

Idaho Division of Veterans Services
Idaho State Veterans Home-Boise
Residential/ Domiciliary Care Handbook



"Caring for America's Heroes"

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WELCOME!

The Idaho Division of Veterans Services and the Idaho Veterans Affairs Commission welcome you to the Idaho State Veterans Home- Boise. We hope you find your stay here comfortable and enjoyable.

Specific rules and policies have been established by the Idaho Division of Veterans Services and the Idaho State Veterans Home- Boise to operate the Idaho State Veterans Home- Boise in a manner that will provide a desirable living environment. Each resident is expected to comply with these rules and policies and conduct him/herself in a manner that is not offensive to others.

This handbook is designed to help you understand the Idaho State Veterans Home- Boise. The handbook contains the policies and rules applicable to residents and describes the services available to residents. These descriptions are provided for the convenience of residents. In the event of any inconsistencies between the handbook and the rules or policies, the applicable rule or policy prevails over the descriptions in this handbook.

You are invited to discuss concerns you may have about the Idaho State Veterans Home- Boise and its operations with the Home Administrator or Home staff. We hope your stay with us is a pleasant experience.

Description of the Idaho State Veterans Home - Boise

The Idaho State Veterans Home- Boise (the "Home"), dedicated in November of 1966 is situated on a sprawling tree-lined campus at the base of the beautiful Boise foothills and is just a few miles from the heart of downtown Boise. The Home is on a bus route of Boise Urban Stages and is within easy walking distance of the VA Medical Center.

The facility offers a 36-bed residential/ domiciliary care unit as well as 122 skilled nursing beds including a 17-bed special care unit for veterans with Alzheimer's disease or related conditions.

Mission Statement

We are dedicated to serving Idaho's veterans and their families by providing superior advocacy, excellent assistance with benefits and education, high-quality long-term care, and respectful interment services in a dignified final resting place.

Vision Statement

The Idaho State Veterans Home is "Caring for America's Heroes". The goal of the Idaho State Veterans Home is to assist residents in attaining or maintaining their highest level of independence within the least restrictive environment. The Idaho State Veterans Home is dedicated to transitioning residents to independent living in the community whenever possible.

Admission to Residential/Domiciliary Care

Eligibility Requirements

- A. Applicants must be a veteran of the United States military who:
 - a. Served on active duty
 - b. Was discharged or separated under honorable conditions; and
 - c. Served at least ninety (90) days of continuous active duty or was separated or discharged earlier than ninety (90) days under honorable conditions because of a service-connected disability.
- B. The applicant must be a bona fide resident of the state of Idaho at the time of admission to the Home.
- C. The applicant must be unable to earn a living and have no adequate means of support due to wounds, old age, physical or mental disability.
- D. If the applicant's income from all sources exceeds the financial requirement for self-maintenance, admission may be denied, unless the Home Administrator waives his/her financial status. The veteran, by his/her application, grants permission to the Home Administrator or the Idaho Veterans Affairs Commission to investigate and receive all records (medical, financial and otherwise) from any person, institution and federal or state agency, which have a bearing on determination of eligibility for admission. A maintenance charge to each member is made in accordance with Idaho Code section 66-907 in most cases where residents have available resources.

In addition to the requirements of military service each candidate for admission to:

Idaho State Veterans Home- Boise Residential Care may receive minimal assistance in performing the following:

1. Making his/her bed daily
2. Maintaining his/her room in a neat and orderly manner at all times
3. Keeping clothing clean through proper laundering
4. Observing cleanliness in person, dress and living habits
5. Dressing him/herself
6. Bathing or showering frequently
7. Shaving daily or keeping mustache or beard neatly groomed
8. Proceeding to and returning from the dining room and feeding self
9. Securing medical attention on an ambulatory basis and managing medications
10. Maintaining voluntary control over body eliminations or control by use of appropriate prosthesis
11. Making rational decisions as to his/her desires to remain or leave the Home.

Idaho State Veterans Home-Boise Domiciliary must be capable of performing at the time of admission, and for the duration of his/her residency, all of the following without assistance:

1. Making his/her bed daily
2. Maintaining his/her room in a neat and orderly manner at all times.

3. Keeping clothing clean through proper laundering
4. Observing cleanliness in person, dress and living habits
5. Dressing him/herself
6. Bathing or showering frequently
7. Shaving daily or keeping mustache or beard neatly groomed
8. Proceeding to and returning from the dining room and feeding him/herself
9. Securing medical attention on an ambulatory basis and managing medications
10. Maintaining voluntary control over body eliminations or control by the use of an appropriate prosthesis
11. Making rational and competent decisions as to his/her desire to remain or leave the Home.

Resident Room Assignments

The Idaho State Veterans Home- Boise assigns residents to rooms based upon considerations such as the extent of the resident's disability, age, likes and dislikes of the resident, the level of care received and the availability of rooms. The majority of the resident's rooms are semi-private and share toilet facilities with the adjoining room. Private rooms are located nearer the nursing station. Residents are encouraged to decorate their rooms with personal items to make it as homelike as possible. Storage space for clothing and other personal items is provided in each room. Permission to add or remove furnishings must be granted by the Home Administrator or his/her designee. Families are encouraged to take excess personal items and larger items such as suitcases with them as storage is limited.

A room assignment need not be permanent, and every effort will be made to make the arrangements satisfactory. Residents may request room reassignments by contacting social services. Room reassignments will be made on a case-by-case basis.

All residents who are physically able are required to make their beds daily and assist in cleaning and maintaining their rooms in a neat and orderly manner. Cleanliness in living habits will be observed. Resident rooms are cleaned by housekeeping services contracted to clean the facility. A resident must leave his/her room during the time the room is being cleaned.

Weekly or periodic room inspections may occur at the discretion of the Home Administrator or his/her designee in order to monitor uniform compliance with Home rules.

Services Available to Residential/Domiciliary Care Residents

Medical and Nursing Services

Limited medical/nursing services are available to Residential/ Domiciliary Care residents. The services provided by the medical staff include, but are not limited to, patient health education, medication management and education, and personal hygiene.

Social Services

Social workers are available to assist residents and applicants with admission and discharge planning. They provide individual and family counseling and advocate for resident's non-medical problems.

The social service department is dedicated to assisting residents and their family members in dealing with the multitude of details related to their stay. Each resident has a social worker to assist him/her to obtain and maintain the highest practical level of function. Being accessible to promote the highest level of communication is the key to quality care. Please do not hesitate to contact the Home's social service staff.

Religious Services

The Chaplain is available upon request to all resident and/or their families and visitors. Office hours are posted outside of the chapel. The Chaplain is also available whenever an emergency exists. In an emergency, the Home's nursing and social service staff will assist in contacting the Chaplain. The Chaplain provides pastoral counseling, Bible study, and assistance with funeral arrangements. The Chaplain holds weekly Protestant services while local congregations provide Catholic and LDS services. Residents are encouraged to attend any and all religious activities that are of interest. Please feel free to contact the Chaplain about any concerns including arranging for specific church services.

Veterans Service Officers

The Office of Veterans Advocacy (OVA), a part of the Idaho Division of Veterans Services, provides assistance with problems or questions related to veterans' benefits. Their office is located at 444 W. Fort Street in Boise and they can be reached by phone at 780-1380. Business hours are 7:30am to 4:30pm Monday through Friday.

For convenience, a Veterans Service Officer has regular office hours at the Home. To make an appointment, please call 780-1398 and ask for the Service Officer. You may also contact a staff member from social services or nursing to assist in scheduling this meeting.

Food Services

The dining room offers an array of tasty and healthy food. Menus are varied and change with each season and are posted throughout the facility. It is preferable that tableware such as silverware, cups and bowls, salt and pepper, sugar and so forth remain in the dining area; however, residents may take fresh fruit or packaged items such as potato chips or dry cereal with them to be eaten later. We do ask that perishable food kept in their rooms is stored in a sealed container in the resident's room or refrigerator on the unit. Food must be properly labeled with the resident's name and date. Any beverage removed from the dining room must be covered by a lid to prevent spillage.

Dietary provides juice, milk, fruit, and sandwich making supplies on the unit in the pantry.

Family meals: one guest may eat with a resident once a month free of charge. There will be a \$2.00 per meal charge for any additional meals. Meal tickets may be purchased from the vending machine located near the elevators at the west side of the building. In all cases, residents or visitors should notify the dietary or nursing staff as early as possible of extra meals that are needed. This is especially important during the holiday season. Problems with the meal ticket machine should be directed to the business office.

Canteen

For the convenience of residents and staff, the Idaho Veterans Assistance League operates the Fort Boise Canteen. The canteen is located across from the business office near the front entrance. Confections, toiletries, and a variety of snack foods are available at reasonable prices. There are also vending machines in this area. It is required that all beverages in the facility, except those consumed in the canteen or dining room, have a cover to prevent spillage. The canteen is normally open from 9:00am to 4:00pm.

Activities and Recreation

Recreational and social activities are vital to residents' social, physical, and emotional wellbeing. By offering a variety of activities, the Home encourages residents to continue associating with groups, develop new interests or continue old ones and maintain physical fitness. To facilitate resident participation in activities, residents will be interviewed soon after admission to determine their recreational and activity preferences. A schedule of activities and events is posted on each unit. Fishing trips, holiday parties, musical events, field trips, barbecues, bingo, movies and out of facility meals are just a few of the activities available.

Recreational areas: There are two recreational areas for resident use on 2 East. These areas offer cribbage boards, card tables, and an assortment of paperback books and popular magazines for residents. They are furnished with comfortable sofas and chairs and are well lighted for reading.

Reading library: Daily newspapers, books and magazines are available in the library for resident enjoyment. Residents are encouraged to take only the book they are reading and return it when they are finished and before selecting another book.

Video Library: A video library with over 1200 movies are available for residents to use. A list of titles and instructions are posted in the reading library. The unit's recreational areas have a television and DVD and/or VHS player for watching movies.

Arts and Crafts: The activities department has leather kits; ceramics supplies and other arts and crafts items available for resident use in the Arts and Crafts room.

Televisions: Televisions are provided throughout the facility for resident use. Please be considerate in television viewing by allowing the majority present to choose programs. If a resident is watching a specific program, do not interrupt that program by changing the channel. When that program ends it becomes the decision of the majority present as to what to watch next.

Computers: Computers are available for resident use and are located in the activity room as well as on the 2 East unit. Residents must follow the Idaho Division of Veteran Services requirements for computer use. The Home may limit the times, lengths of use and the use of the internet, where available.

WIFI internet access: The Home offers free wireless internet access throughout the entire building for the convenience of residents, their families, and visitors. For assistance, please contact the social service or activities departments.

Telephones

A telephone will be provided to each resident in their room. The Idaho State Veterans Home also provides a cordless telephone on each nursing unit, at the nursing station. A resident may contact the nursing staff or his/her social worker if assistance is needed in placing a telephone call. In addition to the resident phone, family members may contact the nursing station by using the main switchboard number, (208) 780-1600, at any time. Please limit telephone calls to ten minutes to provide others with the use of the telephone.

Cable Television Services

Basic cable television services will be provided to each resident in their room. If a resident wishes to purchase expanded cable television through Cable One, he/she will be responsible for the cost of the upgrade as well as the month to month charge over and above the basic cable price. If a resident desires to change rooms, he/she will be responsible for any costs incurred in transferring the expanded cable services. If nursing staff believes it is in the resident's best interest to change

rooms, the Idaho State Veterans Home may be responsible for those costs. Cable One must perform all installations or other work on cable television.

If residents wish to have expanded cable brought into their room, Social Services are available to assist residents in arranging services.

Volume levels of televisions and radios will be turned down/off between the hours of 10 pm and 6:30 am in order not to disturb those residents who wish to sleep. The use of headphones is encouraged between 10 pm and 6:30 am.

Mail

An outgoing US Post Office mailbox is located in the front lobby of the Home. Residents may purchase stamps at the canteen. Incoming mail will be delivered to the residents' rooms on a regular basis.

The mailing address of the Idaho State Veterans Home is:

Idaho State Veterans Home- Boise
320 Collins Rd
Boise, ID 83702

Discharged residents should provide a forwarding address to the business office or social services.

Barber/ Beautician

Barber and beautician services are available to residents at the Home barbershop for a nominal charge. The scheduled hours of service are posted next to the shop.

Laundry Services

The Home launders linens, towels, and clothing for residents. Laundry service is provided free of charge. Staff will label residents' personal clothing with his/her name to help prevent loss, misplaced items, confusion, etc. If preferred, there is a washer and dryer available on the 2 East unit for residents that may choose to do their own laundry. When residents receive new clothing, please give the item to nursing staff so that it can be labeled and inventoried prior to being worn. If residents have items that need dry cleaning or special care, it is recommended that they be sent out at the resident's expense. The Idaho State Veterans Home- Boise is not responsible for any lost or damaged clothing.

Volunteer Services

Volunteer programs at the Home provide a variety of services as well as an opportunity for residents to serve as volunteers. Some of the services provided by volunteers include sponsoring card parties and bingo, operating the canteen, writing letters for, and visiting with residents and maintaining the library. The American Legion Auxiliary volunteers provide an annual Christmas

Gift Shop where residents may select, at no charge, gifts for family members. Many service organizations such as the DAV and VFW sponsor recreation programs prizes in the form of canteen coupons for our recreational programs including bingo and card parties. Canteen coupons may be used in the Fort Boise Canteen for anything except ceramic sale items. Volunteers also manage the clothing room which is stocked with good used clothing available for resident clothing needs. The clothing room is open upon request. VFW haircut coupons are available on request. The Ladies Auxiliary and the Fleet Reserve Association provides birthday cakes for every veteran resident. Sewing volunteers meet on the first Monday of each month in the activity room to repair clothing articles. The Home volunteers are dedicated to meeting the needs of Idaho's veterans and improving the world in which they live in. Residents who wish to volunteer or who have a need a volunteer can assist with should contact the Volunteers Service Coordinator.

Resident Council

Residents of the Home are invited to participate in the monthly Resident Council meetings. While the Home takes pride in providing the best possible care to our residents, we know there is always room for improvement. The Resident Council represents residents by assisting the Home with its resident complaint processes, communicating resident concerns to the Home, participating in the resolution of problems, and/or making suggestions. In addition, it provides management with an opportunity to explain administrative procedures and announce future plans and activities. Select Home staff (e.g. the Home Administrator and social service personnel) attends the meeting by the authorization and request of the Resident Council. Other staff may also be invited to attend from time to time.

Additionally, there is a suggestion box located in the main hallway. Residents, family members, visitors, volunteers, and staff are encouraged to offer suggestions on any subject that would assist us in providing better service to our veterans.

Security/Safety

For the safety and security of the residents, employees and visitors, the Idaho State Veterans Home has the following security measures:

Security cameras have been installed in common areas and outside, but never in areas where privacy would normally be expected, in order to provide additional measures in the assurance that the Home is providing and maintaining a safe and secure environment for employees, visitors and the residents living in the Home. Recorded camera footage will only be used to investigate a concern or to learn more about an incident where the footage could assist in improving the quality of services the Home provides to residents, employees, and visitors.

Each resident is provided a locked drawer to keep money, medications (prescription and non-prescription) and valuables in order to minimize theft. If the resident has an excessive amount of money on hand, it should be taken to the business office to be deposited in the resident's resident trust account (see the financial section for description).

Weapons including, but not limited to, firearms, ammunition, straight razors, and knives with two (2) edged blades or blades longer than three (3) inches are not allowed. A walking cane or crutch could be considered a weapon and a person using one to strike another person will be charged with assault and should be prepared to take the consequences, regardless of the situation.

Residents shall not enter the maintenance shop, kitchen, laundry, and therapy kitchen or furnace room without permission. No resident, unless assigned to do such tasks, shall at any time interfere or tamper with heating or air conditioning systems, lights, televisions, refrigeration, appliances, plumbing or mechanical equipment at the Home. Residents are prohibited from using heating devices in their rooms or any unauthorized area. The use of electrical devices such as mini fridges must be certified by the Home's maintenance staff as being safe for use.

Marking or writing on walls of the building or damage to property (trees, shrubbery, grounds, etc.) is prohibited. Residents doing such will be counseled and shall be liable to the Home for damages.

Grievances and Lost or Missing Items

A resident, his/her representative, family member, visitor or advocate may file a verbal or written suggestion/grievance concerning treatment, abuse, neglect, harassment, medical care, behavior of other residents or staff members, missing property, etc., without fear of threat or reprisal in any form. All complaints concerning food, accommodations, ill treatment, neglect, or abusive language on the part of residents or complaints against the operation of the Home shall be made to the Home Administrator or his/her designee. The Home posts contact information for the regional Ombudsman, and others. Grievance forms and contacts are located on all units.

Financial Information

At admission, or any time after, the resident or resident's responsible party is given the option to place funds in the resident's account, making it available for the resident's use. Any funds in excess of \$50 will be deposited in an interest-bearing account (resident trust account) that is separate from any of the facility's operating accounts. All interest earned on the resident trust account will be credited to the account. Funds less than \$50 may not earn interest.

Residents will be provided with a quarterly statement of their resident trust account showing the activity in the account during the quarter. Residents may also request a statement of their account balance at any time.

Funds will be available to residents in the Business Office during normal business hours (Monday through Friday, 8:00am to 5:00pm, and at the nursing station before 8:00am after 5:00pm and all day on weekends and holidays.

Residents in the Home will not lend money to another resident. Residents of the Home must understand that the management will not assume any responsibility or take any actions to collect money loaned to another resident. Residents are not permitted to borrow money from employees. Employees are prohibited from purchasing, selling, or bartering with residents. Residents wishing to sell items are able to do so through the Canteen or organized sales through the Activity department.

All other financial information may be reference from the Residential/ Domiciliary Care Admission Agreement and Financial Statement of Understanding informational letters on pages 20 through 24.

Residential/Domiciliary Care Requirements

Resident Bill of Rights

It shall be the policy of the Idaho State Veterans Home- Boise Residential/ Domiciliary Care unit to guarantee the following rights to our residents:

1. The facility will maintain complete resident records with the following information: current negotiated service agreement, physician's orders, written acknowledgement that the resident has received a copy of his/her rights, record of personal property and funds including copies of receipts, information about specific health problems, name, address and telephone numbers of individuals to be reached in the case of an emergency, other health related emergency or pertinent information, and current admission agreement. Residents shall be provided reasonable access to their medical records upon request.

2. Residents are allowed privacy with regard to accommodations, medical and other treatments; written and telephone conversations; personal mail and meetings with visitors and residents groups.
3. Residents have the right to humane care and humane environment, i.e. diet consistent with religious and health related restrictions, right to refuse restricted diets, and safe and sanitary living environment.
4. Residents will be treated with consideration, respect, and dignity and in a courteous manner by staff. Response to requests will occur within a reasonable amount of time.
5. Each resident shall have the right to be free of unwarranted use of behavioral management programs and chemical or physical restraints.
6. The qualified resident may participate in a habitation/training program.
7. The resident shall participate in the development of the negotiated service agreement. If available, alternate course of care will be discussed with the resident and/or legal guardian.
8. Residents are allowed to retain and use personal clothing and belongings, determine their own dress and hairstyle (in accordance with the Home's rules) and be provided with a separate storage area in their own living area with at least one locked cabinet or drawer.
9. Upon written authorization of the resident, the facility that manages and accounts for personal funds for a resident must deposit any amount of a resident's personal funds in excess of fifty (\$50) dollars in an interest bearing account (resident trust account), assure a full and complete separate accounting of each resident's personal funds (written record of all transactions), provide reasonable access for the resident, and upon the death of a resident, the account must promptly convey the funds to the individual administering the resident's estate.
10. The facility must permit immediate access to the resident by a representative of the state Ombudsman, Co-Ad or Idaho Alliance for Mental Illness, the resident's physician, relative or visitor and provide reasonable access by any individual that provides health, social, legal or other services. This access is dependent upon the resident's right to deny or withdraw consent at any time.
11. Advocates and representatives of community legal service programs shall have access to the facility at reasonable times to visit residents for the purpose of assisting, advising, and representing residents so as to extend to them the full enjoyment of their rights. Representatives will be allowed to communicate privately and without restrictions with any consenting resident and observe all common areas of the facility.

12. A copy of all pertinent advocacy groups shall be conspicuously posted in the facility at all times.
13. Information and resident records are kept confidential.
14. Residents are free from mental, physical, or sexual abuse, neglect, corporal punishment, involuntary seclusion and any physical or chemical restraints imposed for the purpose of discipline or convenience.
15. Each resident shall have the right to practice the religion of his choice or to abstain from religious practices. Residents shall also be free from the imposition of the religious practices of others.
16. Residents have the right to control his/her receipt of health care related services including but not limited to a physician, dentist, and pharmacy. The right to confidentiality and privacy concerning the resident's medical and dental condition or treatment will be maintained.
17. Residents are encouraged to voice any grievances without discrimination or reprisal for voicing such grievances with the right to prompt efforts by the facility to resolve all grievances.
18. Residents have the right to organize and participate in resident groups in the facility and have the right of the resident's family to meet in the facility with families of other residents in the facility.
19. Residents are allowed to participate in social, religious and community activities.
20. Upon reasonable request, the resident has the right to examine the results of the most recent survey of the facility and the plan of correction by the facility.
21. For other than emergency situations, residents will be given 15 days written notice prior to discharge or transfer date.
22. The resident has the right to review a list of other residential/ domiciliary care facilities.
23. As a citizen, each resident has the right to be encouraged and assisted in maintaining the right to be informed and to vote.
24. Residents have the right to be informed in writing of the formulation of an advanced directive to include applicable state law. Each resident shall have any other right established by the Idaho Division of Veterans Services.

25. Residents will be informed verbally and in writing at the time of admission to the facility and during periodic review of his/her legal rights during his/her stay at the facility. A written statement of rights, including updated changes, will be available to residents upon request.
26. The written description of legal rights in Section 427 of the Rules for Residential or Assisted Living Facilities shall include a description of the protection of personal funds and a statement that a resident may file a complaint with the licensing agency inspecting resident abuse and neglect and misappropriation of resident property in the facility.
27. In accordance with section 250 for the Rules for Licensed Residential or Assisted Living Facilities, a copy of the list of resident's rights shall be conspicuously posted in the facility at all times.
28. The residents of a residential/domiciliary care facility over fifteen (15) beds shall be assisted by administration in establishing and maintaining a Residential/Domiciliary Care Council.
29. Residents shall not be required to receive routine care of a personal nature from a member of the opposite sex.
30. Residents have the right to appeal. This appeal must be written and addressed to the Home social worker within three (3) days of receipt of a notice. If the appeal is not resolved at that level, the resident must attempt to resolve issues through the Home Administrator and through the Division Administrator. If the issue remains unresolved, the resident may request a hearing with the Idaho Veterans Affairs Commission.

Reasonable Suspicion of a Crime against a Resident Nursing Procedure

Attached hereto this handbook as Reasonable Suspicion of a Crime Against a Resident, and by this reference incorporated herein.

Passes and Leave Guidelines

Residents are encouraged to utilize passes in order to enjoy the many things Boise has to offer.

Residents wishing to leave for the day must sign out at the 2 east nursing station and return before midnight. Any return after midnight will be considered an unauthorized leave.

Residents may also take up to a 96-hour pass by completing a leave/pass form from the 2 east nursing station and forward to social services for processing. Residents will be required to check in/out with nursing personnel and initial the leave/pass form upon leaving and returning. The leave/pass form will be used as the official time on census and will determine whether a resident

has been gone more than 96 hours. Passes for 96 hours or less, a resident is considered present in the Home for the purpose of claiming the VA per diem. Absences which are not interrupted by at least 24 hours of continuous residency in the Home are considered as one continuous period of absence.

For leaves of absence/ pass of more than 96 hours or hospitalization over ten (10) consecutive days, a resident will be charged the current VA per diem rate from the first day of his/her absence in addition to the normal monthly charge, unless waived by the Home Administrator or his/her designee. There will be no reduction in charges for leaves of absence or hospitalization

Residents on monitored medications must make arrangements with the unit nurse prior to leaving.

Requests for leave extensions must be made during normal working hours to social services. Normally leave extensions via telephone are not granted unless a bona fide emergency exists. Resident on monitored medications will not be granted extensions via telephone and must return to the Home to continue their medication program.

Unauthorized absences are prohibited. No more than three (3) unauthorized absences may be accumulated in a thirty (30) day period. If more than three (3) unauthorized absences are accumulated, the resident will be discharged for a period of thirty (30) days. Any resident that exceeds twelve (12) unauthorized absences in one (1) year will be discharge for a period of up to one (1) year. Resident discharged pursuant to this rule must reapply for admission and are subject to the same restrictions and conditions of other applicants.

Guest Visitation Policy

Visitors are welcome and encouraged at the Home. For the safety of residents and visitors, all visitors must wear a visitors' badge and sign the visitors log at the concierge desk at the front entrance upon arrival and departure.

Residents should make every reasonable effort to ensure that the resident and his/her visitor do not disturb other residents during visits. The canteen and common areas around the nursing station are available for meeting with visitors. In addition, residents may use their rooms to meet with visitors if the meeting does not disturb the resident's roommate.

While the Home has no scheduled visiting hours, it is recommended that visiting hours are between 10:00am and 8:00pm; however, guests, in particular family and clergy, will be accommodated at any time. Residents may not have overnight visitors unless prior authorization is received from the ISVH-B Home Administrator or his/her designee. If privacy is needed during any visit, please contact nursing or social services.

Pet Visitation Policy

Although residents are not allowed to have personal pets living in the facility, relatives and friends of residents are encouraged to bring a pet into visit residents through the Home's pet visitation program.

Through this program, current pet vaccination records must be provided to the facility activities department prior to visitation, and all animals must be kept on a leash and under the control of the trainer at all times.

In addition, the presence of pets shall not interfere with the health and right of other individuals (i.e. noise, odor, allergies, and interference with the free movement of individuals about the facility). Pets will not be allowed in food preparation or storage areas or any other area if their presence would pose a significant risk to residents, staff, and visitors. More specifically, animals are not allowed in the kitchen, dining room and canteen areas.

Service Animals

In areas that are not used for food preparation, certified "service animals" that are controlled by a disabled employee or person may be allowed in the guest sitting/standing areas (i.e. dining room and canteen) as long as a health or safety hazard will not result from the presence or activities of a "service animal". Any questions or concerns related to this policy should be addressed with social services.

Resident Fire, Safety and Emergency Procedures

The Idaho State Veterans Home- Boise is specially equipped for resident safety. It features modern equipment, including automatic fire doors, fire location indicator and sprinkler systems. There are exits at the ends of each nursing care unit. Quarterly fire drills are conducted, and the employees are well trained to ensure resident safety.

Residents must comply with staff directives regarding emergencies and safety requirements. Emergencies include fire alarms and orders to evacuate the Home. Safety requirements include prohibition on the use of heaters or cooking equipment in resident rooms. Residents must follow established fire and emergency procedures.

Combustible/Flammable Materials Policy

Residents are prohibited from storing combustible or flammable materials on the Idaho State Veterans Home- Boise grounds. Combustible or flammable materials include, but are not limited to, the following items: gasoline, any type of paint or thinner, pressurized aerosol cans containing flammable substances, or any other product where the original container warns that the contents are flammable or explosive. If you have any questions as to whether or not a product is combustible or flammable, check with the Maintenance Operations Supervisor.

Appliances and Extension Cords

Due to fire and safety concerns, appliances that have motors or produce heat must not be used in resident rooms unless prior approval is received in written form from the Home Administrator. Extension cords are not allowed. Power strips with circuit breakers must be 3-wire, UL-approved models inspected by the Maintenance Operations Supervisor prior to use.

Smoking Policy

Due to fire and safety considerations, smoking, including e-cigarettes, is restricted to the designated smoking areas outside the facility. The designated smoking areas are on the 1 west and 2 west patios and in the courtyard at the back of the facility by 1 east. Additionally, for resident comfort, there is an enclosed smoking shelter located at the back of the building equipped with tables, chairs, and ashtrays. **Absolutely no smoking** is allowed in the residents' rooms or in toilet facilities. Some residents will be allowed to smoke only with supervision. Please do not give cigarettes, matches, or lighters to other residents. Resident should take care not to smash cigarette butts on the ground or in planters. Every smoking area is equipped with ashtrays or other disposal containers for cigarette butts.

Advanced Directive Information

It is the policy of the Home to inform and provide written information concerning the right to accept or refuse medical or surgical treatment and, at the individual's option, formulate an advance directive. Resident's will not be discriminated against nor will the provision of care be conditioned on whether or not an advance directive has been executed.

Written information explaining advance directives and resident rights under Idaho State law to make decisions concerning medical care, including the right to accept or refuse medical or surgical treatment, and the right to formulate advance directives is available to residents. Please contact social services should you desire any assistance or additional information about advance directives and the right to accept or refuse medical or surgical treatment.

Notice of Privacy Practices

Attached hereto this handbook as Notice of Privacy Practices and by this reference incorporated herein. This Notice describes how protected health information about residents may be used and disclosed, as well as how residents can obtain access to their medical information. Please review it carefully.

Resident Transfer and Discharge

A resident of the Idaho State Veterans Home- Boise may be involuntarily discharged when they no longer require or exceeds the level of care provided in the Residential/ Domiciliary Care unit or cease to pay the maintenance charge or a bed hold charge applicable to an absence. All involuntary discharges must be approved by the Home Administrator or his/her designee. Per IDAPA regulation 21.01.01.980.03a notification deadlines for discharge notices for Domiciliary Care must be sent to the resident three (3) days prior to the intended effective date of the action and 21.01.01.980.04a notification deadlines for discharge notices to Residential Care must be sent to the resident fifteen (15) prior to the intended effective date of the action. In emergency conditions, a resident may be transferred without the fifteen (15) day notice to protect themselves or others from harm.

Discharge planning services will be offered on all discharges and are available through the Home's social service department. If such services are refused, the resident and/or family or another responsible party becomes responsible for the discharge plans of the individual resident.

Per Idaho State rule, a resident must be unable to earn a living and have no adequate means of support. The function of the Residential/ Domiciliary Care unit is to prepare the resident to function at or maintain his/her highest level of independence, which may include returning to live in the community. Once a resident has secured employment, the resident is encouraged to use the income to seek housing and/or prepare for a return to the community. To make this possible a resident may maintain residency at the Home for a period of thirty (30) days from his/her first employment date. No maintenance charge based on the newly acquired wages will be imposed.

If the Home Administrator determines that one or more of the following is present or has occurred, the resident may be discharged or transferred from the Home:

Removal of any state property or concealing state property is strictly prohibited and will subject the violator not only to discharge but also prosecution. Any resident caught stealing from another resident will be discharged immediately. Civil prosecution will be supported by the Home.

Profanity and vulgarity are forbidden on the Home grounds. Quarrels and dissention among residents or persistent grumbling or faultfinding will subject offenders to such disciplinary action as deemed necessary by the Home Administrator. If any resident of the Home becomes abusive or violent towards other residents or staff, disturbs the peace and quiet of other residents, or is guilty of any other improper conduct may be subject to discharge from the Home.

Any resident possessing wine, beer, liquor, any controlled substance (unless prescribed by their physician) or a lethal weapon of any kind is subject to immediate discharge. Alcoholic beverages will be confiscated. No excuse will be accepted for violation of this rule. Police will be informed when a controlled substance is found.

Any resident guilty of gross immorality, conviction of any felony, violation of the laws of the State of Idaho, or who persistently violate the rules and regulations of the Home will be discharged.

Any resident being involuntarily discharged will be provided a letter of discharge which will state the reason for discharge, the effective date of discharge, the procedures for possible resolution to the problem and the procedure for and right to request a hearing with the Idaho Veterans Affairs Commission at their next scheduled meeting.

Upon discharge from the Home all personal property and money, less any amounts owed to the facility, will be returned to the resident. If a resident is discharged or leaves the facility on his/her own, personal property should be removed within thirty (30) days. No personal items will be placed in long term storage.

Resident automobiles

Residents who own or drive automobiles onto the Idaho State Veterans Home- Boise grounds are required to possess a valid driver's license and current vehicle registration. They are also required

to carry public liability and property damage car insurance. A photocopy of the driver's license and insurance policy must be turned in to the Home's maintenance office. Car repairs are not permitted on facility grounds.

Personal Appearance and Dress Code Policy

Personal appearance and cleanliness

Residents are expected to carry out activities of personal hygiene considered a common courtesy to others. Activities of daily living include:

- Frequent showers or bathing
- Daily oral hygiene
- Daily shaving (unless contraindicated by physician). Beards and mustaches must be neatly trimmed and clean.
- Frequent washing of hair. There are no restrictions of resident's hair in terms of style or length as long as it is kept neat and clean.
- Keeping fingernails and toenails closely trimmed
- Frequent changing of clothing to preclude offensive odors.

Dress Code

Residents utilizing the Home's common areas (canteen, dining room, recreation rooms, TV rooms, business office etc.) are expected to maintain the following standards of dress:

- Shorts (fingertip length) may be worn in the dining room. Tank tops are not allowed in the dining room, but may be worn in other common areas of the Home
- Residents must have house slippers or some type of footwear to use when ambulating about the facility. Socks and shoes must be worn in the dining room. Flip flop (thong) footwear is not allowed in the dining room but may be worn in other common areas of the Home.
- Shower shoes are strongly encouraged when using the communal shower rooms.
- Tee shirts designed as an undergarment to be worn under a shirt are not to be worn as an outer garment.
- Tee shirts designed as outerwear are permitted providing, they do not display an offensive slogan.
- Gym shorts and spandex (Lycra) athletic wear may only be worn in the common areas of the Residential/ Domiciliary Care unit.
- Clothing will be clean and in good repair
- Shirts in general will be buttoned and worn tucked inside the trousers unless the style is designed to be worn on the outside.
- The Home Administrator or his/her designee reserves the right to disapprove any questionable clothing before it can be worn in the common areas of the Home.

Violations of the above standards will not be tolerated. Those who choose not to adhere to these policies will be counseled as needed.

First offense: Social Services or RN Manager will counsel resident regarding the dress code policy

Second offense: Official reprimand from the Home Administrator

Third offense: Violators will be referred to the ISVH-B Home Administrator or his/her designee for evaluation and recommendation of appropriate action, which may include discharge from the facility for thirty (30) days or permanent discharge for repeated offenses.

Maintenance of Resident Rooms

Residents of the Home are encouraged to make their living areas as homelike as possible with personal items. However, due to close quarters and the number of residents who live here, the Home has established policies regarding how rooms are to be maintained. Policies will be enforced, and noncompliance will lead to disciplinary action.

In order to maintain an environment that promotes the expression of individual style yet conforms to the Home's rules, the following conditions must be met:

- Residents, with prior approval of the Home Administrator or his/her designee, may utilize furniture appropriate to the space.
- Tacks, nails, tape, staples, etc. must not be used except on the bulletin boards provided. If there are pictures or other items residents would like hung, maintenance staff should be contacted for assistance.
- To reduce fire hazards, newspaper, used paper/plastic products, mail leaflets, etc. must be disposed of daily.
- Housekeeping is not allowed to move resident's personal items due to the possibility of breakage. Items used to decorate rooms (statues, plants, etc.) must allow for movement of furniture they rest upon.
- Housekeeping must be able to move the furniture in order to mop and the surfaces must be clean enough to allow dusting. The Idaho State Veterans Home- Boise or contract staff is not liable for broken items.
- Items such as boxes, bags, laundry hampers, shoes, clothing, etc. are to be stored in appropriate areas such as closets or lockers. They are not to be stored on the floor, under the bed, on chairs, etc.
- All drawers and closet doors must be closed unless articles are being removed or put away. Medication drawers must be closed and locked at all times.
- Nothing is to be stored or displayed in inappropriate areas such as on over bed light fixtures, thermostat covers, around the sink, on chairs, on windowsills etc.

Due to limited room size, televisions, and other electronic equipment often present potential safety issues, as well as space concerns. Televisions and DVD/VCR players must be positioned along the same wall as the antenna/cable outlet. If residents would like their televisions connected to the Home's television system, maintenance staff must perform the installation.

All art supplies, craft items and other similar items will be stored within enclosed cabinets or drawers. If space allows, art/craft items may be stored in the craft room, after obtaining permission from the Activities Coordinator.

Residents are prohibited from storing flammable or combustible materials on facility grounds.

Rooms will be kept in a neat and orderly manner at all times.

Weekly or periodic room inspections may occur at the discretion of the Home Administrator or his/her designee in order to monitor uniform compliance with the Home's rules. If you have any questions, please contact social services.

Questions and Concerns

Questions and concerns regarding medical issues should first be brought to the Idaho State Veterans Home- Boise nursing staff. If these concerns are not fully addressed at this level, you may then speak to the Director of Nursing. Financial questions should be brought to the business office staff then the Business Office Manager. The Dietary Service Manager is available to address dietary questions. All other questions and concerns should be brought to the attention of social services or the Home Administrator.

Idaho State Veterans Cemetery

The eligibility requirements for burial at the Idaho State Veterans Cemetery mirror the National Veterans Cemetery eligibility requirements regarding veterans, spouses, and eligible dependents. There is no requirement to be a resident of the State of Idaho. In summary:

1. Only veterans discharged from active duty under conditions other than dishonorable may be buried at the cemetery. There is no residency requirement for the Idaho State Veterans Cemetery.
2. A copy of a DD-214 (or other suitable honorable discharge paperwork may be accepted) must accompany the pre-registration or application for interment. If no military discharge documentation is available, the family can request that paperwork directly from the Veterans Administration using VA form 180 "Request Pertaining to Military Records". If the family of a deceased veteran needs the veteran's DD-214, please make a request with the Release of Information (ROI) at the Boise VA Medical Center. The ROI can be reached at 208-422-1010 or 208-422-1225.
Please make sure that pre-registration and interment forms are filled out completely and include all supporting documentation.
3. If the veteran's spouse is to be buried at the Veterans Cemetery, a copy of the legal marriage certificate must also accompany the pre-registration or interment form.
4. There is no choice of plots or specific locations at the cemetery. Veterans and/or spouses can choose one of three types of interment for cremation. Choices for cremation include urn placement in the Columbaria Niche area, direct burial of the urn in the lower level of the cemetery by the Committal Shelter and for families choosing to scatter the remains of an eligible veteran or spouse the cemetery offers a scattering garden in the upper location of the cemetery that overlooks a serene setting.
5. Casket burials are available on the lower and upper levels of the cemetery. Casket burial in the upper section of the cemetery requires an additional fee for both veterans and/or their spouses. This additional cost is for placement of the casket vault. Casket vaults are already placed throughout the lower section of the cemetery, so no additional charges apply to those seeking a lower casket interment.
6. The cost for interment of a veteran, spouse or eligible dependent is \$745 per person on the lower level regardless of whether it is an in ground full casket burial or any of the three cremated interments. The VA provides a plot allowance of \$745, which does change annually on October 1st, for the veteran's interment only. Payment for non-veteran spouse or dependent is due at the date of interment.

7. The cost for interment on the upper level is \$745 plus an additional \$500 per person's interment (veteran, spouse or dependent) that covers the cost of interment site, opening, closing and the vault/liner. The VA provides a plot allowance of \$745 for the veteran's interment only. Payment for non-veteran spouse or dependent is due at the date of interment.
8. The cost for preparation of remains, casket, transportation, other ceremonies, or cremation is not included in the cost of interment at the Idaho State Veterans Cemetery and must be paid for by the family to the contractor who provides these services.
9. A committal shelter is provided as there are no grave side services allowed. This shelter is allowed for the military honors or a short presentation to honor the veteran/spouse and that time is limited to 20 minutes.
10. Military Honors Ceremony must be applied for at the Veterans Cemetery a minimum of three (3) days in advance of committal. Honors for veterans include TAPS, flag folding and presentation. Veterans who retired from the service or had twenty (20) years or more of military service, or who died while on active duty may also receive a rifle salute.

Veterans are entitled to a plot allowance benefit. The Idaho State Veterans Cemetery does not collect this benefit from the family at the date of the veteran's interment. However, the full cost for a spouse or dependent interment will be collected on the date of interment. Because the cost for services at the Idaho State Veterans Cemetery is subject to annual changes by the Department of Veterans Affairs and the State of Idaho, it is recommended that you contact the cemetery staff for current rates and additional information.

For further information and/or an application form, please call the Idaho State Veterans Cemetery Office at (208) 780-1340, fax us at (208) 780-1341, or access the application online at <http://www.veterans.idaho.gov/cemetery>.

Residential/ Domiciliary Care Admissions Agreement

In consideration of admission to the Idaho State Veterans Home- Boise, the undersigned resident hereby agrees as follows:

1. **Compliance with Laws, Rules and Policies:** I have received a copy of the Residential/ Domiciliary Care handbook containing:
 - a. IDAPA 21.01.01 the Idaho Division of Veterans Services Rules Governing Admission, Residency and Maintenance Charges in Idaho State Veterans Home and Division of Veterans Services Administrative Procedure (the "Rule"), and
 - b. The Idaho Division of Veterans Services Residential/ Domiciliary Care requirements, including but not limited to Resident Rules and Regulations, Personal Appearance and Dress Code Policies, Maintenance of Resident Rooms, Fire and Emergency policy,

Leave/pass Guidelines, Resident Bill of Rights, Reasonable Suspicion of a Crime against a Resident procedure, and the Notice of Privacy Practices generated from the Health Insurance Portability and Accountability act of 1996 (collectively the "Policies").

I have been informed, read and I understand the information contained in the handbook, including the Rules and Policies. I have been given the opportunity to ask questions regarding this material. I will comply with the Rules and Policies, as amended from time to time, and with all laws applicable to me.

2. **Discharge:** The Idaho State Veterans Home- Boise Administrator may discharge or discipline me as provided in the Rules and Policies or for the violation of any of the terms of this Admission Agreement or any other contract I enter with the Idaho Division of Veterans Services. The basis for discharge may include, but are not limited to, immediate discharge upon the determination by the Idaho State Veterans Home- Boise Home Administrator that an emergency exists and discharge in accordance with the Rules for the following:

- Possession of wine, beer, liquor, a lethal weapon, or controlled substance without a valid prescription.
- Excessive or habitual intoxication.
- Disturbing the peace.
- Striking or threatening another person.
- Willful destruction or wrongful appropriation of state or another person's property.
- Commission of a felony.
- Abusive language or gestures or intentional assault or battery.
- Willful disobedience or persistent violations of the Rules or Policies.
- Refusal or failure to pay established charges.
- Any pattern of behavior that infringes upon the rights of another person; or
- Unauthorized absences from the Idaho State Veterans Home- Boise

In addition, I agree to abide by the following terms:

- I agree to take only those medications, in the proper dosage and time, prescribed by my physician
- I agree to be placed on monitored medications, or accept full responsibility for self-administering of my medications, as determined by medical staff. I will not terminate medication without prior approval of the prescribing physician and will not share medications with other residents
- I agree to submit to drug or alcohol testing as deemed necessary by appropriate staff

- I agree to treat all staff, residents, volunteers and other in the Idaho State Veterans Home- Boise with consideration and respect; and
 - I agree to abstain from becoming involved in conflicts, persistent complaining, or faultfinding.
3. **Damage or Loss of Property:** The Idaho State Veterans Home- Boise and the Idaho Division of Veterans Services are NOT responsible for loss or damage to my personal property, including my clothes, sensory aids, dentures, prosthetic devices or money not deposited in a resident trust account. I will take all steps necessary to protect such property from damage or loss.
 4. **Assignment of Property:** Pursuant to Idaho Code 66-906, I hereby assign my property, assets, and money to the Idaho State Veterans Home- Boise under the following conditions:
 - a. If an heir or a person named in my will has not rightfully claimed my property, assets, or money within five (5) years of my death
 - b. If I have not claimed my personal property within thirty (30) days of my discharge from the Idaho State Veterans Home- Boise; and
 - c. If I have not claimed money deposited with the Idaho State Veterans Home- Boise within (5) years of my discharge from the Idaho State Veterans Home- Boise.
 5. **Consent to Release Information:** I authorize the Idaho Division of Veterans Services to release my name, birth date, age, and room number to visitors and for social activities at the Idaho State Veterans Home- Boise from the time of my admission to my discharge. By my signature below I authorize the Idaho Division of Veterans Services to release the information specified above from my records in its custody and release the Idaho Division of Veterans Services from any responsibility or liability concerning the release of said information. I understand that I have the right to revoke this consent, in writing, at any time.
 6. **Consent to Photograph:** I give the Idaho Division of Veterans Services consent to take photographs, videotape, digital images, or other images of me for Division purposes to be used within the facility or for purposes related to social media. I understand that I have the right to revoke this consent, in writing, at any time. I also understand third parties may also take photographs, videotape, or digital images of me that can be used for media publication and that it is my responsibility to inform the third party if I do not consent to have it used for their publication purposes.

A signed copy of this agreement will be retained in a file in the business office.

Residential/ Domiciliary Care Financial Statement of Understanding

I authorize the Idaho State Veterans Home-Boise (the "Home") staff to open my incoming mail relative to finance, appointments, or miscellaneous information from the VA and/or Social Security offices. If I choose to have the Home manage my funds, I authorize administrative staff, in accordance with generally acceptable accounting practices, to make deposits and withdrawals from my resident trust account for my monthly charges, haircut costs, or any financial obligation that I may owe to the Home. I further authorize Home staff, with my written approval each time, to make purchases from my resident trust account for any special needs I may have.

I understand that any funds in excess of \$50 will be deposited in an interest-bearing account (resident trust account) that is separate from any of the facility's operating accounts. All interest earned on my resident trust account will be credited to my account. I understand that funds less than \$50 may not earn interest. My funds will be available to me in the business office during normal business hours and at the nurses' station before 8:00am and after 5:00pm weekdays and all day on weekends and holidays. I will be provided with a quarterly statement of my resident trust account showing the activity in my account during the quarter. I may also request a statement of my account balance at any time. In the event of my death, I understand that any funds remaining in my account at the Home will be applied to outstanding bills incurred by me. Further, I understand that all money remaining in the account after that deduction is made will be held until my will has been probated or legal authorization to dispense funds has been received. In addition, if I have a claim for compensation or pension pending through the VA at the time of my death, I agree that my beneficiaries will continue pursuit of the claim. When awarded, these funds shall be made payable to the Idaho State Veterans Home- Boise until financial obligations incurred prior to my death are paid in full.

I understand, pursuant to IDAPA 21.01.01.915.07, a \$100 deposit will be required upon admittance to the Home, unless waived by the Home Administrator or his/her designee. This deposit will be held until the resident is discharged. Any debts or liabilities on behalf of the resident will be offset against this deposit when he/she leaves. After payment of any debts and/or liabilities, the remaining balance of the deposit will be returned to the discharging resident. The \$100 security deposit is exempt from the interest-bearing option.

I am aware of the current monthly charge and understand that in the event of any change to the maximum charge, which increases in accordance with adjustments made to VA pensions, I will receive written notification and changes will be posted in the Home's business office a minimum of thirty (30) days before the effective date of charge. In addition, I understand, pursuant to IDAPA 21.01.01.950.02 of the Idaho Division of Veterans Services Rules Governing Admission, Residency, and Maintenance Charges in Idaho State Veterans Homes and Division of Veterans Services Administrative Procedure, I can be discharged from the Home for refusal to pay established maintenance charges or related expenses.

During admittance to the Home and annually thereafter, I agree to provide verification of all my liquid assets and income in order for the Home to determine my charge. Liquid assets describe assets that can be easily exchanged for cash, i.e. savings accounts, money market certificates, certificates of deposit, stocks, bonds, and some tax shelter investments. I acknowledge I will be charged the current maximum charge until the requested verification of all my assets and income is received. I recognize that it is my responsibility to submit accurate financial statements immediately if changes occur in my income or assets. I understand that charges and fees will be computed as follows:

- a. Single residents: Charges will be based on your total liquid assets, monthly income (Social Security, VA pension, interest on savings, retirement checks, etc.) and monthly allowable deductions. If you have liquid assets of \$1,500 or more, you will be charged the maximum rate. You may not dispose of assets in order to reduce your maintenance charge. When your liquid assets fall below \$1,500, the charge will be your monthly income minus allowable deductions up to the maximum charge. The Home allows limited deductions including those for dependent children, medical bills, medical insurance premiums, and a deduction of \$90 which may be deposited in a Home resident trust account for your personal use (we encourage you to maintain a balance of \$90 or more in your resident trust account). The remaining amount, up to the maximum charge will be your monthly charge.

- b. Married residents: Charges will be based on you and your spouse's total liquid assets, monthly income (Social Security, VA pension, interest on savings, retirement checks, etc.) and monthly allowable deductions. If you and your spouse have liquid assets of \$5,000 or more, you will be billed the maximum monthly rate. You may not dispose of assets in order to reduce your maintenance charge. When your liquid assets fall below \$5,000 the charge will be based on your monthly income minus allowable deductions up to the maximum charge. The Home allows limited deductions including those for your spouse, dependent children, medical bills, medical insurance premiums, and a deduction of \$90 which may be deposited in a Home resident trust account for your personal use (we encourage you to maintain a balance of \$90 or more in your resident trust account). The remaining amount, up to the maximum charge will be your monthly charge.

I further understand that no reduction in charges will be made for leaves of absence (leave/pass) or hospitalization, and each day will count as if you were present in the Home. Also, in the case of a leave of absence in excess of ninety-six (96) hours or hospitalization over ten (10) consecutive days, you will be charged the current VA per diem rate from the first day of your absence, unless waived by the Home Administrator. A signed copy of this statement will be retained in a file in the business office.