

KLINE GALLAND HOME
RESIDENT HANDBOOK
& FAMILYGUIDE



KLINE
GALLAND

Honor Thy Father & Mother

WELCOME!

Thank you for selecting Kline Galland Home to assist you with your skilled nursing, rehabilitation, memory care or long term care needs. We certainly know that you have a choice of facilities, and we are delighted that you have chosen us.

Our mission is a living commitment, inspired by Jewish values, to provide exceptional senior care by exceptional people . . . every day, in every way, for every one. Our core values at Kline Galland Home are compassion, excellence, integrity, respect, dignity and tradition.

Kline Galland Home has a distinguished history of serving this community for over 100 years, and has been recognized as one of the finest skilled nursing facilities in the nation. Our inter-disciplinary team is well-equipped and ready to address your needs, and to discuss any concerns that you or your family may have as you join us.

Again, welcome to Kline Galland Home, and thank you for choosing our facility!



Jeffrey D. Cohen
Chief Executive Officer



Min An
Chief Operating Officer



Lillya Babadzhanova
Administrator

KLINE GALLAND HOME

RESIDENT HANDBOOK AND FAMILY GUIDE

OUR FOUNDATION

"Honor Thy Father and Thy Mother."

OUR MISSION

A living commitment, inspired by Jewish values,
to provide exceptional senior care by exceptional people . . .
every day, in every way, for every one.

OUR CORE VALUES

Compassion. Excellence. Integrity. Respect. Dignity. Tradition.



OUR HISTORY

Rooted in history and tradition, Kline Galland, with its family of care programs and services, is recognized as one of the finest healthcare providers in the community. Offering a spectrum of services from independent and assisted living at The Summit at First Hill, the community-based services of Kline Galland Home Health, Home Care, Hospice, and Palliative Care, to the skilled nursing services, short term stay and rehabilitation and day center services at Kline Galland Home, each program shares the same mission to provide exceptional service and outstanding care.

Born in Bavaria, Germany in 1841, Caroline Rosenberg Kline Galland devoted her considerable energy and wealth to serving the poor of Seattle. It was said she never turned down a request for help. Individuals and charitable associations of many faiths, particularly organizations concerned with the care of the elderly and the infirm, benefited from her generosity throughout her life.

When Caroline Rosenberg Kline Galland died in 1905, she left behind a dream “to build a home for the aged, constructed and managed to bring to their lives the greatest degree of contentment and happiness in their declining years.” In 1914, The Caroline Kline Galland Home was first established in the small home pictured above. This home, located in the Seward Park area of Seattle, was established by a visionary assembly of the Jewish community under Caroline Rosenberg Kline Galland's endowment. From that small beginning grew an outstanding healthcare organization firmly rooted in Jewish tradition.

Today Kline Galland is comprised of residential and community programs with far-reaching impact on the greater Seattle community, as well as the diverse Jewish community of King County. Kline Galland enjoys a well-deserved reputation for superlative care.

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SECTION I: WELCOME TO KLINE GALLAND – MEETING YOUR CARE TEAM

We are very pleased to have you join us at Kline Galland Home. This Resident Handbook and Family Guide¹ will introduce our facility and Care Team, and make you aware of our services, policies and expectations. This Handbook also enumerates your rights and responsibilities as a Resident at Kline Galland. Please be aware that the Handbook has been prepared for your use and convenience, and we believe it contains a good summary of most of our policies and procedures. Policies and procedures do change from time to time, however. As that occurs, we will endeavor to keep Residents and their families informed, and we may re-publish this document as needed. This Handbook can also be accessed on our website.

Planning Your Care

On your first day at Kline Galland, a member of our Nursing Staff will review your medical records and conduct an initial assessment with you. The Physician and/or Nurse Practitioner who will be following you at Kline Galland will write orders for your medications, diet, therapy and any other needed treatments. During the first few days, each additional member of your Care Team will also complete an assessment, developing goals and a plan of care. The drawing at the top of the following page represents the close interrelation of the members of your Care Team with you and your family, which is required to assure your optimal well-being while a Resident here.

Shortly after your admission, a representative of our Social Services Department will contact you and your family to discuss your plan of care and discharge plan.

¹ **Please Note:** Unless otherwise specified in this Resident Handbook and Family Guide, the term "Resident" refers to the individual receiving transitional (rehabilitative) or long term care at Kline Galland Home. "Resident," "Resident's Legal Representative," and "Resident's Representative" may collectively be referred to as the "Resident Group" or the "Resident and family." Both "Kline Galland" and "facility" (as they may be used interchangeably), mean in each instance Kline Galland Home.

² Kline Galland Home strives to assure that the materials in this Resident Handbook and Family Guide are up to date, complete and accurate. Policies do change from time to time, however. If you have questions, please access the latest edition of this publication on Kline Galland's website, or ask at Kline Galland's Front Desk.

Kline Galland's Care Team



▪ **Physician/Nurse Practitioner (ARNP)**

The Physician and/or Nurse Practitioner direct your medical care, order medication(s), and specify any special diet and therapy treatments you require. While we encourage you to use a Kline Galland staff Physician or Nurse Practitioner to assure continuity of care, you may instead select a community-based Physician, or a Physician from a managed care organization.

If you choose Kline Galland Medical Staff:

Kline Galland has a panel of Physicians and Nurse Practitioners who focus on geriatric care. All are board certified in Internal Medicine or Family Practice. Our Physicians and Nurse Practitioners see Residents on a regular basis, and more frequently, if needed. In addition, we offer clinics in podiatry and dentistry at our facility. Kline Galland Physicians and Nurse Practitioners will refer Residents to these clinics as needed.

If you choose a community-based Physician:

Community-based Physicians are encouraged to follow their patients who are admitted to Kline Galland. However, the involvement required to do so may be more than they expect. If you choose a community-based Physician, you should be certain that your Physician can commit to being available to respond to you. Additionally, your community-based Physician must follow the policies and procedures set forth by each of the agencies which regulate Kline Galland.

If you choose a managed care Physician:

Your managed care Physician will see you on a regular basis. A Nurse Practitioner may also play a role in your care. Please refer to your managed care subscriber information for more specifics.

- **Appointments with Outside Physicians**

Residents sometimes wish to continue seeing medical specialists in the community. Please consult with your Charge Nurse to coordinate such outside appointments. If you schedule your own appointments, please inform your Nurses' Station of the date, time and type of appointment.

When you go to an outside appointment, be sure to sign out at your Nurses' Station. Let us know when you expect to return, and remember to pick up the consult sheet to take with you.

- **Dental Care**

Kline Galland's Dentist recommends a dental assessment within 90 days of your admission. You may use Kline Galland's Dentist or your own personal Dentist. If you select Kline Galland's Dentist, our Nursing Staff will schedule your dental appointments. You will be informed of any proposed plan of treatment and its cost before any dental work is performed by Kline Galland's Dentist.

- **Medical Billing**

Please be aware that Physician and Nurse Practitioner services are not included in Kline Galland's daily rate. Billings for these services are handled by these professionals' individual offices. Most

accept Medicare assignments. You are responsible for the cost of such services, including deductibles and co-pays; however, if you are covered by supplemental insurance, deductibles and co-pays may be covered.

- **Nursing Staff**

At Kline Galland, nursing is the cornerstone of your care. A licensed Nurse is always on duty at Kline Galland.

- **Nursing Administration Team**

Our Nursing Administration Team is comprised of:

- Director of Nursing Services
- Transitional Care Coordinator
- Assistant Director of Nursing Services

All members of the Nursing Administration Team are licensed Nurses who have overall responsibility in the facility. In the event a member of the Nursing Administration Team is not immediately available, please direct any questions you may have to your Charge Nurse.

- **Charge Nurses**

Charge Nurses are licensed Nurses who are primarily responsible for coordinating and implementing your care, working closely with Physicians and Nurse Practitioners. Charge Nurses also oversee the work of Certified Nursing Assistants ("CNAs") and coordinate overall patient care needs.

- **Certified Nursing Assistants**

Certified Nursing Assistants (CNAs) are specially trained to help Residents with bathing, dressing, toileting, transferring, eating and other tasks with which they may need assistance in daily living.

- **Nursing Assistant-Certified with Medication Assistant Endorsement**

In addition to their CNA duties (described above), those CNAs with their Medication Assistant endorsement are authorized to administer certain medications and perform certain treatments in a state licensed nursing home, under the direct supervision of a designated registered nurse.

- **Registered Dietician**

Your Registered Dietitian will help ensure that:

- food preferences are honored
- any special diet ordered by your Physician is followed
- your nutritional needs are met

The Registered Dietician completes a nutritional assessment upon your admission, follows your weight, hydration and medical status throughout your stay, and may counsel with you regarding nutrition or recommend special supplements for you.

- **Social Services**

Professionally trained Social Workers provide social services to Kline Galland Residents. This Department is usually a prospective Resident's (and his or her family's) first point of contact with Kline Galland. Our Social Services staff members facilitate admission to Kline Galland and are available to answer prospective Resident and family questions. They also provide support to new Residents as they are admitted and become adjusted to Kline Galland.

The Social Worker's role is to:

- assure that each Resident maintains the highest level of physical, mental, and psychosocial well-being possible
- arrange and facilitate family conferences
- assist Residents and their families in problem solving
- provide support to Residents and families during health or other crises

Occasionally, referrals are made by Social Services for services outside Kline Galland.

- **Rehabilitation Therapists**

If rehabilitation therapy is warranted by your medical condition, therapy evaluations will be arranged. Rehabilitation Therapists may be a regular part of your Care Team, depending on your individual situation. Your therapy sessions will be adjusted to your needs and tolerance.

If your evaluation indicates that you need a walker, wheelchair or other item of medical equipment, the Rehabilitation Therapist will make a recommendation.

- **Physical Therapists**

Physical Therapists focus on strength, balance and coordination for safe mobility. They will work with you on:

- ambulation status
- transfer ability
- safety awareness

- **Occupational Therapists**

Occupational Therapists focus on dexterity and the ability to perform the following activities of daily living (ADLs):

- eating
- dressing
- hygiene and bathing
- independent living skills -- meal preparation, laundry, medication management, shopping and housekeeping

Your Occupational Therapist will communicate with Nursing Staff so that you can work on your therapy goals with your CNA.

- **Speech Therapists**

Speech Therapists address problems Residents may have in their:

- expressive language skills (speaking)
- receptive language skills (comprehension)
- cognitive functioning

- swallowing

If needed, the Speech Therapist will complete a comprehensive bedside swallowing assessment and any further in-depth evaluation.

- **Activities Department**

The professional Activities Department staff, with their diverse backgrounds, education and experience specialize in creating innovative programs designed to match Residents' recreational, cultural and religious interests. Educational programs, current events, arts and crafts classes, musical entertainment, social events and theater groups are just a few of the many activities facilitated by this Department.

- **Volunteer Services**

The Volunteer Services Department coordinates Kline Galland's extensive volunteer program and serves as a liaison to those local synagogues, schools, and community organizations providing enrichment activities to our Residents.

- **Spiritual/Chaplaincy Services**

At Kline Galland, Chaplaincy services are provided by Rabbis from the community who help Residents in meeting their spiritual needs. The Chaplain provides Residents with individual and/or group support, comfort, enrichment and religious expression. Chaplaincy services are generally provided on a referral basis, at the suggestion of Nursing Staff or Social Services Department staff. Residents may also self-refer by contacting their Social Worker. If you would like to counsel with a Chaplain, please see your Social Worker to inquire about a referral, or to learn more about Chaplaincy services.

SECTION II: JEWISH OBSERVANCES

Kline Galland's Mission is:

"A living commitment, inspired by Jewish values, to provide exceptional senior care by exceptional people . . . every day, in every way, for every one."

In keeping with our Mission, Kline Galland provides the following special services and observances, which all of its Residents and their families are welcome to participate in and enjoy:

- **Keeping Kosher**

All meals served at Kline Galland are prepared in accordance with kosher dietary laws and supervised by the Va'ad Ha Rabanim of Greater Seattle, the local agency that certifies kosher food. Residents should understand that food is not "made kosher" by the pronouncement of a blessing upon it, nor is kosher a "style" of food. To be kosher, food must be prepared according to Jewish Law.

Certain foods which are not permitted under Jewish Law will not be served (pork and shellfish, for example). Meat and dairy products are **never** prepared together or served together at the same meal. At Kline Galland the equipment, dishes and silverware used to prepare and serve meat meals are kept strictly separate from those used by us to prepare and serve dairy meals.

Foods that are neither meat nor dairy are called "parve," and may be used in either meat meals or dairy meals. Examples of foods that are parve are: fruits, vegetables, whole grains, nuts, fish, eggs, tea and black coffee.

- **Jewish Holiday Observances**

Kline Galland celebrates Passover, Rosh Hashanah, Yom Kippur, Tu B' Shevat, Hanukkah, Shemini Atzeret, Simchat Torah, Sukkot, Shavuot, and Purim, among other Jewish holidays, with appropriate observances which are open to all Residents, family members and friends. For information pertaining to any specific observance, please contact our Volunteer Coordinator at 206-725-8800.

- **Shabbat Candles (electric only)**

On the Sabbath and on Holy Days candles (electric only) are lit at a designated time in a special area at Kline Galland under the supervision of staff. The lighting of candles in Resident rooms, however, is NOT permitted at any time, due to fire danger. No candles or other lights having an open flame are permitted anywhere within our facility or on its premises.

- **Outside Food**

Because our facility is kosher, we kindly ask that all foods brought in from the outside by family members and visitors be consumed only in Resident rooms, or in other designated non-kosher areas. Please also ensure that Kline Galland dishes, trays and utensils (which are separately maintained for use either in kosher meat meals or kosher dairy meals) are not used for and do not come in contact with outside food. Please honor those areas of our facility that have been designated for the serving of kosher food only. These include specifically the social halls and dining rooms. Kindly do not bring to or consume outside foods in such kosher areas. If you have any questions about our kosher policies, please inquire of our Dietary Services Manager or at the Front Desk.

Also, because many of our Residents are on special diets specified by their Physicians, family members and visitors should always check with the Resident's Charge Nurse before serving any Resident outside food, or leaving outside food with the Resident in his or her room.

- **Community Support**

Kline Galland is grateful for its wonderful relationship with the Seattle Jewish community, which we have served since our founding in 1914. Our Board of Directors is comprised of leaders from this community and the community at large, each of whom volunteers his or her time.

We are also fortunate to maintain a roster of volunteers who enrich many areas of daily life here. Family members and friends who have a talent to share, or who can donate even as little as an hour a week as a volunteer, may join our volunteer ranks by calling 206-725-8800, and asking for the Volunteer Coordinator.

There are also many opportunities for family members and friends to participate in special events here at Kline Galland. Family members may wish to make donations honoring someone dear, or consider a planned gift to The Kline Galland Center Foundation. Information about

donations and planned gifts can be accessed on our website <http://www.klinegalland.org>, or by calling our Independent and Assisted Living Facility, The Summit at First Hill, at 206-652-4444.

SECTION III: LIFE SAFETY AND SECURITY ISSUES

▪ Evacuation Plan

An evacuation plan has been established for all Residents, staff and visitors. Residents and family members are free at any time to review Kline Galland's Emergency and Disaster Manual. It will be utilized in the event of fire, explosion or other disaster that places persons on our premises at risk. Please also see our Floor Maps illustrating evacuation routes in Appendix D.

In the event fire, explosion or other disaster does place Residents or visitors in jeopardy, they will be evacuated by staff from any dangerous area(s). Residents and visitors not requiring assistance will be directed to the nearest safe area. Residents and visitors needing evacuation assistance will be transported to the nearest safe area by means of wheelchair, blanket drag, chair carry or other appropriate means. After completing Resident and visitor evacuation from any area, Kline Galland staff will also leave the dangerous area immediately, and are instructed not to return until the area has been declared safe by authorities.

▪ Fire Alarms

Whenever you hear the fire alarm, first and foremost, stay calm. Whether the alarm sounds as part of a drill or because of a true emergency, please follow the evacuation and other directions given you by Kline Galland staff. Fire doors in the corridors will close automatically.

It is not necessary to evacuate the building during a fire drill. If you are in a Resident room when the fire alarm sounds, please remain there until a Kline Galland staff member tells you it is all clear. If you are not in a Resident room, Kline Galland staff will direct you where to go. Please be patient. You cannot use the elevators or enter or exit our building while the fire alarm is sounding.

Please remember that for the safety of all, open flames and smoking by Residents or visitor are NOT permitted at any time or at any place inside our building or anywhere else on our premises. Please see our "No Smoking Policy" for further details.

- **Electrical Equipment**

To comply with safety codes, Kline Galland does not allow additional electrical equipment or appliances to be used in the building unless we have first expressly approved them. No microwave ovens, electrical extension cords, multi-plug power strips, heating pads or electric blankets are permitted. For safety purposes, we reserve the right to inspect and approve or disapprove all personal electrical equipment Residents propose to use. As mentioned elsewhere, no equipment with an open flame is permitted anywhere within our facility.

- **Security Matters**

Kline Galland is a gated community, and access after hours is obtained by buzzing the Front Desk from the kiosk at the main gate, identifying one's self and indicating the purpose of the visit. Once buzzed through the gate, persons entering our premises after hours will be required to enter the building through the front door (south side) and will be asked by our Front Desk staff to show identification and to state the purpose of their visit. Irrespective of when they arrive, all visitors are required to sign in on the visitor log kept at the Front Desk, and to wear the "visitor badge" they will be issued by our Front Desk staff at all times while on our premises. In order to assure the safety and security of our premises, all Kline Galland staff members have been instructed to challenge unknown persons not wearing visitor badges, and to accompany them to the Front Desk for identification, sign-in and the issuance of a visitor badge.

Please also remember that visitor badges are floor-specific and need to be flashed to the right of the elevator door (at the badge sensor) in order to call the elevator, and again (at the badge sensor) once inside the elevator, before you will be able to select the appropriate floor button. Before departing, each visitor should sign out at the Front Desk and surrender his/her visitor badge.

All Kline Galland staff wear identification badges showing their names and departments. All exit doors are tied to our security system, and closed-circuit cameras are located throughout the building, in parking areas and elsewhere on our premises to enhance security.

Please note, Residents on our East 1, East 2A and East 2B floors require an elevator badge in order to leave these floors. This elevator badge may be obtained from their respective Nursing Station or by contacting their Social Worker.

Before any Resident leaves the premises, be sure to sign out at the Nursing Station and inform the Charge Nurse on your Unit.

- **Parking**

Parking can sometimes be a challenge at our facility. Please observe the signs indicating which spaces on our campus and visitor garage are available to visitors. Our staff parking garage is restricted to our staff. No visitor or staff parking is permitted in the circle-drive area at our front door, and this area must be kept clear of non-emergency vehicles. Similarly, our rear door area is restricted for deliveries and cannot accommodate visitor parking. Please do not park or leave your vehicle in any unauthorized area or block other vehicles from exiting. If this occurs, your vehicle will be towed, and Kline Galland will not be responsible for any tow charges or inconvenience you may incur.

Only those vehicles properly displaying a valid handicapped license plate or placard may be parked in parking spaces on our premises designated for use by the handicapped. Violators will be towed.

Street parking is available on the east side of Seward Park Avenue S. Please be sure to follow all City of Seattle posted notices regarding parking there.

Please also be sure to lock your car, and do not leave valuables visible inside. Kline Galland is not responsible for loss or damage to vehicles parked on our premises or on surrounding city streets, or their contents.

SECTION IV: RESIDENT RIGHTS

Civil Rights

Kline Galland does not discriminate against applicants or current Residents on the basis of race, ethnic group, color, creed, sex, gender identity, religion, national origin, familial status, age, disability, diagnosis, sexual orientation, same-sex marriage, language or any other legally protected characteristic. Nor does it discriminate because of any handicap of an applicant or Resident, or of persons associated with any applicant or Resident. We provide equal access to quality care regardless of diagnosis, severity of condition, or payment source, and have established and maintain identical policies and practices regarding transfer, discharge, and the provision of services under the state plan for all Residents, regardless of payment source. See Appendix E, Non-Discrimination Notice/Language Assistance.

Kline Galland complies with The Social Security Act and 42 Code of Federal Regulations 483.10, Resident Rights (42 CFR 483.10); the Fair Housing Amendments Act of 1988 which prohibits discrimination in relation to housing; Executive Order 11063, which provides that no person shall be denied equal opportunity in housing; and Section 504 of the Rehabilitation Act of 1973, which provides that no otherwise qualified individual with a handicap, solely by reason of his or her handicap, shall be subjected to discrimination under any program receiving federal financial assistance. Kline Galland will comply with any legislation protecting the individual rights of applicants or Residents that may subsequently be enacted.

As a recipient of federal financial assistance, Kline Galland does not exclude, deny benefits to, or otherwise discriminate against any person based on race, ethnic group, color, creed, sex, gender identity, religion, national origin, familial status, age, disability, diagnosis, sexual orientation, same-sex marriage, language or any other legally protected characteristic, or on the basis of disability or any handicap, in admission to, participation in, or receipt of services and benefits under any of its programs and activities, whether carried out by Kline Galland directly, or through a contractor or any other entity with which Kline Galland arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes and found at 45 Code of Federal Regulations Sections 80, 84 and 91, and the Social Security Act and 42 Code of Federal Regulations 483.10, Resident Rights. Copies of these laws and regulations may be examined in the office of the Chief Compliance Officer. Should you have any questions concerning this policy or wish to file a complaint alleging violation(s) of any of these or other applicable laws or regulations, please refer to the sections below: "Voicing a Grievance," "Filing a Complaint," and "Formal Grievance Procedure," or contact the Administrator of Kline Galland. You may also contact the US Department of Health and Human Services Office for Civil Rights. The contact information for this agency is found at Appendix C to this Family Guide.

General Rights

Kline Galland will protect and promote each of the rights identified below. Each Resident (including those with limited cognition or other barriers limiting the exercise of their rights), and his/her family, as appropriate, have the following rights:

- **Dignity**

All Residents have a right to a dignified existence, self-determination, and communication with, and access to persons and services inside and outside Kline Galland's facility. Kline Galland will treat each Resident with respect and dignity and care for each in a manner and in an environment that promotes maintenance or enhancement of his or her quality of life, and which recognizes each Resident's individuality.

- **Safe and Comfortable Environment**

The Resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and support for daily living safely. This includes ensuring that the Resident can receive care and services safely, and that the physical layout of our facility maximizes Resident independence, without posing safety risks. Kline Galland is required to exercise reasonable care to protect Resident property from loss or theft.

Kline Galland will provide:

- a safe, clean, comfortable, and homelike environment, allowing the Resident to use his or her personal belongings to the extent possible
- housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior
- a clean bed and bath linens in good condition
- private closet space in each Resident room, per 42 CFR 483.90(d)(2)(iv)
- adequate and comfortable lighting levels in all areas
- comfortable and safe temperature levels, with a temperature range of 71 to 81 °F
- comfortable sound levels

- **Exercise of Rights**

Each Resident has the right to exercise his or her rights as a Resident of the facility and as a citizen or resident of the United States of America.

- **Freedom from Interference**

Each Resident has the right to be free from interference, coercion, discrimination, and reprisal by Kline Galland in exercising his or her rights, and to be supported by Kline Galland in the exercise of these rights.

- **Contracts/Agreements Including Specified Waivers**

Each Resident has the right not to be asked or required to sign any contract or agreement waiving:

- any Resident right set forth in WAC Chapter 388-97, or in applicable nursing home licensing or certification laws; or
- any potential liability for personal injury or losses of personal property.

- **Access to Resident Records:**

Each Resident has the right to personal privacy and confidentiality in his or her personal and medical records. Upon oral or written request, each Resident has the right to access all personal and medical records pertaining to himself or herself, including current clinical records, within 24 hours (excluding weekends and holidays), in a form and manner the Resident can access and understand, and in the format requested, provided such format is readily producible. If not, such records will be made available in readable hard copy form, or other format by agreement with the Resident. Summaries that translate the Resident's own personal and medical records may be made available to the Resident at his or her request and expense in accordance with law.

- **Copies of Records**

Each Resident has the right to obtain a copy of his or her personal and medical records or portions thereof (including in an electronic form or format when maintained electronically) upon request and two working days' advance notice. Kline Galland will impose a reasonable, cost based fee, including only the cost of: labor for copying - whether in paper or electronic form; supplies (paper or electronic media); and postage, if the requestor has asked that they be mailed.

- **Health Status**

Each Resident has the right to be fully informed, in a language that he or she can understand, regarding his or her total health status, including but not limited to his or her specific medical condition(s).

- **Care Planning and Informed Consent**

Each Resident to the maximum extent possible, taking into consideration his or her ability to understand and respond, has the right to designate a representative in accordance with State law (*as described more fully below in "Designating a Representative"*); to choose a personal attending Physician (*as described more fully below in "Physicians"*); to be fully informed in advance about care and treatment that may affect his or her well-being; and to participate in the planning process, including the development and implementation of the plan for his or her individual, person-centered care and treatment, and the identification of the individuals or roles to be included in such care. *See also Section I, Planning Your Care.*

Kline Galland will record and periodically update the address (mailing and email) and phone number of the Resident Representative and Physician.

Individual care planning requires the Resident's or Representative's participation to establish expected goals and outcomes of care, including the type, amount, frequency and duration of care while the Resident is at Kline Galland. It includes an assessment of the Resident's strengths and needs, and incorporates the Resident's personal and cultural preferences in developing the goals of care.

Once established, the Resident has the right to receive the services and items included in his or her plan of care. The Resident has the right to be informed in advance of changes to his or her plan of care, and to see the plan and sign it after any significant changes have been made. Each Resident has the right to request meetings to discuss his or her plan of care, and to request revisions to it.

- **Designating a Representative**

Any Resident who has not been adjudged incompetent by a Washington court having jurisdiction has the right to designate a legal representative ("Representative"), in accordance with state law. Any Representative so designated may exercise the Resident's rights to the extent provided by state law. The same-sex spouse of a Resident will also be treated in the same manner as an opposite-sex spouse, provided the Resident's marriage to such same-sex spouse was valid in the jurisdiction in which it was celebrated.

The Representative shall have the right to exercise the Resident's rights to the extent those rights have been delegated to the Representative. The Resident retains the right to exercise those rights not delegated to the Representative, including the right to revoke a delegation of rights, except as limited by state law.

Kline Galland will treat the decisions of the Representative as the decisions of the Resident, but only to the extent required by a court with jurisdiction over the Resident; or to the extent delegated by the Resident, again, in accordance with applicable law. In the event that we have reason to believe that a Representative is making decisions or taking actions that are not in the best interests of the Resident, we are required to report our concerns in the manner required under state law.

In the event a Resident is adjudged incompetent under the law, the rights of such Resident devolve to and are exercised by the Resident Representative appointed under state law to act on the Resident's behalf. The court-appointed Resident Representative exercises the Resident's rights to the extent judged necessary by the court, in accordance with state law. If a Resident Representative's decision-making authority is limited by state law or court appointment, the Resident shall retain the right to make those decisions which fall outside the Resident Representative's authority.

Whether appointed by the Resident or by a court with jurisdiction over the Resident, the Resident Representative must consider the Resident's wishes and preferences in exercising the Resident's rights, and the Resident shall, to the extent practicable, be provided with opportunities to participate in his/her care planning process.

- **Information about Care; Refusal of Treatment**

Each Resident has the right to be informed in advance of the care to be furnished, and the type of caregiver or professional who will furnish it. The Resident has the right to be informed in advance of the risks and benefits of the proposed care, and also regarding treatment alternatives or options. The Resident has the right to choose the alternative or option he or she prefers. Unless he or she has been found legally incapable of exercising such rights, the Resident has the right to request, refuse and/or discontinue medication, treatment, or care, and to participate in or refuse to participate in experimental research. If deemed medically appropriate by Resident's interdisciplinary Care Team, Resident shall have the right to self-administer prescribed medications.

- **Advance Directive**

Each Resident has the right to formulate an Advance Directive but may not be required to do so in order to receive services and care at Kline Galland.

- **Rules and Regulations Governing Resident Rights, Conduct and Responsibilities**

Each Resident has the right to be informed, both orally and in writing, in a language he or she understands of his or her rights, and of all the rules and regulations governing Resident rights and conduct, and responsibilities during any stay at Kline Galland.

- **Medicare and Medicaid Rights**

Each Resident has the right to be provided oral and written information about how to apply for and use Medicare and Medicaid benefits, and how to receive refunds for previous payments covered by such benefits. Residents also have the right to receive information regarding their Medicaid and Medicare certification status, and the financial ramifications of such status.

Each Resident has the right to be provided a notice regarding state Medicaid rights, including who is entitled to Medicaid benefits, at the time of admission, or thereafter, when the Resident becomes eligible for Medicaid; and to receive a description of the requirements and procedures for establishing eligibility for Medicaid, including the right to request an assessment under section 1924(c) of the Social Security Act.

Kline Galland will display at its Front Desk information regarding how to apply for and use Medicare and Medicaid benefits, and how to receive refunds for previous payments covered by such benefits.

Kline Galland can assist Residents to apply for Medicare and Medicaid benefits and assure that they are able to contact the local Medicaid agency. Please ask your Social Worker for more information or assistance regarding your Medicare and/or Medicaid benefits. Kline Galland is required to provide the contact information for the Medicaid Fraud Control Unit and other Federal and State agencies. That information can be found in Appendix C, at the conclusion of this Family Guide.

- **Facility Services**

Prior to admission, all Residents have the right to be informed of the services available at Kline Galland, and the charges for those services. This includes services not covered by Medicare as part of Kline Galland's per diem rate. All Residents also have the right to be informed of changes in services and charges following their admission. Where changes in coverage are made to items and services covered by Medicare and/or by the Medicaid state plan, Kline Galland will provide notice to Residents of the change as soon as reasonably possible.

When changes are made to charges for other items and services that Kline Galland offers, we will inform Residents in writing at least 60 days prior to implementing the change. In the event a Resident dies, is hospitalized or is transferred and does not return to Kline Galland, we will refund to the Resident or Resident's Representative, or estate, as applicable, within thirty (30) days from the date of Resident's discharge, any deposit or charges already paid, less our per diem rate for the days Resident actually resided or reserved or retained a bed at Kline Galland, regardless of any minimum stay or discharge notice elsewhere required or requested. In the event of any conflict between the terms of Resident's admission agreement and the provisions of 42 CFR 483.10 (Resident Rights), the latter shall control.

- **Personal Funds**

Each Resident has the right to manage his or her own financial affairs. This includes the right to know, in advance, what charges Kline Galland may impose against the Resident's personal funds. Kline Galland may not require any Resident to deposit personal funds with us. However, if a Resident chooses to deposit personal funds with Kline Galland, upon written authorization, Kline Galland will act as a fiduciary for such deposited funds, and hold, safeguard, manage and account for the personal funds deposited with Kline Galland. Please refer to Section VI, "Trust Accounts" for further details.

- **Voicing a Grievance**

All Residents have the right to voice a grievance, to Kline Galland, or to an agency or entity that hears grievances, without discrimination or reprisal and without fear of discrimination or reprisal. Such grievances include those with respect to care and treatment which has been furnished, as well as that which has not been furnished; the behavior of staff and of other residents; and other concerns regarding their stay at Kline Galland. Residents also have a right to suggest changes in policies and services without fear of restraint, interference, coercion, discrimination, or reprisal. Each Resident has a right to prompt efforts by Kline Galland to resolve grievances which the Resident has, including those related to the behavior of other Residents.

Kline Galland will promptly investigate grievances regarding Resident rights. Upon request, Kline Galland will furnish a separate copy of this grievance policy to a Resident or family member.

It is Kline Galland's policy:

- i. to notify Residents via this Family Guide and via postings in prominent locations throughout our facility of their right to file grievances orally or in writing, including

anonymously, and how to do so;

- ii. that our Administrator serve as the grievance official with whom a grievance can be filed. The Administrator is the person who oversees the grievance process; receiving and tracking grievances through to their conclusion, leading any necessary investigation by Kline Galland, and coordinating with state and federal agencies as necessary in light of specific allegations. The Administrator's name, business address (mailing and email) and business telephone number are set forth in Appendix C at the end of this Family Guide;
- iii. upon receipt of a grievance to take immediate action to prevent further potential violations of any Resident right while the alleged violation is being investigated;
- iv. consistent with 45 CFR § 483.12(c)(1), to immediately report all alleged violations involving neglect, abuse, including injuries of unknown source, and/or misappropriation of Resident property, by anyone furnishing services on behalf of Kline Galland, to the Administrator of Kline Galland, and otherwise as required by state law;
- v. to promptly render a decision on the grievance, which ordinarily would be within ten business days from the date on which Kline Galland received Resident's grievance. The Resident shall be given a written decision regarding the grievance, together with the contact information of any independent entity(ies) with whom the grievance may be filed or appealed (see Appendix C, below);
- vi. ensure that all written grievance decisions include the date the grievance was received, a summary statement of the Resident's grievance, the steps taken to investigate the grievance, a summary of the pertinent findings or conclusions regarding the Resident's concern(s), a statement as to whether the grievance was confirmed or not confirmed, any corrective action taken or to be taken by Kline Galland as a result of the grievance, and the date the written decision was issued;
- vii. take appropriate corrective action in accordance with applicable law if the alleged violation of the Resident's rights is confirmed (either by Kline Galland or any outside entity having jurisdiction);
- viii. maintain evidence demonstrating the results of the grievance for a period of no less than three years from the issuance of the grievance decision;
- ix. provide the Resident with and prominently post in a form and manner accessible and understandable to Residents and their Representatives: a) a notice that Residents have a right to file complaints; and b) contact information for each of the following: pertinent state regulatory and informational agencies; resident advocacy groups such as the state Survey Agency, the state nursing home licensing agency (Department of Health), the Office of the State Long-Term Care Ombudsman program, the protection and advocacy network, Adult Protective Services, the local contact agency for information about returning to the community, the Medicaid Fraud Control Unit, the Aging and Disability Resource Center established under Section 202(a)(20)(B)(iii) of the Older Americans

Act, quality improvement organizations, and home and community based services programs.

Residents shall not be prohibited or discouraged in any way from having contact with the external entities mentioned above, or listed in Appendix C. Each Resident is free to communicate with federal, state, or local officials, including, but not limited to those mentioned above or listed in Appendix C, regarding any matter, whether or not subject to arbitration or any other type of judicial or regulatory action.

- **Filing a Complaint**

All Residents have the right to receive information from agencies acting as resident advocates, and to be afforded the opportunity to contact such agencies. All Residents also have the right to file a complaint with the State Survey and Certification Agency concerning any suspected violation of state or federal nursing facility regulations, including but not limited to resident abuse, neglect, misappropriation of resident property, non-compliance with the Advance Directives requirements of the laws and regulations, and requests for information regarding returning to the community.

Contact information (mail and email) for these entities can be found in Appendix C at the end of this Family Guide.

- **Physicians and Other Professionals Responsible for Resident's Care**

Unless the chosen Physician refuses or does not meet applicable legal requirements to serve in this capacity, each Resident has the right to choose his or her own attending physician ("Physician"), and to be informed of the name, specialty and contact information of any physician or other primary care professionals responsible for his/her care. In the event Resident's chosen Physician is unable or unwilling to serve in this capacity, Kline Galland will inform the Resident, and an alternate will be appointed after consultation with and notice to the Resident. Resident's preferences will be honored among available options.

- **Notification of Changes**

Kline Galland will immediately inform the Resident, consult with his or her Physician, and notify consistent with his or her authorization the Resident Representative(s) whenever there is:

- an accident involving the Resident which results in injury and which has the potential to require Physician intervention;
- a significant change in the Resident's physical, mental or psychosocial status, that is, a deterioration in health, mental, or psychosocial status in either life-threatening conditions or clinical complications;
- a need to alter the Resident's treatment significantly (that is, a need to discontinue or change an existing form of treatment due to adverse consequences, or to commence a new form of treatment); or
- a decision to transfer or discharge the Resident from Kline Galland as per 42 CFR 483.15(c)(1)(ii).

When making a notification under this section, Kline Galland will ensure that all of the pertinent information specified in 42 CFR 483.15(c)(2) is available and provided upon request to the Physician.

Kline Galland will also promptly notify the Resident and, if known, his or her Representative or interested family member, whenever there is:

- a change in room or roommate assignment as required by 42 CFR 483.106(6); or
- a change in Resident rights under federal or state law or regulations.

- **Privacy and Confidentiality**

Personal privacy includes accommodations, medical treatment, written and telephone communications, personal care, visits and meetings of family and resident groups (although this right does not require that each Resident be accommodated in a private room).

Each Resident has the right to personal privacy and to the confidentiality of his or her personal and medical records. The Resident may approve or refuse the release of personal and medical records or information to any individual, or class of individuals, outside Kline Galland, including his or her family members, except when the release is required by the Resident's transfer to another health care facility; bylaw, including without limitation 42 CFR 483.70(i)(2), or other federal or state law; any third party payment contract; or the Resident. Kline Galland must allow representatives of the Office of the State Long-Term Care Ombudsman to examine a Resident's medical, social and administrative records in accordance with state law.

Residents have a right to privacy during spousal visits, while receiving medical treatment and personal hygiene care. Husbands and wives, including same-sex husbands and wives, have the right to share a room with their spouses if they are both residents of Kline Galland, and both consent to do so.

- **Survey Results**

Each Resident has a right to examine the results of the most recent survey of the nursing home conducted by federal or state surveyors, surveys related to any current or subsequent complaint investigation and any required accompanying plan of correction, completed or not. This information (and other notices required by WAC 388-97-0480 to be made available by Kline Galland), is posted at Kline Galland's Front Desk. Additionally, copies of the surveys, certifications and complaint investigations made regarding Kline Galland during the three preceding years and any plan of correction in effect are available to be reviewed upon request from the Front Desk.

- **Work**

Each Resident has the right to choose to or refuse to perform services for Kline Galland. Kline Galland will not require a Resident to perform services for Kline Galland. The Resident may perform services for Kline Galland, but only when:

- Kline Galland has documented the Resident's need or desire for work as part of the

- Resident's plan of care
- the plan of care specifies the nature of the services and whether they will be voluntary or paid
- compensation for paid services is at or above prevailing wage rates
- the Resident agrees to the work arrangement described the plan
- **Privacy of Communications; Newspapers and Mail**

Each Resident has a right to privacy in his or her oral, written and electronic communications, including the right to send and promptly receive unopened mail and other letters, packages and other materials, whether delivered to the facility via the United States Postal Service or by other carriers. Residents have the right to have access to stationery, postage and writing implements at their own expense.

Incoming mail should be addressed to the Resident at:

[Resident's Name]

Kline Galland Home

7500 Seward Park Avenue S.

Seattle, WA 98118

Properly addressed outgoing stamped mail and packages can be left at the Front Desk for mailing. Residents may also contact Social Services if they require assistance with sending or receiving mail and packages. Mail and packages received for Residents at Kline Galland are distributed by Front Desk personnel daily. If you have a special request concerning the handling of your mail, please give the Front Desk a call to discuss your needs. United States postage stamps for Resident use are available for purchase at the Front Desk.

Residents ordering a newspaper or other subscription of any kind should notify the Front Desk so that the desired publication can be put on their room delivery list.

- **Visitors**

Each Resident has the right to receive visitors of his or her choosing, at the time of his/her choosing, in a manner that does not impose upon the rights of another Resident. Residents shall be entitled to receive visits in a private place and to associate and communicate privately with persons of their choice. Kline Galland will provide immediate access to any Resident by:

- any representative of the Secretary of the US Department of Health and Human Services
- any representative of the State of Washington
- any representative of the Washington Long Term Care Ombudsman
- the Resident's individual Physician
- any representative of the protection and advocacy systems as designated by the State of Washington and established under the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 USC 15001 et seq.)
- any representative of the agency responsible for the protection and advocacy systems for

individuals with a mental disorder established under the Protection and Advocacy for Mentally Ill Individuals Act of 2000 (42 USC 10801 et seq.)

- the Resident's Representative
- the Resident's immediate family and other relatives, subject to Resident's right to deny or withdraw consent at any time
- others visiting with the consent of the Resident, subject to reasonable clinical and safety restrictions and the Resident's right to deny or withdraw consent at any time
- any entity or individual providing health, social, legal, or other services to the Resident, subject to the Resident's right to deny or withdraw consent at any time

The Resident has the right, subject to his or her consent, or the withdrawal thereof, to receive the visitors he or she designates, including but not limited to:

- a spouse (including same-sex spouse)
- a domestic partner (including same-sex domestic partner)
- a family member
- a friend

Kline Galland shall not restrict, limit or otherwise deny visitation privileges on the basis of race, ethnic group, color, creed, sex, gender identity, religion, national origin, familial status, age, disability, diagnosis, sexual orientation, same-sex marriage, language or any other legally protected characteristic. Kline Galland shall ensure that except as limited hereby that all visitors enjoy full and equal visitation privileges consistent with the Resident's preferences.

Visitors: Clinically Necessary Restrictions

Kline Galland retains the right to exclude or limit visitors when clinically necessary, including without limitation in those instances in which a proposed visitor has a communicable disease. In the event Kline Galland restricts any visit due to reasonable clinical restriction(s), it shall inform the Resident of such restriction(s), identify the person(s) to whom the restriction(s) apply, and the reason(s) for such restriction(s).

Visitors: Safety Restrictions

Kline Galland retains the right to exclude or limit visitors when safety considerations make this necessary, including those instances in which the proposed visitor is in violation of Kline Galland policies (including without limitation policies regarding patient privacy, drugs, smoking or weapons); or has exhibited violent, dangerous or otherwise disruptive behavior. Kline Galland shall also exclude from its premises persons prohibited by lawful restraining or other court order(s). In the event Kline Galland restricts any visit due to safety considerations, it shall inform the Resident of such restriction(s), identify the person(s) to whom the restriction(s) apply, and the reason(s) for such restriction(s).

- **Telephone**

Residents have the right at all times to access (including handicapped/sensory impairment access) a telephone where calls can be made without being overheard. This does not include the use of staff telephones of those located at Nurses Stations.

- **Transfer and Discharge**

Residents have a right to be transferred or discharged only in accordance with federal or state transfer and discharge rules. Residents have the right to remain at Kline Galland unless:

- i. the transfer or discharge is necessary for the Resident's welfare and his or her needs cannot be met in the facility;
- ii. the transfer or discharge is appropriate because the Resident's health has improved sufficiently so he or she no longer needs the services provided by the facility;
- iii. the safety of individuals in the facility is endangered due to the clinical or behavioral status of the Resident;
- iv. the health of individuals in the facility would otherwise be endangered;
- v. the Resident has failed, after reasonable and appropriate notice, to pay for (or to have paid under Medicare or Medicaid) a stay at the facility. Non-payment applies if the Resident does not submit the necessary paperwork for third party payment or after the third party, including Medicare or Medicaid, denies the claim and the Resident refuses to pay for his or her stay. For a Resident who becomes eligible for Medicaid after admission to a facility, the facility may charge a Resident only allowable charges under Medicaid; or
- vi. the facility ceases to operate.

- **Room and Roommate Reassignment**

Residents have the right to receive notice before their room or roommate is changed, and to be informed of the reason for the change.

Involuntary reassignment of rooms or roommates shall only be made after reasonable advance notification (both verbal and written) to the Resident, and preparation for the change. Unless there is a clear and adequate justification for either a longer or shorter time frame, Kline Galland will provide notification of at least three days before making such a change.

The Resident has a right to refuse transfers made solely for the convenience of Kline Galland staff, and the exercise of this right will not affect the Resident's eligibility or entitlement to

Medicare or Medicaid benefits.

Whenever practicable, Resident shall have the right to share a room with his or her roommate of choice, when both Residents live at Kline Galland and both consent to do so.

- **Restraints**

Residents have the right to be free from physical or chemical restraints imposed for discipline or convenience and not required to treat the Resident's medical symptoms. When the use of restraints is indicated, Kline Galland will use the least restrictive alternative for the least amount of time and document ongoing re-evaluation of the need for restraints. Restraints may become necessary if the Resident becomes a danger to himself/herself or others; and will be used upon the order of the Resident's Physician.

- **Abuse**

All Residents have the right to be free from verbal, sexual, physical and mental abuse, corporal punishment and involuntary seclusion.

- **Activities**

Provided their activities do not interfere with the rights of other Residents at Kline Galland, each Resident has the right to:

- choose activities, schedules (including sleeping and waking times), and health care and providers of health care services, consistent with their interests, assessments, plan of care and applicable regulations
- interact with members of the community, and participate in social, religious and community activities, both inside and outside of Kline Galland
- make choices about aspects of their lives at Kline Galland which are significant to them

- **Resident and Family Groups**

All Residents have the right to organize and participate in Resident groups at Kline Galland, and to have access to private space for such groups to meet. Families also have the right to meet at Kline Galland with other families. Staff and visitors may attend such meetings only by invitation from the Resident or family group. Kline Galland will take reasonable steps, upon approval by such groups, to make Residents and family members aware of upcoming meetings of such groups in a timely manner. Subject to such groups' individual approval, Kline Galland has designated its Director of Social Services to provide assistance to and respond to written requests from such groups.

Kline Galland welcomes the views of Residents or family groups, and will promptly consider and respond to the views, grievances, or recommendations of such groups regarding Resident care and life at Kline Galland. In making its response, Kline Galland will set forth its determination and the reason(s) for it. Please see Section IV, "Voicing a Grievance" and "Filing a Complaint."

- **Accommodation of Needs**

All Residents have the right to receive services from Kline Galland with reasonable

accommodation of their individual needs and preferences, except when to do so would endanger the health or safety of the Resident or other Residents.

- **Personal Property**

All Residents have the right to retain and use personal possessions, including furnishings and appropriate clothing, space permitting, unless to do so would infringe upon the rights or health and safety of other Residents at Kline Galland.

- **Notice of Rights**

Prior to admission and during his or her stay, each Resident, their Representatives and families shall be informed orally and in writing, in a language they understand, of these rights and of all of the rules and regulations governing Resident conduct and responsibilities. Kline Galland will document this notification.

- **Freedom from Retaliation**

All Residents, their Representatives and families, as appropriate, have the right to be free of retaliation by Kline Galland and Kline Galland staff, after exercising any of the rights provided for herein or pursuant to law or regulation. Examples of improper retaliation include:

- increasing or threatening to increase charges or decreasing services, rights or privileges
- taking or threatening any action to coerce or compel the Resident to leave Kline Galland
- abusing or harassing, or threatening to abuse or harass, a Resident

- **Pain Management and Medication**

Kline Galland is committed to meeting every Resident's care needs. Comfort, and the effective management of any pain experienced, are very important to the Resident's recovery. The ability to rest and participate in the care planned for you may be adversely affected if pain and discomfort are not reported. If you are experiencing pain or discomfort, it is very important that you (or your Representative or family) immediately inform our Nursing Staff so that your needs can be promptly and appropriately addressed.

If you are in pain, you have a right to:

- have your report of pain taken seriously, and be treated with dignity and be respected by your Physician, our Nursing Staff, Social Workers and other staff members
- have your pain thoroughly assessed and promptly treated
- Participate actively in decisions about how to manage your pain
- be informed and know your options; talk with your Physician about your pain - its possible cause(s), treatment options and the benefits, risks and cost of each choice
- have your pain reassessed regularly and your treatment adjusted if your pain has not been eased
- be referred to a pain specialist if your pain persists
- get clear and prompt answers to your questions, take the necessary time to make decisions, and refuse a particular type of treatment, if you choose

SECTION V: RESIDENT RESPONSIBILITIES

- **Respect**

All Residents (and their Representatives and families), should be considerate and respectful of other Residents, visitors and staff.

- **Noise Levels**

Televisions, radios, phones and other sources of noise should be kept at minimal sound levels.

- **Timeliness**

All Residents should be timely in their attendance at medical and other related appointments.

- **Transportation**

Transportation to outside appointments is the responsibility of the Resident and his or her family. However, if you and your family cannot arrange transportation, please notify your Charge Nurse with as much advance notice as possible. Transportation arranged for or provided to the Resident by Kline Galland will be at your sole expense, except that Residents covered by Medicaid are currently (as of 2017) covered for non-emergency transportation for covered medical services.

- **Absences/Bed Holds**

When absences are planned, the Resident and his or her Representative or family must coordinate in advance with Kline Galland. You and your Representative or family are responsible for obtaining prior authorization for any absence. In some cases we may require a bed hold (and the payment of the fee therefor) in order to hold your bed for your return. Absences due to hospitalization are charged at the Resident's daily rate.

- **Financial Responsibility**

Each Resident, and his or her Responsible Party are financially responsible to pay timely for all Kline Galland services rendered to the Resident. Room and board charges are due in advance by the tenth of the month.

- **No Smoking**

Kline Galland is a non-smoking facility. No smoking is permitted by Residents or visitors, either inside our building or elsewhere on our premises. Please see our "No Smoking Policy" for further details. This "No Smoking Policy" prohibits the use of e-cigarettes, vapor pens and similar items.

- **No Gratuities**

No Resident, Representative or family member may give any Kline Galland staff member any gift or gratuity. Gratuities are expressly forbidden by regulation. Residents, their Representatives and families must understand that the violation of this rule is extremely serious, because it could jeopardize the recipient staff member's employment. However, if you wish to express your satisfaction with a particular staff member, or with your Nursing Unit as a whole, you may make a donation to the Kline Galland Staff Fund. The Kline Galland Staff Fund is used throughout the year to say "thank you" to Kline Galland staff members. Several times each year Kline Galland hosts a Staff Appreciation Party, awarding bonuses to staff based on years of service. Contributions to the Staff Fund to support this program are welcome.

- **Problem Solving**

If you are ever concerned about any of the services being furnished here at Kline Galland, it is vitally important that you, your Representative or family share this concern with the appropriate supervisory or administrative staff so that the matter may be resolved successfully.

Your Social Worker and Charge Nurse are always available to consult with you regarding your questions, and to address any concerns. Family conferences can be arranged upon request to discuss your and your family's needs, and to review your care plan.

If at any time you are not certain which Kline Galland staff person to contact about a concern, your Social Worker will help direct you.

If this process does not resolve your concern, formal grievance and complaint procedures are available to you as outlined in Section IV, "Voicing a Grievance" and "Filing a Complaint."

SECTION VI: FACILITY POLICIES AND PROCEDURES

▪ Bed Hold Policy

Kline Galland's right to require a bed hold applies to all Residents but may not be used as a condition for their admission or re-admission. Upon admission, the Resident, their Representative or family, will sign the Admission Agreement, which includes our Bed Hold Policy Notification. This Policy applies to all transfers and discharges. Kline Galland will not reserve (hold) the bed occupied by the Resident without a completed Bed Hold Agreement/Acknowledgement. Please be aware that Medicare, Medicaid and Managed Care/Health Maintenance Organizations (HMOs) do not cover or reimburse bed hold fees. Also, Medicaid Residents cannot apply their share of cost (patient liability) to the bed hold payment. Kline Galland may require the required bed hold payment to be pre-paid.

▪ Communication with Residents

To accommodate the medical communications needs of Residents, the following procedures may be used to improve communications and understanding. Kline Galland must offer you the option of a qualified interpreter, for example a professional translation service or qualified community volunteer. If you prefer a professional translation service, this service will be provided at no cost to you.

In the event you prefer not to use a professional translation service, a staff member, trusted family member, friend or community volunteer may act as your interpreter, but consideration in each situation will need to be given to issues of emergency, competency, confidentiality, privacy, and conflict of interest. A non-professional interpreter is qualified to provide interpretive services only if that person can interpret competently, accurately and impartially. The non-professional interpreter should also be capable of understanding and interpreting any medical terminology, and the content of pertinent Kline Galland documents (such as the Admission Agreement) that may be relevant to your care or the services we provide. If a professional translation service will be used, Kline Galland may determine the translation company to be used. A telephone interpreter line may also be used. A list of interpreter and translator services is available from our Front Desk. For more information, please contact your Social Worker.

▪ Contracted Providers

Prior to bringing in any contracted or private provider, the Resident, their family or Representative must first notify the Director of Nursing or Director of Social Services. Kline Galland reserves the right to approve or disapprove of the proposed provider; and will require a

criminal background check and licensing check on such person to help ensure the safety of all Residents, visitors and staff. Certain contracted provider services will also require an order by your Physician. Contracted or private providers may include, but are not limited to, sitters/companions, massage therapists, acupuncturists, chiropractors, or any other non-Kline Galland personnel with whom we do not have a preexisting contractual arrangement. Once approved by Kline Galland, these individuals shall provide services solely at the Resident's, Representative's or family's cost and discretion; and you, your Representative or family (as the case may be) agree to accept all responsibility and to hold Kline Galland harmless from and against any negligent act or omission by such contracted provider that may give rise to harm or injury to you, or to any other Resident, visitor, staff member, or to Kline Galland.

- **Death with Dignity Act**

Kline Galland respects the right of each individual to make choices under the Washington State Death with Dignity Act (DWD). Qualified Kline Galland residents retain the right to self-administer medications under DWD, without interference, discrimination, or reprisal from Kline Galland. Provider and staff are expected to respond to any resident's query about life ending medication with openness and compassion. However, Kline Galland chooses not to participate as a prescriber under DWD; supervise ingestion, arrange, deliver or store DWD medication; or otherwise provide clinical assistance intended to cause or assist death. Resident self-administration at Kline Galland Home must occur privately and independently in their own room.

- **Electrical Equipment**

To comply with safety codes, Kline Galland does not allow additional electrical equipment or appliances to be used in the building unless we have first expressly approved them. No microwave ovens, electrical extension cords, multi-plug power strips, heating pads or electric blankets are permitted. For safety purposes, we reserve the right to inspect and approve or disapprove all personal electrical equipment Residents propose to use. As mentioned elsewhere, no equipment with an open flame is permitted anywhere within our facility.

- **Facility Directory**

Residents will be given an opportunity to opt-in or out of listing in the Kline Galland Facility Directory upon their admission. The Facility Directory provides callers only the acknowledgement of the Resident's admission and room number. No medical information is provided in the Facility Directory, nor will any be given to a caller unless the Resident specifically so directs.

- **Home Visits and Outings**

Residents who are able to leave for short visits are encouraged to do so. However, prior arrangements must be made in order to obtain their Physician's authorization for the visit or outing with family or friends. The daily bed hold rate may apply to Residents who are gone overnight. The Activity Department also schedules occasional outings for Residents. Families and friends are encouraged and invited to assist and/or attend these outings, space permitting. Please note, special arrangements may need to be made in advance for outings if the Resident's stay is covered by Medicare or insurance. This may require an order from the Resident's Physician.

- **Medical and Recreational Marijuana**

Kline Galland does not permit or assist in the use of medical or recreational marijuana at any time, under any circumstance inside our building or on our premises, regardless of its form.

- **Pets**

Pets (generally domestic dogs and cats only) are welcome to visit at Kline Galland. We recognize that interaction with pets can be an important and valuable aspect of our Residents' lives. To insure a safe and healthy visit, all pets must be leashed and well-controlled at all times, and must be healthy, clean and well groomed. Animals should never, under any circumstances, be left unattended in Resident areas, or be tethered at any time. The owner or responsible party must be diligent and must not permit the pet to disturb or injure Residents, particularly those who may object to the presence of animals. Pets are never permitted in any area where food is prepared or served.

A visiting pet must have a suitable temperament to interact safely and pleasantly with Residents. If a pet is deemed by our staff to have an inappropriate temperament or behavior, or if a Resident is uncomfortable in its presence, the pet cannot visit. The owner shall be fully liable for control of the pet, and for any injury or disease that results from its presence. No exotic animals or rodents are permitted at any time. For questions about pet visitation, please contact our Volunteer Coordinator at 206-725-8800.

- **Photos and Recording Devices**

Kline Galland is concerned about the privacy rights of Residents, visitors and staff members. Therefore, in accordance with HIPAA patient privacy regulations and Washington state law, we do not allow the use by Residents, visitors or staff members of any recording or surveillance device (including, but not limited to cameras, cellphone cameras or recording devices, or other

audio recording devices), in our building or elsewhere on our premises, without the prior express written permission of our Administrator.

Please note that when used in violation of this Policy, unauthorized cameras and other surveillance devices will be removed from the premises immediately. Any and all recordings made in violation of this Policy will be subject to legal review by our Chief Compliance Officer and Counsel. Unauthorized recordings found to violate applicable provisions of federal and/or state law may be destroyed or held for evidentiary purposes in order to maintain Resident, visitor and staff member privacy.

Nevertheless, Residents, their families and visitors should understand that Kline Galland **is** equipped with closed circuit cameras and other detection devices for safety and security purposes. Our Administrator has authorized such devices to be used on Kline Galland premises in non-clinical/non-patient care areas for purposes of enhancing safety and security.

Kline Galland's Admission Agreement contains a general authorization for photographs of the Resident for general in-house activities, identification, and security purposes. Pursuant to this authorization, activity photographs showing Residents may be posted within our facility on bulletin boards to illustrate activities and celebrations. Identification or security photos may be used to help identify and/or locate a Resident in the event of an unauthorized absence or elopement from Kline Galland, but shall otherwise be kept confidential. A separate Authorization shall be secured from the Resident if photographs are to be taken for other specific clinical or treatment purposes; or for media, marketing, or publication purposes.

- **Plano**

Our Residents and their families and visitors are welcome to use the pianos which are located throughout Kline Galland. Please check with the Activities Department in case a particular piano has been reserved for scheduled entertainment.

- **Registered Sex Offenders**

Kline Galland reserves the right to refuse admission to any registered sex offender based upon his or her potential danger to other Residents, visitors or staff members.

Kline Galland also reserves the right to run a criminal background check on any current or prospective Resident to help ensure our facility's safety.

- **Release of Medical Records or Other Information**

This facility protects Resident rights and privacy under federal and state law. This includes medical information created or received about the Resident. In compliance with patient privacy laws and the federal Health Insurance Portability and Accountability Act (HIPAA), protected health information (PHI), including any individually identifiable health information or billing information, will not be released without the Resident's or his or her Representative's express written permission, except as otherwise permitted by law and regulation. Please see our **Notice of Privacy Practices** (Appendix A) for a list of releases we are permitted by regulation to make.

Kline Galland cannot provide unidentified callers with information about the Resident's care or treatment, diagnosis or prognosis for recovery. If the Resident or Resident's Representative has provided the caller's name to Kline Galland at the time of admission and authorized a disclosure of such information about the Resident, it may be disclosed. Residents may opt-in or out of listing in our Facility Directory at time of their admission. The Facility Directory provides only confirmation of Resident's admission and room number to callers.

Kline Galland will not give copies of Resident medical records to family members, including the Resident's spouse or adult children, without the Resident's written consent or the Resident Representative's express written consent if the Resident is incapacitated. Kline Galland will always look first to the Resident to authorize any release of his/her own medical information.

To simplify the sharing of medical information the Resident wishes for family or friends to have, Kline Galland has an authorization form to be completed as part of the admission process. This form will allow a Resident to list the names of individuals he or she would like to have us provide information to about his/her health care status. The Resident will also be offered an opportunity to opt-in or opt-out of our Facility Directory.

If you, your Representative or family have any questions regarding this privacy policy, please feel free to contact Kline Galland's Compliance Officer and Counsel at 206-725-8800.

- **No Smoking Policy**

Resident and visitor smoking of any kind, including without limitation the use of e-cigarettes, vapor pens, and similar items, is strictly prohibited in our building and on our premises. By accepting admission to Kline Galland, Residents agree to refrain from smoking of any kind, including without limitation the use of e-cigarettes, vapor pens, and similar items, throughout the duration of their stay. If the Resident chooses to smoke while away from Kline Galland, he/she agrees to relinquish all smoking materials to facility staff for safekeeping immediately

upon his or her return to Kline Galland. If the Resident smokes in violation of this no smoking policy, an involuntary transfer (discharge) may be initiated immediately by Kline Galland as smoking endangers the safety and health of the Resident, as well as other Residents, visitors and staff. Visitors must comply with the No Smoking Policy at all times or they will be required to leave the premises.

- **Disposal of Unclaimed Personal Items After Discharge**

Unfortunately, Kline Galland does not have room to store Residents' personal items or property after their discharge. All items belonging to a Resident must be removed within thirty (30) days of discharge. Items not removed after this time shall be presumed abandoned pursuant to RCW 63.29.020, and thereafter may be donated by Kline Galland, without liability, to a local bona fide charity of Kline Galland's choice.

- **Telephone Service**

A telephone for private calls is available for Resident use 24 hours a day, and each patient room in our TCU is equipped with a telephone. Private telephones can be installed in Resident rooms by contacting the phone company to make arrangements. The Resident is responsible for making arrangements for the installation and cancellation of such service, as well as for all charges incurred. Hearing amplification devices may be obtained for the Resident's use, if needed, but such devices are at Resident's sole expense. For additional assistance or information, please contact our Director of Social Services.

- **Television/Cable/Internet Services/Wi-Fi Services/Computer Access**

Television and cable service are included in each Resident room. In the event a Resident wishes to bring his or her own television to the facility, he or she should first check with us, as safety considerations mandate size limitations. Wi-Fi service is available to Residents pursuant to the **Terms and Conditions** outlined in Appendix B.

Residents are welcome to have and use a personal computer, laptop or other device in their rooms. Please consult with your Social Worker if you require assistance.

- **Trust Accounts/Personal Incidental Funds**

A trust account is not required, but may be established for the convenience of the Resident to pay for personal expenses while at Kline Galland, such as those for beautician services, personal

shopping needs, and outings, etc. Trust accounts in which Resident funds are kept strictly separate from Kline Galland's own operating funds, and from the funds of other residents, can be established through our Accounting Office. Records of these accounts are carefully kept in accordance with generally accepted accounting principles, and the Resident's signature is required to release any funds. Full withdrawals are available weekdays during business hours. A small quantity of cash is also available over the weekend. Please contact our Accounting Office or Front Desk for instructions for accessing these funds. All accounts with balances over \$50 bear interest, and interest is allocated monthly. Accounts under \$50 do not bear interest.

Residents can request a statement of their individual account record at any time, and Kline Galland will issue individual statements to Residents with accounts at least quarterly. Upon the Resident's discharge, eviction or death, Kline Galland will deliver the account balance and a final accounting to the Resident or to his or her estate, in accordance with state law. If the Resident receives Medicaid benefits, he or she is subject to certain resource limits. When the amount in such Resident's trust account reaches \$200 less than the applicable resource limit for one person, Kline Galland will notify the Resident to alert him or her that the resource limit is approaching, in order to assist the Resident to avoid Medicaid ineligibility.

- **Trustworthiness of Staff**

Kline Galland always strives to employ staff members it believes will provide our Residents with quality care. We determine the worthiness of employee candidates through a hiring process which includes criminal background checks. Kline Galland will not employ any individual who has been convicted by a court of abuse, neglect or mistreatment. Kline Galland also strives to keep our Residents free from theft, abuse and/or neglect by monitoring the activities of all staff, and providing them with education and training regarding Resident care.

If a Resident or family member is concerned about any staff member's behavior, it is important that they share this concern with us promptly. Such concerns can be reported to the Unit Charge Nurse, or to our Administrator.

- **Visiting Hours**

Please refer to Section IV, "Visitors" for information about visiting Residents at Kline Galland.

- **Weapons/Violence/Illicit Drugs**

The well-being and personal safety of our Residents, visitors and staff is of the utmost concern. Therefore Kline Galland strictly prohibits:

- the introduction of **firearms, ammunition or weapons of any kind** into our building or otherwise on our premises at any time by anyone, including Residents, visitors or staff, including any weapon covered by a concealed weapons permit. Prohibited weapons include, but are not limited to, any type of firearm, knife, combustible, self-defense chemical or pepper spray, explosive, or any other device or object that has been modified to serve as, or may be employed as a weapon. The only exception to this no weapons policy is local, state and federal law enforcement personnel acting in the line of duty.
- the introduction of **any illegal drug** (as defined by federal or state law) into our building or elsewhere on our premises at any time; or the illegal possession or handling of any otherwise legal drug on the premises. To be clear, because marijuana remains illegal under federal law, this prohibition applies to marijuana in any form.

To help ensure Resident, visitor and staff safety and peace of mind, Kline Galland strictly prohibits any act and/or threat of violence directed at individuals, including any behavior(s) we may determine in our sole and absolute discretion to be disruptive of care, or good order, or which are threatening, or perceived to be threatening, to Residents, visitors or staff.

Kline Galland reserves the right to ensure the safety of Residents, visitors and staff by prohibiting the entry or continued presence of any individual demonstrating violent, harassing, threatening or disruptive behavior(s). Violators of this Policy will be asked to leave the premises immediately. If they refuse, or do not leave promptly, law enforcement authorities will be contacted. At Kline Galland's discretion, violators may also be barred from re-entering the premises. Residents who choose to violate this policy may also be involuntarily discharged in accordance with applicable regulatory guidelines.

At all times, Kline Galland wishes to preserve the rights of its Residents and to protect their privacy. However, we reserve the right to examine Resident belongings if we believe in good faith that they contain any illegal drugs or weapons in violation of this Policy, or we believe any Resident represents a threat either to themselves or to others. If appropriate, law enforcement authorities will be called.

SECTION VII: CARE AND SERVICES

In addition to the services described above in Section I, "Welcome to Kline Galland – Meeting Your Care Team," the following care and services are available to Kline Galland Residents:

- **Dining Services**

Proper nutrition is a key element of good health. As noted in Section II "Jewish Observances," all of the food served at Kline Galland is kosher. Our Registered Dietitian will incorporate a nutritional assessment into your plan of care, and our Dietary Staff will note your personal food preferences, allergies and any other information you would like to share about your diet history.

Your meals will be based on the posted menu, your personal preferences and any special diet ordered for you by your Physician. Menus are distributed on a weekly basis and are also posted throughout our facility. You may desire something different than the planned menu. Alternate selections are provided at each meal.

Refreshments are always available to Residents, including beverages and assorted snacks. Your diet orders may include a specific snack. Sugar-free options are also available. Vending machines (including those featuring kosher snack foods) are available to visitors.

- **Guest Meals**

Guest meals are available at nominal cost whenever a family member or visitor would like to eat with a Resident. Meal tickets for guest meals may be purchased at the Front Desk. Please be sure to order guest meals at least two (2) hours ahead of mealtime to permit our Dietary Staff to fulfill your request.

- **Companions**

If families wish, they may engage a private companion for their loved one. For additional details, please see Section VI, "Contracted Providers." .

- **Laundry**

Kline Galland will wash your personal laundry at no extra charge. Our large machines, however, are often not kind to buttons, zippers, snaps or finer fabrics. If you choose to have Kline Galland do your laundry while you are here, please note the following:

- Clothing will be labeled by Laundry staff
- Send only cotton, cotton/polyester and wash-and-wear garments to the Laundry
- Hand-washables, silks, woolens and other items which must be dry-cleaned or which cannot be dried in a high heat dryer (120 degrees) should NOT be sent to our Laundry
- Please bring ample clothing to Kline Galland to allow time for garments to be laundered;
- Kline Galland is not responsible for damage to Resident clothing sent to the Laundry

Recommended quantities:

- 7 changes of undergarments, including socks
- 1 or 2 robes
- Slippers with non-skid soles (preferably washable)
- 3 sweaters or sweatshirts
- 7 pairs of sweatpants or other comfortable pants
- 7 shirts
- 3 to 4 nightgowns or pairs of pajamas
- 1 seasonal jacket or coat
- 2 pairs of shoes with non-skid soles and a closed toe (preferably washable)
- Handkerchiefs, belts, suspenders, etc. as appropriate

Families may of course take the Resident's laundry home to launder. If you decide to handle laundry this way, please be sure to inform your Charge Nurse.

- **Bathing**

Each room is equipped with its own bathroom so that the Resident is able to maintain his or her personal hygiene. Baths and/or showers in our specially designed bathing rooms are scheduled and assistance is provided by the Nursing Staff. Each Resident receives daily personal hygiene care in addition to a weekly bath or shower, unless otherwise medically indicated.

- **Environmental Services**

Each room has been thoroughly cleaned by our outstanding Housekeeping Staff prior to your arrival and will be cleaned daily. Our friendly and cordial Housekeeping Staff is happy to assist you in your room.

- **Maintenance**

Our Maintenance Department insures the safety and security of our building, equipment and premises. Routine maintenance is performed on a daily basis. Fire alarms, sprinkler systems and security alarms are also checked frequently for proper functioning to insure the safety of our Residents, visitors and staff. Training regarding precautions and procedures for safety are provided on a regular basis to our staff. If you are aware of any safety hazards or malfunctioning equipment, please ask your Charge Nurse to notify the Maintenance Director promptly.

- **Beautician/Barber Services**

Haircuts for men and women, permanent waves, hair coloring, sets and shampoos and manicuring are available by appointment in our main floor Salon. Appointments can be made directly with our Beauticians, or through our Front Desk. Our Beauticians are independent contractors and must be paid directly for their services. This can be done in one of three ways:

- Cash
- Personal check made out to the Beautician
- Charging the Resident's Trust Fund

Nursing Staff can accompany Residents to and from the Salon, as necessary.

The hours of operation for the Salon are posted on the Salon door, or can be obtained by calling the Front Desk.

Manicure services are also available on a first come, first served basis. If the Resident cannot be brought to the Salon, arrangements can be made for the Manicurist to come to the Unit to perform the service. Please call the Front Desk to make this arrangement.

Salon prices can be obtained from our Front Desk.

Because we provide the Salon facility and the clients for our Beauticians and Manicurists, they are paid directly. We have a “No Tipping Policy” as regards Salon services.

For Medicaid Residents, simple haircuts or trims (not styling) can be performed by Kline Galland facility staff (not Beauticians) at no charge. The Resident may choose instead to have a professional haircut or other nonroutine or non-basic service at the Salon, but please note that the cost for these services will be charged to the Resident and he or she, or his/her Representative will need to sign an agreement to this effect.

- **Special Events**

Birthdays, anniversaries, reunions and other special events are very important to our Residents. If you are planning a special event, please contact our Activity Department for assistance in preparing for the celebration and reserving an appropriate room within the facility.

- **Billing Questions**

The Accounting Office is open for inquiries from 7 AM to 2 PM, weekdays. Although we try to accommodate drop-in visits, we always appreciate it when you call ahead to make an appointment.

We have staff who specialize in Medicare Part A, Medicare Part B, private pay and insurance-related questions.

Inquiries about pharmacy billing should be directed to Omnicare/Evergreen Pharmaceutical Company.

- **Library Materials**

Books, magazines, games and puzzles are available for Resident use throughout Kline Galland. You are welcome to borrow these items. We also have a selection of library materials located in our Day Center on the main floor (3rd Floor) of the building. Please be sure to return these items when you are finished with them.

- **Resident Councils**

The Resident Council convenes monthly at Kline Galland. All Residents are welcome to participate. The Resident's Representative, Legal Representative, family and other visitors may attend the Council at the Resident's invitation. Family members wishing to engage Kline Galland are also welcome to contact us at any time to request a meeting.

- **Care Conferences**

Care conferences coordinate the services provided by our various departments (Nursing, Therapy, Social Services, Activities and Food Services). The Resident's goals, progress, and plan of care are all discussed at this conference. The Resident and his or her family members are strongly encouraged to attend and contribute to the care planning process.

- **Emergency Care**

When, in the professional judgment of our Nursing Staff, any Resident requires emergency care, emergency services will be contacted. The Resident's Physician, Representative and family will also be notified as soon as possible in the event of a medical emergency.

- **Palliative and Hospice Care**

Kline Galland provides palliative care consultation where appropriate to relieve the pain and symptoms of serious illness. Hospice care is also available at Kline Galland where appropriate.

Hospice Care always includes palliative care. However, its focus is on the terminally ill individual who no longer seeks aggressive, curative treatments, and who is expected to live for about six months or less. Hospice care is for people nearing the end of life. It is designed to alleviate or decrease their pain, while offering supportive care, with emphasis on comfort and quality of life. Hospice services provide emotional, psychological and spiritual support for both the Resident and his or her family. Hospice is a multidisciplinary approach to care, including the services of physicians, nurses, social workers and chaplains. When a Resident is receiving hospice services, his or her room and board costs may or may not be covered by the Medicare hospice benefit (depending on the specifics of the hospice admission). Hospice may also cover some supplies, equipment and medication. Please consult with us directly for more information regarding hospice benefits.

SECTION VIII: WHAT TO BRING WITH YOU TO KLINE GALLAND

A. Required Identification and Other Documents

- Government Identification with photo (Driver's License, Identification Card, Passport)
- Medicare Card, including Medicare Part D
- Medicaid Card
- Health Insurance Card

and copies of:

- Healthcare Power of Attorney (HCPOA). Please notify us immediately if there is any change in your Power of Attorney.
- Durable Power of Attorney (DPOA).
- Advance Directive or Living Will. If you do not already have an active Advance Directive, the facility will be happy to assist you.
- POLST Form (Code Status). If you do not already have a POLST form completed, one will be completed by you and your Physician upon your admission.
- Emergency phone numbers and names of those individuals who you would like to have contacted regarding your health. Kline Galland cannot share your protected health information except as you authorize or as otherwise provided by law.
- Information regarding your insurance coverage.

B: Personal Items

We strongly encourage that Residents bring personal items which will make them feel comfortable and at home in their new environment. Suggested items include: family photos, a small radio, a favorite afghan, comforter or pillow, flowers, stuffed animals or plants. Anything, including small furniture, which meets our safety regulations and space limitations, is welcome. Please see, however, Section VII, "Electrical Equipment," "Appliances" and "Furniture." All personal items must be marked or engraved with the Resident's name, and must be inventoried/checked in when first brought to the facility. Unless Resident property items are marked and inventoried/checked in as required, Kline Galland cannot exercise reasonable care for them. See also Section VIII, "Valuables."

▪ Clothing

Clothing should include whatever the Resident enjoys wearing that is comfortable, appropriate for the season and the Resident's condition. The Resident and his/her family are responsible for

providing adequate and appropriate clothing. Generally speaking, we recommend a minimum of seven (7) complete changes of clothing. See, also a list of recommended individual articles of clothing found in Section VII, "Laundry." All clothing should be machine washable and marked with the Resident's name. Fine fabrics like silks and fragile wools are strongly discouraged, unless the Resident's family will be taking care of his or her laundry.

- **Items Requiring a Physician's Orders:**

Unless prescribed by a physician and contained in an unbroken factory sealed blister pack, outside medications (including without limitation all over-the-counter items like aspirin, antacids, vitamins and herbal medications) cannot be brought to Kline Galland. No alcohol of any kind can be brought to Kline Galland.

- **Valuables**

We strongly encourage our Residents to leave valuables, fine jewelry, credit cards, and cash at home. Please let Social Services know right away (immediately upon bringing such an item into Kline Galland) if you require safe keeping for any valuable item that cannot be left at home. All items brought here to Kline Galland must be marked with the Resident's name and inventoried/checked in immediately upon first being brought to Kline Galland. It is the Resident's responsibility to request that new items be added to his or her facility inventory. Kline Galland cannot exercise reasonable care of Resident property which is not marked and inventoried/checked in as required.

- **Electrical Equipment and Appliances**

To comply with safety codes, Kline Galland does not allow additional electrical equipment or appliances to be used in the building unless expressly approved by us. This includes microwave ovens, electrical extension cords, multi-plug power strips, heating pads and electric blankets. For safety purposes we reserve the right to inspect and approve or disapprove all personal electrical equipment a Resident proposes to use.

- **Furniture**

While Residents are encouraged to bring personal items with them to the facility, additional room furniture may be very limited due to space and safety considerations. Additionally, no upholstered furniture of any kind can be brought in from outside Kline Galland due to the difficulty of keeping such pieces clean and disinfected. Please check with the facility prior to bringing in any item of furniture.

SECTION IX: FINANCIAL MATTERS

A. FINANCIAL NOTICES UPON ADMISSION

Before admission Kline Galland will provide written and oral notice to each Resident specifying:

- the services available at Kline Galland, and the charges for those services not covered by Medicare as part of Kline Galland's per diem rate. Residents also have the right to be informed of changes in services and charges following their admissions. Where changes are made to items and services covered by Medicare and/or the Medicaid state plan, Kline Galland will provide notice to Residents of the change as soon as reasonably possible. When changes are made to charges for other items and services that Kline Galland offers, we will inform Residents at least sixty (60) days prior to implementing the change.

B. PAYERS

- **Medicare**

Medicare is a health insurance program for people age 65 or older, people under 65 with certain disabilities, the blind and those with end-stage renal disease at any age. End-Stage Renal Disease (ESRD) patients are those individuals experiencing permanent kidney failure requiring dialysis or a kidney transplant. Information regarding Medicare eligibility and coverage is available below and upon request from our Accounting Office.

The different parts of Medicare help cover specific services, provided you meet certain conditions. Medicare has the following parts:

- **Medicare Part A (Hospital Insurance)**

Medicare will cover inpatient stays in a skilled nursing facility only if:

- You first have a qualifying hospital stay. This means an inpatient hospital stay of three (3) consecutive days or more, starting with the day the hospital admits you as an inpatient, but not including the day you leave the hospital. Please note: hospital stays for observation do not qualify.
- You must enter the skilled nursing facility within a short period of time (generally 30

days) of leaving the hospital. After you leave the nursing facility, if you re-enter the same or another nursing facility within 30 days, you may not need another three-day qualifying hospital stay to receive additional nursing facility benefits. This is also true if you stop receiving skilled care while in the nursing facility and then resume receiving skilled care again within 30 days.

- Your Physician has ordered the services you need for nursing facility care, which require the skills of professional personnel such as registered nurses, licensed practical nurses, physical therapists, occupational therapists, speech/language pathologists or audiologists; and such services are furnished by, or under the supervision of, these skilled personnel.
- You require skilled care on a daily basis and the services must be ones that, as a practical matter, can only be provided in a skilled nursing facility on an in-patient basis. If you are in a skilled nursing facility for skilled rehabilitation services only, your care is considered daily care even if the therapy services are offered just five or six days a week.
- You need these skilled services for a medical condition that was treated during a qualifying three-day hospital stay or started while you were getting skilled nursing facility care for a medical condition that was treated during a qualifying three day hospital stay. For example, if you are in a skilled nursing facility because you broke your hip and then have a stroke, Medicare may cover rehabilitation services for the stroke, even if you no longer need rehabilitation for your hip. The skilled services must be reasonable and necessary for the diagnosis or treatment of your condition.

When you qualify for this level of benefit, Medicare pays for room and board plus any ancillary services you utilize. Part A services are reimbursed to Kline Galland at a daily rate. Part A is financed through payroll taxes paid by workers and their employers. Individuals do not have to pay a monthly premium for Medicare Part A if they are entitled to benefits under either Social Security or the Railroad Retirement systems. Other individuals may choose to purchase Part A insurance if they meet certain eligibility criteria.

If you meet the above criteria, and are admitted to a skilled nursing facility, you may be eligible for **UP TO** 100 days of coverage under the Medicare program. The first 20 days (day 1 through day 20) are paid in full by Medicare. For days 21 through 100, Medicare pays all covered charges, less the co-insurance rate determined annually by the federal government and applied equally to all skilled nursing facilities. **(Co-insurance means the amount that must be paid by the Resident or his or her private insurer.)**

While you are in a nursing home Medicare Part A benefits include, as appropriate:

- a semi-private or private room (please note: a private room cannot be guaranteed)
- meals, enteral and parenteral nutrition

- lab and x-ray services
- skilled nursing care
- medical supplies and equipment used in the facility
- occupational therapy
- medications
- physical therapy
- speech therapy
- medical social services
- ambulance transport (when other transportation endangers health) to the nearest supplier of needed services that are not available at the skilled nursing facility

Please note: Even though a covered individual is eligible for up to 100 days of Medicare Coverage in a nursing home, he or she may not receive the entire 100 days benefit coverage. The length of stay is dependent on receiving skilled nursing care as defined by Medicare guidelines. A Resident may need extensive care, but if the care is custodial and not active medical intervention, it will not be covered by Medicare.

If the Resident is no longer receiving skilled nursing care (for example, if he or she has achieved his or her medical goals or reached a point where no further progress can be readily achieved) Medicare coverage in the nursing home may need to be discontinued. This decision is always made according to Medicare guidelines. The beneficiary has a right to receive a written notice of Medicare non-coverage from Kline Galland, the right to have a claim submitted to Medicare for an initial Medicare determination, and the right to appeal the decision. Once Medicare coverage has been discontinued, the Resident must identify another payer source which may be private pay

Medicare only pays for covered benefits. When a Resident receives an item or service that is not a Medicare benefit, he or she is responsible to pay for it personally, or through any other insurance coverage they may have.

The following items are NOT covered by Medicare:

- pay phones or long distance charges made on the facility phone
- telephones in Resident rooms (those not provided by the facility but arranged privately)
- television services (those not provided by the facility but arranged privately)
- cable services (those not provided by the facility but arranged privately)
- transportation (may be covered by your insurance or Medicaid if medically necessary)
- other personal products, if a special brand (other than what the facility provides), is requested
- beautician services
- private room
- acupuncture
- chiropractic services
- cosmetic surgery
- dental care and dentures (with a few exceptions)

- eye exams (routine), eye refraction (exam that measures how well you see at specific distances)
- eyeglasses
- foot care (routine), like cutting corns or calluses (with a few exceptions)
- hearing aids and exams for the purpose of fitting a hearing aid;
- hearing tests that haven't been ordered by your Physician
- orthopedic shoes and foot supports (with a few exceptions)
- items or services NOT furnished under arrangements by the skilled nursing facility
- vending machine items
- bed hold fees
- companion services

- **Medicare Part B**

Part B is optional, and is usually offered to Medicare beneficiaries when they become eligible for Part A. Most people pay a monthly premium for Part B through a deduction from their Social Security. Medicare Part B usually pays 80 percent of charges with the remaining 20 percent being the responsibility of the Resident. This amount may be covered by supplemental insurance. The following services are usually covered by Medicare Part B, if the Resident medically qualifies:

- physician services
- laboratory services
- occupational therapy
- physical therapy
- speech therapy
- some ambulance services

- **Medicare Part D**

The Medicare Prescription Drug Benefit Program coverage began January 1, 2006. Medicare beneficiaries must join to get coverage. Residents are free to choose any Medicare approved prescription drug plan that meets their needs. Kline Galland will not discriminate in the admission of any Resident based on the prescription drug plan he or she has selected. While we are not permitted to select the plan for you, we may assist you in selecting the plan that best suits your needs.

Please note, if you choose a plan whose pharmacy does not meet skilled nursing facility regulatory requirements, you may incur additional expenses for handling and dispensing of their medications during your stay at Kline Galland. These charges will be billed directly to you by the pharmacy, and not by Kline Galland.

Additional expenses will be determined on a case-by-case basis. Please check with us regarding these specific requirements.

Residents with a Medicare Part D co-pay responsibility or Income-Related Monthly Adjustment Amount (IRMAA) responsibility are wholly responsible for making sure these payments are made. If a Resident fails to meet his or her responsibility for these payments, Medicare may notify your Medicare Part D plan to "involuntarily" dis-enroll you, resulting in the loss of prescription drug coverage. Please advise us regarding any Medicare Part D non-payment issues that you become aware of.

▪ **Medicaid**

Medicaid is a cooperative federal-state program designed to provide health care services to low income individuals. Included in these health care services is nursing home care, if the nursing home is certified and contracted to participate in the Medicaid program. A designated state agency certifies Kline Galland in order to receive payment for care given to eligible Residents. Kline Galland is Medicaid-certified.

Please note: Residents dually-eligible for both Medicaid and Medicare should also review The Medicare Part D Section above, under "Medicare," for their responsibilities under that program.

If you have questions regarding Medicaid and/or wish to apply, please contact the Washington Department of Social and Health Services Medicaid helpline at 1-800-562-3022 (please also see Appendix C). Please note that until you have been declared eligible by a Medicaid representative, you will be responsible for all services not covered by Medicare or other third party payers. In most cases, when a Resident is approved for Medicaid, there is still a portion of the costs of care that he or she remains responsible to pay Kline Galland for (patient liability).

The following items are NOT covered by Medicaid. These items will be an additional expense for which you are responsible:

- pay phones or long distance charges made on the facility phone
- telephones in Resident rooms
- television and cable services not provided by Kline Galland
- transportation (may be covered by Medicaid, if medically necessary)
- vending machine items
- other personal products – if a special brand, other than what the facility provides, is requested
- beautician services (please see Section VII, "Beautician and Barber Services")

- companion services
- private rooms
- bed hold fees

- **Health Maintenance Organizations (HMOs)**

If the Resident is covered by a Health Maintenance Organization (HMO), then their skilled nursing care will be managed through their insurance company. The needs and services are authorized and managed by the insurance provider's case managers and physicians. Please refer to your specific HMO plan for coverage and benefit information. All insurance coverage will be verified prior to admission. You will be responsible for charges not covered by your insurance policy.

The following items are usually **NOT** covered by Managed Care. These items will be additional expenses to the Resident, as appropriate:

- pay phones or long distance charges made on the facility phone
- telephones in Resident rooms
- television and cable services not provided by Kline Galland
- transportation (may be covered by your insurance or Medicare if medically necessary),
- vending machine items
- other personal products e.g., if a special brand other than what our facility provides is requested
- beautician services
- private room
- bed hold fees
- companion services

- **Veterans Programs**

The Veterans Administration provides payment for skilled and/or long-term care to veterans in nursing homes and domiciliary care facilities. The length of VA contracts varies on an individual and facility-by-facility basis.

Kline Galland is contracted with the VA. You may contact the nearest Veterans Administration office for information regarding your veteran benefits.

- **Private Pay**

A private pay Resident is one whose primary cost of care is paid by the Resident, their family, Legal Representative, Responsible Party or agent. Daily room rate charges include room and board, routine nursing services and personal care, social services, activities, laundry service, housekeeping, maintenance services, accounting and billing services. Additional personal expenses such as Physician and Nurse Practitioner services, Dentist services, pharmaceuticals, telephone, beautician services, transportation, and other personal need items and medical supplies are NOT included in the daily room rate, and these will be charged as additional expenses to private pay Residents.

All private pay Residents are required to provide one full month deposit prior to or at the time of admission, or at the time of transfer off of Medicare, Managed Care, or other private insurance. Payments are due by the tenth of each month in advance. Please refer to our Admission Agreement for information about late fees and charges.

C: RATE CHANGES

The facility shall give sixty (60) days' written notice to all Residents of changes in the base rate and other charges.

D. MEDICATIONS/CHARGES FOR DRUGS

- **Choice of Suppliers**

All Residents have the right to choose suppliers of prescription and non-prescription drug delivery systems. Residents wishing to use a supplier other than Kline Galland's contracted pharmacy must follow applicable state administrative rules and regulations. Resident's selected supplier must:

- Provide for timely delivery of drugs
- Provide adequate protection to prevent tampering with drugs
- Provide that drugs are delivered in a unit of use compatible with the established system used by Kline Galland for dispensing drugs, whether that system is provided by an in-house pharmacy or by contract with a pharmacy
- Provide a 24-hour emergency service procedure, either directly or by contract, with another pharmacy

Please note: In the event of an emergency situation requiring immediate medications and the alternate pharmacy cannot provide them in the needed time frame, the medications will then be ordered from Kline Galland's designated pharmacy, and the Resident, Resident Group or Responsible Party will be responsible for payment.

The Resident shall have a choice of suppliers of non-prescription medication, but Kline Galland is not required to accept or use any opened container of such medication.

If Kline Galland's contracted pharmacy provides certain Resident profile information (e.g., diagnosis, medications, and allergies), the pharmacy chosen by the Resident must also provide the same information for any Resident it serves at our facility.

The Resident shall have a choice of suppliers of non-prescriptive supplies, as long as any item(s) supplied can be maintained in a clean manner with equipment available at Kline Galland.

"Supplier" includes an authorized representative of the Resident who purchases non-prescriptive medications or non-prescriptive supplies at retail.

If Kline Galland provides medication and charges the Resident for it, the following information shall be made available to the Resident on request:

- name of the medication
- amount paid by Kline Galland for the medication
- amount charged by Kline Galland for the medication
- amount of repackaging cost, if any

If a pharmacy charges any Resident's insurance company or other party for a drug administered to a Resident in a skilled nursing facility, the pharmacy shall provide, on request, a written bill listing the:

- name of the drug
- amount charged by the pharmacy for the drug

SECTION X: DECISION MAKING AND CONSENT

A. Advance Directives and End-of-Life Decision Making

Kline Galland recognizes the dignity and value of each Resident's right to make health care decisions, and to be fully informed regarding their complete health status. Further, Kline Galland recognizes the right of each Resident to accept or refuse medical or surgical treatment and at the Resident's option, to formulate an Advance Directive. Kline Galland will comply with Advance Directives that comply with state law and are consistent with the level of care Kline Galland is licensed to provide.

Upon admission Kline Galland will determine whether the Resident has an Advance Directive. If the Resident is incapacitated at the time of admission and unable to receive information or articulate whether he or she has an Advance Directive, Kline Galland will give Advance Directive information to the Resident's Legal Representative. Kline Galland will provide this information directly to the Resident when he or she is able to receive it.

Please note: The Resident retains the right to orally revoke any previously provided direction in an Advance Directive or Physician Order for Life Sustaining Treatment (POLST) if the Resident retains the capacity to do so.

In the event the Resident is not capable of giving direction regarding their end-of-life care, the following priority order will be followed:

- an Advance Directive or Living Will signed by the Resident with specific information regarding end-of-life care
- POLST form (Physician's orders regarding life sustaining treatment)
- direction contained in a Healthcare Power of Attorney (HCPOA) or from the Legal Guardian
- direction from the Resident's Legal Representative

An Advance Directive allows a person in a terminal condition or permanent unconscious state to direct the withholding or withdrawal of life-sustaining treatments. Kline Galland provides each Resident and their family or Legal Representative, as appropriate, written information explaining his or her rights under state and federal laws. These rights include the right to make informed decisions regarding health care and treatment, and to issue Advance Directives.

Medical decisions require both technical and informed consent, and should be made jointly by the Physician and the Resident or Legal Representative, as appropriate. However, the Resident or Legal Representative, as appropriate, may overrule a Physician's order for treatment. For a

Resident's Advance Directive to be honored, a copy of the existing Advance Directive or other similar document indicating end-of-life decisions and/or designation of power-of-attorney must be provided to Kline Galland at the time of admission, and upon any revisions to the provided document. Additional information regarding Advance Directives is available from Kline Galland.

B. Code Status/CPR Consent for Treatment

General written Consent for Treatment is included in our Admission Agreement. Decisions regarding code status/CPR should be determined upon admission. Cardiopulmonary Resuscitation (CPR) is a procedure to restore breathing and/or heartbeat after the heart stops beating. CPR will be automatically initiated unless the Resident or Legal Representative, as appropriate, has indicated otherwise in an Advance Directives or a signed POLST form. Kline Galland will require a signed Physician order to be on file to withhold CPR. If the preferences of the Resident and the Legal Representative, including the HCPOA, conflict, the Resident's wishes shall prevail.

When a Resident lacks the cognitive capacity to make decisions, the following persons may give healthcare consent in the following order of priority:

- the Legal Guardian
- the HCPOA
- the Resident's spouse
- the Resident's adult children (the majority must be in agreement)
- the Resident's parents
- the Resident's adult siblings (the majority must be in agreement)
- the Resident's Physician

No family member may consent to medical treatment for the Resident if a family member of a higher priority has refused to give that consent and that refusal is consistent with the Resident's known wishes and in the Resident's best interest.

If a Resident believes he or she is able to make his or her own health care decisions, and the Physician and/or family does not agree, the Resident still has the right to choose. If the Resident does NOT have the mental capacity to make decisions, has not issued Advance Directives, and there is no surrogate decision-maker, legal action will be initiated, if appropriate.

C. Informed Consent

A Resident's Physician or member of our Nursing Staff must clearly explain the risk and benefits of any procedure, and any current, new, or significant change in treatment. A Resident must give permission for such care (Informed Consent) and has the right to refuse treatment (Informed Refusal). If a Resident is mentally incapable of giving consent for health care, the individuals noted in paragraph B, above, are able to give consent according to the wishes of the Resident.

If they are unaware of the Resident's health care wishes, they must act in the best interest of that Resident. In an emergency, if a Resident is unable to give consent and has not executed an Advance Directive, consent to treatment is implied.

SECTION XI: THOUGHTS FOR FAMILY MEMBERS

A. The Realities of Aging

Unfortunately, there is neither any fountain of youth nor any magic potion to diminish the effects of the aging process. Aging affects us in physical, mental and emotional ways. It affects families in ways that can result in grief, anger, guilt, frustration, sadness and fear. For the aging individual, hearing and vision are often affected, and these losses diminish the ability to communicate with others. Other seemingly mild health care issues like colds, urinary tract infections, or influenza can have a serious impact on a Resident's already fragile health. We encourage candid conversation with our staff, and family participation in care conferences and Resident Council meetings, to help families understand what to expect.

Upon admission, Residents may feel disoriented, stressed or fatigued by the transfer to Kline Galland. This is a new environment, and this "phase" may or may not pass quickly. The Resident has likely been through a stressful health situation and may need time to become oriented or accustomed to his or her new surroundings. If they have been on heavy medication prior to admission, they may also need time to adjust to medication changes.

Some other effects and risk factors related to aging can be:

Decreasing bone density. As they age it is normal for both men and women to lose calcium in their bones. This makes bones softer and more vulnerable to injury and fracture.

Falling risk increases. The risk of falls increases with age, disorientation and some chronic and temporary illnesses. Some medications can affect balance or cause dizziness or sleepiness. Please see paragraph D, below, for additional information about fall prevention.

Please be aware that despite the best precautions, falls can happen. Residents whose judgment or cognitive ability is impaired may not realize they are unsafe to walk or get out of bed or a chair. They may also be affected by medications that impair balance, cognition, or cause dizziness.

Decreased appetite. Food may not taste the same as we age. We lose taste buds and sometimes the ability to eat food in the way we are used to, due to chewing or swallowing problems.

Dehydration. As we age our ability to sense thirst may also decrease. With illnesses like stomach flu, the risk of dehydration can be a real concern.

Delicate skin. Skin becomes thinner and less elastic as we age, making it much more susceptible to injury/bruising.

Changes in mental status. As mentioned earlier, disorientation in response to new environments may affect a Resident. Some loss of normal mental function may also accompany the aging process. Sometimes this effect is intermittent, and although the Resident may do well one day, he or she may be more confused the following day. This can be difficult for the family to understand, but may simply be a normal part of aging.

Incontinence problems. Bowel and/or bladder incontinence may occur.

B. Some Other Things about Kline Galland

Please be aware that Kline Galland is not a hospital. We provide care and services to our Residents through the use of Nurses and CNAs. Care is ordered by the Resident's Physician, and we cannot provide care which has not been ordered by a Physician or his or her designee. We do not have the same types of sophisticated diagnostic equipment found in hospitals. We do, however, have a Physician available or on-call 24 hours a day.

We do not use chemical restraints on our Residents. Physical restraints are not used unless ordered by the Resident's Physician. If, in our opinion, a Resident becomes a danger to himself/herself or to others, it may be necessary to remove him or her from Kline Galland, including by emergency medical services or law enforcement.

Hospitals routinely use side rails on beds, however, we do not. This takes a special order from the Resident's Physician and can be considered a restraint. The use of bedrails can be unsafe, particularly with the elderly. Alternative methods (like lowering a bed or placing mattresses next to the bed) may be used to help keep the Resident safe. Quarter rails may be used as ordered, when useful in aiding mobility.

Sleeping accommodations for family members or visitors are not available at Kline Galland. Under special circumstances, such as end-of-life comfort, arrangements may be made for a family member or visitor to remain with a Resident in his or her room. Please contact your Social Worker.

C. Helping Your Loved One

- let facility staff know if you note any significant changes in the Resident
- encourage the Resident to speak up if something doesn't seem or feel right
- share information about the Resident with facility staff -- especially the Resident's likes and dislikes
- encourage the Resident to take his or her medications as prescribed, and to participate in any therapy which has been ordered for him or her
- encourage the Resident to eat and drink, and bring the Resident foods he or she enjoys; but do check first with our Nursing Staff to ensure such foods will be safe and appropriate for the Resident in light of current Physician orders
- participate in care conferences and planning for the Resident's discharge
- if you are experiencing stress, please ask your Social Worker about support groups in the community that may benefit you

D. Fall Prevention

Not all falls are avoidable, and some Residents will continue to fall despite best efforts to prevent them. For these Residents, an anticipatory approach is recommended. Families are certainly encouraged to inquire about how they can participate in fall prevention efforts with their loved one, including arranging one-to-one private companions, assuring their loved one has proper footwear, and being sure to notify Nursing Staff when family members have concluded their visit here and are leaving the facility. Family members can also plan their visits to spend time with their loved one when fall risks are highest.

E. Making Visits Enjoyable

Families sometimes ask, "What can we do to make our visits more enjoyable?" Some suggestions are:

- please time your visits to allow your loved one to participate in scheduled therapies and to enjoy his/her meals. And, of course, please refrain from visiting if you are not feeling well
- look at photos or scrapbooks together
- help with personal grooming such as a manicure, or assist in mending clothes
- ask for your loved one's opinion or advice
- take a walk outdoors and enjoy Kline Galland's park-like grounds
- bring in newspaper or magazine articles to discuss
- assist with correspondence - help the Resident to send cards to friends and relatives
- join with the Resident in scheduled group activities

- urge your loved one to join with other Residents in scheduled activities

Please feel free to contact our Activities Department for more ideas!

APPENDIX A:
**THE CAROLINE KLINE GALLAND HOME NOTICE
OF PRIVACY PRACTICES**

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

UNDERSTAND YOUR HEALTH RECORD/INFORMATION

The Caroline Kline Galland Home ("Kline Galland") originates, records, and maintains health information about each Resident describing their health history, symptoms, examination and test results, diagnoses, treatment and any plans for future care or treatment. This information, often referred to as the health or medical record, serves as:

- a basis for planning your care and treatment
- a means of communication among the many health professionals who contribute to your care
- a source of information for applying the diagnosis information to your bill
- a means by which a third-party payer (insurance companies, governmental or private entities responsible for paying a patient's bill) can verify that services billed were actually provided
- a tool for routine health care operations, such as assessing quality and reviewing the competence of health care professionals
- a tool with which we can assess and continually work to improve the care we render and the outcomes we achieve
- a source of data for medical research
- a source of data for facility planning, fundraising and marketing
- a source of information for public health officials charged with improving the health of the nation

Understanding what is in your medical record and how your health information is used helps you to:

- ensure its accuracy
- better understand who, what, when, where, and why others may access your health information
- make more informed decisions when authorizing disclosure to others

YOUR HEALTH INFORMATION RIGHTS:

Although your health record is the physical property of Kline Galland, the information belong to you. You have the right to:

- request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522, although we are not required to agree to a requested restriction, subject to applicable legal requirements.
- obtain a paper copy of the Notice of Privacy Practices upon request
- inspect and obtain a copy of your health record as provided for in 45 CFR 164.524 and RC W 70.02.030

- amend your health record as provided in 45 CFR 164.526
- obtain an accounting of disclosures of your health information as provided in 45 CFR 164.528 and RCW 70.02.020
- request confidential communications of your health information by alternative means or at alternative locations
- revoke your authorization to use or disclose health information except to the extent that action has already been taken.
- Opt out of fundraising uses of your health information.

OUR RESPONSIBILITIES:

Kline Galland is required to:

- maintain the privacy of your health information
- provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- abide by the terms of this notice
- notify affected individuals following a breach of unsecured protected health information
- notify you if we are unable to agree to a requested restriction
- accommodate reasonable requests you may have to confidentially communicate health information by alternative means or alternative locations

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will mail a revised notice to the address you have supplied us.

We will not use or disclose your health information without your authorization, except as described in this notice.

In the following cases we will never share your information unless you give us written permission for: sharing information for marketing purposes; sale or your information and disclosure of most psychotherapy notes.

To the extent we receive your substance use disorder patient records, subject to 42 CFR part 2, we will not share that information for investigations or legal proceedings against you without (1) your written consent or (2) a court order and a subpoena. These records have stronger privacy protections than other health information.

For More Information or to Report a Problem

If you have questions and would like additional information, you may contact the Chief Privacy Officer at (206) 725-8800.

If you believe your privacy rights have been violated, you can file a complaint with the Chief Privacy Officer or with The Department of Health and Human Services. There will be no retaliation for filing a complaint.

Please bring any privacy complaints you may have to the attention of the Chief Privacy Officer. The person most appropriate to address your complaint will provide you with a response in a timely manner.

A complaint may be filed with the Office of Civil Rights/Department of Health and Human Services either on paper or electronically (<http://www.hhs.gov/ocr/privacy/>).

Below, this notice contains a number of examples of the ways in which we are permitted to and may use health information for treatment, payment and health operations, without obtaining your specific authorization.

Examples of Disclosure for Treatment, Payment and Health Operations Which Do Not Require Specific Authorization:

We will use your health information for treatment.

For example: Information obtained by a nurse, physician, or other member of your Care Team will be recorded in your record as well as posted in your room, as appropriate, and used to determine the course of treatment that should work best for you. Your Physician will document in your record his or her expectations of the members of your Care Team. Members of your Care Team will then record the actions they took and their observations. In that way, your Physician will know how you are responding to treatment.

We will also provide your Physician or a subsequent healthcare provider with copies of various reports that should assist him or her in treating you once you're discharged.

We will use your health information for payment.

For example: A bill may be sent to you or a third-party payer (insurance companies, governmental or private entity responsible for paying your bill). The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used.

We will use your health information for regular health operations.

For example: Members of the medical staff, the risk or quality improvement manager, or members of the quality improvement team may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide.

We are allowed or required to share your information in other ways---usually in ways that contribute to the public good. We have to meet many conditions in the law before we can share information for these purposes. Below are other ways we use or your share your health information:

Business associates: There are some services provided in our organization through contracts with business associates. Examples include physician services in the emergency department, and radiology or laboratory tests. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we've asked them to do (in performing a function or activity on behalf of Kline Galland) that involves the creation, use or disclosure of protected health information, and then you or your third-party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information.

Directory: Unless you notify us that you object we will use your name, location in the facility, general condition, and religious affiliation for directory purposes. This information may be provided to members of the clergy and, except for religious affiliation, to other people who ask for you by name.

Notification: We may use or disclose information to notify or assist in notifying a family member, personal representative or another person responsible for your care, of your location, and general condition.

Communication with family: Health professionals, using their best judgment, may disclose to a family member, other relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment related to your care.

Research: We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

Deceased individuals: We may disclose health information to funeral directors, coroners or medical examiners consistent with applicable law to carry out their duties.

Organ procurement organizations: Consistent with applicable law, we may disclose health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.

Specific Communications: We may provide:

- Communications for treatment of an individual by us, including case management or care coordination for the individual, or to direct or recommend alternative treatments, therapies, healthcare providers, or settings of care to the individual;
- Communications to describe a health-related product or service (or payment for such product or service) that is provided by, or included in a plan of benefits of, Kline Galland, including communications about: Kline Galland's participation in a healthcare provider network or health plan network; replacement of, or enhancements to, a health plan; and health-related products or services available only to a health plan enrollee that add value to, but are not part of, a plan of benefits; or
- Communications for case management or care coordination, contacting of individuals with information about treatment alternatives, and related functions to the extent these activities do not fall within the definition of treatment.

Fundraising: We may contact you as a part of our fundraising efforts, and may use certain protected health information in doing so, as permitted under 45 CFR 164.514(f), including through sharing with a HIPAA Institutionally Related Foundation. However, you have a right to opt-out of receiving such fundraising communications. You may exercise your right to opt out of receiving fundraising communications by notifying us at any time. Please indicate whether you wish to opt out of participating in a particular fundraising campaign, or from all Kline Galland fundraising. Should you later determine you wish to opt back in, you may also contact us by one of the following means:

in writing at:

Privacy Officer

**The Caroline Kline Galland Home 7500
Seward Park Avenue S.
Seattle, WA 98118**

by email at: compliance@klinegalland.org; or

by fax to: **Privacy Officer at 206-722-5210**

If we have your substance use disorder patient records, subject to 42 CFR part 2, we will give you clear and obvious notice in advance and a choice about whether to receive fundraising communications that use your Part 2 information.

Food and Drug Administration (FDA): We may disclose to the FDA health information related to adverse events with respect to food, supplements, product and product defects, or post-marketing surveillance information to enable product recalls, repairs, or replacement.

Workers compensation: We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers compensation or other similar programs established by law.

Public health: As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Government authority: We may disclose your health information to a government authority, including a social service or protective services agency, authorized by law, if we reasonably believe you are a victim of abuse, neglect or domestic violence.

Correctional institution: Should you be an inmate of a correctional institution we may disclose to the institution or agents thereof health information necessary for your health and the health and safety of other individuals.

Law enforcement: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

Health oversight agency, public health authority or attorney: Federal law makes provision for your health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that a work force member or business associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional or clinical standards and are potentially endangering one or more patients, workers or the public.

Redisclosure: Information disclosed by us may be subject to redisclosure by the recipient and may no longer be protected by HIPAA.

APPENDIX B: WI-FI TERMS AND CONDITIONS OF USE AGREEMENT

Please read the following information carefully before using this service. You may not use the service without accepting these Terms and Conditions.

Welcome to the wireless high-speed Internet access system ("Wi-Fi System ") at Kline Galland. These "Terms and Conditions of Use" govern your rights and responsibilities and our rights and responsibilities relating to use of the Wi-Fi system.

Acceptance of Terms and Conditions of Use

BY SIGNING THE ACKNOWLEDGEMENT PAGE OF THIS DOCUMENT, YOU REPRESENT THAT YOU HAVE READ, UNDERSTAND AND AGREE TO THE TERMS OF THIS AGREEMENT.

Description of Wi-Fi System / Service Availability

Kline Galland provides access to the Wi-Fi System at various locations ("Enabled Locations") on the premises. Access points or Enabled Locations may not be available in all areas of our building or grounds, and may not always be operational. We will provide Residents with connection information.

Fee for Wi-Fi System

At this time, the Wi-Fi system is provided "free of charge" as a value added service to our Residents. However, we reserve the right to charge for this service. Residents will be given notice of any such change, and will have an opportunity to stop using the service before charges begin. We reserve the right to alter the Wi-Fi System or completely discontinue it at any time for any reason at our sole discretion.

Access to Internet

Kline Galland does not screen or restrict access to any content placed on or accessible through the Internet. Nor do we screen or restrict communications between parties via the Internet. You acknowledge that if you access the Internet through Kline Galland's Wi-Fi System you may

receive or be exposed to content, goods or services which you consider to be improper, inaccurate, misleading, defamatory, obscene or otherwise offensive. You also agree that Kline Galland is not liable with respect to any such content on the Internet accessible through our Wi-Fi System.

Your Responsibilities

You must (1) provide all equipment (including computer hardware and software, personal digital assistants, wireless network cards, etc., at your own expense, to connect to the Wi-Fi System; and (2) comply with local, state, federal and international laws and regulations, including but not limited to copyright and intellectual property rights laws. You agree to be responsible for and to bear all risk and consequences for: (1) the accuracy, completeness, reliability and/or usefulness of any content available through the Wi-Fi System; and (2) all communications that you send or receive via the Wi-Fi System. Kline Galland does not undertake to assure the security of any data you send through the Wi-Fi System, and it is your sole responsibility to secure such data. Kline Galland is not responsible for any damage or cost of any kind to you in the event that the Wi-Fi System fails to operate in whole or in part, or creates any inaccuracy in transmitted data.

Acceptable Use Policy

All users of the Wi-Fi System must comply with this Acceptable Use Policy (AUP). This AUP is intended to prevent unacceptable uses of the Internet using Kline Galland's Wi-Fi System. Kline Galland does not actively monitor the use of its Wi-Fi System under normal circumstances. Similarly, we do not exercise editorial control or review the content of any website, electronic mail transmission, newsgroup or other material created or accessible over or through our Wi-Fi System. However, we may remove, block, filter or restrict by any other means any materials that, in our sole discretion, may be illegal or inappropriate, may subject Kline Galland to liability or may violate this AUP. Kline Galland may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Violation of this AUP may result in the suspension or termination of your access to the Wi-Fi System.

The following constitute examples of violations of this AUP. You agree not to use the Kline Galland Wi-Fi System to:

- Transmit any material (by uploading, posting, email or otherwise) that is unlawful, threatening, abusive, harassing, tortious, defamatory, obscene, libelous, invasive of another's privacy, hateful or racially, ethnically or otherwise objectionable
- Harm, or attempt to harm, minors in any way

- Impersonate any person or entity or falsely state or otherwise misrepresent your affiliation with a person or entity; forge headers or otherwise manipulate identifiers in order to disguise the origin of any material transmitted through the Wi-Fi System
- Transmit any material (by uploading, posting, email or otherwise) that you do not have a right to make available under any law or under contractual or fiduciary relationships (such as inside information, proprietary or confidential information learned or disclosed as part of employment relationships, or under non-disclosure agreements)
- Transmit any material (by uploading, posting, email or otherwise) that infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party
- Transmit (by uploading, posting, email or otherwise) any unsolicited or unauthorized advertising, promotional materials, "Junk mail," "spam," "chain letters," pyramid schemes" or any other form of solicitation
- Transmit any materials (by uploading, posting, email or otherwise) that contains software viruses, malware, or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment
- Interfere with or disrupt the Wi-Fi Service or servers or networks connected to the Service, or disobey any requirements, procedures, policies or regulations of networks connected to the Service
- Intentionally or unintentionally violate any applicable local, state, federal or international law, or any regulations having the force of law
- "Stalk" or otherwise harass another; or collect or store, or attempt to collect or store, personal data about third parties without their knowledge or consent
- Resell access to or service on the Wi-Fi System without Kline Galland's authorization
- Use the Wi-Fi System for high volume data transfers, especially sustained high volume data transfers, hosting a web server, IRC server, or any other server

You understand and agree that this facility may disclose your communications and activities using the Wi-Fi System in response to lawful requests by governmental authorities, including Patriot Act requests, and judicial orders.

Anyone who believes that there has been a violation of this AUP is requested to report the alleged violation to our Corporate Compliance Officer at 206-725-8800.

If available, please provide the following information:

- the IP address used to commit the alleged violation
- the date and time of the alleged violation, including the time zone
- evidence of the alleged violation; and
- your contact details including full name, email address and telephone number

When reporting an issue regarding unsolicited email please provide a copy of the email messages with full headers which typically provides all of the above data. Other situations may require different methods of providing the necessary information.

Termination

You agree that Kline Galland may terminate this Agreement and cancel your access to the Wi-Fi System at any time, without notice and for any reason including, but not limited to, violation of any of the terms and conditions of this Agreement, security or safety reasons, and/or using the Wi-Fi System to perform any illegal activity. You further agree that in the event of termination for any reason, this facility shall have no liability whatsoever to you.

Notice of Problems or Complaints

If you experience a problem accessing or using the Wi-Fi System, please contact our Administrator.

Modifications

These Wi-Fi Terms and Conditions shall not be modified without a writing executed by each of the parties.

ACKNOWLEDGMENT

By my signature below, I hereby acknowledge receipt of and my agreement to abide by this WI-FI TERMS AND CONDITIONS OF USE AGREEMENT:

Resident name_____

Signature_____

Date_____

APPENDIX C: CONTACT INFORMATION

Required Contact Information (pursuant to 42 CFR 483.10):

Federal Contacts:

US Department of Health and Human Services Office for Civil Rights.

<http://www.hhs.gov/ocr>

Centers for Medicare and Medicaid Services

<http://www.cms.hhs.gov>

Kline Galland Home Administrator:

Liliya Babadzhanova, Administrator
Kline Galland Home
7500 Seward Park Avenue S.
Seattle, WA 98118
206-725-8800
email: liliyab@klinegalland.org

Washington State Contacts:

Washington State Medicaid Fraud Control Unit

PO Box 40114
Olympia, WA 98504
1-360-586-888

Washington Department of Social and Health Services

Medicaid Helpline	1-800-562-3022
Report abuse or neglect of a vulnerable adult	1-866-363-4276
Long term care services	1-360-725-2300; fax 1-360-438-7903
Making a public records request	1-360-902-8484

Washington Aging and Adult Services Administration	1-800-422-3263
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Washington State Ombudsman's Office	1-800-562-6028
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Washington Nursing Home Survey Agency

The Federal agency that has oversight for state certification of long term care facilities is the [Center for Medicare and Medicaid Services](#) (CMS). The state agency (SA) responsible for licensing and oversight is the Department of Social and Health Services (DSHS), Aging and Long-Term Support Administration (AL TSA), Residential Care Services (RCS) Division. Federal law requires DSHS to conduct an unannounced full health survey or inspection at least every 15 months.

<p>Contact Information:</p> <p>US Mail: PO Box 45600 Olympia, WA 98504-5600 Physical Address/Fed Ex/UPS: 4450 10th Avenue SE Blake West Lacey, WA 98503 Main Phone: (360) 725-2400 Fax: (360) 438-7903</p>	<p>Director: Candace Goehring 360-725-2401</p> <p>Administrative Assistant: Trish Harmon (360) 725-2402</p>
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King County Resources

Area Agency on Aging

A free information and referral service for adults 60 and over and for family and friends helping care for the older adult

Aging and Disability Services (ADS)

700 5th Ave. Suite 5100

PO BOX 34215

Seattle 98104

Website: <http://www.agingkingcounty.org>

Phone: 206-684-0660

Adult Protective Services

Contact Adult Protective Services if you suspect a vulnerable adult living in his/her own home is being harmed or exploited.

Phone: 1-866-221-4909

TTY: 1-800-977-5456

Fax: 206-626-5705

King County Caregiver Support Network

The Caregiver Support Network provides help and resources for those who provide unpaid care to a senior adult or an adult with a disability.

Sound Generations (formerly Senior Services of Seattle – King County)

Lillian Rice Building

2208 Second Avenue, Suite 100

Seattle WA 98121-2055

206.448.5757

Fax: 206.448.5766

info@SoundGenerations.org

Caregiver Network – Pathways Information and Assistance Program

206.448.3110

Toll Free: 1.888.4ELDERS (1.888.435.3377)

TTY: WA Relay 7-1-1

caregiver@soundgenerations.org

Home & Community Services

Your local HCS staff are experts on the services and support available for adults between the ages of 18 and 59

King County HCS

1737 Airport Way S Suite 130 & P. O. Box 24847

Seattle 98134

Phone: 206-341-7750

Alt. Phone: 1-800-346-9257

TTY: 1-800-833-6384

Long Term Care Ombudsman

The Long-Term Care Ombudsman is a trusted resource in mediating complaints or concerns you may have about anyone living in an adult care facility (e.g. adult family home, Assisted Living Facility, nursing home).

Multi-Service Center

PO Box 23699

Seattle 98093

Email address: **kcltcop@multi-servicecenter.com**

Phone: 206-623-0816

Residential Care Services

RCS has responsibility for licensing, certification and oversight of long-term care facilities/homes in Washington State.

20425 72nd Ave S, Suite 400

Kent, WA 98032

Phone: (253) 234-6000

Fax: (253) 395-5071

Senior Information & Assistance (I&A)

Contact the Pathways Information and Assistance Program at Sound Generations anytime you have a question or concern about getting help for an adult 60 or older or for anyone providing unpaid care for that adult.

206.448.3110

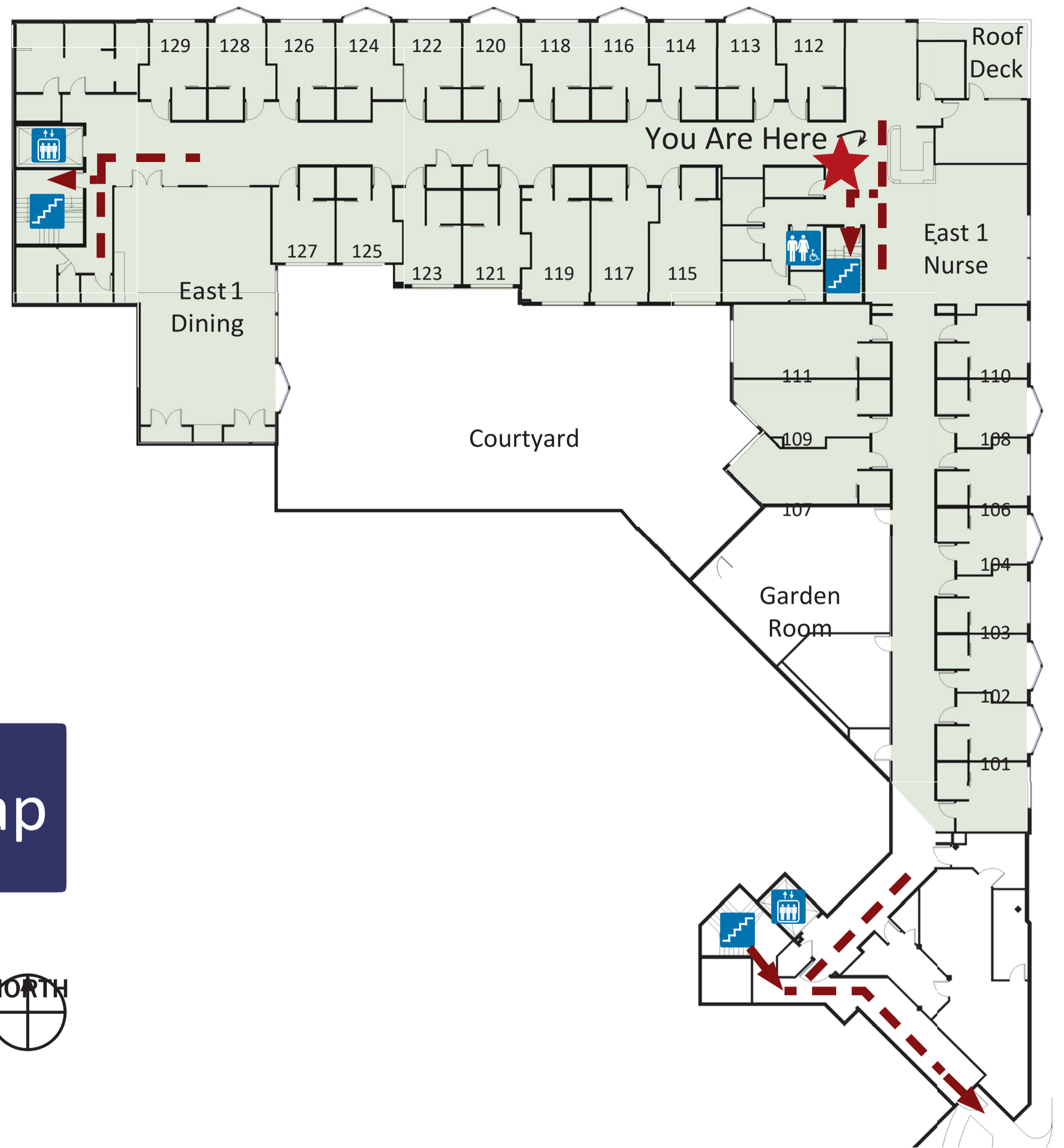
888.435.3377

TTY: WA Relay 7-1-1

Interpreter services are available

info@soundgenerations.org

East 1 (Transitional Care Unit)



Emergency Evacuation Map Level 1

★ You Are Here

➔ Exit

 Elevator

 Unisex



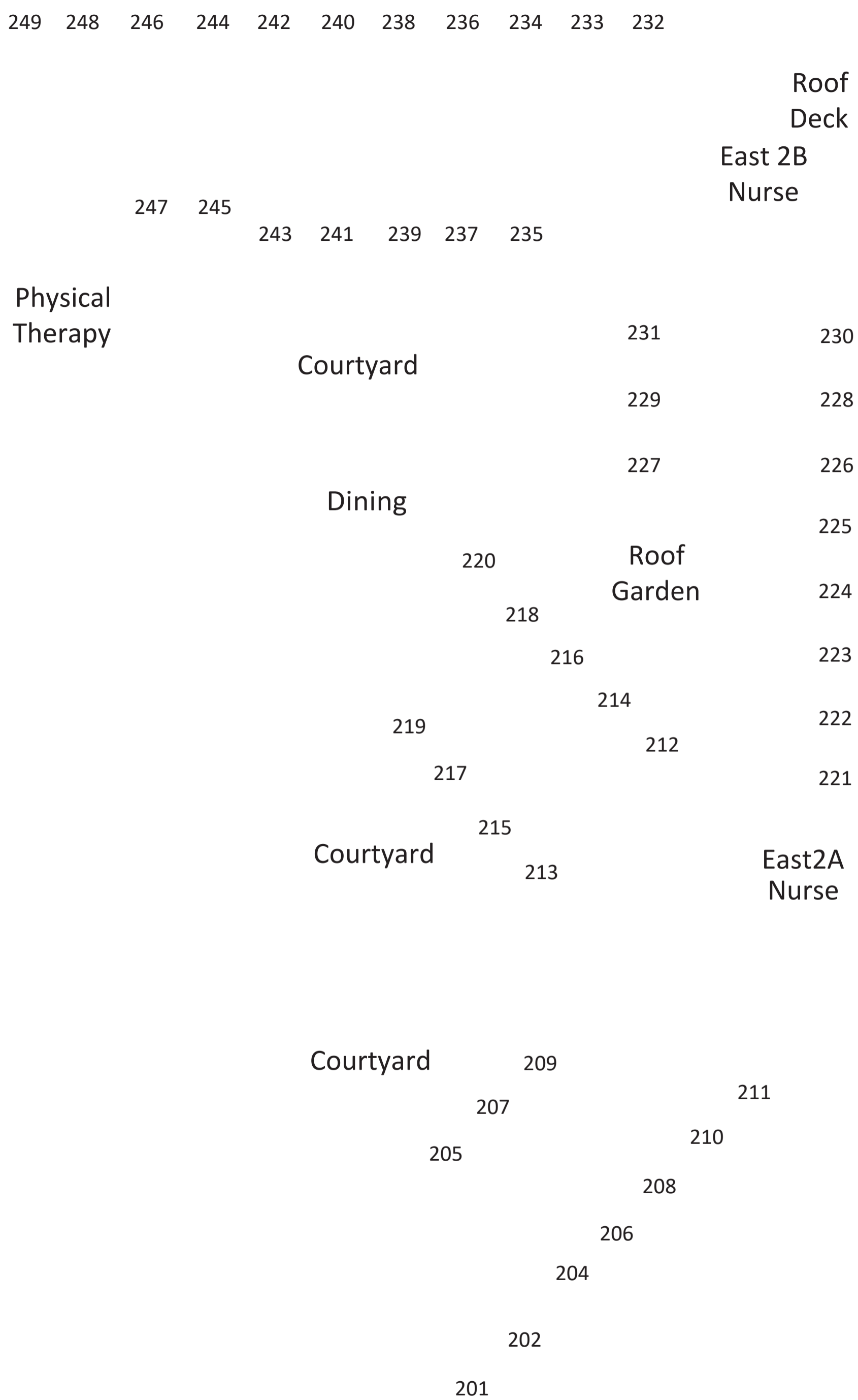


Stairs





Unisex

East 2B (Transitional Care Unit)

You Are Here



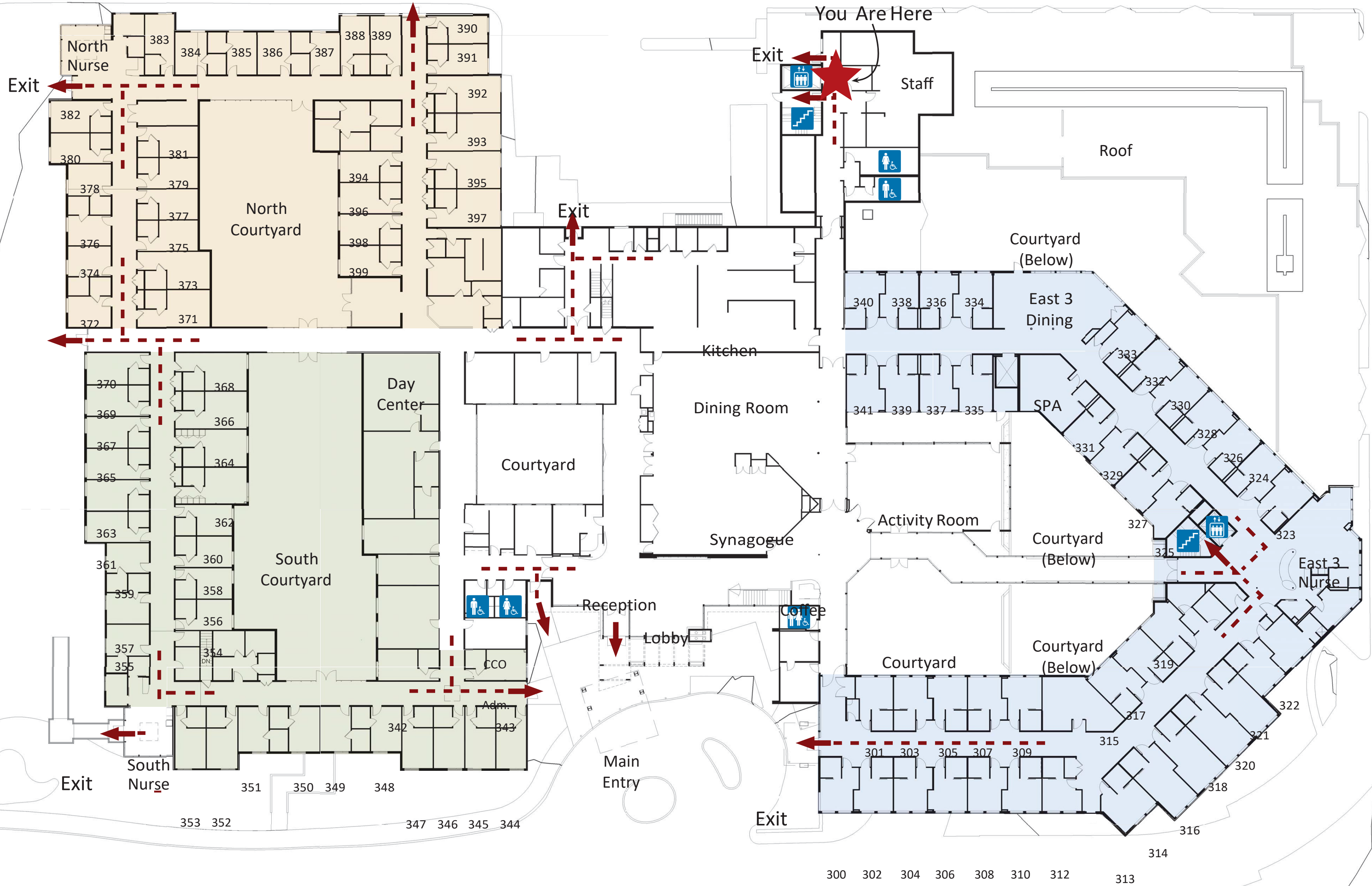
Emergency Evacuation Map Level 2

-  You Are Here
-  Exit
-  Elevator
-  Stairs



Up to Lobby

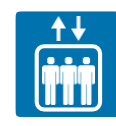




Drive Way

Emergency Evacuation Map

★ You Are Here



Elevator Stairs

Women

Unisex



Restroo

m Men

Restroo

m

APPENDIX E: NON-DISCRIMINATION NOTICE/LANGUAGE ASSISTANCE

Our commitment is to provide care and services that are accessible to all and free from discrimination. We invite you to review our Non-Discrimination Statement, below. We also provide information on Language Assistance for individuals not proficient in English. If at any time you feel our actions have not lived up to our Non-Discrimination Statement, we invite you to take advantage of our Grievance and Complaint procedures, detailed in Section IV of this Family Guide.

Non-Discrimination Statement

Kline Galland Home complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnic group, color, creed, sex, gender identity, religion, national origin, familial status, age, disability, diagnosis, sexual orientation, same-sex marriage, language or any other legally protected characteristic. Nor will we exclude people or treat them differently because of race, ethnic group, color, creed, sex, gender identity, religion, national origin, familial status, age, disability, diagnosis, sexual orientation, same-sex marriage, language or any other legally protected characteristic.

As part of this commitment:

We provide free aids and services to people with disabilities to communicate effectively with us. For example, this includes:

Qualified sign language interpreters, and
Written information in other formats, such as large print, audio, and online.

We provide access to free language services to people whose primary language is not English, such as:

Qualified interpreters, and
Information written in other languages.

If you need any of these services, you may contact our Non-Discrimination Coordinator at the address below, or **call our language and communication resource line at 1-855-797-9952.**

Liliya Babadzhanova, Administrator
Kline Galland Home
7500 Seward Park Avenue S.
Seattle, WA 98118
206-725-8800
email: liliyab@klinegalland.org

Please tell us what language assistance or materials you need, the language you need help in, and your name and telephone number. We will arrange for our translation service to contact you.

Filing a Discrimination Complaint

If you believe that we have not provided these services or that we have discriminated in any other way on the basis of race, color, national origin, age, disability or sex, you may file a grievance with our Non-Discrimination Coordinator, at the address above. Please see our Grievance and Complaint procedures in Section IV of this Family Guide. You may file a complaint in person, by mail, fax, or email. If you need help filing a complaint, our Non-Discrimination Coordinator will be glad to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone directed to:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F
HHH Building, Washington, DC 20201
1-800-868-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Assistance

The following are published here pursuant to Section 1557 of the Affordable Care Act and implementing regulations, 45 CFR 92.8(d)(1)

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-797-9952.

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-797-9952.

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite . 1-855-797-9952.

Lao

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-855-797-9952.

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-855-797-9952.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-797-9952.

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-855-797-9952.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-797-9952.

Arabic

لك ب اللغة العربية. ان صل ب رقم ملحوظة: إذا كنت تحدث انك ر اللغة، ن إن خدمات المساعدة اللغوية ن نوان ر 1-855-797-9952. مقر. 1-

Tagalog – Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa . 1-855-797-9952.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните . 1-855-797-9952.

Indonesian

PERHATIAN: Jika Anda berbicara dalam Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis. Hubungi 1-855-797-9952.

Samoan

MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 1-855-797-9952.

Ukrainian

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-855-797-9952.

Diné Bizaad (Navajo)

D77 baa ak0 n7n7zin: D77 saad bee y1nt7[t7 go Din4 Bizaad, saad bee 1k1'1nida'1wo'd66', t'11 jiik'eh, 47 n1 h0l=, koj8' h0d77lnih 1-855-797-9952.