



Assisted Living Handbook

WELCOME

Bayley, founded by the Sisters of Charity, is a continuum of care residence especially designed to meet the needs of seniors. The integrated services offered at Bayley are designed to care for each resident as a total person by addressing each individual's specific needs. The common goal of each member of the staff is to relate to each resident as a unique individual with special interests and concerns.

The Sisters of Charity have provided significant health care, educational, and social services to the Cincinnati area for many years. We at Bayley intend to carry on this Sisters of Charity tradition of service in the care of our residents.

It is our hope that you will find the information in this handbook helpful to you and your family. If you have any questions, please feel free to contact any member of the staff.



MISSION STATEMENT

Bayley provides a continuum of care for seniors in a Catholic/Christian environment.

With the Sisters of Charity, we strive to provide compassion and quality of life to those we serve. Our commitment is rooted in the values of respect, honesty and excellence.



PHILOSOPHY

We believe the elder care ministry is a valid expression of the mission of the church today.

We believe in a holistic, integrated ministry that contributes to the well being of elders regardless of race, color, national origin, creed, sex and socio-economic status.

We believe in the sacredness of each person, and reverence of the individual striving for self-determination at each stage of life.

We believe in providing innovative quality services and programs that contribute to the well being of the whole person.

We believe in the value of transitional services, which nurture independence and are responsive to the unique needs of the elderly.

We believe in our responsibility to speak and respond to issues related to the rights of elders and to effect changes within society, which leads to a fuller life for all elders.

We believe in those values, principles and goals inherent in the medical-moral teachings of the Church.

We believe professional excellence and competence should be pursued by all persons giving care and services.

We believe professional excellence and competence are basic to all programs designed to enhance the delivery of elder care services.

We believe in the responsible stewardship to maximize use of resources.

We believe in effective leadership to develop creative, integrated forms of service.

We believe that education; training and research are important aspects of improving the quality of life and should be carried out in a manner which recognizes an individual's privacy, dignity and life style.

BAYLEY STAFF PHONE NUMBERS—Dial (513) Before Calling Each

NAME	TITLE	PHONE #
Adrienne Walsh	President/CEO	347-5500
Tina Mersmann	Administrative Assistant	347-5508
Pastoral	Pastoral Care Associates	347-5525
	Receptionist	347-5500
Colleen Graff	Director of Nursing	347-5500
Colleen Graff	Assisted Living Nurse Supervisor	347-4050
Tina Clark	Housekeeping Supervisor	347-5530
Dietary	Dietetic Technician	347-5780
Eddie Rickett	Director Dining Services	347-5566
Kelly Weber	Admissions Counselor /AL, IL	347-5512
Kelli Polce	Admissions Counselor /Rehab/HC	347-5775
Courtney Overman	Social Worker / Orchards/ Gardens	347-5518
Michael Cooper	Social Service Representative/ AL / Hillside	347-5562
Diane Gumbert	Vice President Finance	347-5444
Celeste Mackey	Executive Director	347-4012
Kim Iles	AR Billing Specialist	347-4053
Jodi Mayhaus	AR Billing Specialist	347-1407
		347-4170
Mark Mullahy	Vice President Operations	347-5710
		347-4168
Michele Duda	Executive Director of Development	347-5735

Other Phone Numbers

Beauty Shop	347-5542
Gift Shop	347-5504
Bayley Administrative Fax.....	347-5553
Bayley Adult Day Program	347-5440
Security.....	207-0954

HOURS OF OPERATION

Business Office/Accounting	Monday through Friday 8:30 a.m. to 5:00 p.m. <i>By Appointment</i>
Resident Fund Office	Monday through Friday 10:00 a.m. to 12:00 p.m.
Gift Shop	See posted hours on shop door.
Housekeeping	Monday through Friday 7:00 a.m. to 3:30 p.m. (Contact Work Order Hotline at 347-5600 for all repairs and emergencies)
Mass	Monday - Friday; 10:30am Saturday 3:00pm
Meal Service	Breakfast 7:30 - 9:30 Lunch 11:00 - 1:30 Dinner 4:15 - 6:30 *Please arrive ½ hour before dining room closes.
Receptionist (Information)	Monday - Friday 8:30 am - 8:30 pm Saturday & Sunday 9:00 am - 5:30 pm

RESIDENT SERVICES

Activity Program

Residents are encouraged to participate in the activities at Bayley. Activities are offered to meet the physical, social, creative, recreational and pastoral care needs of the residents. Whatever the resident's interest may be, our activities staff will be happy to assist. Activities include: arts and craft classes, exercise opportunities, card playing, bingo, birthday parties, holiday celebrations, dining out, day trips and more. Monthly activity program calendars are posted in various locations throughout the building. Each resident also receives a copy of the Bayley Times, an in-house newsletter with activity highlights. Residents will also receive an individual copy of a weekly calendar. Family and friends are welcome to attend scheduled activities.

Advance Directives - Bayley Procedures With Regard To

PLEASE REFER TO THE SECTION ENTITLED
*"BAYLEY PROCEDURES IN REGARD TO
MEDICAL TREATMENT DECISIONS AND ADVANCED DIRECTIVES"*
IN BACK OF HANDBOOK

Advance Directives (Living Wills/Durable POA for Health Care)

All residents have the right and are encouraged to specify advance directives for their care. This may be in the form of a Living Will, Durable Power of Attorney for Health Care, or other specific written directions. These forms are available through the Social Services Department, who can explain the documents and assist with their completion. The requirements for Durable Power of Attorney for Health Care and Living Wills have changed somewhat over the past few years. If you have any questions as to whether your current documents are the most up to date, feel free to contact your social worker.

Air Conditioning/Heating

Each room is equipped with a control for heat and air conditioning so that each room is individually controlled by the resident.

Alcoholic Beverages

Residents may have alcoholic beverages in their rooms. Residents are responsible for purchasing their own alcoholic beverages. Bayley reserves the right to give a thirty (30) day written notice for transfer/discharge to residents who exhibit inappropriate behavior while under the influence of alcohol.

Appliances

Because of the danger of fire, items such as room heaters, electric blankets, hot plates, heating pads, irons, extension cords, etc., are not permitted in your apartment. Please make certain that the cords on items such as televisions, radios, clocks and lamps are not frayed and that the plugs are not defective. Housekeeping or Maintenance will be happy to inspect electrical appliances for safety.

Audiologist

An Audiologist from Healthcare 360 is available to provide each resident with a comprehensive hearing exam. Each resident will have the option of utilizing the service.

Appointments can be made through your Social Services Representative.

Financial arrangements for Audiology Services are the responsibility of the resident or responsible party. Medicare and Medicaid provide some coverage for services.

Barber

See Hair Styling Salon

Bayley Adult Day Program

Bayley Adult Day Program is a structured day program for those fifty years of age and older who require some level of personal assistance. Participants spend the day with their peers under the supervision of a professional staff. Our services emphasize a holistic approach in meeting the needs of the participant and include health monitoring, social services, nutritional services, transportation, personal care needs and a daily activity program. Hours of service are Monday through Friday 7:30 a.m. to 5:00 p.m. For more information, call the Social Worker at 347-5440.

Billing Procedure

Residents will receive a monthly bill from the Business Office. Billing is on the first of the month and payment is due within 10 days. For questions concerning a bill, please call the **Business Office** at **347-1407** to schedule an appointment.

Business Office

The AR Billing Specialist is available Monday through Friday, 8:30 a.m. to 5:00 p.m. by appointment. Residents with a personal fund account may obtain money from Resident Fund Window, Monday through Friday 10:00 a.m. – 12:00 p.m. To make an appointment, please contact the **Business Office** at **347-1407**.

Cable Television

Bayley is pre-wired for basic cable television. To order cable television, contact the Admissions Office at **347-5512** for hook-up and pricing information.

Complaints

Bayley encourages any suggestions or comments you might have. If a concern surfaces, feel free to contact the appropriate department head to come to resolution. You may also put your suggestions or concerns in writing. Suggestion boxes are located throughout the building. If you wish to file a more formal complaint, please see the section entitled *Grievance*.

Confidentiality

Every resident is assured confidential treatment of his or her personal and medical records. Personal and medical information can be released to individuals outside Bayley only on the written approval of the resident and/or legal guardian in the event of transfer to another health care facility, or as required by law to third-party payees (i.e., Medicaid, Medicare, Blue Cross/Blue Shield). Resident records are available to Bayley staff directly involved in providing resident care and this information is kept confidential.

**Please refer to Section Entitled “*Notice of Privacy Practices*”
In Back of Handbook**

Contributions

Contributions, memorials and bequests are welcome. Those who make planned gifts to Bayley will have the option of becoming an Elizabeth Bayley Seton Society Member. The Mother Margaret George Society provides a permanent tribute to members of the Bayley Family. For more information, please contact the Executive Director of Development at 347-5735.

Corporate Compliance

Bayley’s Corporate Compliance program provides a quality intervention for preventing and promptly detecting and correcting any instances of non-compliance or unethical conduct.

You can contact your Social Service Representative or call **1-877-869-6256** confidentially to report any concerns regarding improper or unethical activity or any situation that makes you feel uncomfortable.

Dentist

Dental services are available on a monthly basis to provide each resident with dental care. Residents will have the option of utilizing in-house service or selecting their own private dentist.

Appointments can be made with your Social Service Representative. Financial arrangements for dental services are the responsibility of the resident or responsible party.

Discharge Criteria

Bayley has established discharge criteria and guidelines to ensure proper care and safety to all residents. For more information contact your Social Service Representative.

SEE SECTION ENTITLED "*RESIDENCY CRITERIA*"
IN BACK OF HANDBOOK

Education

Staff and services are available to provide education on a variety of issues pertaining to the Assisted Living Residents and their families. Please take the time to acquaint yourself with the information available in the following places:

- Library in the Enrichment Center balcony
- Glass cases displaying information (Located outside of the dining room area)
- Required Information Binder in the Assisted Living activity room
- Resident handbook
- Outreach programs-*ie.* Life Learn, tax counseling, care-giver network, diagnostic evaluations
- Lectures and open in-service education events
- Bulletin boards focused on education, health and wellness on both the second and third floors
- Open Forum Discussions (Led by the Administrator, these which are held twice a year)
- Pharmacy-provided information on medications
- Resident Council meetings

Electric Scooters

Residents who wish to obtain an electric scooter must notify your social worker first. The Social Service Representative will assist residents with the purchase and/or rental of the scooter. All residents must be informed of Bayley's scooter guidelines, policy, and sign an Electric Vehicle Agreement.

Elevator

There are three elevators available for resident use on a daily basis. The service elevator located behind the Nutrition Department is for the use of Maintenance, Nutrition Staff, Housekeeping and for residents or family members moving furniture into the facility.

Emergency Pull Cords

Each room is equipped with an emergency pull cord in the bedroom and bathroom areas. In an emergency situation, the resident may pull the cord and staff will respond promptly. **THESE CORDS ARE FOR EMERGENCIES ONLY** and should not be used routinely. All telephones are preprogrammed to dial the Nurses' Station at the touch of one button for non-emergency situations.

Family Council

The Family Council is an independent group of relatives and friends of Bayley residents. Our family council brings us together to educate, discuss common concerns, and take action for positive change. Our aim is to enhance the quality of life, well being and happiness of all residents. For more information contact your social service representative.

Food Guidelines

Residents are responsible for the proper storage of food in their apartments. When food is not stored and discarded properly, it can attract insects. Please follow the guidelines for allowable snack items that can be taken from the dining rooms.

Funeral Service at Bayley

For information on planning a funeral service at Bayley, please contact the **Pastoral Care Department at 347-5525**.

Gift Shop

The Gift Shop is located on the first floor near the Gardenside Lobby. The hours of operation are posted on the Gift Shop door.

For your convenience, the Gift Shop is supplied with practical items such as snacks, cards, wrapping paper and small gifts. If you are interested in volunteering in the Gift Shop, please contact the **Volunteer Coordinator at 347-5416**.

Gifts and Tips

Employees are prohibited from accepting any type of gift or tip from residents and/or families. Any gifts or tips offered to employees are to be tactfully but firmly refused.

Grievance Committee Procedure

SEE SECTION ENTITLED "*GRIEVANCE PROCEDURES*"
IN BACK OF HANDBOOK

Guest Accommodations

Bayley does not provide overnight guest accommodations. If overnight hotel accommodations are needed, the **Marketing/Admissions Office** can provide assistance selecting a nearby hotel.

Guest Meals

We no longer sell tickets for meals at the front desk. Meals are paid for tableside in our AL dining room. You may pay with cash or credit card. Meals are \$10.00 for lunch and \$12.00 for dinner, and \$15.00 on Christmas and Thanksgiving. Children's meals are \$8.00.

Hair Styling Salon

These services are available for both men and women from professional personnel. The Bayley Styling Salon is located on the second floor. Appointments can be made directly with the beautician/barber, or an appointment slip can be completed and given to any staff member.

Attached to this packet is a sheet giving current pricing information, hours of operation and direct phone numbers for salon employees. You can pay for these services directly to the hair stylist/barber on the day of the service by cash or check, or through the Resident Fund Account.

Health Center Priority Placement

In accordance with our status as a non-profit Home for the Aged, we do offer priority placement for our Assisted Living residents into Health Care. When nursing care becomes necessary, however, we cannot guarantee bed availability. Should this occur, one or more of the following options may be proposed:

- Private duty (at resident's expense) in resident's apartment until an appropriate Health Care bed becomes available.
- Placement in another Health Care facility, then returning to Bayley when an appropriate Health Care bed becomes available.
-

Health Insurance

Some residents have insurance with a Managed Care Provider. If residents have this type of insurance, our Business Office must be aware of this information.

Residents are permitted to change insurance providers whenever they would like, however, Bayley does require that each resident inform the Business Office when this is done.

Health Insurance Portability and Accountability Act of 1996 (HIPPA)

**Please refer to Section Entitled “*Notice of Privacy Practices*”
In Back of Handbook**

Home Care

Private Duty Home Care is available at the resident’s expense. If you would like additional information about costs or scheduling Private Duty Home Care, please contact the social worker. **Bayley Home Services** is offered to Bayley campus residents as a way to ensure an individual's needs are met while maintaining independence. For more information contact **347-4168**.

Housekeeping

Housekeeping services are provided weekly. These services consist of vacuuming, dusting, and sanitizing the bathroom. The housekeeping staff can assist with changing of bed linens. Laundry services are not provided as part of the housekeeping service.

Insurance of Personal Belongings

The grounds and facilities of Bayley are insured, however, you may want to obtain "Renter's Insurance" to cover the contents of your own apartment, as these items are not covered under our policy. Your local insurance agent should be able to give you information and rates.

Keys

Upon admission, residents will be issued one (1) apartment door key, and one (1) mailbox key. All keys are the responsibility of the resident and **MAY NOT BE DUPLICATED**. The charge for replacement of a lost apartment key will be \$10.00. Replacement of a lost mailbox key will be \$30.00. Failure to return keys upon discharge or transfer will result in a \$30.00 fee for each key not returned. Contact the **Marketing & Admissions Office** at **347-5512** with any questions or problems.

Laundry

Personal laundry is the responsibility of the resident and/or family. Due to the danger of fire, irons are not allowed in resident rooms. Laundry machines are located on each floor for resident use. If you do not wish to do your own personal laundry, Bayley can provide laundry services for a monthly charge. If you need assistance with arranging laundry services, contact your Social Services Representative.

Library

The library is located in the Enrichment Center Balcony and has a selection of spiritual reading materials, novels and much more. The library is open daily.

If you are interested in volunteering in the library, please contact the **Volunteer Coordinator** at **347-5416**.

Mail

Each resident is assigned a personal mailbox. The mailbox number becomes your street number here at Bayley. Each resident picks up his/her own mail.

A mailbox for outgoing mail is located on the first floor next to the individual mail boxes. In addition, outgoing mail can be placed in the mail slots outside the nursing stations on the 2nd and 3rd floors.

Maintenance

Repair and maintenance of facility appliances, lighting, plumbing and electrical systems is handled by the Bayley maintenance staff. If you have a maintenance request in your room, please contact the **Maintenance Request Line** at **347-5600**. Residents are responsible for repair and maintenance of personal property.

Manicurist

These services are available for both men and women. The manicurist is located in the Hair Styling Shop on the second floor. A manicurist will be here every other Wednesday between 10:00 a.m. and 4:00 p.m. Appointments can be made by calling the **Hair Styling Shop (347-5542)** or your Social Service Representative. There is also a sign-up sheet on the door of the beauty shop. You can pay for these services the day of the appointment by cash, check, or through your Resident Trust Fund Account.

Massage

Massage services, provided by Licensed Massage Therapists, are available at the Bayley Wellness Center for a fee. For more information, or to schedule an appointment, call **347-1400** or your social service representative.

Medical Equipment

Residents are responsible for the purchase of their own medical equipment if it is needed. A few wheelchairs are available on each floor for **occasional** resident use. (Occasional is considered less than daily, not routinely). Electric wheelchairs and carts are permitted at Bayley; however, residents must comply with all regulations governing use of these devices. For information regarding equipment rental or equipment purchase, contact your Social Service Representative.

Medications

Residents may choose to administer their own medications without the assistance of Bayley staff. Bayley reserves the right to require that the nursing staff manage a resident's medications if, in our judgment, the resident is unable to do so. All medications must be labeled and packaged according to state regulations. All residents must have a physician's order for their medication.

Newspaper

If a resident wishes to receive a daily newspaper, arrangements can be made directly with the circulation department of the newspaper of your choice. Each resident is responsible for payment of this service.

If you need assistance in making arrangements, contact your social worker.

Circulation desk phone numbers

Cincinnati Enquirer	651-4500
Delhi Press	923-3111
Western Hills Press	923-3111
Catholic Telegraph	381-2722

Bayley has newspaper stands located in the entranceway of the Hillside entrance if residents wish to purchase the newspaper.

Notice of Privacy Practices

**Please refer to Section Entitled “*Notice of Privacy Practices*”
in Back of Handbook**

Nursing Staff

Nursing staff is available to assist residents with activities of daily living that include bathing, dressing, and taking medications. The nursing staff is able to provide assistance with medications to ensure appropriate and safe usage.

Please notify the nursing staff when a resident has a doctor's appointment. There is often paperwork that must be filled out. Feel free to ask any member of the nursing staff any questions you may have.

Nutrition Services

The main goal of the Nutrition Department is to provide nutritious, well-balanced meals that residents enjoy. Nutrition counseling for special dietary needs is available. Guests are welcome to dine with residents at any time. Guest meal charges can be paid to the receptionist the day of the reservation.

Residents and family members are not permitted to eat meals in the employee cafeteria. The cafeteria is for employees and volunteers only.

If you have any requests or concerns, please call the **Director of Dining Service at 347-5566**

Occupational Therapy

The Occupational Therapy room is located on the first floor Garden wing. A physician's order is needed to initiate treatment. Bayley will bill for services covered under Medicare Part B if you have this coverage. Residents are responsible for all charges not covered by insurance.

Ophthalmologist

A Licensed Ophthalmologist visits Bayley quarterly offering full vision screenings. Contact your Social Service Representative to schedule an appointment.

Outings / Overnights (Personal)

Since Bayley is your home, you may come and go as you please. We do ask that you notify the nursing staff when you will be out of the facility overnight so that we are able to account for every resident if an emergency situation arises.

Parking

Parking for residents and family members is located on both sides of the facility. We ask that visitors respect parking spaces designated for resident and handicapped use.

Pastoral Services

The Pastoral Care Department at Bayley strives to offer ministry based on the healing mission of the church. We strive to incorporate the Sisters of Charity's tradition of teaching, healthcare and pastoral services through the spiritual care offered by our team.

The Pastoral Care Department offers a planned program of religious services that consist of Mass, Protestant services, seasonal services, adoration, and benediction as well as visitation, counseling, and educational programs and study groups. Information on planning a funeral service in the Enrichment Center is also available. For a schedule of weekly services or to speak with a member of the Pastoral Care Team, please call the **Pastoral Department** at **347-5525**.

Pets

Residents who own a family pet are welcome to bring the pet. Bayley discourages the purchase of new pets. All dogs must be leashed and cats are not permitted to roam free. No fences are permitted. A picture I.D., shots and vaccination records will be needed and must be kept up-to-date. A responsible party is to be named as a backup to the resident pet owner in the event emergency or custodial care of the pet is needed. Residents are required to scoop up and bag all “droppings.” An extra fee is charged. Residents are allowed one dog or up to two cats per unit. Dogs must be under forty pounds (40 lbs.). Pets must be crated in order for staff to enter your apartment. As a courtesy to your neighbors, pets must be quiet while inside your apartment and throughout the building.

Pharmacy

For those residents whose medications are administered by Bayley staff, prescription drugs and pharmaceuticals ordered by the attending physician are procured from a local pharmacy designated to provide twenty-four hour service for our facility. An outside pharmacy (other than the facility pharmacy) may be used if that pharmacy will abide by the guidelines for delivery, labeling, and distribution required by state regulations.

Residents who self-administer their medications may also order from the facility pharmacy if they would like, or utilize an outside pharmacy that will abide by the guidelines for labeling. Ask the Nursing Staff for details. *Also see section entitled Medications.*

Photocopying

Photocopying is available at the rate of ten cents per sheet. If you need a photocopy, please bring your documents to the first floor receptionist in the Gardens Lobby.

Physician

A resident may continue with his or her family physician after coming to Bayley. State law requires that Assisted Living residents see their physician annually. Residents may continue to see their physician at their community office or in the facility.

Please inform a nurse on your floor when you have made a doctor's appointment. Bayley has specific forms that need to be filled out during this visit.

If a resident is looking for a new doctor, Bayley can provide a list of physicians who are willing to receive new patients.

Physical Therapy

The Physical Therapy area is located on the first floor in the Gardens wing. A physician's order is needed to initiate treatment. Bayley will bill Medicare Part B if you have this coverage. Residents are responsible for all charges not covered by insurance.

Podiatrist

Residents in need of foot care may make arrangements to see the podiatrist by contacting your Social Service Representative. Several doctors visit Bayley monthly or on an "as needed" or emergency basis. Residents are responsible for all charges not covered by insurance.

Psychiatrist

A psychiatrist visits Bayley on a monthly basis to provide care to the residents. If you would like to schedule an appointment, please contact your Social Service Representative or notify the unit nurse.

Receptionist

The receptionists are on duty seven days a week. The receptionist desk is an excellent place to call for information. The **receptionist** can direct your call to the proper department. The telephone number is **347-5500**.

Resident Council

The primary purpose of Resident Council is to provide an organized means of resident input into the operations of Bayley. Resident Council functions as an advisory group that serves as the organizational line of communication between the residents and management.

Please consider attending the meetings, which will be noted on the activity calendar. For more information contact your Social Service Representative.

Resident Responsibilities

PLEASE REFER TO SECTION ENTITLED "*RESIDENT RESPONSIBILITIES*"
IN BACK OF HANDBOOK

Resident Rights

PLEASE REFER TO BOOKLET ENTITLED "*RESIDENT RIGHTS*" IN ADMISSION PACKET

Resident Trust Fund Accounts

Residents may maintain and manage their own funds. Residents who wish, may also deposit funds on account with the Business Office. These funds remain the property of the resident and may be accessed Monday through Friday, 10:00a.m. to 12:00 p.m. or by appointment.

The funds are placed in an interest-bearing account and residents receive a monthly statement outlining account activity. This service is provided to encourage residents not to keep large quantities of cash in their individual rooms. Contact the **Business Office** at **347-4053** for more information.

Room Reservation

Several rooms throughout the facility and outside patio areas are available for private party use. A reservation can be arranged through the **administrative assistant at 347-5416**.

There is no charge for the use of the room, however donations are accepted. All of the rooms and patios are **NON-SMOKING**. Please remember to return the room or patio to the condition in which you found it. Reservations are based on a first come, first served basis.

Safety Plan (Severe Weather/Fire)

PLEASE REFER TO THE SECTION ENTITLED "*SAFETY PLAN*"
IN BACK OF HANDBOOK

Fire drills will be held monthly to be sure that everyone (residents and employees) is informed on what to do in the unlikely event of a fire. During a fire or fire drill, **residents must stay in their rooms** behind closed doors and follow any staff directions. Education regarding safety procedures will be provided by Bayley and/or outside professionals on an annual basis.

Everyone at Bayley has a responsibility for safety. If you ever have any questions or concerns, please contact the **Safety Coordinator at 347-5710**.

Security

Security is on duty patrolling the campus seven days a week, 24 hours a day. In order to ensure resident safety, all visitors and guests **must sign in** as they enter the building and **sign out** as they leave.

Smoking

Bayley is a smoke-free, tobacco-free environment. There will be no smoking or tobacco permitted in the facility or on the campus. We ask that all residents, family members, friends and employees to respect our choice to be a smoke-free and tobacco-free environment.

Social Services

The Social Service Department is composed of Social Services Representatives who are trained to assist people with adjustment to new environments and life changes. They are also trained to assist people with problem-solving by engaging the individual with the identification of concern, options, and plans of action.

The Social Services Representative serves as the facility liaison and provides assistance with referrals for a resident.

The Social Services Representative will develop a relationship with each resident through one-on-one contact, and will be available to family members on an ongoing basis.

You can contact the Social Services Representative that covers your living area by calling him or her directly in the office. See the listing of phone numbers at the front of the handbook.

Storage

The resident storage area is located on the lower level of the building. Storage requests should be sent to the Admissions/Marketing Department at **347-5512**. Residents may access storage bins by obtaining a key from the receptionist at the main desk.

Residents are only permitted to have one storage bin and are responsible for obtaining their own lock.

Suggestions

Bayley encourages any suggestions you might have. We are here to serve you and your family. If there is a way we might improve, please contact your Social Service Representative.

Telephone

Each room at Bayley is wired for telephone service. Basic telephone service is available for a standard fee. Contact the **Admissions Office at 347-5512** for hook-up and pricing information. Long distance phone calls are the responsibility of the resident or responsible party and will be included on your monthly billing statement.

If you are experiencing problems with your phone, call **347-HELP**, so a service request can be completed. The phones in Bayley are not part of the Cincinnati Bell systems, so please **DO NOT** call Cincinnati Bell.

Television

All apartments are cable-ready. To acquire cable service, call the **Admissions Office at 347-5512**. If you choose not to purchase cable service, your television may require an antenna in order to get local channels.

Transportation

Bayley offers scheduled transportation for activities, shopping, and outings for our residents. Because of the limited seating, it is necessary for you to reserve a seat when you wish to participate in a scheduled outing. Please see the activity personnel to sign up. Family members are encouraged to transport residents on all personal outings (doctor, dentist, etc.). If this is not possible, appointments can be scheduled with the Transportation Department. Please contact the **Transportation Department at 347-5540**.

Metro bus service is available in this area. Schedules are available upon request. In addition, information regarding *Access*, a public transportation system designed specifically for seniors, can be obtained through your Social Service Representative.

Trash Removal

Housekeeping will empty trash from each apartment during the weekly cleaning. If you have trash that you would like to have removed sooner, it may be left outside your apartment door first thing in the morning. We ask that any trash left outside the apartment for collection be in a closed plastic bag.

Valuables

A limited number of safe deposit boxes are available in the Business Office to keep items of value. We recommend that valuable items not be kept in the rooms in the unlikely event of fire or theft. Contact the **Business Office at 347-4053** for information.

Video and Audio Recording

Bayley – Senior Care Corp. does not permit the use of any video/audio recording device(s) in a resident room. This is to ensure the integrity and privacy rights of the residents while they are in their rooms. Bayley reserves the right to remove any video/audio recording devices, and may request that any information/content captured be submitted to Bayley. **Noncompliance with this policy may result in a termination of the Resident Agreement/Contract.**

Visitors

We encourage your family and friends to visit often. They can be entertained in your room or any of the various lounges.

Rooms can be reserved by residents and families to entertain or celebrate special occasions together (*please see room reservation*). A small charge may be incurred if additional staff is required to set up or clean the room. Please allow a two-week notice and contact the **administrative assistant at 347-5416** to make these arrangements.

All visitors **must sign in and out** when entering and leaving the building. A sign-in book for visitors is located in the Hillside and Gardens main entrance.

Bayley has a zero tolerance for violence and reserves the right to restrict or ban visitation if necessary.

Visiting Hours

Although Bayley adheres to no defined visiting hours, we recommend that whenever possible, visiting be kept to a minimum during the early morning and late evening hours. Many residents receive personal care during the morning hours and need the evening hours for obtaining appropriate rest. Visitors are urged to be considerate and sensitive of the resident they are visiting and of the other residents as well.

Volunteer Opportunities

Bayley needs volunteers to provide a variety of services to enhance our community. Help is needed in the gift shop, library, mail delivery, transporting residents to meals, activities, church services, and as a friendly visitor. If you are interested in becoming a volunteer in any capacity, please contact the Volunteer Coordinator at **347-5416**.

Voting

Voter Registration and Change of Address Forms are available to new residents. Absentee Ballot applications are obtained through the Activity Department before any election by request. Anyone can vote absentee.

If you have any questions concerning voting, please feel free to contact the **Director of Activities** at **347-5524**.

Wellness & Health

Staff and services promote the wellness and health of our residents. Monthly weight, temperature, blood pressure and pulse checks are provided for all residents. Pneumonia and influenza vaccinations are available as deemed necessary by the resident's attending physician. Exercise classes are held five times a week. Wellness fairs promoting evaluations for disease processes are held on campus. Health screenings by specialists who visit the facility are available in audiology, dental ophthalmology and podiatry. Look for posted announcements.

Wheelchairs

Please see Medical Equipment.

Wireless Internet Service

For password information please call the front desk at **347-5500**.