legal, social, or other services.
- Privacy during your visits or meetings, in making telephone calls, and with your mail. Reasonable visiting hours must be provided.
- Privacy in your room and during bathing, medical treatment, and personal care.
- Keep your personal and health records confidential.

Quality of Life in the Nursing Home – You have the right to:

- Choose and participate in activities that you like and which are part of your plan of care.
- Participate in social, religious, and community activities.
- Register and vote in local, state and national elections.
- Voice complaints or grievances without fear of retaliation. The nursing home must give you information about how to file a complaint with the facility, and who you might contact as advocates and legal resources.
- Organize and participate in resident groups. Your family has the right to organize and participate in family groups in the nursing home.

Living Accommodations and Care – You have the right to:

- Express preferences with respect to your room and roommate and be advised in writing before any changes are made.
- A safe, clean, comfortable, home-like environment.
- Receive care in a manner which promotes and enhances your quality of life. This includes food of the quantity and quality to meet your needs and preferences.
- Services necessary to attain or maintain your highest practicable level of functioning.

Protect Your Money and Possessions – You have the right to:

- Manage your own financial affairs, or you may have the nursing home manage your personal money in accordance with specific arrangements which include periodic accounting reports.
- Reasonable security of clothing and personal property. The nursing home must have a program to reduce theft and loss.

Medical Care and Treatment – You have a right to:

- Participate in your plan of care and treatment.
- Choose your personal physician.
- Refuse any plan of care, treatment, or procedure.
- Make advance directives, such as durable power of attorney, or other instructions about important health care decisions.
- Participate or refuse to participate in experimental research.

Freedom from Restraint and Abuse – You have the right to:

- Refuse restraints that limit your mobility or drugs that affect your mind, except in emergency situations. Any use of such restraints must be to treat medical symptoms and not for the purpose of discipline or staff convenience.
- Be free from verbal, physical, sexual, and mental abuse; corporal punishment; neglect; and involuntary seclusion.
- Not be required to perform services for the facility unless the work is medically indicated and included in the plan of care.

Transfer and Discharge Rights – You have the right to:

- Be notified in writing before you are to be transferred or discharged from the nursing home.
- The facility's notice must include an explanation of the right to appeal the transfer/discharge to the State. For private pay residents, the "State" is the State survey agency, and the appeal is handled as a complaint investigation. For all other residents with an insurance contractor, the appeal process is handled by the contractor.
- Return to the nursing home after a short-term transfer to a hospital or after a therapeutic leave from the facility. The nursing home must explain to you their policy about bed holds and your rights to return to the facility.

Help In Protecting Your Rights –

- Arizona Citizen Aide Ombudsman Program with trained ombudsmen to help with questions or problems about the nursing home and to assist you in exercising your rights. Contact information for the Arizona Citizen Aide Ombudsman is listed below:

Arizona Ombudsman Citizen's Aide
3737 N 7th St., Ste 209, Phoenix, AZ 85014
Phone 1-800-872-2879 Fax: 1-602-277-7312

Licensing and Certification

The Arizona Department of Health Services, Office of Long Term Care, licenses and regulates nursing homes on the basis of annual inspections and complaint investigations. Consumers may view inspection and complaint reports on-line at www.azcarecheck.com. The facility must display, in a prominent place, the address and telephone number of:

- Office of Long Term Care, Arizona Department of Health Services
- Arizona Citizen Aide Ombudsman
- Area Agency on Aging

Persons may contact the Office of Long Term Care regarding any problems related to care rendered in long term care facilities. The Office of Long Term Care investigates allegations that can be supported by federal and state regulations and rules governing long term care facilities in the state of Arizona.

Resident Grievance/ Complaint Form

Resident Name_____ Date of Report_____
Name of person filing report_____
Relationship to resident_____
Date and time of incident_____

Nature/description of
grievance/complaint_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Persons Involved	Relationship to resident
_____	_____
_____	_____
_____	_____
_____	_____

Actions or recommendation you feel need to be taken.

_____
_____
_____
_____
_____
_____

Signature (person filing grievance/complaint):

_____ Date: _____

This complaint grievance has been received by_____
(DON, Superintendant, Resident Services)

Date_____
Attach any supporting documentation.

Contact Numbers for Bill of Rights Issues:

Arizona Department of Health Services and Assisted Living Licensure	1-602-364-2536
D.E.S. Adult Protective Services	1-877-767-2385
Local emergency response	911
Arizona Center for Disability Law	1-602-542-3711
Arizona Attorney General's Office for information on health care directives	1-602-542-2123

Birthday Parties / Can everybody come?

- Once each month a birthday party is held in the Lobby for those having a birthday that month. All residents are invited.
- A birthday calendar is posted on the resident bulletin board, showing the names of residents having birthdays, and the date and time of the party for that month.
- The Activities Department staff also host a special birthday lunch just for those having a birthday that month.

Cemetery / The Home has a cemetery?

- Residents of the Home are entitled to be buried in the Arizona Pioneers' Home Cemetery located at 1300 Iron Springs Road, Prescott.
- Residents of the Home are not charged for a plot. Charges for grave services, liner, marker and mortuary expenses are the responsibility of the resident's family or responsible party.
- Those not living at the Home may purchase interment rights.

Chapel / Are there church services?

- The interdenominational chapel is open at all times.
- Regularly scheduled services are held and listed on the Activity calendar.

Cleaning (Housekeeping) / Do I have to dust?

- 1st and 3rd floor rooms are cleaned once each week.
- Residents on 1st and 3rd floor must remove all objects from the floor to aid Housekeeping in sweeping and mopping.
- Residents on 1st and 3rd floor are responsible for their own dusting and changing bed linens on a weekly basis.
- North and South Infirmary rooms are cleaned daily.

Closet & Dresser Space / How much room do I have?

- Closet space is limited.
- It is recommended to bring 7 summer outfits and 7 winter outfits.

- All clothing should be marked with the resident's name.
- Residents should bring shoes, bedroom slippers with grips on the soles, pajamas, housecoat or robe.
- A shoe rack that can hang on the inside of a closet door is recommended.

Conduct / Can I behave however I want?

- Each resident is required to maintain a high standard of conduct, which includes being courteous, considerate and polite in dealings with other residents and the Home's staff.
- Each resident will conduct him or herself in a manner that will not bring discredit to the Arizona Pioneers' Home.
- In personal care, each resident shall:
  1. Be clean and well groomed, bathing as necessary in order to prevent an offensive smell.
  2. Launder and iron clothes as necessary in order to prevent offensive smells and a disheveled appearance. The Home reserves the right to launder or have laundered clothing for residents if judged by staff to be in need.
  3. Care for their room by daily making the bed, removing waste paper, food scraps, etc., and hanging or folding loose clothing.
- Prohibited activities or actions in a resident's room or on their person include:
  1. Alcoholic beverages (unless prescribed by a physician and then dispensed by nursing staff)
  2. Non-prescription drugs or drugs not prescribed by a physician
  3. Firearms (pistol, rifle, shotgun), bow and arrow, tazers, pepper sprays or any knife or weapon with a blade that exceeds four inches in length. (A.R.S. §13.3102.01 requires weapons to be stored)
  4. The use of tobacco, in any form, outside of designated smoking areas (A.R.S. §36.601.01 requires smoking to be 20 feet away from doors and windows)
  5. Engaging in loud, boisterous or angry discussions on any subject
  6. Using profane or obscene language

7. Engaging in, or creating the perception of engaging in, inappropriate sexual activity, suggestion, innuendo or physical contact with any resident, visitor or staff member
8. Engaging in physical or verbal abuse or threats of physical abuse
9. Engaging in vandalism or improper use of the Home's property or waste of any of the Home's provided services, including hoarding food provided, linens, etc.
10. Engaging in any other inappropriate behavior or activity considered improper or destructive

- Residents must notify the Superintendent or Director of Nursing of any abuse or suspected abuse of a resident either by a staff member or another resident.
- Residents who fail to comply with the standards of conduct set forth will be given the following consideration:

1. First offense --- counseling by appropriate staff member
2. Second offense --- written warning by the Superintendent
3. Third offense --- discharge

This procedure does not preclude the Superintendent to investigate or have investigated any reported violation of the Home's rules, nor from taking more severe action, up to and including discharge for any offense or violation if it is deemed appropriate.

Cosmetics & Toiletries / Do I provide my own?

- Residents must supply their own cosmetics, hair care items, dental care and other hygiene items, except if they move into the skilled care Infirmary area. For those residents toiletries are provided, unless a specific brand is wanted that is not the stock provided by the Home.
- Blow dryers, curling irons and electric rollers are permissible ONLY if they have an automatic shut-off feature. Maintenance must approve electrical items brought into the Home.

Dental Care / What if I have a cavity?

- Residents will be transported to a local dentist of their choice for necessary dental work.
- Appointments should be set up through the Home's nursing staff.
- Residents should consult with Resident Services and the Home's Accounting Department before authorizing major dental work. This allows for opportunity to see if funds are available and procedures are medically necessary.
- Costs incurred from dental treatment are shared fifty-fifty between the Home and the resident. Residents are fully responsible to pay for pre-existing conditions.
- The Home's limit of total expenditure for each resident is $1,000 for the total time an individual is a resident at the Home.

Doctor Appointments / How do I make one?

- Appointments are made by nursing staff when requested by residents, or when nursing feels an appointment is necessary.
- Clinic is held on site at least once each week, allowing residents to see a contract doctor without leaving the building. They are only available for residents who have chosen the Home's doctors for their own.

Drugs & Medicine / Will someone bring pills to me?

- Drugs and medicine are dispensed to residents unless on the Self-Med Program, as prescribed by a physician.
- Prescriptions are filled based on the individual's Medicare Part D plan, the VA or private insurance. When a prescription is not found to be on the prescription plan, an equivalent medication on the formulary will be substituted or prior authorization will be received by the plan. If no equivalent exists, or is not suitable for the resident, authorization from the Superintendent is required for the Home to purchase the medication and cover the cost.
- Generic, or the lowest priced drug available, are used when the Home is the primary payer, unless unavailable in generic form.
- Non-prescription medications, referred to as over-the counter medications or OTCs, must be purchased by residents living in personal care. Purchases must match doctor orders. In other words, the milligram, or strength must match what a doctor has prescribed.
- The Home's staff will purchase OTCs for residents that cannot ambulate well enough to get out and purchase their own. To facilitate the purchase, a Guest Account is required.
- A resident's prescription regimen will be monitored by their physician.

Electrical Connection / How many outlets will I have?

- Each room has a limited number of outlets.
- Extension cords, or any other plug outlet that does not have a ground attached, are not allowed and will be removed if found being used in a resident room.
- One surge protector, no larger than a six plug strip should provide enough additional outlets for each resident.

Eye Exams & Glasses / What if I lose my specs?

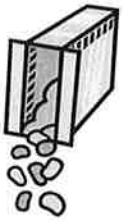
- Residents will be transported to a local eye specialist of their choice for necessary eye exams and vision treatment, unless they are referred to a specialist by their primary doctor.
- Cost for eye care, including new glasses, not covered by insurance payments, will be shared fifty-fifty by the Arizona Pioneers' Home and the resident with a maximum the Home will pay per bill being $150.00.
- The Pioneers' Home will assume responsibility to pay its share for new glasses when there is a change in vision, but will not share in the cost when glasses are lost, stolen, or simply out of style.

Falls and Injuries / What if I fall or get hurt?

- Falls and injuries are to be reported to a nurse as soon as possible so the incident can be recorded and treated as necessary.
- When possible, measures are taken to prevent further incidents.

Fire and Fire Drills / What is the procedure?

- When the fire alarm is heard, an announcement is made as to the area, or zone, of the event. All residents in the affected zone that are capable of evacuating should begin evacuation, unless instructed otherwise by staff. Residents in the Infirmaries may be protected in place by staff, unless there is fire danger in the area.
- Evacuation includes putting on shoes/slippers, coat/sweater and having purse or billfold in hand.
- If not too difficult, residents are to close the window in their room.
- Residents are to proceed to the nearest exit per directions given by staff.
- Assistance is given residents with walkers, canes or wheelchairs.
- The elevator is NOT to be used during evacuations.
- Residents may reenter the building when an "All Clear" announcement is made or per staff direction.



Food in the Rooms / Can I have snacks?

- Residents may have a limited amount of food and snacks in their room.
- Food that has been opened must be kept in sealed containers or in a refrigerator to prevent bugs and/or spoilage.
- If a resident is found to have opened food/snacks in their room, items may be removed and disposed of by the Home's staff.
- Residents must be responsible for checking expiration dates on food items and making sure they are in sealed containers.
- Snacks are sold in the Business Office, with proceeds going to Employee Recognition.

Furniture & Furnishings / What can I bring?

- Personal furniture is limited to a chair, bed, dresser, TV/VCR/DVD, radio and computer. A chair, bed and dresser must be in place of APH furniture, not in addition to. New residents may be required to use APH bed and dresser if storage areas for APH furniture are full.
- Due to space limitations, beds must be twin-size. Married couples may have a double bed, however double beds are not provided by the Home.
- A bedspread or afghan is recommended. Electric heating pads and electric blankets are not allowed and will be removed if found to be in use.
- Furniture items that are a medical necessity must be supported by a diagnosis and a Doctor's order. If the Home has furniture available that will meet the resident's need or request, the resident may use it. However the Home may not fix the item if it breaks nor replace it if it wears out. (Ex. electric bed).
- Items that become a health concern must be removed (i.e. A mattress or chair that become urine soaked. Scotch Guarding fabric is recommended for personal care residents. If the chair fabric of any resident's chair is evident to be soiled and unhealthy, it must be removed and replaced by a chair that can be wiped clean.)
- Room size and configuration may offer the possibility of additional furniture. However, any furniture that limits movement in the room and poses a safety hazard, must be removed. For this reason, chairs/recliners should be small, especially in double occupancy rooms.
- Residents are given up to 30 days to remove items due to the following reasons: Discharge, Death, or Move to the Infirmary where the items cannot be utilized by the resident. (i.e. Fabric covered chairs are not permitted in the Infirmary for sanitation reasons, nor are personal beds and refrigerators. A refrigerator is permitted in the Infirmary when a couple lives in an infirmary double room, but only one requires infirmary care and space allows.)
- A small refrigerator is permissible under the following guidelines:
  1. 3-4.5 cubic feet in size, pursuant to allowable space in the room
  2. In lower 2/3 of energy consumption
  3. Travel type with AC/DC adaptor

  And should be plugged directly into an outlet rather than a surge protector.
- Only rubber backed rugs are permissible.
- Residents may request pictures and other wall mountings (such as flat screen TV, TV wall mount, shelving) in their room. Anything hung or mounted must be done by Maintenance staff. All requests are subject to Maintenance approval based on structural capabilities and space limitations.
- One fan of medium size and one reading lamp are permissible.
- Electric mobility devices (electric wheelchairs, scooters, etc.) are not permitted.
- Heating and cooking appliances, such as hot plates are not permitted. Microwaves may be approved subsequent to a resident's initial adjustment period, depending upon an individual's cognizance (in this, an approved microwave can also be removed for the same reason).
- Items brought in should be identified with resident's name

Infirmaries / Where do I go if I am sick?

- Infirmaries are located on the north and south ends of the second floor.
- Residents who are temporarily ill are assigned to a room in one of the Infirmaries for observation and nursing care as needed.
- A limited amount of items should be taken to the Infirmary when it appears the stay is temporary.
- For temporary stays, a resident's self-care room remains locked, with the key being kept in the Resident Services Office.
- Residents who move permanently to the Infirmary are encouraged to use beds and dressers provided by the Home and reduce personal belongings due to space limitations. Their own television/VCR and medium size non-fabric chair may be brought to the room. Refrigerators are not permitted. See the section titled "Furniture" for more details.
- A permanent move to the Infirmary is necessary when a resident meets three or more of the following criteria.
  1. Medical condition needs nursing care
  2. When unable to attend the Dining Room for meals
  3. When unable to keep room clean
  4. When unable to bathe self
  5. Inability to make the bed
  6. Inability to ambulate independently and safely
  7. When confusion or forgetfulness makes the resident unable to complete every day tasks
  8. Falls --- more than 2 in 30 days, involving risk and safety factors
- There is a $100/month charge for Infirmary supplies. Anyone going to the Infirmary on a temporary basis is charged for the number of days they stayed at the rate of $3.50/day. Anyone who makes a permanent move to the Infirmary is required to pay $100 at the beginning of each month.
- When a resident is on leave for 30 days or more, the $100 fee is waived.
- The Infirmary charge includes the cost for television service, over-the-counter medications, nursing and medical supplies.
- Residents that require more care than the Home can provide are transferred to the hospital or discharged to another facility.

Kitchens & Kitchenettes / Are there places to cook?

- The Home's Activity House offers residents a full kitchen if they would like to cook or bake something.
- The Home has three kitchenette areas with a microwave and toaster available for residents to use.
- Food Service staff keeps the kitchenettes stocked with bread, plates and plastic silverware.
- Cooking in resident rooms is limited to heating items in a small microwave if they choose to furnish their own (and if approved by administration). Caution must be used when heating microwaveable popcorn, which when left in too long can burn and set off the Home's fire alarm.
- Heat producing equipment, other than microwaves, found in a resident's room will be removed.

Laundry / Do you have machines I can use?

- Residents can choose to do their own laundry in one of the two laundry areas by signing up for a time to do laundry with Resident Services.
- Laundry machines are NOT coin operated.
- Residents must provide their own washing detergent, bleach, fabric softeners, etc.
- Laundry should not be left unattended, but removed as soon as it is finished so the next resident with a laundry time can use the machines.
- Residents may also use the local laundry service that picks up and delivers on a daily basis, but then are responsible to pay for this service. A Guest Account is required in order for Administrative Services to pay the service provider.
- Other laundry options include family picking up laundry and taking it to their home to launder.
- Irons and ironing boards are available in the Laundry Room and Hobbies and More Room for resident use. Irons may not be used in resident rooms.

Leave of Absence / Can I be gone for awhile?

- A resident may go on leave any time. If a resident is still within their 60-Day Adjustment Period, the adjustment period will be extended by the amount of time out on leave.
- Residents should obtain an "Intent to be on Leave" form from the third floor nursing station or the Business Office. Turning in a completed form at least one week in advance of intended leaves allows staff to plan for the leave.
- When a leave of absence is taken, Nursing will send the resident with up to a 30-day supply of medications. If the leave is longer than 30 days, medications will be mailed to the address where they are staying.
- Instructions need to be left with the Resident Services of how they wish their mail to be handled while gone from the Home.
- The resident must submit their Payment for Care on time each month, whether at the Home or away.

Mail / How is my mail delivered?

- Resident mail is sorted during weekdays when the Business Office is open. Mail is put in the lobby mailboxes for those requesting a mailbox, and kept in the Business Office for residents who do not want a mailbox.
- Large items that do not fit in the lobby mailboxes must be retrieved from the Business Office during office hours.
- Nurses distribute mail to residents who live in the infirmaries.
- Outgoing mail may be put in the mailbox in the Lobby or put in the Business Office receptacle.
- Prior to moving into the Home, each resident must sign a Mail Handling Directive, which indicates their choice of how they wish their business mail, that is medical in nature, be handled.

Mail Services / How do I mail a package?

- Packages may be mailed from the Business Office. UPS and U.S. mail rates can be calculated.
- Stamps may be purchased in the Business Office.

Meals / Are there three meals a day?

- Residents are served three meals a day.
- Residents may go any time during dining times to be served. Serving times are: Breakfast 6:00-8:30 am; Lunch 11:00 am-1 pm; Supper 4:00-5:30 pm.
- If space is available, guests may be accommodated for a small charge. A 24-hour notice should be given when requesting to have a guest. Lunch guests can be accommodated after 12 noon.
- Residents are served from daily menus, with modifications for dietary needs.
- In between meal snacks are made available in the Lobby at 9:30 am and 2:30 pm, and are available in the evening through the nursing staff.
- Juice and snacks are always available through nursing staff as well.

Medical Care & Billing / What can I expect?

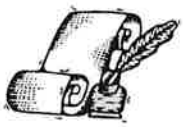
- Residents are provided medical care in the most cost-effective manner (A.R.S. §41-924.B). Statutes further read:
  1. "Formulary" means a listing of drugs intended to include a large enough range of drugs to enable health practitioners to prescribe treatment that is medically appropriate.
  2. "Necessary medical treatment" means procedures, treatment and medical equipment covered by a resident's medical insurance plan.
  3. "Necessary medications" means medications that are prescribed by the resident's physician, utilizing each resident's Medicare Part D plan formulary, or are non-formulary prescriptions that are approved by the superintendent through a prior authorization process.
- Nursing staff should be contacted when a resident needs to see a doctor.
- A resident may choose to see the Home's contract doctors, or use an outside provider for medical care.
- For residents seeing the Home's contract doctors, the contract doctor's office bills Medicare and a resident's supplemental insurance. The Home pays any deductibles.
- Residents seeing an outside medical provider assume responsibility for billing and payments. The doctor must have admitting privileges to YRMC and be able to make visits to the Home and be on call for the resident's continued care.
- Regardless of who a resident selects for a doctor, a single supplemental insurance to Medicare and a Medicare Part D plan is required, except for those using the VA Medical Center. The insurance must cover deductibles and other costs not covered by Medicare or AHCCCS (Mercy Care Plan). The Home will pay Medicare Part D co-pay amounts.
- If treatments, medical appliances and related extend beyond the normal Medicare payment limits, the resident will be billed separately by the provider. The Home is not responsible for medical and related expenses that exceed Medicare treatment guidelines unless the Home's contract doctor ordered continued treatment that exceeds Medicare guidelines. Exceptional costs are subject to review and approval by the Superintendent. Care providers are notified by the Home that the Home will not assume expenses beyond Medicare limits. Residents wishing to continue treatments that are not covered by Medicare, assume the responsibility for payment. Questions

residents have about specific services and procedures should be discussed with Nursing staff, Resident Services and the Accounting Supervisor before incurring the expense.

- Residents requiring surgery that cannot be performed by the Home's contract doctors are referred to surgeons and clinics that accept Medicare assignment when possible. Where Medicare assignment is not available, the Home will pay costs not covered by insurance. Residents who refuse to use surgeons the Home selects are responsible for any costs that exceed Medicare assignment.

Medical History / Why is this required?

- Nursing staff needs to know a person's medical history in order to properly care for them.
- Prior to admission, medical records are obtained to build a chart.
- At the time of admission, temperature, blood pressure, height and weight are recorded, along with other pertinent information.



Mission Statement / What is the Home's mission?

To provide a home for Arizona pioneers and disabled miners that delivers the optimal physical, emotional and spiritual care in a homelike and compassionate environment. Quality of care is provided in a professional manner, protecting dignity and honoring the personal directives of each resident in life as well as death while considering the uniqueness of each individual.

Money / Should I carry cash around?

- A suggested amount to carry is no more than $35.
- Residents may keep money in a Guest Account, managed by the Business Office. When cash is needed, a resident can make a withdrawal from the Business Office. This is a safer alternative.
- A resident may charge purchases in the Business Office and beauty shop services to their Guest Account, rather than carrying cash to make payment.
- Money should always be kept in a secure place, whether in the resident's room or when it is with them. Minimal amounts are best.

Move-in Date & Time / When can I move in?

- Move-in dates are selected when an applicant has completed the admission forms.
- Moves into the Home are generally scheduled on Tuesdays and Wednesdays, preferably at 9 a.m. to allow enough time for a visit with a nurse, food service and Resident Services prior to lunchtime.

Newspapers / Can I get a paper delivered?

- The Arizona Republic and Daily Courier are delivered to the Home daily.
- A resident may retrieve their paper from the Business Office when it is open. Nursing staff delivers on weekends and holidays.

Nursing Stations / Where can I find a nurse?

- There is a nursing station in North Infirmary and South Infirmary, as well as one on the third floor of the Home.
- One or more registered nurses are on duty 24 hours each day to assist residents at any of the three nursing stations.

Nurse Call System / How do I reach a nurse?

- The Home has a nurse call system, which is used to notify the nursing station that assistance is needed.
- Each room of the second floor of the Home has nurse call buttons that can be pushed. First and third floor has intercoms in the hallways to call for help and emergency call lights in the bathrooms.
- When a button is pushed, or the intercom is used, it sounds in nursing stations so nursing staff can respond.
- Residents may also telephone the Home's number (445-2186) in order to request assistance.

Odors & Smells / I don't smell, do I?

- Many residents at the Pioneers' Home are sensitive to perfume and cologne smells. Residents who like to wear perfume or cologne are asked to consider those who are sensitive, unless going out of the building.
- Keeping clothes laundered so they don't have an offensive smell, and maintaining personal hygiene should also be considered so others are not offended by bad odors.

Outside Doors / Are these locked at night?

- All outside doors are locked in the evening for safety reasons. This usually occurs at dusk.
- When outside doors are locked, anyone needing to enter the building must go to the North Nursing entrance on the second floor.
- When a resident plans to return to the Home after 8 p.m., the nursing staff appreciates knowing this in advance.

Payment for Care / What does it cost to live here?

- Residents (except qualifying miners) are required to pay, to the extent that they are financially able to do so, the cost incurred by the State of Arizona for their care (A.R.S. §41-923D)
- A Financial Statement is required with each application for admission, showing account balances, monthly income, current assets, and assets up to two years prior to making application. Documentation is required.
- In determining a resident's payment, income from all sources is totaled. Residents keep $220 for a spending allowance and are given credit to pay for a supplemental insurance to Medicare and for a Medicare Part D drug plan, when applicable. The remaining amount is the monthly cost for residency.
- Assets that have the potential of earning a monthly income are included, such as a person's home.
- Payment must be received by the 7th of each month (or postmarked by the 7th if mailed). If the 7th falls on a weekend or holiday, it must be received the next business day. A $5/day fee is assessed for payments not paid by the 7th.

Pre-Existing Conditions / Do I need to be concerned?

- Individuals may be accepted into the Home with a pre-existing, non-disabling medical, dental or eye condition. Residents are responsible for all costs to treat pre-existing dental and eye conditions, such as the need for fillings. Medical conditions must be covered by Medicare for the Home to begin assuming the billing and any residual expense. For example, insulin and oxygen needs are handled by the Home because they are supplies covered by Medicare.
- Pre-admission physical, dental and eye exam forms must be completed to determine if conditions existed prior to being admitted.
- Admission may be postponed until a pre-existing condition is treated, such as the need for cataract surgery.
- The Home's administrative staff shall determine which medical, dental or eye costs will be paid or shared by the Home.

Resident Council / Is everyone a member?

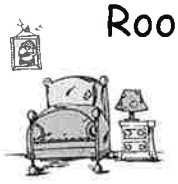
- Every resident is a member of the Resident Council.
- The objective of the Resident Council is to present questions and suggestions from residents to Pioneers' Home staff, and to promote the involvement of the residents in every phase of life at the Home.
- The offices of the Council are President and Vice President, which must be residents, and Secretary, which is an employee of the Home. Nominations are taken annually for the position of President and Vice President. The candidate receiving the most votes for each position shall be elected for the upcoming one-year term. The Secretary is appointed by the Superintendent.
- The President shall preside over all meetings and has the power to call special meetings as needed. The President shall find residents willing to lead each committee.
- The Vice President shall assume the duties of the President when the President is unable to act.
- The Secretary shall see that members are notified of the time and place of meetings and shall take minutes of all meetings.
- Residents leading committees shall find enough residents to carry on the work of the committee. They are offered the opportunity to provide a monthly report at the general Council meeting. Committees are: Welcoming, Building & Grounds, Food, Housekeeping, Library, Activities
- The general meeting of the Council is the fourth Wednesday of each month, unless otherwise announced.
- Arizona Pioneers' Home Department Heads are expected to attend the Resident Council meeting in order to answer questions and make note of suggestions for their department.
- The agenda for regular meetings of the Council is as follows:
  1. Minutes – followed by discussion and approval
  2. Old, Unfinished or New Business
  3. Committee Reports
  4. Staff Reports
  5. Adjournment

Resident Services / What does this Office do?

- The staff in Resident Services assists residents with most non-medical needs.
- Residents are encouraged to handle all of their personal business whenever possible, however Resident Services is available to assist and counsel as needed.
- Resident Services assists with the following financial services:
  1. Personal laundry sent to outside provider
  2. Personal telephone installation
- Resident Services addresses the following social services, counseling or personal and family matters:
  1. Personal shopping for residents in the Infirmary
  2. Advanced Directive, Living Will, Medical Power of Attorney forms
  3. Long distance and personal phone calls
  4. Safety deposit for personal items, valuables and papers
  5. Room maintenance work orders
  6. Funeral arrangements

Responsible Party / What does this mean?

- Every person moving into the Home must designate someone as their responsible party. This individual must have legal authority to carry on all decision making for the resident, financial or otherwise, that may arise over the period of residency.



Room Assignment / Do I have a choice of rooms?

- For all residents in double occupancy rooms, compatibility of roommates is always taken into consideration by staff prior to making a room assignment. Some of the factors considered are:

1. What time each rises in the morning and what time each stays up to at night
2. If they prefer a warm or cold room
3. If they smoke
4. If they feel they are a "talker" or a quiet person
5. Snoring or other noises such as concentrators

- New residents may be given a choice of rooms if there is more than one space vacant at the time they will be moving in.
- All residents sharing a room and living in one of the Home's personal care areas automatically have their name on the private room waiting list. These are offered upon availability. Some private rooms are restricted to those who can ambulate and have no difficulty using stairways and ramps in the event of evacuation. They are not offered to those who do not meet these qualifications. A resident in a private room may request to move to another private room when one becomes available. Such requests shall be considered if there is justification indicating the room change will help the resident maintain independent living status beyond what they would if they were to remain in their current room, or their quality of life may be enhanced by the room change. (Staff shall evaluate the request with the goal of maximizing a resident's functioning level.) Infirmaries have no private rooms.
- An attempt is made for all new residents that have not fulfilled the 60-Day Adjustment Period to have a roommate during the entire time. This is part of the "adjustment" evaluation. Getting along with a roommate and other residents is very important.
- When an incompatibility situation arises between roommates that cannot be resolved, residents may be moved for compatibility.
- Upon admission, each resident signs a statement which reads, "I understand that I may be asked to move from one room to another and that I will do so willingly."

Room Inspection / What do you look for?

- Routine room inspections are conducted to check for unauthorized medications, and to ensure rooms are safe and sanitary.
- Unauthorized medications are removed from rooms, as well as extension cords. Power strips with surge protectors are permissible (1 per resident).
- Annual inspections are conducted by Maintenance staff to check electrical equipment.

Room Keys / Can I lock my room?

- A room key is issued to each resident living on 1st and 3rd floors so they may lock their room.
- Replacement keys are $2 each. The Business Office is where a duplicate key may be requested and payment made.
- If a resident needs to temporarily move to the Infirmary, their room key is held by nursing staff until they return to their personal care room.

Room Size / How big are the rooms?

- Generally double occupancy rooms provide a resident with space of about 12' x 12'.
- Rooms are not uniform in size and configurations with heaters, closets and sink varies.

Room Temperature / Are the rooms hot or cold?

- The Arizona Pioneers' Home is heated by a large boiler in the basement. An on/off switch controls the heat for the entire building. Therefore it cannot be turned on specifically for one individual room if that resident is cold. It is turned on and off for the comfort of the majority.
- Some rooms have a thermostat or radiator heat control in the room. A window may need to be opened to counter excessive heat when the boiler is on and the room does not have a thermostat to control the temperature.
- The same applies to the Home's cooling system. It is a swamp cooler system, which blows in the halls, and is turned on and off for the comfort of the majority. Most residents leave their room door cracked and their window open some to pull the cool air through.
- Sweaters are recommended for residents who are cold when others are not and shedding clothing when the building is not warm enough for the cooler to be on.

Sheets & Towels / Should I bring my own?

- Residents may either use the Home's sheets and towels, or bring their own.
- Sheets and towels belonging to the Home are laundered by the Home.
- Sheets and towels are dispensed to 1st and 3rd floor residents on a weekly basis, or as needed.
- The Home can also provide a bedspread and a pillow if needed.

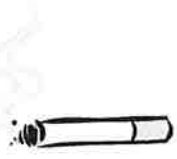
Shelves / Can I have shelves put up in my room?

- Shelves may be installed in resident rooms but first must be approved for design, location and need.
- All shelves must be installed by the Home's Maintenance staff.
- Shelving must be purchased by the resident.
- If a resident changes rooms or leaves the Home, any shelving installed for their benefit will remain in the room.

60-Day Adjustment Period / What does this mean?

- New residents (except qualifying miners), are admitted on a 60-Day Adjustment Period, calculated from the entrance date.
- During the first 60 days in the Home, a new resident is expected to spend each night at the Home so staff and the new resident can determine whether it is the appropriate place for residency. This allows:
  1. sufficient time for a new resident to adjust to their new environment
  2. the Superintendent the option of discharging an individual if it is apparent that they do not meet statutory requirements for residency
  3. a new resident an opportunity to leave if they feel the Home is not the right place for them.

- During this period a resident is free to come and go during the daytime
- Exceptions may be made during this time period for overnight leaves of absence in the event of a family emergency, major holiday or other circumstances approved by the Superintendent.
- If a resident requires temporary infirmary care during the adjustment period, the number of days in the infirmary are added to the initial time period of 60 days once they return to their personal care room so that a full 60 day period of independent living is completed.
- At the end of 21 and 45 days, staff evaluates how a new resident is adjusting to the Home. If a person's health fails, or other circumstances occur so they no longer meet statutory requirements to live at the Home, they are discharged until they can again meet the requirements, at which time they will be readmitted. If six months elapses before they are able to meet the requirements, they must reapply for admission.
- When it is determined that a new resident is not meeting the requirements to successfully complete the 60-Day Adjustment Period, 30 days notice is given the resident and responsible party in which to make other living arrangements.



Smoking / Is there a place to smoke?

- Smoking-Free Arizona Act A.R.S. 36-601.01 prohibits smoking in public places and places of employment with the state of Arizona. The law also states that smoking must be done at a reasonable distance from any entrances, windows and ventilation systems so that persons entering or leaving the building or facility shall not be subjected to breathing tobacco smoke and so that tobacco smoke does not enter the building or facility through entrances, windows, ventilation systems or any other means.
- Residents are required to comply with the law and may only smoke in designated areas – at least 20' from entrances, windows and ventilation systems. In front of the building a table in the parking lot is provided. In the rear of the building, the Ramada and the covered carport may be used for smoking.

Telephone / Can I have a phone in my room?

- Residents may have a telephone in their room. Telephone service is coordinated through the Resident Services Office.
- Residents requesting a phone assume the responsibility to pay installation charges and monthly phone bills, as well as disconnect and reinstallation charges if there are any when it was their choice to change rooms. If a room change is made at the Home's request, the Home will pay any disconnect and reinstallation fees.

Telephone Availability / Is there a pay phone?

- There is a pay phone on the second floor where residents may make long distance calls.
- (928) 445-3920 rings two phones on the third floor, one at each end of the hall, for the residents who live on that floor. They are for local calls only. Long distance calls made on these phones must be made with either a pre-paid calling card, or collect.
- (928) 445-2186 rings the nursing department. Once answered, the call can be transferred to an Infirmary cordless phone and taken to a resident living in the Infirmary.

Television / Can I have a big screen TV?

- Television service is available in each room at the Home.
- TV sets must be space appropriate in size, generally about 20".
- TV sets must be equipped with a headphone jack and headphones must be worn so a roommate is not disturbed. This does not apply for couples or roommates that share a TV.

- Cable TV service provides more than fifty channels, including an in-house announcement channel.
- A charge of $13 per month must be paid the beginning of each month for service. There is no installation charge.
- When a resident is on leave for 30 days or more, the monthly fee for television service is waived.
- Community TVs, available for all residents to use, may be found throughout the Home. When activities or entertainment is taking place in the Lobby, the television there will be turned off. When more than one resident is watching a public area TV, the majority shall rule as to the program watched. Residents are expected to extend courtesy to others regarding TV watching times and volumes. Quiet times may be posted.
- TV wall mounts may be installed in resident rooms but first must be approved for location and need. Approved TV mounts must be purchased by the resident and installed by the Home's Maintenance staff. If a resident changes rooms or leaves the Home, a TV wall mount installed for their benefit will remain in the room.

Tips & Gratuities / Can I tip staff members?

- Residents are asked not to give a monetary "tip" to staff members. Staff are expected to turn down offers of tips, or if a tip is forced on them, to turn it in to the Employee Recognition Fund for the benefit of all employees.
- This policy is to ensure that residents receive equal care and treatment. Tipping may allow for one resident to receive, or expect to receive, favored care or treatment over a non-tipping resident.
- Residents are permitted to give gifts of food, such as cookies or candy, to staff in a particular department for all to share.

Transportation / How do I get to appointments?

- Transportation is provided for local medical appointments.
- A resident that has a medical appointment out of the Prescott area must arrange for their own transportation and accept the financial responsibility for any costs involved. (Pursuant to medical necessity, the Superintendent may approve transportation to Prescott Valley or Chino Valley, if services required cannot be rendered in the Prescott area.)
- The Activities Department provides transportation for groups of residents that choose to go on an outing, such as a shopping trip.

Tuberculosis Testing / Do I have to get a shot?

- Anyone moving into the Pioneers' Home must have certification that they are free from tuberculosis (TB).
- Each resident is required by law to be tested annually for TB. Anyone refusing an annual TB test may not remain in the Home.
- A chest x-ray is only acceptable as proof that someone is free from TB if they have previously been a "past positive" when given a TB skin test.

Visitors / Can my family come visit?

- In most cases, residents may receive visitors in their rooms during daytime and early evening hours every day of the week.
- Visitors are welcome beyond these times in the Lobby, Pool Room, sun porches, or other common areas of the Home.
- Due to the size of resident rooms, the number of visitors at one time may be restricted.
- Visitors of Infirmary residents should check in with a nurse first.
- Visitors may not use the bed or chairs of roommates while visiting with a resident, unless the roommate has given permission.
- Visits in resident rooms are limited only by disturbance to roommates. If a roommate is not bothered by the visitors, and it does not inconvenience them in regards to sleep, dressing, etc., they may remain. Respect for roommates is the determining factor.
- Residents in private rooms may periodically have an overnight guest. Overnight guests must pay for any meals eaten in the Home's Dining Room and are encouraged to donate to the Home's Special Donations Fund for the overnight stay. The Superintendent or designee should be made aware of overnight guests.
- Unattended children are not permitted. Children under the age of 14 must stay with an adult at all times. The Lobby, Pool Room, Dining Room, the grounds and other areas are for the use of residents and not to be used as a place for unattended children.

APPENDIX

Prior to admission, the following forms must be signed and given to the Admissions Coordinator.

BEDSIDE MEDICATIONS

I agree to abide by the policies and procedures established by the AZ Pioneers' Home regarding bedside medications.

If I am living on either the 1st or 3rd I am responsible to furnish any over-the-counter medications I need or want.

If approved by my physician for the self-administration medication program, I agree to document and record usage as directed. If I am not on a self-administration medication program, I agree not to maintain any prescription or over-the-counter medications in my room.

I understand that if I have unauthorized medications at my bedside, they may be removed by licensed nursing personnel and delivered to the Nursing Director for proper disposal and/or labeling.

Resident's Signature Date

cc: Director of Nursing

ACKNOWLEDGEMENTS

1) I have received a copy of the Residents' Bill of Rights and a copy of the rules governing resident conduct. I have also been advised that failure to comply with the rules for resident conduct will result in the following actions:

   ➔ First offense - counseling by appropriate staff member
   ➔ Second offense - written warning from Superintendent or discharge

   I am aware of the 60-day Adjustment Period I must pass to become a permanent resident of the Home. During this period I must display signs of adjusting to the Home and not need nursing care. An evaluation will be completed at the end of 21 and 45 days. (The 60-day Adjustment Period does not apply to qualified miners.)

2) Photos are periodically taken of residents while involved in APH activities. These photos are then posted in the Home for all to enjoy. I realize that my picture may be posted from time to time without my permission. However, I will be given the opportunity to permit or deny use of any picture of myself that is selected for use outside of the Home.

3) I understand that the Arizona Pioneers' Home nursing staff may, from time to time, need to share my medical history information with various medical providers in an effort to provide medical care. I acknowledge this fact and give them liberty to do so.

4) I understand that the Pioneers' Home only provides residents transportation within the Prescott area for medical care. I will be required to arrange my own transportation out of the area for any medical care I choose or require that cannot be obtained locally.

5) I understand that I may be asked to move from one room to another. If asked, I will move willingly.

_____ _____

Resident's Signature Date

ARIZONA PIONEERS' HOME
MEDICARE & SUPPLEMENTAL INSURANCE

For: _____ **D.O.B.:** _____
(Resident)

APH # _____ **Room #** _____

1. I understand that a Medicare supplement with medical and hospital coverage is required and it must be at least level C. The policy I have personally chosen and which is currently in force is:

_____ _____
Company Policy Number

This policy supplements Medicare # _____

Effective dates of Medicare: Part A: _____ Part B: _____

If this supplemental insurance policy is not deemed to be the most cost effective by the AZ Pioneers' Home Superintendent, I understand and agree to cancel this policy and obtain the supplemental insurance coverage which is approved by the Superintendent.

2. I understand that unless I have an insurance coverage that covers the cost of prescription medications, (i.e. VA, AHCCCS, etc.) I am required to maintain a Medicare Part D insurance policy while a resident of the Arizona Pioneers' Home. The policy currently in force is:

_____ _____
Company Policy Number

3. I authorize that payment be made to the Arizona Pioneers' Home under the Social Security Act for Medical and other health services provided to me for which such agency has paid. I further agree to change my mailing address with Social Security to the AZ Pioneers' Home and will do so at the time of admission by signing a change of address request letter. (For other options, see Mail Handling Directive.)

Social Security # _____

4. I understand that it is required that I choose either a personal physician or the Arizona Pioneers' Home staff physicians for my medical care.

_____ I choose the Arizona Pioneers' Home staff physicians. I understand that my Medicare and supplemental insurance claims are filed for me by the Pioneers' Home insurance clerk. I also understand that the Pioneers' Home pays my medical bills and that any insurance checks that I or my family receive are to be given to the Pioneers' Home insurance clerk for reimbursement of bills paid on my behalf.

_____ I choose my personal physician for my medical care. I understand that either my personal physician or myself must file my Medicare and supplemental insurance claims and that I am ultimately responsible for all paperwork and payment of all medical expenses I incur.

Physician's Name: _____ Phone: _____

Address: _____

Resident's Signature: _____ Date: _____

ARIZONA PIONEERS' HOME
RESIDENT MAIL HANDLING DIRECTIVE

Includes U.S. Mail, UPS, FedEx, or any other delivery method

Resident: _____ Date: _____

1. **Personal Mail** (letters, cards, catalogs, advertisements, etc.) addressed to you:
    - You will automatically receive this mail

2. **Medical Billing Related Mail** addressed to you:
    - Is needed by the APH Accounting Department
    - This includes Explanations of Benefits (EOBs), Rx Summary Statements, etc.
    - If I choose to receive this mail, failure on my part to forward these items to Accounting may result in bills that I will have to pay.
    - You can direct to receive or not receive

I do not want to receive – give directly to Accounting: _____

Note: Some mail may be directed to Accounting that they do not need.
You may receive mail that they open and then redirect to you.

I want to receive – give to me and I will give it to Accounting: _____

3. **Medications** addressed to you:
    - Are needed for your care by Nursing staff
    - You can direct to receive or not receive
    - If I choose to receive these medications, I accept responsibility to give them to nursing as needed.

I do not wish to receive – give directly to Nursing: _____

I wish to receive – give to me and I will check it in with Nursing: _____

At any time a new Directive can be signed to replace the previous one.
See the APH Business Office, Resident Services or Administrative Services to make a change.

(Revised 10/8/2015)