



MESSIAH
Lifeways[®]
at MESSIAH VILLAGE



Nursing Care

Resident Handbook

Nursing Care Resident Handbook*

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* The Resident Handbook is an informational source, which does not grant any contractual rights and is subject to change from time to time.



100 Mt. Allen Drive
Mechanicsburg, PA 17055

CONTACT LIST

Resident & Guest Services: 717.697.4666

	<u>Phone</u>
<u>Clinical Managers Nursing</u>	
Asper	717.591.7210
Wagner	717.796.8151
Manchester/Engle/Greenwood	717.697.4666 x6335
Donegal	717.697.4666 x6540
<u>Care Base</u>	
Engle	717.795.7684
Greenwood	717.795.7694
Wagner	717.795.7682
Manchester	717.795.7686
Donegal	717.790.8238
Asper	717.790.8218
<u>Social Workers</u>	
Wagner	717.591.7209
Manchester/Asper	717.697.4666 x6495
Donegal/Engle/Greenwood	717.697.4666 x6429
<u>Dietitians</u>	
	<i>Ask Operator to Page</i>
<hr/>	
Medical Records/Long Term Care Insurance	717.790.8230
Director of Rehab Services	717.790.8225
Director of Nursing	717.591.8159
Neighborhood Leader	717.697.4666 x6451
Nursing Home Administrator	717.790.8229

WELCOME, MISSION, CORE VALUES, HEALTH AND WELLNESS PHILOSOPHY, AND HISTORY

Welcome

On behalf of the residents, staff, and Board of Directors, welcome to the Messiah Lifeways® at Messiah Village (“Messiah Village”) family. We hope you enjoy living at Messiah Village. You may have questions about your new home. This handbook has been prepared to help you understand the many aspects of our community.

Mission Statement

We are a ministry that responsibly enhances the lives of older adults with Christ-like love.

Dream

We aspire to more fully embrace life. We do not fear growing older. We re-imagine the journey of aging as a time of purpose, zest and faith-filled living.

Core Values

The Core Values are the standards for conduct and the criteria for making decisions. The core values of Messiah Lifeways are Act Courageously, Live Responsibly, Decide Collaboratively, Speak Kindly and Love Generously.



Act Courageously



Live Responsibly



Decide Collaboratively



Speak Kindly



Love Generously

History

Messiah Lifeways, formerly known as Messiah Village, offers a network of opportunities for adults 55 and better in South Central Pennsylvania. Recognizing that there are many ways to experience life, Messiah Lifeways offers life coaching, enrichment opportunities, community support services and resident communities. Messiah Lifeways, based in Mechanicsburg, is a non-profit sponsored by the Brethren in Christ Church.

The General Conference of the Brethren in Christ Church approves the appointment of members to the Board of Directors. Messiah Lifeways at Messiah Village is located on an 80-acre campus along Mt. Allen Drive in Upper Allen Township. The Village's Central Pennsylvania location provides close access to both the beauty of the country and the

cultural centers of the city. The facilities, services, and activities provided by Messiah Village seek to promote community relationships within the Christian concepts of brotherhood and service.

Messiah Lifeways had its beginnings in 1896 as Messiah Rescue and Benevolent Home and was first located on Bailey Street in Harrisburg. The Home was started by a group of concerned church members wishing to provide a place for the elderly and at its maximum capacity was able to house 60 individuals. When the need arose for a larger facility a new home was built at 2001 Paxton Street and in 1936 Messiah Home moved to its new location. The program at the Paxton Street site included 25 nursing beds and 82 residential rooms, and continued with the tradition of providing quality service to mankind. In 1964 the name was officially changed to Messiah Home.

Recognizing the need to expand and to bring their Paxton Street facilities into compliance with Life Safety Codes and other contemporary standards of construction, the Home began a planning process for renovating and expansion during the early 1970s. Due to the costs of modernization and expansion limitations of the facility and site, Messiah developed a plan for a new facility at a new location, the present Mt. Allen Drive site.

The present site was developed as a retirement community, providing varying levels of service for the elderly. The initial segments of construction included 90 nursing care beds and 101 sheltered care residential units coupled with appropriate administrative and support facilities. The sheltered care units were designed to respond to those elderly persons who desire a level of independence but need support services such as congregate meals, worship services, recreation and hobby rooms, etc. These facilities were occupied during 1978 and are now part of the Village Center.

Since the opening of these facilities in 1978, Messiah Village has also undertaken a phased development of residential living units in a clustered cottage arrangement on the perimeter of the campus. Each residential living unit cottage is complete with living area, kitchen, bathroom, bedroom, and garage. The on-campus services that are provided to the residents of the sheltered care residential units are also available to the residents of the clustered cottages.

The phased development of 148 cottages began in 1979 and continued through 1990.

A new chapel which seats over 400 people was dedicated in April of 1984 and is connected to the Village Center in order to facilitate access for both residents of the sheltered care units and residents from the nursing and personal care areas. In addition to the chapel, this wing also includes an arboretum and offices. The lower level of the chapel houses U-GRO.

U-GRO is an intergenerational day care and educational program for preschool children in the Upper Allen Township and surrounding areas. This day care center was opened in 2011. The center provides comprehensive early childhood education, balanced with interaction with Messiah Village residents.

In order to expand its services, Messiah Village implemented home care services in 1984. This has afforded the Village the opportunity to provide home care to the resident in their home (cottage, apartment, or Enhanced Living), and represents a vital component of the continuum of care. The program is also available to the surrounding general community.

The most recent development of residential living has been the construction of the Allegheny and Tuscarora apartments. The 64-unit Allegheny building was completed in 1987 along with the Village Commons. The 60-unit Tuscarora building was completed in 1990. Both apartments are attached to the Village Commons in order to provide the residents with easy access to the bank, pharmacy, gift shop, dining room, and beauty/barber shop.

A special care center and a personal care unit were opened in 1988. The 53-bed special care center was especially designed and programmed for the care of persons with Alzheimer's disease or related disorders. The 51-bed personal care unit was created for those individuals needing assistance in daily activities such as bathing, dressing, dining, recreation, taking of medication, and management of personal affairs. The lower level of this area houses the physical therapy department and indoor swimming pool with whirlpool.

The most recent addition is the Ministries Building which was opened in late 1992. It includes 71 personal care units, nursing care dining room, main entrance lobby, administrative offices, home care services, adult day care, and clinic. The new personal care units replaced the 51 beds built in 1988, which were converted to nursing care. The geriatric clinic opened in November 1992. Adult day care opened in September 1993.

The middle and late 1990s were a period of program development and redesign rather than facility development. Some of the specific areas which were developed or redesigned included: Expanding community services, restructuring our enhanced living services to include a respite care program, enhancing nursing care via specific neighborhoods, and installing a comprehensive information management system. These program changes were made to improve the quality of care and to better respond to the changing needs and desires of our residents and clients.

In early 2012, Messiah Village broadened its name to Messiah Lifeways to better reflect the depth and breadth of options it provides to adults 55 and better in South Central PA. Messiah Village remains the name of the continuing care retirement community that offers residential living, enhanced living and nursing care. The official name is "Messiah Lifeways at Messiah Village".

Messiah Lifeways continues to be concerned for the special needs of older adults. The sheer size of this age group demands innovative answers to increasing needs for housing, enrichment, health care, and support services.

MESSIAH LIFEWAYS TIME LINE

- 1896 • Messiah Rescue and Benevolent Home established at 1175 Bailey Street, Harrisburg
- 1936 • Messiah Rescue and Benevolent Home relocated to 2001 Paxton Street, Harrisburg
- 1964 • Corporate name changed to Messiah Home
- 1978 • Relocated to 100 Mt. Allen Drive, Mechanicsburg with 90 nursing care beds and 101 sheltered care residential units
 - Children's Family Center intergenerational child care opened
- 1979 • Trade name changed to Messiah Village
 - 20 residential living cottage units completed
- 1980 • 28 residential living cottage units completed
- 1981 • 10 residential living cottage units completed
- 1982 • 12 residential living cottage units completed
- 1983 • 10 residential living cottage units completed
- 1984 • Chapel addition completed
 - 10 residential living cottage units completed
 - Home Care Services started
- 1985 • 14 residential living cottage units completed
- 1986 • 22 residential living cottage units completed
- 1987 • 18 residential living cottage units completed
 - 64 residential living apartments in Allegheny completed and opened Village Commons
- 1988 • Added 51 personal care beds
 - Added 53 special care beds (Alzheimer's)
- 1989 • Converted 10 personal care beds to nursing care
- 1990 • 65 residential living apartments in Tuscarora completed
 - 4 residential living cottage units completed
- 1991 • Maintenance west garage completed
 - Converted 10 personal care beds to nursing care
- 1992 • Opened Ministries Building with 71 personal care units and administrative offices

- Clinic opened
- 1993
- Converted 31 personal care beds to nursing care
 - Adult day care opened
- 1995
- Received Moody's Investor Service investment grade rating for bond issue refinancing
 - Completed renovations of main kitchen and two dining rooms in Village Center
- 1996
- Opened a second adult day services center at Carlisle Brethren In Christ Church, Carlisle, PA
 - Installed a computer local area network
 - Celebrated Centennial Anniversary
- 1997
- Signed an Affiliation Agreement with Messiah Family Services to manage and develop Mount Joy Country Homes, Mount Joy, PA
 - Restructured previous "personal care" and "sheltered care" to create "assisted living" level of care with three types of services: Hospitality Services, Personal Care Services, and Spring Run Center for Dementia Care
- 1998
- Successfully completed a 1.5 million dollar capital campaign for nursing care renovations.
 - Began nursing care and assisted living renovation project to create "neighborhoods of care"
- 1999
- Completed nursing care and assisted living renovations to create "neighborhoods of care."
 - Began offering respite services and hospice services in assisted living.
- 2000
- Helped to form two alliances: APG (Anabaptist Provider's Group) and SLA (SeniorLife Alliance)
- 2002
- First Chester cottage was built to replace some Franklin cottages.
- 2003
- New mission statement was adopted: *"We are a ministry that responsibly enhances the lives of older adults with Christ-like love."*
- 2004
- Completed a \$3.2 million renovation of apartment building commons areas.
- 2005
- Purchased 3.5 acre "Shelly" property near Mt. Allen Drive, pond and Route 15.
 - Capital Area Health Associates established as a subsidiary as a primary care medical practice.
- 2006
- Started Pathways Institute for Life Long Learning.
- 2007
- Started construction of the Cottages on Willow Way project.
 - Rated 36th Best Place to Work in PA.

- 2008
 - Home Care became an LLC
 - Mount Joy Country Homes becomes a subsidiary
 - First residents moved into the Cottages on Willow Way

- 2009
 - Person-Centered, Community-Minded transformation continued with discontinuation of the “tray line” and moving dining staff and service to neighborhoods.
 - Pathways Institute for Lifelong Learning was registered as a trademark.

- 2010
 - Started construction of 10 cottages at Mount Joy Country Homes.
 - Started Facebook page and a blog
 - Received the largest gift to date of \$900,000 from the Norman T. Asper Trust
 - Completed Connections Capital Campaign goal at \$3,700,000
 - Named to the WorldBlu List of Most Democratic Workplaces™

- 2011
 - Discontinued using the name Assisted Living and started using Enhanced Living
 - Completed construction of Chapel entrance and Asper Special Care Neighborhood addition
 - U-GRO started as campus childcare provider and moved into renovated space
 - Became sponsor of Mechanicsburg Place: A Senior Center & More

- 2012
 - Broadened brand to Messiah Lifeways
 - Created Messiah Lifeways as the parent holding company with three subsidiaries (Messiah Home, Messiah Family Services and Messiah Lifeways Community Support Services)
 - Life Coaching service line was launched
 - Entered into a covenant relationship with Brethren in Christ Church

- 2013
 - Mount Joy Country Homes broke ground for Phase 1B for a new community center and 12 new cottages
 - Constructed the final 8 cottages on Willow Way at Messiah Village
 - Connections village program was launched
 - Completed redecoration of Laurel Main and Upper Levels

- 2014
 - The Chapel was renovated, receiving new chairs, paint, and carpet in addition to an exterior wind barrier constructed outside the Chapel entrance (donor funded).
 - Launched planning for Project Envision and the Village Square Priority Club
 - Branch Creek Place was unveiled as the new name of the senior center in Shippensburg, and the new location was announced and started renovations.
 - Named as one of the Best Nursing Homes in 2014 by US News & World Report
 - Mount Joy Country Homes broke ground on Phase 2A.

- 2015
 - Branch Creek Place unveiled their new location with a ribbon cutting.
 - Accepted the first Village Square deposit and opened new welcome center in the cottage.
 - Mount Joy Country Homes resident census climbs past 100 residents for the first time while 10 new cottages were completed at MJCH.
 - Project Envision Ceremonial Groundbreaking was held

- 2016
 - Celebrated 120th anniversary.
 - Held Three Presidents event with BIC Historical Society.
 - Village Square, Hopewell, Greenwood and Engle structures were built (as part of Project Envision construction).
 - Nursing renovations began.

- 2017
 - Celebrated the opening of three new buildings, Village Square (residential), Hopewell (enhanced living), and the Greenwood & Engle neighborhoods (skilled nursing), to better serve residents through the continuum.
 - Named one of 50 of the midstate's largest employers by Central Penn Business Journal
 - The Messiah Lifeways Coach launched his first podcast.

ORGANIZATION

Board of Directors

The 14-member Board of Directors is appointed by the General Conference of the Brethren in Christ Church. Directors serve on a volunteer basis. They meet the second Tuesday of the month.

President & CEO

The President of Messiah Lifeways is the chief executive officer and is concerned with the overall functioning of Messiah Lifeways. If you have any creative ideas or overall quality concerns, you can direct these comments to the President at any time. Also, feel free to use the suggestion boxes located at various places on campus to submit your ideas and concerns.

Senior Vice President for Mission Advancement

The Senior Vice President for Mission Advancement manages a team responsible for strategic development, donor and volunteer development, construction services, marketing, community relations, Messiah Lifeways Coaching, events, and operations of two welcome centers.

Senior Vice President for Mission Integration

The Senior Vice President for Mission Integration oversees Human Resources, Risk Management, Corporate Compliance, and Community Services for Messiah Lifeways. This role also serves as the chief human resources officer and is responsible for the supervision, planning and execution of all human resources and quality improvement functions and programs for Messiah Lifeways and its subsidiaries. In addition, this role gives vision, direction and oversight to all service lines occurring in the community at large, with the goal of attaining sustainable and useful services and operations that support the Messiah Lifeways mission.

Chief Financial Officer

The Chief Financial Officer is responsible for the financial management of Messiah Lifeways and oversees the functions and operations of Fiscal Services.

Vice President of Residential Services & Operations

The Vice President of Residential Services & Operations is responsible for providing supervision and support to the following Departments and Levels of Living: Residential Living, Campus Services, Dining Services, Wellness and Salon Services. This role also oversees operations at Mount Joy Country Homes.

Vice President of Health Services

The Vice President of Health Services is responsible for serving as the leader of the Messiah Lifeways Health Services operations, which includes the Nursing Care, Enhanced Living, Rehabilitation Services, and Provider Relations. The Vice President of Health Services works closely with the President, other senior officers, and the Board of Directors in the coordination, planning, and implementation of the total organizational strategy and mission.

SERVICES

Adult Day Services

Messiah Lifeways Adult Day offers planned programs and activities designed for older adults who are able to be safely alone during the day, or who are isolated and lonely; at the same time, offering caregivers a break from caregiving responsibilities.

Messiah Lifeways Adult Day has two locations. One is located in The Meeting House-Carlisle Campus at 1155 Walnut Bottom Road, Carlisle, PA.; the other is located at Messiah Village on the ground floor of the Village Center. Both Messiah Lifeways Adult Day Centers provide secure environments designed to ensure a safe and supportive program with an individualized approach to their clients' activities.

The center's hours of operation are 7:15 am to 5:00 pm and are open Monday through Friday. For additional information or to arrange a personalized tour, please call 717-790-8224.

At Home Services

Messiah Lifeways At Home provides a broad range of personal, home and technology based solutions to provide the support you need in the comfort of your home. Anyone 55 and better living in the greater Harrisburg area can enjoy the benefits of Messiah Lifeways At Home. Our insured and bonded team members are available to be scheduled 24 hours a day, seven days a week—including holidays. Whether you need assistance just a few hours, a whole day, or every day, the reliable at home team is here to provide solutions. Prior to the start of services, a Messiah Lifeways At Home Team Member will meet with you to review the Messiah Lifeways At Home Agreement and to develop a custom plan to meet your individual needs.

Personal solutions

- Companionship — conversations, activities, and socialization
- Private duty, one-on-one care
- Transportation and accompaniment to appointments
- Providing relief for family caregivers
- Assistance with exercise programs
- Assistance with bathing, dressing, and personal hygiene
- Medication reminders and monitoring diet, fluid intake, and hydration

Home solutions

- Non-skilled maintenance including changing light bulbs, lawn care and more
- Housekeeping including laundry, ironing, dusting, vacuuming, and cleaning
- Pet and plant care
- Home organization and special cleanup projects
- Assistance with paying bills, writing letters, etc.

Technology solutions

- Phillips Lifeline Emergency 24-hour call system

Contact the Messiah Lifeways At Home Office at 717-790-8209 between 7:30 a.m. and 5:00 p.m. Monday through Friday with questions or to arrange an appointment to discuss the solutions for you.

Campus Services

Campus Services is the umbrella over Maintenance, Grounds, Safety/Security, Laundry, Housekeeping, Transportation, Purchasing and Resident & Guest Services. Our team is responsible for maintaining an attractive, safe, and clean environment for residents, team members and guests. The majority of the Campus Service team is available to you during regular business hours; however, Resident & Guest Services and Safety/ Security are available 24 hours a day. We also have “on call” Maintenance staff for emergent situations that take place after regular business hours.

Maintenance Requests:

All maintenance requests should be made via the work order system by contacting Resident & Guest Services at the Village Commons at 717-790-8213 between the hours of 7:30 am and 4:00 pm or the Village Center at 717-697-4666. The Village Center is available 24 hours a day.

All Safety/Security calls should be made to the front desk at 717-697-4666.

Please refer to the list of contacts below, to meet your specific needs.

Village Center	
Campus Services	717-790-8210
Resident & Guest Services	717-697-4666
Housekeeping Manager	717-790-8215
Laundry Coordinator	717-790-6513
Purchasing and Transportation Manager	717-790-8239
Director of Facilities Management	717-790-7696
Director of Environmental Services	717-790-8202

Coaching

Messiah Lifeways Coaching helps identify and navigate services and resource options; offer guidance and solutions for caregivers; and connect individuals to enrichment, wellness, and service opportunities available through Messiah Lifeways and beyond. Most coaching services are free. Retirement Options Coaching (ROC) is a new program to help retirees and those nearing retirement plan for the next phase of life by assessing, focusing, and guiding retirees through a Life Options Profile™. For more information, rates or to schedule a free consultation, call 717-591-7225 or email coaching@messiahlifeways.org.

Culinary Services

Culinary Services is dedicated to creating authentic and innovative culinary experiences for our guests. In addition to providing meal service for the Personal Care and Skilled Nursing residents in the Village Center building, Culinary Services operates the Evergreen Café, Fireside Café and Grille, Café 100 and Kathryn's on the Square for residents, staff, and the general public.

Culinary Services also offers banquet and catering services for residents, their families and friends with meeting rooms of various group sizes located in the Village Commons, Village Square or Village Center buildings. Requests for catered events or room reservations may be made by contacting the Events Manager at 717-790-8237.

As a courtesy for guests, meals from the Fireside Grille and Kathryn's on the Square can be delivered, for a small delivery fee, seven days a week during normal operating hours.

Fireside Café and Grille (located in the Village Commons)

The Fireside Café and Grille is open from 11:00 am to 7:00 pm Monday through Saturday and 7:00 am to 2:00 pm on Sunday.

The Fireside Café and Grille offers comfort food at its finest in a casual dining setting. We offer a café style lunch and dinner service as well as waited table service from 4 pm to 7pm.

The Fireside Café menu features daily chef specials made from scratch as well as homemade soups and salad bar, Chef designed specialty sandwiches, freshly made to order entrée salads, and signature items including freshly made hand pressed hamburgers, stone fired pizzas prepared from beginning to end with all ingredients prepared in house. We also offer homemade Fireside potato chips which we serve with all of our handcrafted sandwiches.

The Fireside Grille menu features a variety of classic home-style cooked meals in addition a fresh Catch of the day, our signature crab cakes and hand cut filet mignon as well as a seasonal always available menu.

Meal delivery is available for a small delivery fee through the Fireside Café & Grille daily. Please be patient with meal delivery times during peak meal hours. For take-out at the Fireside Café and Grille, please phone 717-790-8212.

Evergreen Café (in the Village Center)

The Evergreen Café offers cafeteria-style service and is open daily from 6:30 am to 5:30 pm.

Enjoy a comfortable cafe atmosphere featuring daily specials and always available items for breakfast, lunch and dinner. Breakfast features all of your favorites including eggs to order, pancakes, pastries, breakfast meats, and daily breakfast sandwich specials. Lunch

and dinner offerings include daily chef specials, fresh made pizza, made to order deli sandwiches, salad bar, homemade desserts, and hand scooped ice cream. This is your perfect stop for a quick breakfast, lunch or dinner.

Café 100 (located in Village Square)

This café is an inviting gourmet café experience offering a barista station, fresh fruit smoothies and breakfast sandwiches. Daily lunch and dinner specials feature cooking display action stations, chef specials, grab n’ go sandwiches and Chef designed salads.

Kathryn’s on the Square (located in Village Square)

This upscale destination is open for lunch and dinner. This Farm to Table venue includes Chef Specials that change weekly and focus on offering fresh, locally sourced ingredients prepared by our talented culinary team.

The following locations are available for your enjoyment:

Paxton Street Coffee and Gift Shop (Village Commons)

Paxton Street is open from 9:00 am to 3:00 pm Monday through Friday and 9:00 am to 10:30 am on Saturday.

Bailey Street and Country Store (Village Center)

Bailey Street is open from 7:30 am to 3:00 pm Monday through Friday for coffee, bagels, soft pretzels, etc.

Enrichment

Activities team members work to enhance the quality of life for residents through a variety of activities. The activities program promotes an active and involved lifestyle. Monthly activity calendars and newsletters are available to residents. All are welcome and encouraged to participate in the program.

Fiscal Services

Fiscal Services staff operates the business office located on the ground level of the Village Center. They handle accounting, bookkeeping and billing. Fiscal Services staff assists residents by preparing monthly bills and receiving payments, assisting with medical insurance claims. Fiscal Services will also assist with Medical Assistance and benevolent applications as well as PACE and PACENET applications. The Fiscal Services number is 717-790-8220.

Gift Development

The Gift Development Office periodically invites residents and friends to make charitable gifts to Messiah Village, including memorial gifts, annual appeals, and estate and bequest gifts. Messiah is a ministry and uses these gifts to further its mission. Gifts to strengthen the Endowment Fund for benevolent care are important, as are gifts to

support various projects and programs on campus. We hope you will consider making a gift when asked. And if you would like information on gifting or including Messiah in your estate planning, please call 717-795-5579 for a confidential consultation.

Home Care

See section titled "At Home."

Housekeeping and Laundry

The Housekeeping and Laundry phone number for the Village Center is 717-697-4666. For more information, see "Campus Services."

Human Resources

The Human Resources Department coordinates such things as:

- Benefits/Compensation
- Recruitment/Hiring
- Training/Development
- Employee Relations
- Employee Record Keeping
- Employee Retention
- Employee Motivation & Morale

The Human Resources Department can be reached at 717-790-8228.

Long-term Care Insurance Counselor

Messiah Village understands residents may need up-to-date information on Medicare supplemental insurance, long-term care policies and related insurance questions. A licensed insurance agent, who can be reached at 717-580-2430, is available on Thursday between the hours of 9:00 a.m. and 1:00 p.m. and by appointment to answer your insurance questions.

Pastoral Ministries

Pastoral Ministries is responsible for coordinating all religious activities. The pastors and chaplains provide spiritual care with residents as needed and when they are hospitalized and are available for counseling. Pastoral Ministries can be reached at 717-790-8221.

Physician Services

Residents in Nursing have the right to choose their physician. Please speak with your neighborhood social worker to learn more and to request a list of credentialed physicians serving the Messiah Village campus.

Internists of Central PA come to campus during certain hours. The physician office provides services to Enhanced Living, Nursing, and Residential Living residents. If interested in becoming a new patient, please call 717-697-3431 to schedule an appointment.

Psychiatrist

Services are available by referral only. Call Social Services Coordinator at 717-591-7205 to set up an appointment or contact the Charge Nurse who will make arrangements for in-house visiting.

Psychologists

Services are available by calling the clinic at 717-790-8232 or by contacting the Charge Nurse. The psychologists bill for the services they provide, separate from the Messiah Village monthly charges.

Rehabilitation

Messiah Lifeways offers speech, occupational and physical therapy when ordered by a physician. Both inpatient and outpatient rehabilitation services are available to all residents as well as community members. For more information, please call 717-697-4666 extension 6225.

Safety and Security

To contact the Safety Manager, call 717-697-4666, Extension 7696.

Social Services

Social Services personnel work with residents and families to improve and maintain social, emotional and physical health for residents in the Village Center. To reach one of the social workers, call 717-697-4666 and request to speak with a social worker in the corresponding level of living.

Volunteers

Messiah Village volunteers are a vital part of our team. They serve with respect, confidentiality, enthusiasm, creativity and love. We offer a wide variety of volunteer opportunities that offer personal enrichment and help to enhance the quality of life for our residents and clients. If you would like to learn more about what our volunteers do or if you're interested in joining this outstanding team, contact the Volunteer Office at 717-790-8203.

Welcome Center

Main

This office provides information to prospective Nursing and Enhanced Living residents and processes applications for these types of living arrangements offered at Messiah Village. As accommodations become available, Welcome Center staff assists those applicants in moving to the Village. The phone number is 717-790-8201.

RL Welcome Center

This office provides information to prospective Residential Living residents considering cottage or apartment living. As accommodations become available staff assist those applicants in moving to the Village. The phone number is 717-591-7215.

LEVELS OF LIVING

Residential Living

Residential Living cottages and apartments provide an ideal living arrangement for active and independent persons. Please contact the Residential Living Administrator at 717-790-8223 for additional information.

Enhanced Living

Enhanced Living at Messiah Village provides the convenience and security of retirement living in a private accommodation while receiving support with bi-weekly housekeeping, linen and towel service, plus three meals a day, activities, and a 24-hour emergency call system. Heating, air conditioning, electricity and cable TV are included.

Service Packages

The following service packages are available in Enhanced Living at Messiah Village:

Personal Support Package

This includes weekly housekeeping and minimal assistance with activities of daily living, linen and towel service plus personal laundry service, and medication monitoring.

Health Support Package

This package is designed for individuals who require additional assistance with activities of daily living (such as physical assistance with dressing, incontinency management, and grooming) as well as ambulation assistance. Staff provides medication administration, health checks at regular intervals, and/or routine communication and oversight from consulting physicians for acute/chronic medical conditions.

This package also includes weekly housekeeping and assistance with activities of daily living, linen and towel service plus personal laundry service, medication monitoring, medical coordination and supervisory care.

Memory Support Package

This package is especially designed for individuals with Alzheimer's and other types of cognitive and or memory impairment. This package provides a secure environment with assistance with daily care needs as well as verbal directing and behavioral interventions for residents with mild memory impairing conditions.

This package also includes weekly housekeeping and assistance activities of daily living, linen and towel service plus personal laundry service, and medication monitoring.

Nursing Care

Messiah Village Nursing Care honors each resident as an individual, and works to find ways for the resident experience to be purposeful and meaningful for both the resident and their family. Each day we strive to create an environment where our residents can decide for themselves the following: “What do I want to eat today, what do I want to do today and who do I want to do it with?”

Nursing Care consists of six distinct nursing neighborhoods where residents are at home. These Neighborhoods offer everything from short-term nursing and rehabilitative services, to opportunities to continue to live a life of choice, to extended care for ongoing health concerns, to memory and end-of-life care with round-the-clock services. Furthermore, emergency care is available at any hour.

Residents living in any nursing neighborhood are a vital part of our beautiful 80-acre community, and all amenities are available to the residents and their families, including the pool, fitness room, pond and pavilion, art studio, chapel, beauty salon, barber shop, rehab gym, and community room. Whatever the residents’ abilities, the Nursing Care team will work with them so they can continue to live a Life. Embraced. To contact the Administrator, call 717-790-8229, and call 717-591-7207 for the Director of Nursing.

Wagner Transitional Care

Persons coming from the hospital who plan to return home or receive rehabilitative services typically come to transitional care. Their stay is usually covered by Medicare or private insurance, such as an HMO. All nursing neighborhoods are Medicare certified and can accommodate someone desiring a short term stay when there is limited bed availability in Wagner.

Asper Special Care Neighborhood

Persons with Alzheimer's disease and other dementias can receive care from a staff specially trained to care for persons with this disease. This neighborhood was designed and programmed especially for the care of persons with dementia who may also have a need for nursing care.

NURSING CARE GENERAL INFORMATION

Activities-Enrichment

Residents are invited to attend planned activities and trips. Each resident receives a monthly activities calendar and a monthly newsletter. For more information on activities, contact the Enrichment Specialist on each neighborhood.

Address/Mail Instructions for Nursing Care Residents

Your new postal address (for receiving mail or deliveries):

Your Name	<u>Example:</u>
222 Messiah Circle / Room #	Mrs. Mary Jones
Mechanicsburg, PA 17055	222 Messiah Circle 6-D
	Mechanicsburg, PA 17055

Outgoing mail or mail to residents within the Village can be deposited at Resident & Guest Services or given to your caregiver for mailing. Incoming mail will be delivered directly to your room.

Advanced Directives

Advanced Directives provide clear, concise documentation of directions for care if, due to health problems, a resident can no longer make decisions. The Advanced Directives form is available through the Welcome Center or your social worker. Complete the form, have your doctor sign it, and return it to Messiah Village to become part of your health record.

It is recommended that you review your Advanced Directives at least yearly to ensure it reflects your care wishes. It is also important to remember that you can change your directive at any time.

Alcohol

There is to be no drinking of alcoholic beverages by residents in Nursing Care.

Ambulance Membership

The West Shore Emergency Medical Services (WSEMS) offers yearly membership for a modest fee. All residents of Nursing Care are members. The membership covers emergency transportation as well as advanced life support. If the member has insurance such as Medicare, Blue Cross, Blue Shield, etc., emergency transportation will be billed to that insurance company. However, any charges not covered by insurance, such as paramedic charges, are part of the membership and will not be billed to the member. Non-emergency transportation is billed separately and is not considered part

of the membership dues, although a discount is given by WSEMS to residents of the Village. All invoices for non-emergency transportation are sent directly by WSEMS to the Fiscal Services Department and will appear on the monthly Messiah Village statement. A copy of the current year membership package is available by contacting Fiscal Services at 717-790-8220.

Announcements

Daily announcements are broadcast Monday through Friday on MVTV, channel 956, at 8:40 a.m. Announcements are displayed throughout the day on MVTV.

Attorneys

The firm of Brinser and Wagner has an office located in the Village Commons building. Office hours are Tuesday from 10 a.m. to 3 p.m. They can be reached at 717-795-1737 or 717-838-6348 for an appointment.

Auxiliary

The Messiah Village Auxiliary assists the Village by encouraging volunteerism and contributing funds to the Endowment Fund and to Village projects. The Auxiliary operates Katie's Corner Gift Shop, Paxton Street, Bailey Street, and the Country Stores. It also coordinates the clothing sales and the quilt sales. Membership in the Auxiliary is open to everyone, including residents. To become a member, contact the Volunteer Office at 717-790-8203.

Bank

PNC Bank operates a full-service branch in the Village Commons. Banking hours are Monday through Friday 10:00 a.m. to 2:00 p.m. Safe deposit boxes are available. An automatic teller machine (ATM) is available in the Village Commons. The bank phone number is 717-691-4090.

Beauty/Barber Shop

See Salon.

Behavior Policy

Residents are expected to maintain Messiah Lifeways' standards of honesty, integrity and professional excellence every day. Honoring our core values are an important part of our heritage and are expectations for residents and team members. They include acting courageously, living responsibly, deciding collaboratively, speaking kindly and loving generously. To maintain an ethical and comfortable living and work environment, residents must:

- a. Behave considerately and use respectful communication at all times (no profanity);
- b. Refrain from any form of sexual harassment or violence;
- c. Treat all fellow residents and Messiah Lifeways team members with equal respect, regardless of their national origin, race, color, religion, sexual orientation, age, gender identity, or disability.

It is our policy that all residents and team members should be able to enjoy a living and work environment free from harassment and discrimination by team members, management, residents, vendors or visitors. It is the intention of Messiah Lifeways to make our community an enjoyable place to live and work for all. Residents are expected to maintain sobriety and display appropriate behaviors while in the common spaces of the campus. Should behavior concerns arise with an identified Resident, the behavior should be immediately reported to Administrator. Administration will actively seek to identify areas of concern and take appropriate action.

Building Security

The doors within the main lobby of the Village Center are locked each night at 7:00 p.m. To gain access to the building after 7:00 p.m., you must use the two-way intercom system located in the foyers to speak with Resident & Guest Services.

Bulletin Boards and Notebooks

Bulletin Boards that provide important information for our residents are located throughout the building. Residents are encouraged to review this information on a regular basis. There is a notebook in each neighborhood for residents, families and staff. They contain pertinent information, including Department of Health Survey results, Resident Rights and Residents' Council minutes.

Chaplains

Chaplains are available to anyone desiring a pastoral visit. To contact a Chaplain, phone Resident & Guest Services at 717-697-4666. Chaplains also visit residents who are hospitalized.

Church Services

All residents are invited to attend religious services in the Chapel regardless of denomination affiliation. Dual membership is available to residents wanting to retain membership in their home church yet wanting to identify with the Village Church. Worship Services are held Sunday at 10:30 a.m. with Sunday School at 9:30 a.m. Special hearing devices for the hearing impaired are available upon request.

Services can also be seen on MVTV.

Contact in Case of Emergency

Each resident is asked to provide a first and second person to contact in case of serious illness, accident, or death. Please notify your Social Worker if you need to change the person to contact or if you have a new address or phone number for the contact person. Due to recent regulations related to maintaining the privacy of your medical information, such information will only be released to those who are legally permitted to receive it or those whom you personally authorize or appoint.

Contributions

Charitable giving is a vital part of Messiah Village's non-profit ministry. The Endowment Fund for Benevolent Care is a safety net that assists residents who have depleted their financial resources. The need for assistance is growing; therefore, the Endowment Fund needs to increase. We are only able to maintain our legacy of compassionate care because people invest in this important fund.

Messiah Village appreciates all contributions to help grow the Endowment Fund. Gifts of cash, stocks, securities, etc. can be used to fund donations. Another tradition at the Village is to make tribute gifts in memory of loved ones. Residents or family members may also name Messiah Village in their will. Charitable gift annuities provide income to the donor while supporting the Village's ministry. The Village has several donor recognition societies including the 1896 Society, the Circle of Friends, and the Founders Society. To learn more about how one acquires membership, please contact the Gift Development Office.

The Gift Development Office staff welcomes the opportunity, without obligation, to help residents and friends of Messiah Village consider how to best match their financial planning with their charitable giving interests. Confidential inquiries may be arranged by appointment. For more information, please call 717-795-5579.

Demographic Information

Annually, your Power of Attorney (POA) will receive a copy of your face sheet, which provides family/POA contact information for updates, additions and deletions to this important piece of your medical record. Please inform your Clinical Nurse Manager, Health Information Assistant, or Social Worker any time there is a change to the information provided on this sheet. In the event that your POA is away on vacation, we ask that a second contact or emergency number be given so that we have a contact person in the event of an emergency.

Devotions

Daily devotions are broadcast Monday through Friday on MVTV immediately after the 8:40 a.m. daily announcements.

Electrical Items in Residents' Rooms

When you move to Donegal, Manchester, Engle, Greenwood, or Asper Special Care Neighborhoods, Messiah Village encourages you to bring personal furniture into your room. Please inform your Social Worker of all electrical items that are brought in. The maintenance department will inspect these items to ensure that they are safe and free from electrical hazards. A preventative maintenance inspection occurs which will identify any hazards. In a hazardous situation, Messiah Village will secure any unsafe items and resident/family will be notified.

Food Storage in Room

To prevent insects from infesting rooms, residents are asked to store any food they may have in either the refrigerator available on the neighborhood or an airtight container. For refrigerated items, please label and write your name and the date on each item.

Funeral Home

Residents are asked to provide the name of a funeral home and a place of burial in order that timely arrangements may take place in the event of death. Inform your Social Worker of any change in funeral home or place of burial.

Furniture

Residents' rooms in nursing are furnished free of charge. Residents on the Engle, Greenwood, Manchester, Donegal and Asper Special Care Neighborhoods are welcome to use their own furniture, subject to safety review by maintenance for items such as electrical lift chairs, etc., with the exception of beds as long as it fits safely in the room and does not infringe on the roommate's space. Due to the size and function of the Wagner rooms, we ask that residents utilize the furniture that the Village has provided for them in those rooms.

Gift Shops

The Messiah Village Auxiliary operates the Paxton Street Coffee and Gift Shop in the Village Commons as well as Bailey Street Coffee Shop, a Country Store and a Gift Shop in the Village Center. Shop hours are as follows:

Paxton Street Coffee and Gift Shop: Monday through Friday 9:00 am to 3:00 pm
9:00 a.m. to 10:30 a.m. Saturday

Bailey Street Coffee Shop: 7:30 a.m. to 3:00 p.m. Monday through Friday
9:00 a.m. to 12:00 p.m. Saturday

Gift Shop: 10:00 a.m. to 4:00 p.m. Monday through Saturday

Country Store: 7:30 am to 3:00 p.m. Monday through Friday
9:00 a.m. to 12:00 noon Saturday

All shop profits are used by the Auxiliary for the betterment of the Village and its program.

Going Away

If a resident is going to leave the Village grounds for the day or part of the day, you must sign out at the care base. Please also notify your social worker or the neighborhood secretary 24 hours in advance to ensure that all medications, special instructions, and/or services are appropriated as necessary.

Gratuities

Team members are instructed not to accept monetary gifts from residents. Residents can show their appreciation to employees by contributing to the Team Members' Fund which is used for a team member Christmas gift at the end of the year. Residents are given an opportunity to give to this fund through the Residents' Council twice a year.

Grievance Procedure & Summary

Every resident has the right to voice grievances to Messiah Village or other agency or entity that hears grievances without discrimination or reprisal, and without fear of discrimination or reprisal, including those with respect to care and treatment which has been furnished or has not been furnished, the behavior of staff and other residents, and other concerns regarding their long term care facility stay. Grievances may be anonymous.

A grievance shall be defined as a written or verbal complaint (when the verbal complaint about resident care is not resolved at the time of the complaint by staff present) by a resident, or the resident's representative, regarding the care and services, abuse or

neglect, issues related to Messiah Village's compliance with the CMS Conditions of Participation, or a billing complaint.

All written complaints, regardless of method of communication, shall be considered a grievance. Verbal complaints that are unresolved at the time of the complaint or require further action shall be considered a grievance.

The Community has appointed the following individual as the Grievance Manager:

Crystal Y Stair, Nursing Home Administrator
100 Mt. Allen Drive, Mechanicsburg, PA 17055
cstair@messiahlifeways.org
717.697.4666

The expected time frame for completion of a grievance review is 5 days. Residents have the right to obtain a written decision related to the grievance upon request to the Grievance Manager.

Residents have the right to file a grievance with any independent entity with whom grievances may be filed, to include, but not limited to:

- a. PA Department of Health 717-783-3790
- b. Cumberland County Office on Aging 717-240-6110
- c. Pennsylvania Department on Aging 717-265-7887
- d. Long Term Care Ombudsman 717-240-6436
- e. Quality Improvement Organization (regarding Medicare claims)
866-815-5440

A copy of the Community's Grievance Policy is available upon request.

Guest Accommodations

Two guest rooms, located in the Tuscarora apartment building, are available for guests that are visiting you. One room has a queen-size bed, full bath, microwave, small refrigerator and coffee pot, while the other room has two twin beds, a full bath, small refrigerator and coffee pot. Both rooms can accommodate an additional guest with a cot. There is a maximum stay of two weeks. A flat fee per night is charged to the resident or guest reserving the accommodations. Reservations can be made by contacting Village Commons Resident & Guest Services at 717-790-8213.

Health Insurance

Residents are required to carry and pay for Medicare A and B or the equivalent and insurance to supplement Medicare. If at any time your insurance changes, please notify Fiscal Services at 717-790-8220 and provide a copy of your new cards. Residents are encouraged, but not required, to carry long-term care insurance.

Health Services

Alzheimer's Support Group

Meeting of persons caring for someone with Alzheimer's disease or some form of dementia. No fee.

Audiologist

Hearing Assessments. Hearing Aide Repair, fee-for-service.

Dentistry

Dentistry service. Fee-for-service.

Ophthalmologist

Ophthalmology service. Fee-for-service.

Optician

Optical service. Fee-for-service.

Physician

Physician service. Fee-for-service.

Podiatrist

Podiatry service. Fee-for-service.

Psychiatrist

Psychiatrist consultations. Fee-for-service.

Psychologist

Psychological consultations. Fee-for-service.

Hospitalization

If you are transferred to a hospital, you have the option to hold your bed until your return. Your social worker will contact you or your Power of Attorney/Responsible Person to confirm your bed hold and notify them of the private pay bed hold rate if applicable. Medicare will not hold your bed. For further details, please see the *Residents Rights* section of this handbook on page 35 and section 12 of the Nursing Care Residency Agreement.

Housekeeping

The Housekeeping Staff will clean residents' rooms on a routine basis.

Laundry

Your personal laundry will be done at no additional cost to you. A permanent laundry marker is provided to you at the time of admission. It is the responsibility of the family to properly identify all personal articles of clothing by labeling each item with the black laundry marker provided by Messiah Village. Messiah Village will then apply an ID tag as a second method of labeling. Lost clothing items that are not labeled properly, as described above, are not the responsibility of Messiah Village. Clothing and other laundry items bearing no identification are kept in the laundry area for a period of three months and, if not claimed, will be donated for the clothing sale. Please check with the staff if you are missing items that have been sent to the laundry.

Ironing - The Laundry Staff does not iron clothing.

Dry-Cleaning - Provisions are made for pick up and delivery of items to be dry cleaned. Items to be dry cleaned should be given to the Housekeeping Staff. There is a charge for dry cleaning.

Library

The Village Library is located in the lower level of the Nittany Building. Books and current magazines are available for resident use.

All residents are welcome to use the Library. Additional books are available on each floor of the Tuscarora and Allegheny Apartments for your interest and enjoyment.

Locked Drawer

Every Nursing Care resident has the right to have a locked drawer provided to them to lock up private belongings and personal valuables. Your Social Worker will provide you with this opportunity and a key will be issued to you or your Power of Attorney, if you choose this service.

Lost and Found

Should you find something that doesn't belong to you, please give it to Resident & Guest Services in the Village Center or your Social Worker. If you have lost something, report the loss to the Clinical Nurse Manager, Health Information Assistant, or Social Worker who will initiate a search and check to see if it has been found.

Magazine

Messiah Lifeways Magazine is distributed to residents, their families, and persons interested in Messiah Lifeways. This magazine is published semi-annually by the Marketing and Communications department.

Mail

Outgoing mail or mail to residents within the Village can be deposited at the Village Center Resident & Guest Services or given to your care giver for mailing.

Incoming mail will be delivered directly to your room. See page 20 of this handbook for mailing instructions.

Maintenance

Maintenance Staff is on duty between 7:30 a.m. and 4:00 p.m. Monday through Friday. If there are any emergency problems on the off hours, contact Resident & Guest Services.

If you wish to contact the Maintenance Department to assist in any maintenance problems, call 717-790-8210.

The Maintenance Department is responsible to maintain and repair all Messiah Village property, equipment, and furnishings. Maintenance Staff is also available for repair of resident's personal furnishings and equipment with some exclusions. This can be done electronically through the use of a work order request or by making the Health Information Assistant aware of your need. Charges will be added to the resident's bill.

Meals

Dining Services provides three meals a day in each Nursing Neighborhood, which are included in the daily resident rate. A selection of entrees, starches, vegetables, and desserts is provided. Our staff is prepared to help you with menu selection.

General Information - If you need varied meal times for your noon and/or evening meal, you may choose to dine in the Evergreen Cafe. The Cafe is open from 11:00 a.m. to 5:30 p.m. If you wish to entertain family or guests you may reserve a table in the Evergreen Café by contacting Dining Services at 717-790-8205.

The Fireside Café & Grille is also available as a dining option. It is open Monday through Saturday 11:00 a.m. to 6:00 p.m. and Sunday 7:00 a.m. to 2:00 p.m.

Meals purchased at these additional dining venues (Evergreen Café, Fireside Café & Grille, etc.) are not part of the daily rate for Nursing residents but can be purchased by the resident on an a la carte basis.

Special Diets - When a resident's physician recommends a therapeutic diet, a meal will be provided as outlined by the physician's order.

Food Committee - The Village Center has a food committee composed of residents and staff who meet regularly to discuss food, menus, and dining room activities. Residents are encouraged to contact members of the committee with any suggestions.

Medications and Refusals

Messiah Village utilizes Alert Pharmacy. Medications are packaged in blister packs for uniformity. This consistent method supports residents' health and welfare. Residents are free to utilize other pharmacies if the pharmacies are able to package medications in the manner that is consistent with Alert Pharmacy (blister packs). Residents' insurance plans that utilize the services of mail order and veterans' services are the exception. They may use other forms of packaging. All residents on Coumadin therapy are required to use the blister pack system for the packaging of Coumadin. This specific medication can be changed frequency, and is monitored closely by the staff.
(Medication guidelines are explained in more detail during the move in process)

*A resident has the right to question and/or refuse a medication if he/she believes that there may be a medication error.

Motorized Mobility Devices

Messiah Village respects the autonomy of residents and recognizes that self-mobility complements that. It is the resident's privilege to operate an electric motorized cart on campus. There is no coverage provided by the Village for any theft, damage or personal injury. The safety of all motorists and pedestrians on campus is of great concern to the Messiah Village Administration and Safety Personnel. In order to make the Messiah Village campus safe, please adhere to the following guidelines when using a motorized mobility device.

- Operating your device at a **safe speed** allows for quicker stops, easier maneuverability around obstacles, and greater control of the device.
- All devices must be operated **with the flow of traffic**, if operating on the streets and not on the sidewalks.
- It is not recommended that devices be operated outside of any building on campus before sunrise or after dusk.
- Those who plan to take devices outside should consider the following options:
 - a. Reflectors
 - b. Bright flag on a pole
 - c. Front light to aid in night vision
- Caution should be used when operating devices on the sidewalks. Courtesy should be extended to those walking on the sidewalks at all times. **Slow down or stop to allow pedestrians to pass safely.**
- **Use caution at sidewalk ramp areas** to prevent loss of control or even tipping.
- **Only cross at crosswalks.** Never drive onto the street without first obtaining safe passage. Be sure motorists yield for you to cross the street.
- **Operate** your device on the **right side of a hall** corridor when inside a building.
- **Use caution when entering or exiting elevators, nearing intersection and corners.**

Newspapers

A copy of *The Patriot-News* newspaper from Harrisburg can be found in the family rooms on each neighborhood. Residents may read the paper in the family room, but we request that the newspaper not be removed from the family room. Residents who wish to purchase a copy of the newspaper or subscribe to the newspaper may do so by contacting their social worker.

Non-Discrimination Policy

Admissions, the provision of services and referrals of residents shall be made without regard to race, color, national origin, ancestry, sex, age, disability or religious creed.

Any resident (and/or their responsible party) who believes they have been discriminated against may file a complaint of discrimination with:

Messiah Lifeways at Messiah Village
100 Mt. Allen Drive
Mechanicsburg, PA 17055
(717) 697-4666

U. S. Department of Health and Human Services
Office for Civil Rights
Suite 372, Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111

Department of Public Welfare
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
P. O. Box 2675
Harrisburg, PA 17105

Pennsylvania Human Relations Commission
Harrisburg Regional Office
Riverfront Office Center
1101 S. Front St., 5th Floor
Harrisburg, PA 17104

Office Hours

The business of Messiah Village is normally conducted between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday. During these hours, you should be able to see the people who can help you with a concern or answer a question. The President and his staff are always willing to see you. If you want to make sure the time is convenient, make an appointment by calling 717-697- 4666.

Ombudsman

An ombudsman is a resource and problem solver who is concerned with protecting the rights of older Pennsylvanians by answering questions, investigating complaints, and resolving problems. All communications with the ombudsman are confidential. To contact your ombudsman, you may telephone 717-240-6110 or write to:

Ombudsman
Cumberland County Office of Aging
Human Services Building, 16 West High Street
Carlisle, PA 17013-2922

Parking

There are designated guest parking spots in the main parking lots.

Pets

Pets are welcome in the nursing care center. Prior to visiting, a certificate indicating current immunizations must be filed with the Enrichment Coordinator. While visiting, pets must be leashed.

Physician Services

Residents in Nursing have the right to choose their physician. Please speak with your neighborhood social worker to learn more and to request a list of credentialed physicians serving the Messiah Village campus.

Power of Attorney

We require a copy of a Durable Power of Attorney(s), if you have executed one, in the event that you become unable to make your own medical/financial decisions. Married couples are encouraged not to appoint each other solely as their Power of Attorney, and naming a successor Power of Attorney is highly recommended.

Private Employment of Village Employees

It is not permissible for Village employees to privately negotiate with residents for the purpose of providing services which are currently offered by the Village.

Recreation

Some of the recreational facilities available to residents and their guests are listed below:

Computers

Two portable computers and printers are available for use in any level of care. E-mail directories of residents and key staff persons and the names of persons to contact for more information are available at either of the front desks.

Exercise Equipment

Stationary bicycles and other exercise equipment are available at the Village Square Fitness Studio. An orientation and physician clearance is required before operating the equipment.

Hobby Rooms

Craft and art classes as well as recreational activities are held in the various Hobby Rooms in the Village Center.

Nature Trail

A nature trail through a wooded area along the creek begins and ends on the northeast side of the pond.

Picnic Pavilion

The picnic pavilion, located near the pond, can be reserved by residents. To reserve the pavilion, call the Resident & Guest Services and ask for the Events Manager.

Pond

Catch and release fishing is permitted with a valid fishing license. Residents and family members accompanied by a resident are welcome to fish in the pond. When fishing, use only barbless hooks.

Shuffleboard

Courts for shuffleboard are located in the Community Room in the Village Commons.

Swimming Pool

A heated indoor swimming pool and therapeutic whirlpool are located in Village Square. Aquacize and lap swimming are some of the activities you can pursue in the pool area.

Relinquishment of Room and Removal of Furnishings

Within 24 hours after a resident's room is vacated in Nursing Care, your Social Worker will contact you, or your Power of Attorney, requesting directions regarding storage of your clothing and personal possessions. Personal possessions can be stored for 30 days. After 30 days, storage costs will be charged and the possessions may be discarded.

Resident & Guest Services

Resident & Guest Services has several locations in each building: Village Center Main Entrance, Village Commons and Village Square.

Village Center Resident & Guest Services is staffed 24 hours a day, seven days a week. The phone number is 717-697-4666.

Village Commons Resident & Guest Services is staffed Monday through Friday 7:30 a.m. to 4:00 p.m. and is closed on major holidays. The phone number is 717-790-8213.

Resident Council

Resident Council Meetings for the Skilled and Nursing Care Neighborhoods are held every month and are specific to the residents needs on the neighborhoods. All Nursing Care residents and their families are invited to attend.

The Village-wide Resident Council is comprised of all Village residents. This group generally meets the fourth Monday of every other month at 2:00 p.m. in the Chapel in the Village Center. This is a time for residents to communicate their concerns and questions regarding Village life. The management is invited to present information of interest to residents. The Residents' Council Executive Board, a group elected by residents of the Village, meets ten days prior to each resident meeting. Other Committees of Residents' Council include:

- Bylaws Committee
- Food Committee
- Garden Committee
- Helping Hands Committee
- Hobbies Committee
- Nominating Committee
- New Resident Welcoming Committee

If you are unable to attend the meeting, it is televised Village wide on MVTV.

Resident/Family Responsibility

Although our staff is responsible for providing hands on care and medical treatment, the effectiveness of the care provided is greatly affected by the cooperation and level of participation of the resident and his/her family. We encourage you to follow these guidelines to ensure that our staff can best meet the needs of all resident's that we serve.

- Actively participate in the development of the resident's Plan of Care by attending Interdisciplinary Team meetings, asking questions as they arise, identifying concerns, offering suggestions, and providing background information that may be helpful in addressing problems.

- Report any changes you note in the resident's condition, such as increased pain, headaches, or dizziness. We cannot address a concern unless we are aware of it.
- Cooperate with infection control and safety procedures for your benefit as well as for the benefit of others (residents, visitors, staff)
- Inform nursing staff prior to the resident leaving the nursing neighborhood, whether for a short time or an extended visit. This includes going outside for a walk or taking the resident off campus.
- Be considerate of the needs of other residents, remembering that adjustments may need to be made when you share living space with others.
- Do not provide hands on care for the resident, such as bathing, walking, or assisting to the bathroom, unless you have first discussed this with nursing staff and received instructions to ensure the resident's safety during these activities.
- Notify social service staff when clothing or furnishings are brought in or removed from the room, so the items can be properly labeled and we can maintain an accurate list of personal belongings. Electrical equipment must be checked by the Facility Maintenance Department for safety. Please share this information with friends and other family members who may bring in items.
- Keep other family members informed of changes with the resident. The resident and Power of Attorney are the only ones who will receive information directly from staff.
- Assure that young children are properly supervised during visits, and that their activity is not disruptive to staff or other residents.
- Provide a way for staff to contact a family member at all times, i.e. identify additional family members to contact if you are away, provide cell phone numbers, etc.
- You are responsible to meet your financial obligations to Messiah Village. Keep Fiscal Services informed of any significant changes regarding your finances, especially when you anticipate needing financial assistance to pay for your care. Provide a copy of any new insurance cards, if there is a change, to the Fiscal Service Department.
- Review all information that is shared through newsletters, mailings, etc. Please feel free to ask questions at any time.
- Provide input through attending Resident's Council, placing suggestions in the suggestion box, responding to satisfaction surveys, etc. We cannot always make the changes you request, but we are always interested in improving our services and accommodating your requests when possible.

Residents' Rights

As a nursing home resident, you have certain rights and protections under Federal and state law that help ensure you get the care and services you need. You have the right to be informed, make your own decisions, and have your personal information kept private.

The nursing home must tell you about these rights and explain them in writing in a language you understand. They must also explain in writing how you should act and

what you're responsible for while you're in the nursing home. This must be done before or at the time you're admitted, as well as during your stay. You must acknowledge in writing that you got this information.

At a minimum, Federal law specifies that nursing homes must protect and promote the following rights of each resident. You have the right to:

- **Be Treated with Respect:** You have the right to be treated with dignity and respect, as well as make your own schedule and participate in the activities you choose. You have the right to decide when you go to bed, rise in the morning, and eat your meals.
- **Be Free from Discrimination:** Nursing homes don't have to accept all applicants, but they must comply with Civil Rights laws that say they can't discriminate based on race, color, national origin, disability, age, or religion. The Department of Health and Human Services, Office for Civil Rights has more information. Visit <http://www.hhs.gov/ocr>.
- **Be Free from Abuse and Neglect:** You have the right to be free from verbal, sexual, physical, and mental abuse. Nursing homes can't keep you apart from everyone else against your will. If you feel you have been mistreated (abused) or the nursing home isn't meeting your needs (neglect), report this to the nursing home, your family, your local Long-Term Care Ombudsman, or State Survey Agency. The nursing home must investigate and report all suspected violations and any injuries of unknown origin within 5 working days of the incident to the proper authorities.
- **Be Free from Restraints:** Nursing homes can't use any physical restraints (like side rails) or chemical restraints (like drugs) to discipline you for the staff's own convenience.
- **Get Proper Medical Care:** You have the following rights regarding your medical care:
 - To be fully informed about your total health status in a language you understand.
 - To be fully informed about your medical condition, prescription and over-the-counter drugs, vitamins, and supplements.
 - To be involved in the choice of your doctor.
 - To participate in the decisions that affects your care.
 - To take part in developing your care plan. By law, nursing homes must develop a care plan for each resident. You have the right to take part in this process. Family members can also help with your care plan with your permission.
 - To access all your records and reports, including clinical records (medical records and reports) promptly (on weekdays). Your legal guardian has the right to look at all your medical records and make important decisions on your behalf.

- To express any complaints (sometimes called “grievances”) you have about your care or treatment.
 - To create advance directives (a health care proxy or power of attorney, a living will, after-death wishes) in accordance with State law.
 - To refuse to participate in experimental treatment.
- **Have Your Representative Notified:** The nursing home must notify your doctor and, if known, your legal representative or an interested family member when the following occurs:
 - You’re involved in an accident and are injured and/or need to see a doctor.
 - Your physical, mental, or psychosocial status starts to get worse.
 - You have a life threatening condition.
 - You have medical complications.
 - Your treatment needs to change significantly.
 - The nursing home decides to transfer or discharge you from the nursing home.
- **Get Information on Services and Fees:** You have the right to be told in writing about all nursing home services and fees (those that are charged and not charged to you) before you move into the nursing home and at any time when services and fees change. In addition:
 - The nursing home can’t require a minimum entrance fee if your care is paid for by Medicare or Medicaid.
 - For people seeking admission to the nursing home, the nursing home must tell you (both orally and in writing) and also display written information about how to apply for and use Medicare and Medicaid benefits.
 - The nursing home must also provide information on how to get a refund if you paid for an item or service, but because of Medicare and Medicaid eligibility rules, it’s now considered covered.
- **Manage Your Money:** You have the right to manage your own money or to choose someone you trust to do this for you. In addition:
 - If you deposit your money with the nursing home or ask them to hold or account for your money, you must sign a written statement saying you want them to do this.
 - The nursing home must allow you access to your bank accounts, cash, and other financial records.
 - The nursing home must have a system that ensures full accounting for your funds and can’t combine your funds with the nursing home’s funds.
 - The nursing home must protect your funds from any loss by providing an acceptable protection, such as buying a surety bond.
 - If a resident with a fund dies, the nursing home must return the funds with a final accounting to the person or court handling the resident’s estate within 30 days.

- Get Proper Privacy, Property, and Living Arrangements: You have the following rights:
 - To keep and use your personal belongings and property as long as they don't interfere with the rights, health, or safety of others.
 - To have private visits.
 - To make and get private phone calls.
 - To have privacy in sending and getting mail and email.
 - To have the nursing home protect your property from theft.
 - To share a room with your spouse if you both live in the same nursing home (if you both agree to do so).
 - The nursing home has to notify you before your room or your roommate is changed and should take your preferences into account.
 - To review the nursing home's health and fire safety inspection results.

- Spend Time with Visitors: You have the following rights:
 - To spend private time with visitors.
 - To have visitors at any time, as long as you wish to see them, as long as the visit does not interfere with the provision of care and privacy rights of other residents.
 - To see any person who gives you help with your health, social, legal, or other services may at any time. This includes your doctor, a representative from the health department, and your Long-Term Care Ombudsman, among others.

- Get Social Services: The nursing home must provide you with any needed social services, including the following:
 - Counseling.
 - Help solving problems with other residents.
 - Help in contacting legal and financial professionals.
 - Discharge planning.

- Leave the Nursing Home:
 - Leaving for visits: If your health allows, and your doctor agrees, you can spend time away from the nursing home visiting family or friends during the day or overnight, called a "leave of absence." Talk to the nursing home staff a few days ahead of time so the staff has time to prepare your medicines and write your instructions. Caution: If your nursing home care is covered by certain health insurance, you may not be able to leave for visits without losing your coverage.
 - Moving out: Living in a nursing home is your choice. You can choose to move to another place. However, the nursing home may have a policy that requires you to tell them before you plan to leave. If you don't, you may have to pay an extra fee.

- Have Protection Against Unfair Transfer or Discharge: You can't be sent to another nursing home, or made to leave the nursing home, unless any of the following are true:

- It's necessary for the welfare, health, or safety of you or others.
- Your health has improved to the point that nursing home care is no longer necessary.
- The nursing home hasn't been paid for services you got. The nursing home closes.

You have the following rights:

- You have the right to appeal a transfer or discharge to the State.
 - The nursing home can't make you leave if you're waiting to get Medicaid.
 - Except in emergencies, nursing homes must give a 30-day written notice of their plan and reason to discharge or transfer you.
 - The nursing home has to safely and orderly transfer or discharge you and give you proper notice of bed-hold and/or readmission requirements.
- Form or Participate in Resident Groups: You have a right to form or participate in a resident group to discuss issues and concerns about the nursing home's policies and operations. Most homes have such groups, often called "resident councils." The home must give you meeting space and must listen to and act upon grievances and recommendations of the group.
 - Have Your Family and Friends Involved: Family and friends can help make sure you get good quality care. They can visit and get to know the staff and the nursing home's rules. Family members and legal guardians may meet with the families of other residents and may participate in family councils, if one exists. Family members can help with your care plan with your permission. If a family member or friend is your legal guardian, he or she has the right to look at all medical records about you and make important decisions on your behalf.
 - Accommodation of Needs: You have the right to have your personal needs and preferences provided for to the extent that they do not interfere with the rights of other residents of the nursing facility. You must have advance notice of any intention to change either your room or your roommate.
 - Grievances: You have the right to object to any treatment or care which has been furnished, as well as that which has not been furnished, with the assurance that there will be no reprisals for voicing your grievances, which must be resolved promptly and fairly.
 - Participation in other Activities: You have the right to participate in social, religious, and community activities which do not interfere with the rights of other residents in the nursing facility.
 - Examination of Survey Results: You have the right to examine the results of the most recent survey of the nursing facility as conducted by state or federal authorities and any plan of correction in effect with respect to your nursing facility.

- Notice of Rights: A written statement of your rights must also be provided to you by your nursing facility upon reasonable request.
- Rights of Incapacitated Residents: If you are judged incapacitated under the laws of the state, a person will be appointed under state law to act on your behalf. Is this an actual statement from the state's version? If so, it obligates us to finding a guardian if they do not have a durable POA.
- Use of Psychopharmacologic Drugs: These drugs may only be administered to you on the orders of a physician and only as part of your written plan of care. Your plan of care must describe the plan to eliminate or modify the symptoms for which the drugs are prescribed.
- Bed Hold Policies for Medical Assistance/Medicaid Residents: The Medical Assistance Program will make payment to your nursing facility to hold (reserve) the bed for you when you are away from the nursing facility for a continuous 24-hour period because you are in the hospital or on therapeutic leave. A bed must be available for you when you return to the nursing facility. Pennsylvania's limits on Medical Assistance Program payments for reserved bed days are as follows:
 - Hospitalizations - A maximum of 15 consecutive days per hospitalization. During the 15-day period a bed shall be available to you upon your return to the nursing facility.
 - Therapeutic leave - A maximum of 30 days per calendar year (leave days must be included in your Plan of Care and must be ordered by your attending physician).
- Bed Hold Policies for Medicare or Private Pay Residents: Medicare will not make payment to your nursing facility to hold (reserve) the bed for you when you are away from the nursing facility for a continuous 24-hour period because you are in the hospital or on therapeutic leave. If you decide to hold the bed, you must indicate in writing or verbally your desire to hold the bed. To hold the bed you must pay the daily per diem rate. This also applies to private pay residents.
- Equal Access to Quality Care: Your nursing facility must establish and maintain the same policies and practices for all residents regardless of source of payment, regarding transfer, discharge and provision of nursing facility services required under the state plan.
- Admission Policy: Your nursing facility cannot prohibit or discourage you from applying for or receiving Medicare or Medical Assistance benefits.
- If you are entitled to medical assistance for nursing facility services, neither you nor anyone on your behalf may be required by the nursing facility to make any

payments to the nursing facility as a condition of your admission, to speed up your admission or to guarantee your continued stay in the nursing facility.

- The nursing facility must advise you in advance when payments for items or services to be delivered are not covered by the Medical Assistance Program. You must be advised of the costs of the non-covered items or services, and be given the option of accepting or rejecting the charges and the non-covered items or services.
- Protection of Personal Funds: You are not required to deposit your personal funds with your personal care facility. If you choose, however, to deposit your personal funds with the facility, the facility must provide you with a written authorization form which you must sign, that requires the facility to deposit your personal funds OVER \$50.00 in an interest-bearing account. This account must be kept separate from any of your facility's operating accounts.
- For more information, please contact the Business Office at 790-8220. Please refer to the "Fiscal Services" section of the handbook for hours.
- If you are a resident receiving medical assistance benefits, your nursing facility must let you know when the balance in your account plus the value of your other non-exempt resources reaches \$200.00 less than the amount that may cause you to lose your eligibility for medical assistance benefits.
- Medicaid Eligibility and Protection of Income and Resources for the Spouse in the Community: There are special Medicaid rules for protecting income and resources for a person whose spouse is in a nursing facility.
- These minimum and maximum figures are revised annually. You can get updated figures for income and resource limits from your nursing facility, the local County Assistance Office or the Welfare Help Line: 1-800-692-7462.

Restraint Use

Messiah Village desires to use the least restrictive means of ensuring resident safety. There may be times that either chemical or physical restraints are utilized as a last resort in keeping a resident safe. A restraint may be applied when other interventions have failed. Your physician, for medical reasons, must order the use of a restraint.

Room Reservations

Many of the common areas including lounges, Fountain Room, Martin Conference Room, Compass Pointe Place, Community Room, Rooftop Library, and Galleria can be reserved by residents for private group functions.

To reserve a room, phone Resident & Guest Services at 717-697-4666 and ask for room reservations and rates.

Safe Deposit Boxes

Safe deposit boxes are available for rental at the PNC Bank located in the Village Commons.

Salon

Licensed beauticians provide services in three salons.

The Salon at Compass Pointe, located in the Village Center, provides hair care and limited nail services to all residents. The salon is equipped with a wheelchair lift that allows our stylists to provide services to residents who may be unable to sit in a stylist's chair. This salon is open Monday through Friday from 8:00 am to 4:30 pm. Appointments are highly encouraged. For more information or to schedule an appointment, please call 717-790-8211.

Village Commons Salon, located on the Terrace level of the Tuscarora building, provides hair care and limited nail services to all residents. This salon is open Tuesday through Saturday. Appointments are highly encouraged. For more information or to schedule an appointment, please call 717-790-8217.

Cerise Day Spa, located in Village Square, provides hair, nail and skin care services, massage therapy, facials and much more, and features a relaxation room. The spa is open Monday through Saturday. Appointments are highly encouraged. For more information or to schedule an appointment, please call 717-591-5591.

Security

Security personnel are on duty 24 hours a day including on weekends and holidays. Please contact Resident & Guest Services at 717-697-4666 any time of the day or night to report any questionable activity. Security personnel will investigate and take any necessary action.

Smoking

Messiah Village is a smoke free environment. There is to be no smoking by residents on Village property whether inside or outside a living area. Guests are not permitted to smoke inside or outside except in a car.

Solicitation

Solicitation or distribution of literature is not permitted at Messiah Village without approval. This includes selling products of any kind and distribution of printed material of any type.

Speed Limit

The speed limit on all Village roadways is 20 miles per hour.

Suggestion Box

Administration welcomes any suggestion you might have. Suggestion boxes are located in the Village Center.

Telephone Service

Verizon provides phone service to Messiah Village. Please obtain necessary paperwork from either the Welcome Center or Social Worker if establishing new phone service. Call 1-888-438-3467 to establish service, inquire about rates, or arrange for changes or additions to your existing service. The Village maintains all inside wiring so it is not necessary to buy the optional wire maintenance plan offered by Verizon.

Residents entering Wagner transitional care are furnished with a phone and phone service that includes local calling. Long distance calls can be made by using a calling card. If a resident transfers to another nursing neighborhood or another level of care, it is the responsibility of the resident and or family to obtain phone service through Verizon as described above.

If a resident is having a problem with the telephone in their room, contact the Maintenance Department at 717-790-8210 for assistance.

Cell phones may also be used in nursing.

Television

Television sets have been placed in lounge areas for the viewing pleasure of those not having their own set. Each nursing neighborhood has a lounge with a large screen television. Comcast is the cable provider and extended basic service is included in the daily fee. Each resident room in the Village Center has an outlet which is cable ready. In addition to the outlet, there is a cable box and remote that is specific to your accommodation and should remain within the room. If a resident needs assistance in hooking up a television, contact the Maintenance Department at 717-790-8210. Upgraded packages can be purchased individually through Comcast.

Transportation

Scheduled transportation is provided on a weekly basis to area shopping centers. Transportation is also scheduled for various cultural events and day trips. See the weekly activities calendar for times and place of departure.

Transportation within the Village is provided through a shuttle service between the Village Commons and Village Center. To check the shuttle service schedule, contact Resident & Guest Services at 717-697-4666.

Contact the Health Information Assistant or Clinical Nurse Manager at your neighborhood care base to schedule transportation. Transportation to appointments outside the Village is available for a fee.

Visitation Guidelines

Residents have the right to receive visitors of his or her choosing, at the time of his or her choosing (subject to the right to deny visitation when applicable), and in a manner that does not impose on the rights of others. All visitors enjoy full and equal visitation rights.

Visitors are never restricted based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

We welcome immediate family which includes spouse and/or domestic partners of either same sex or opposite sex, other relatives and friends.

It is up to you, the resident, to inform us in writing of any requests to deny or limit access to you by visitors. We will do our best to abide by your request by preventing access or by asking the person(s) to leave. You can withdraw a previously communicated denial at any time in writing.

There are other entities who have access to visit with you based on regulatory requirement. These include:

- Any representative of the Secretary of State
- Any representative of the Office of Long Term Care Ombudsman
- Your personal physician
- State Advocacy system representative
- Representatives of Advocacy agencies of the Mentally Disabled
- Your representative

The following have the right to visit unless you restrict them:

- Any other individual or entity providing health, social, legal or other services to you.

Visitation hours at Messiah Lifeways are at the discretion of the residents.

There may be times, although rare, when our community would need to restrict visitation. The following are examples of such times but are not all inclusive. If these community restrictions are to be put into place, you will be fully informed.

Examples:

1. Infection disease/communicable disease: if there is a communicable disease going through the community such as the Noro Virus or Flu, the community may restrict visitation to both protect the visitors as well as the entire resident population in order to minimize the spread of the infection.
2. Abuse investigation: if a visitor has been reported to be abusive to you or others in the community in any manner (such as verbally abusive, physically abusive, sexually abusive, having taken advantage of you financially), the community will need to protect you until the investigation has ruled out the abuse or, if abuse is substantiated, a plan will be devised as needed.
3. Threats or actual harm to community member or property.
4. Protecting the rights of other residents. If a visitor imposes on other residents, visitation may be limited or restricted in order to protect their rights.

Volunteers

Residents and families are encouraged to volunteer time in an area of interest or ability. A wide range of volunteer opportunities are available. All who volunteer find a great deal of personal satisfaction in time spent enhancing the quality of someone's life. Contact the Volunteer department at 717-790-8203.

Weapons

No weapons of any kind (knives, guns, ammunition) may be kept in a resident's room or are permissible on the Messiah Village Campus. The no weapons policy is to ensure all residents' safety.

Welcome Center

This office provides information to prospective residents and processes applications for the various types of living arrangements offered at Messiah Village and promotes community based services and enrichment opportunities. As accommodations become available, Welcome Center staff assists those applicants in moving to the Village. The phone number is 717-790-8201.