

# **New Hampshire Veterans Home**

## **Resident Handbook**



*For those who serve*

# Contents

<b>WELCOME TO THE NEW HAMPSHIRE VETERANS HOME .....</b>	<b>1</b>
<b>PHILOSOPHY OF CARE.....</b>	<b>2</b>
<b>RESIDENTS’ BILL OF RIGHTS AND NOTICE OF PRIVACY PRACTICES.....</b>	<b>3</b>
<b>RESIDENTS’ RESPONSIBILITIES.....</b>	<b>4</b>
<b>RESIDENT ACCOUNT AND FINANCIAL INFORMATION .....</b>	<b>5</b>
Business Office .....	5
Powers of Attorney, Wills and Funeral Arrangements .....	5
<b>CARE PROGRAMS, SERVICES AND EQUIPMENT .....</b>	<b>6</b>
Room and Board .....	6
Expenses Not Covered.....	6
Medical Emergencies.....	7
Medical Services .....	7
Pharmacy Services.....	8
Physical Therapy .....	8
Palliative Care and Hospice Services .....	8
Infection Control.....	9
Pets.....	9
Nutrition .....	9
<b>ADDITIONAL PROGRAMS, SERVICES, AND GENERAL INFORMATION.....</b>	<b>9</b>
Alcohol.....	10
Valuables .....	10
Furnishings and Equipment .....	12
Gratuities.....	12

Housekeeping .....	12
Laundry .....	13
Legal Documents.....	13
Leaves of Absence.....	13
Library/Media Center .....	14
Mail.....	14
Pastoral Care .....	15
<b>RECREATION DEPARTMENT.....</b>	<b>15</b>
<b>RESIDENT COUNCIL.....</b>	<b>15</b>
<b>ROOM ASSIGNMENTS.....</b>	<b>15</b>
<b>SERVICES AVAILABLE ON REFERRAL.....</b>	<b>15</b>
<b>SOCIAL SERVICES.....</b>	<b>16</b>
<b>SMOKING .....</b>	<b>16</b>
<b>STORE.....</b>	<b>16</b>
<b>TELEPHONES.....</b>	<b>16</b>
<b>TELEVISIONS .....</b>	<b>16</b>
<b>TRANSPORTATION.....</b>	<b>17</b>
<b>VISITING HOURS.....</b>	<b>17</b>
<b>SAFETY/SECURITY INFORMATION AND PROCEDURES.....</b>	<b>18</b>
Fire Prevention .....	18
Resident Fire Plan .....	19
<b>INFORMATION AND FEEDBACK .....</b>	<b>20</b>

**The conditions and rules contained this handbook are subject to change.**

**(Revised December 11, 2015)**

## **Welcome to the New Hampshire Veterans Home**

The New Hampshire Veterans Home (NHVH) has been a residential health care provider for Granite State veterans since 1890. Established in Tilton as the Soldier's Home for Civil War veterans, it has provided care and comfort for thousands of men and women who have served their country, state and fellow citizens.

Our caring staff and volunteers are committed to making your transition to the Home as comfortable and convenient as possible for both you and your loved ones.

We encourage you to participate in a variety of activities both here at the Home and in the community. A store, library, greenhouse and family room as well as barber and hairdresser services are available. Regular activities include resident council meetings, dances, picnics, live entertainment, exercise groups, arts and crafts, shopping trips, cooking club, fishing derbies, cribbage, darts, bowling and billiards. NHVH also offers pastoral care, inter-generational programs and animal-assisted therapy.

The information included in this handbook should answer many of your questions and enable you to become acquainted with your new Home.

Should you have any questions or require additional information, please contact your social worker for further assistance. It is our goal to make your stay here an enjoyable and rewarding experience.

## **Philosophy of Care**

We believe that each resident is a unique individual worthy of dignity and respect regardless of age, race, color, religion, disease or illness.

We believe that each resident should have a place to call his/her own, in a warm homelike environment that promotes safety, enjoyment and privacy.

We believe that each person's individuality must be respected. Therefore, decisions about a resident's daily life will be made with him or her or with the individual(s) acting under an activated durable power of attorney for health care or guardianship.

We believe that independence is a desirable human quality that fosters a sense of wellbeing. Each resident will be encouraged and assisted in attaining the highest level of independence and self-care that is possible for him or her to achieve.

We believe that the function of a long-term care facility is to maintain and/or improve the physical and mental health of our residents.

We believe in a holistic, interdisciplinary approach to resident care and that family, friends and volunteers are integral members of our care planning team.

We believe in the personal growth and satisfaction of staff members through their work and consider that the provision of a comprehensive orientation program, continuing education and recognition for individual and group efforts helps to promote satisfaction.

We believe that each member of our staff contributes essential knowledge, skills, experience and personal attributes to the quality of care provided.

We believe that death is the final stage of growth, and a palliative approach to care is essential when life can no longer be sustained.

## **Residents' Bill of Rights and Notice of Privacy Practices**

The New Hampshire Veterans Home is committed to ensuring that your rights are respected and that your concerns are addressed.

**The following is excerpted from the foreword of the Office of Long-Term Care Ombudsman publication titled "Your Rights as a Resident" that is provided to each resident by his or her social worker upon admission to the New Hampshire Veterans Home. In addition to the foreword provided below, the publication titled, "Your Rights as a Resident" is hereby incorporated by reference in its entirety to this document.**

The Residents' Bill of Rights, also known as the Patients' Bill of Rights, was first enacted into law as part of the Older Americans' Act of 1965. RSA 151:21 adopts the Federal statute as law in the State of New Hampshire.

Today, there are standards established for care provided in our long-term care facilities. State licensing bureaus and federal surveyors inspect facilities regularly to ensure that minimum standards are met. In New Hampshire, the Long-Term Care Ombudsman Office staff and certified volunteers are available to consult with facility staff, residents and family members, investigate reports of problems and work with facilities in their initiatives to improve upon the care and services they provide.

The Residents' Bill of Rights serves as a reminder of, and vehicle for, the reinforcement of the principles that people who live in long-term care settings are individuals; that they are each entitled to receive the highest possible quality of care; that each individual has a right to make their own decisions in matters affecting their own body and life; and that residents must be treated with dignity and respect to which everyone is entitled.

The New Hampshire Veterans Home's Notice of Privacy Practices is provided to each resident upon his or her admission in accordance with the Health Insurance Portability and Accountability Act of 1996. In order to comply with HIPAA regulations and safeguard the health information of our residents, we require that correspondence between family members/guardians/POAs and the New Hampshire Veterans Home staff be conducted: A) in person, B) by telephone or fax or C) by US mail, rather than by e-mail, text messages, or other forms of electronic communication.

For additional information or to have concerns addressed you may contact our Privacy Officer at New Hampshire Veterans Home, 139 Winter Street, Tilton, NH 03276.

## **Residents' Responsibilities**

As residents of the New Hampshire Veterans Home, you have your own rights as well as your own responsibilities both to your fellow residents and to the management and staff.

It is your obligation and responsibility to:

1. Observe the rules and regulations of our facility that are in effect at the time of your admission and revised as needed.
2. Respect your fellow residents, roommates, table companions and visitors and to treat them with courtesy and consideration.
3. Observe at all times the smoking regulations that are in effect both for your own safety and for the protection of others.
4. Participate and follow directions in all fire and disaster drills.
5. Recognize and follow all safety codes as they pertain to the furnishings and electrical equipment in your room.
6. Use care with all supplies, linens, furnishings and equipment.
7. Provide accurate information to the appropriate staff concerning all aspects of your mental, physical and financial status and to keep them informed of any changes.
8. Recognize that other residents may require more assistance, more urgently than you do.
9. Report promptly to staff anything that you feel needs attention with respect to safety or security.
10. Give staff the opportunity to respond to and correct any complaints.
11. Leave word with the staff and utilize the sign out book when leaving and returning to the building. This is for your own benefit and safety.
12. Inform staff in advance of extended leaves in order to give them adequate time to make appropriate arrangements for your leave.



## **Resident Account and Financial Information**

### **Business Office**

The Business Office provides a variety of in-house financial services ranging from the coordination of Veterans Administration (VA) or pension benefits to resident account management. All residents who elect to have the Home administer their finances agree that all income will be directed to and processed in the Business Office.

Upon admission, residents are required to pay the first month's room and board in advance. If for any reason, the resident voluntarily discharges back to the community within the first 30 days after admission, he or she will forfeit the balance of the first month's room and board.

Room and board charges are billed for the previous month. We recommend each resident pay one month in advance to avoid any financial delays in the month of discharge. Upon receiving 30 days written notice, residents may be discharged for non-payment of room and board.

Residents are responsible for their monthly room and board charges until the date that they are discharged from the NHVH. Residents who are on an extended hospital stay or who are receiving rehabilitative services at other facilities are still responsible for the payment of their room and board charges during such absences.

### **Powers of Attorney, Wills and Funeral Arrangements**

NHVH strongly recommends that residents arrange to have legal powers of attorney for health care and financial matters completed prior to admission in the event that you become unable to handle your medical or financial affairs. NHVH requires copies of all such documents that are in place upon admission.

A will establishes an executor who manages the disbursement of your estate. A Last Will and Testament can ensure that your wishes are carried out and can expedite the settlement of your estate. **The New Hampshire Veterans Home requires that an executor be legally established before resident belongings and finances can be released.**

All residents must complete a Final Requests form for funeral arrangements within the first 60 days after admission. You may choose and prepare arrangements that you are comfortable with and put all funeral service wishes in writing to ensure that your instructions are followed.

# Care Programs, Services and Equipment

## Room and Board

Room and board charges include 24-hour nursing care, all VA formulary prescription medications, physical therapy and/or restorative care, transportation to and from medical appointments ordered by the NHVH medical staff in accordance with our transportation policy, routine dental care, dietary services (three meals per day and snacks), housekeeping and laundry services, basic cable television, resident account services and coordination of VA/pension benefits, social services and recreational activities.

## Expenses Not Covered

Additional services and/or items that are not included in the room and board charges and may or may not be covered by VA, Medicare or other private health insurance plans include:

- 20% Medicare co-pays and deductible
- Supplemental health care insurance premiums
- Personal clothing
- Personal toiletries
- Barber/beautician services
- Eyeglass prescriptions
- Dentures/partial plates (new or replacements)
- Private travel
- Meals outside of NHVH
- Personal snacks
- Fees for legal services and/or legal documents
- Entertainment equipment such as televisions and radios
- Hearing aids (new or replacements)
- Some durable medical equipment
- Personal computers, cell phones and private internet service
- Noncovered VA formulary brand name prescription medications
- Transportation to medical appointments not ordered by NHVH medical staff or in areas not covered by our transportation policy.

## Nursing

Professional nursing staff is available to care for residents on a 24-hour basis. This includes care provided by Registered Nurses (RNs), Licensed Practical Nurses (LPNs) or Licensed Nursing Assistants (LNAs) working under the direct supervision of an RN or LPN as well as the administration of medications and assistance with activities of daily living.

Upon admission, the nursing team will participate in developing an individualized care plan for you. If your health status changes, and/or you are transferred to the hospital, your durable power of attorney for health care, next of kin and/or guardian will be notified as soon as possible. Medications are prescribed by a physician and administered by the nursing staff. The medical staff reviews your medications at least once per month. Residents and family members are urged

not to purchase any medications or supplements for residents in order to avoid possible contraindications or interactions with prescription medications.

**Registered Nurses (RNs)** have the day-to-day responsibility for care of the residents and for supervision of the nursing unit. The RN provides advice, support and supervision to residents, families and staff.

**Licensed Practical Nurses (LPNs)** ensure the continuity of care as directed by the Registered Nurses.

**Licensed Medication Nursing Assistants (LMNAs)** provide care in partnership with other members of the nursing staff and are trained and licensed to administer medications.

**Licensed Nursing Assistants (LNAs)** provide personal care and assistance as outlined in the resident's care plan under the direction and supervision of the RNs and LPNs.

### **Medical Emergencies**

In the event of a medical emergency, NHVH utilizes the services of Franklin Regional Hospital. NHVH must have the current names, addresses and phone numbers of your durable power of attorney for health care, next of kin and/or guardian who would need to be notified of changes in your health. We are obligated by law to honor the wishes of our competent residents regarding whom we contact and the extent of information that is released. We request that families work with and through the designated contact person for updates on a resident's condition.

### **Medical Services**

The NHVH medical staff is available to all residents. The medical staff oversees all medical care and makes appropriate referrals. Attending Physician visits are scheduled monthly for each resident. Staff who practice at NHVH must be credentialed by the Veterans Home. The Medical Director is responsible for all resident care and oversight of all additional contracted and attending physicians.

**The Medical Records Department** coordinates medical appointments that are ordered by the NHVH medical staff and maintains the medical files for all residents. NHVH will provide transportation to consults and medical appointments within the resource capacity of the NHVH Medical Service Department to identified Providers within the NHVH network. NHVH will not provide for or cover the expense of transportation to any appointment that is not ordered by the NHVH medical staff. Medical Services will schedule appointments and tests by the urgency indicated in the medical staff order. Medical Services will notify/contact the resident/family when Medical Services is unable to provide transportation.

**Medical supplies and equipment** necessary for the care of residents are provided for the prevention and care of skin disorders and infection control. Sterile products, catheters, colostomy and ileostomy devices are also supplied.

**Personal care supplies** are provided for personal hygiene and grooming including skin care lotion, shampoo, soap, tissues, and denture cups and cleanser.. Residents who have a preference

for specific brands of personal care items must purchase them on their own. At times, donated toiletries may be available. For infection control reasons, residents must have and supply their own toothbrushes, toothpaste, denture fixatives, electric razors, hairbrushes, combs, hair rollers and barrettes. On the Life Enhancement Dementia Units we operate a razor supply program. Please see the social worker with any questions.

**Bedding and linen**, including therapeutic pressure-reducing mattresses with waterproof covers, pillow, washcloths, and towels are provided.

**Bedroom furnishings**, including an electric bed with assistance rails and head/footboards, a bedside table and a chair are provided. Over-bed tables are available for residents with special needs.

**General use equipment** including toilet aids and other self-help aids are available.

### **Pharmacy Services**

VA Formulary Prescription Medications are provided through the NHVH Pharmacy. Staff licensed by the State administers all medications in accordance with physician's orders. Residents are not permitted to maintain possession of any medications or ointments, either prescription or over the counter, without express written order from the Medical Staff. The law prohibits nursing staff from repackaging medications for any reason. Nursing staff is only allowed to administer medications that are dispensed by the NHVH Pharmacy. Therefore, all prescriptions received from consulting medical staff must be filled by the NHVH Pharmacy. No exceptions are permitted.

### **Physical Therapy**

The Physical Therapy Department provides assessment and evaluation of physical and functional problems. The physical therapist works under a physician's order and coordinates ongoing therapy for the purpose of maximizing/maintaining a resident's functional abilities. The Department also evaluates and trains residents in the use of assistive devices, adaptive equipment and seating needs. The need for an electric wheelchair/scooter is evaluated based on medical necessity and in accordance with NHVH policy and must be ordered by the medical staff. Residents may use the department's exercise equipment with the medical staff's approval and under supervision of the department staff.

### **Palliative Care and Hospice Services**

In situations where death is expected, residents often choose to remain in their familiar environment here at the Home rather than being sent to the hospital. Nursing and social service staff are highly skilled and experienced in providing excellent palliative care under supervision of the medical staff.

Family members, friends and clergy are free to visit whenever they wish. Palliative or hospice care is provided in the resident's own room. A family room is available for visitors who wish to stay overnight. Visitors can reserve the family room by contacting the unit social worker.

## **Infection Control**

Frequent and appropriate hand washing is the single most important factor in preventing the spread of infection. All residents, visitors, staff and volunteers are asked to wash their hands often. Family and friends are asked not to visit if they are feeling ill or have recently traveled to a country where an outbreak of a severe illness is occurring. If there are a number of residents who are ill at one time, NHVH takes appropriate action to reduce the chance of spreading the infection. This may include limiting or canceling visits or admissions to the home.

**Tuberculosis (Mantoux) Skin Testing** is required during the application process and is administered to each resident upon admission.

**Vaccinations:** Annual influenza vaccinations are available and recommended for all residents. Vaccinations against tetanus, pneumococcal pneumonia, and the herpes zoster virus (shingles) are also available.

## **Pets**

Pet/animal visitation will be permitted only under controlled conditions per the NHVH Pet Policy, to prevent the potential spread of infections or diseases to and from animals and residents. All animal visitors must be on a leash at all times, have documentation of current immunizations on record with NHVH and be under the handler's control at all times. A copy of the NHVH Pet Policy is available upon request.

## **Nutrition**

**Meals** are provided three times daily. The NHVH dietary department plans and prepares balanced and attractive meals to residents in accordance with physician's order. Mid-morning and evening snacks are served daily. Snack foods are available at all times on each unit. All residents are expected to eat in their assigned dining room unless medically excused or if other arrangements have been made prior to the meal.

The NHVH Dietician and medical staff coordinate special and therapeutic diets and dietary supplements as needed. The dietary department follows the guidelines of the Food and Nutrition Board of the National Research Council as well the strict sanitation and safety standards of the State and the VA.

## **Additional Programs, Services, and General Information**

We believe that enhancing the quality of life of every resident is paramount. Every effort is made to ensure that each resident's individual physical, psychosocial, spiritual and recreational needs are identified and addressed. This is accomplished through the availability of a variety of programs and services provided by an interdisciplinary team of professionals. Residents are also encouraged to participate in planning and evaluating programs and services. Activities such as the Resident Council, Food Committee and activity calendar planning are conducted regularly to allow residents to voice their concerns, needs and suggestions.

## **Air conditioning**

The NHVH, including resident rooms, is equipped with climate controlled heating and cooling as seasonally appropriate.

### **Alcohol**

Residents are prohibited from possessing or consuming alcohol on the premises. With a medical order, residents may consume (at their own expense), an occasional alcoholic beverage while under staff supervision.

### **Banking**

The Business Office provides banking services Monday through Friday during posted hours. Residents may withdraw up to \$25 weekly in cash or they may request any amount held in their account to be issued as a check. Trips to a local bank for check cashing take place monthly and are arranged by contacting the Recreation Department.

### **Valuables**

NHVH is not responsible for lost or misplaced cash/valuables. Residents are advised to carry only the amount of cash they absolutely need to have on their person. Residents are strongly encouraged to leave all valuable coins, jewelry, collectibles, etc. with family members upon admission. If this is not possible, then a locked box can be requested through the assigned social worker. If you are unexpectedly hospitalized your cash/watch will be secured for you until your return. LEDU (Life Enhancement Dementia Units) residents are asked not to have any valuables/cash in their possession upon admission.

### **Benefit Fund/Development Department**

The NHVH Benefit Fund is a charitable fund that accepts donations and bequests for use in quality of life programs, activities and equipment for residents. Donations to the NHVH Benefit Fund are tax deductible to the extent allowed by law. For additional information about the NHVH Benefit Fund/Development Department, contact the Assistant to the Commandant at 527-4400.

### **Care Plan Meetings**

A care plan meeting is a conference with the resident, his or her family or representative, and the interdisciplinary team to discuss care needs. Care plan meetings are held three weeks after admission and every three months thereafter, unless a resident's needs require that they be held more frequently. A letter will be sent to notify the resident, family and all other members of the team when the care meeting is scheduled.

### **Computers**

Computer work stations with internet access and a Wi-Fi hub are available for resident use in the Recreation Area. Residents may arrange access and set-up e-mail accounts with assistance from the Recreation Department.

Residents may maintain a personal computer in their rooms at their own risk and expense. NHVH is not held responsible for lost, stolen or malfunctioning personal, computer equipment. NHVH technical staff is not available to assist residents with their personal computers.

Both desktop and lap top computers are permitted. Wi-Fi is not available in the resident rooms, and any internet provider service and related hardware and software must be purchased and maintained independent of NHVH and its Business Office. Residents must coordinate both payment and maintenance of their personal accounts with the internet service provider directly.

### **Dietary Services**

Nutritious meals, served in the dining areas, are prepared on site and provided three times daily, along with in between meal snacks. Special meals and therapeutic diets are also provided. Consultation with a Registered Dietician is available as needed. Monthly Food Committee meetings are held with residents and Dietary Services staff to discuss food issues and to provide suggestions on the menus.

Due to food service standards, residents and visitors are not permitted in the food preparation and storage areas. The kitchens located on the units and in the NHVH recreation room are off limits to residents and visitors unless the staff grants specific permission for use.

### **Meal Times**

- Continental breakfast available 6:00 a.m.-7:00 a.m.
- Full Breakfast served from 7:00 a.m. to 8:30 a.m.
- Daily coffee social served at 10:15 a.m.
- Dinner served from 12 p.m. to 1 p.m.
- Supper served from 5 p.m. to 6 p.m.
- Evening snack served at 8:00 p.m.
- LEDU and Welch unit meal and snack times are scheduled according to unit needs. Schedule details are available from unit staff.

Snack food items and light refreshments are available on all units at any time.

## **Furnishings and Equipment**

To ensure the safety of our residents, guidelines have been developed regarding extra furnishings and equipment brought into resident rooms. Complete information is available in our Resident Policy on Non-facility Issued Furniture. Prior approval and a safety inspection are required all Non-NHVH issued furniture and equipment such as televisions, chairs, lamps, tables, computers, etc. **A Non-Facility Issued Furniture Request Form must be completed for the above listed items (see orange sheet attached on the back of this Handbook).** You may also request this form from the Admissions Department or from your assigned social worker. Furniture will only be accepted Monday thru Friday during business hours through the front entrance. Special permission for weekend delivery must be obtained through the assigned unit Social Worker. Any furniture brought in without prior authorization will be removed from the resident's room until the approval process is completed. Any personal chairs need to be covered in vinyl or leather material only, and must measure 33 x 35" or less. Electric/power lift chairs are not allowed. Personal televisions up to 26" flat screen models are allowed, and must have QAM or DTA capability. LEDU residents utilize the TV in their neighborhood living room only.

Please note: **space is limited.** NHVH cannot provide storage for excessive clothing, suitcases, and personal items. NFPH Life Safety Code dictates only 10% of the wall area may be utilized for personal possessions.

Safety regulations prohibit residents from supplying and maintaining their own medications, and residents may not have electronic decorations, powders, matches, firearms, knives longer than 3 inches, alcoholic beverages, air conditioners, refrigerators, extension cords, toasters, microwaves, hotplates, irons, heating pads, humidifiers and box cutters. Nail clippers and small tools are also prohibited, but may be allowed on a case by case basis after review by unit management.

## **Gratuities**

Individual staff members and volunteers are prohibited from accepting gifts or gratuities from residents or from a resident's family or representatives.

## **Hair Salon**

Hairdresser/barber services are available at a reasonable cost. Payment for services can be arranged through the business office or made in cash at the time of service.

## **Housekeeping**

Housekeeping service is provided daily throughout NHVH and encompasses all resident living areas as well as public and community spaces. The Housekeeping Department maintains an inventory of all personal items including clothes, televisions, radios, pictures, etc. **Please inform the staff when you remove or add items** as they need to be marked with the resident's name and recorded on the belongings inventory.

Residents are expected to keep their rooms free of clutter. Room inspections are conducted periodically to ensure cleanliness and to eliminate health and safety hazards. These inspections



are conducted in the presence of the resident or with two members of the housekeeping staff if the resident is unable or unavailable to observe.

### **Laundry**

Laundry service is provided on site for general linens (towels, sheets, etc.) and for personal laundry. Specialized services such as dry cleaning, mending and alterations are available at the resident's expense. A price list and a schedule of weekly pickup and delivery times are available on each unit. We recommend washable, wrinkle free clothing. No wool, please. The laundry department is not responsible for items left in pockets. Soiled laundry should be placed in the marked laundry hampers available on each unit.

NHVVH will label each resident's personal laundry upon admission. Any additional clothing that is brought into NHVVH should be immediately directed to the attention of the unit staff for labeling. Unmarked clothing or clothing where labels may have come off will be kept in the laundry department where staff and/or residents may look through the lost and found items to locate missing garments.

### **Legal Documents**

Your assigned Social Worker will coordinate any legal services you may need. The State of New Hampshire durable power of attorney for health care forms can be obtained through your social worker. The preparation of other legal documents such as the Last Will and Testament and Financial Power of Attorney can be arranged through an outside attorney upon request.

**Residents are responsible for the payment of any legal fees associated with the preparation of these documents.**

### **Leaves of Absence**

Residents must sign out at their unit's nursing desk when they leave the premises. Personal leaves of absence may not exceed ninety-six (96) consecutive hours. Residents who are on leave more than ninety-six (96) consecutive hours are responsible for reimbursing NHVVH the Department of Veterans Affairs daily per diem rate.

In addition, residents who exceed 12 days in a calendar year (January to December) during which the veteran is absent for purposes other than receiving hospital care i.e. personal leave will be required to reimburse NHVVH the Department of Veterans Affairs the daily per diem rate that NHVVH would normally have received.

Overnight passes must be requested at least five (5) days in advance to allow adequate time for the procurement and packaging of medications. Medications will not be available for passes that are requested with less than five (5) days advance notice. Residents are responsible for the cost of individual transportation in connection with personal leave.

According to 38 CFR 51.43©, the Department of Veterans Affairs pays per diem for a bed only if the facility has an occupancy rate of 90 percent or greater.

In addition, the Department of Veterans Affairs pays for per diem for a bed hold only for the first 10 consecutive days during which the veteran is admitted as a patient for a stay in the hospital (a hospital stay could occur more than once in a calendar year) and only for the first 12 days in a calendar year during which the veteran is absent for purposes other than receiving hospital care. A bed hold circumstance is one whereby the facility holds a vacant bed for a resident who is temporarily absent from the facility in cases where that bed would likely have been filled with another resident admission.

### **Library/Media Center**

The library is open 24 hours a day and offers a wide selection of books, audio books, magazines, newspapers, and videos. Inter-library loans for additional materials can be arranged through the Recreation Department. In an effort to maintain a quiet and peaceful environment, the library is not to be used for socializing with visitors.

### **Newspapers**

Several daily newspapers are available for all residents to enjoy and are located on the units, in the reception area, and in the Library. Residents who prefer a private subscription to their own newspaper at their own expense may make arrangements through the Business Office.

### **Mail**

Incoming personal mail is sorted by unit and delivered Monday through Friday. Residents requiring assistance can request help by contacting their assigned social worker. Income checks, for residents who have authorized NHVH to manage their finances, will be forwarded to the Business Office to be deposited.

Outgoing mail should be left in the mailbox located by the store or taken to the front desk for delivery to the local post office the next business day.

Residents may purchase postage stamps at the store or through the business office for cash or by having the cost of postage deducted from their NHVH account.

### **Maintenance/Energy Conservation**

The Maintenance Department provides a safe physical environment for residents and maintains the grounds. The department is responsible for routine preventative maintenance and repair of all NHVH property and equipment. Maintenance staff will do jobs such as hanging pictures and installing shelves. They also coordinate wheelchair washings on a weekly basis.

Residents are expected to report promptly on all maintenance issues such as leaks or excessive heat or cold. Residents should not attempt to correct maintenance problems or to adjust thermostats themselves.

All windows must remain closed. If a window must be opened for medical reasons, it should be opened no more than one inch. Lights, radios, and televisions should be turned off when residents leave their rooms. Faucets should be turned off when not in use.

Residents are required to place all rubbish in the designated receptacles. Cans, bottles, papers, cigarette or cigar butts are not to be discarded around the buildings and grounds. Disposable razors or razor blades must be given to your unit nurse for safe disposal.

### **Pastoral Care**

Spiritual and emotional support is provided on an ongoing basis for residents, families and staff by qualified social workers, the NHVH Chaplain, and volunteer clergy. Chapel services, as well as clergy and faith leader visits are coordinated through the Chaplain. Residents and family are welcome to join us in our chapel services.

### **Public Affairs**

The Public Affairs Department responds to all media related inquiries about NHVH and prepares and distributes all public relations material and information regarding the Home. This includes all contact with broadcast and print media as well as publication of “The Veterans Voice” newsletter, preparation of press releases and development of marketing materials.

### **Recreation Department**

The Recreation Department coordinates outings and events and provides therapeutic activities to promote healthy living and positive social interactions. There are numerous activities designed to meet a wide array of interests including exercise groups, movies, bingo games, arts & crafts and fishing derbies. Attendance is a great way to meet other residents and volunteers. A full activities calendar is distributed monthly, and the daily schedule is available in large print.

### **Resident Council**

The Resident Council is an elected body that represents all residents in the home to the staff, to the administration and to the Board of Managers. It is the vehicle through which residents maintain control over their lives, share in the management of the home, and contribute both to their own welfare and to that of their peers. All residents are encouraged to participate in the Resident Council meetings that are held on the third Thursday of each month.

### **Room Assignments**

NHVH makes every effort to make appropriate room assignments that take into account the medical, psychological and social needs of each resident. NHVH reserves the right to select and to make subsequent changes to room assignments as required to meet a resident’s care needs.

### **Services Available on Referral**

- Occupational Therapy – for assessments of function for activities of daily living
- Physiotherapy – for assessment of and setting up a personal exercise program

- Speech Therapy – individualized speech therapy programs, swallowing assessments and swallowing management programs
- Geropsychiatric Assessment
- Referral to other Medical Specialists
- Contracted Hospice Services

### **Social Services**

Social workers are available to coordinate the psychosocial and spiritual needs of our residents. Each resident is assigned a primary social worker. The social worker will coordinate with the resident, family members and staff to promote the autonomy, privacy, integrity and dignity of each individual. Social workers perform assessments, conduct individual and family casework and provide referrals to services within both NHVH and the community.

### **Smoking**

Since October 1, 2012, all new residents entering our Home have been subject to a no-smoking policy. Only grandfathered residents who entered the Home prior to that date are permitted to smoke. Eligible residents may smoke only in the designated outside areas listed in the current resident smoking policy and are subject to its safety protocols, including no use of matches and no oxygen sources in the designated smoking area, among others. E-cigarette usage will be permitted in designated areas. Smoking cessation assistance will be provided by the Home's Medical Director upon request.

### **Store**

The NHVH Store is open during posted days and hours, excluding holidays. The store is stocked with a variety of snacks, toiletries, greeting cards, writing supplies and military memorabilia. To obtain additional items that are not available in the store, you may contact the Recreation Department to be included on a local shopping trip.

### **Telephones**

Residents are encouraged to maintain a personal cell phone or internet phone account. Residents must coordinate set-up of, payment for, and maintenance of their phone accounts with the service provider directly. The home staff will not be involved in troubleshooting a resident's internet phone service. Cell phones must be set to vibrate at all times and internet phone service must be on a low tone and routed to voice mail after four rings. The NHVH does maintain portable phones for the Tarr and Welch Unit residents to make outgoing calls. However, incoming calls from family are restricted to times when staff (who are not doing direct care) can be available to answer and relay messages. On the Life Enhancement Dementia Units, the residents use the house phone only with assistance and supervision and are not allowed to maintain personal cell phones. All other telephones located throughout NHVH are for staff professional use only.

### **Televisions**

Several community televisions equipped with basic cable are available throughout the facility including a high definition home theater in the Town Hall for group viewings and functions.

Personal televisions must be inspected by Facility Services in advance and may not exceed a 26 inch flat screen. All TVs shall be any of the following types: plasma, LCD, or LED and be equipped with a headphone jack and have built-in QAM or DTA capability. CRT and rear projection TVs are not permitted.

All personal televisions must be turned off from 9 PM – 6 AM or be equipped with headphones. Personal televisions for residents in the LEDU Units may be allowed at the request of the family subject to approval of Social Worker and Nurse Manager as part of the resident's care plan.

Wall brackets, TV cables, headphones, remote controls and headphone cables are to be provided by the resident or family and replaced by them as needed.

### **Transportation**

Transportation is provided to all NHVH sponsored recreational outings. For other than NHVH sponsored outings, there is local bus transportation which can be arranged with the Community Action Program through your Social Worker with 24 hours advance notice.

Residents may not own or maintain their own motor vehicles. It is understood that when you become a resident of NHVH your driving privileges are voluntarily suspended.

### **Visiting Hours**

Visitors are an important part of our residents' lives. We recommend that family and friends limit visits to between 9:00 a.m. and 8:00 p.m. Visitors must use the main entrance, sign in, and obtain a visitor's badge at the reception desk. If a resident is very ill, visitors are welcome to spend time with them during the night. If you are planning a visit outside of normal visiting hours, we ask that you call ahead to let the staff know so that we may arrange for you to enter the building. In order to maintain a secure environment, there are different procedures for entering the building during late night and early morning hours.

In most cases, NHVH is unable to provide meals to visitors, so please plan your visits accordingly. When roommates are receiving care, visitors are requested to socialize with their resident in one of the many comfortable community areas located both indoors and outside the building.

We ask that visitors refrain from using the main dining room as an access route to other areas of the home when meals are being served or other social activities are taking place. All areas of the home are accessible by surrounding hallways, and staff is available to direct or assist you.

There is a daily coffee social in the Tarr Dining Room from 10:15 am until 11:00 am and residents, volunteers and visitors are invited to attend and join in the conversation.

### **Volunteer Services**

The Volunteer Services Department is responsible for the recruitment, retention and recognition programs for all of our volunteers. This department oversees the volunteer services committee,

assists with special events, and coordinates with departmental managers to assess volunteer needs.

## **Safety/Security Information and Procedures**

### **Safety and Security**

**Call bells** are located at each bedside, in each bathroom, and in the tub rooms. The call bells may be used when nursing assistance is required.

**Security systems** are located in the Life Enhancement Dementia Unit to closely monitor residents who may be at risk of wandering.

### **Safety devices, procedures and signs**

Various safety devices and signs are used throughout NHVH to help ensure resident safety. Some of these include:

- Secure doors – Some doors open with a secure keypad to protect residents who may be at risk to wander. These doors will automatically unlock in the event of a fire.
- Floor signs – Housekeeping staff use “wet floor” signs in recently cleaned areas.

Resident Identification photographs are taken of each resident upon admission and are updated periodically as necessary. Residents are also required to wear an identification bracelet.

### **Emergency Situations**

The New Hampshire Veterans Home has procedures to deal with emergency situations and to ensure the safety of our residents, staff, volunteers and visitors. These procedures are color-coded. When a code is called, there may be activity on your unit. Please **remain calm** in all circumstances. Staff will direct you if necessary.

### **Fire Prevention**

The New Hampshire Veterans Home has developed fire prevention and detection programs in consultation with the Town of Tilton Fire Department to provide maximum safety for our residents.

The fire prevention component of our program involves such factors as:

- Careful disposal of material that will burn
- Checking electrical appliances for safe operation
- Having a designated outside smoking area where only grandfathered residents may smoke
- Ensuring holiday decorations meet the NHVH decoration guidelines

There are fire extinguishers and fire blankets located throughout the building. There are smoke and/or heat detectors at appropriate locations. Each resident's room is equipped with a smoke detector. Sprinkler systems are in place throughout the building.

### **Resident Fire Plan**

1. Fire drills are conducted on each shift at least once per quarter.
2. When the fire alarm rings, staff will close all windows and doors for protection and to prevent smoke from spreading. Some doors will close automatically.
3. When the fire alarm sounds or a "Code Red" is called, do not panic. All residents and visitors should do the following:
  - Remain in their rooms, or in the dining rooms or common areas unless the fire is in the immediate area, until given instructions to do otherwise or until the "all clear" is announced
  - Listen to instructions and directions from staff members
  - If the fire is in a resident's room, all of the people in that room should go into the hallway and close the door behind them. Staff members will assist in the evacuation of any residents in immediate danger from smoke or fire.
4. Staff members will investigate the cause of the alarm and assist residents, providing reassurance and any available information to them.
5. Once the fire or cause for alarm has been determined, firefighters and staff will proceed to move people to safer areas, if necessary.
6. For those residents who are bedridden, staff members will ensure that all windows and doors are closed. Should evacuation be required, the staff is trained and will assist residents in moving to a fire safe zone.
7. In public areas such as the dining room or recreation room, Residents should remain where they are and await announcement of the location of the fire. Staff in the area will reassure residents and ensure that they are moved to a safer area, if necessary.
8. **Do not use the elevator** under any circumstances when a fire alarm is ringing or before the "all clear" is given. Staff will inform you when it is safe to resume normal activities.
9. If you have any questions regarding these procedures, please contact your social worker.

## **Information and Feedback**

### **Obtaining Information, Addressing Concerns, Making Suggestions or Extending Congratulations**

We value what you have to say. We want to ensure that quality service is provided to our residents. Policies are in place to report concerns or complaints and to assure that these issues are addressed. To obtain information, raise concerns, make suggestions or extend congratulations, you are encouraged to speak with:

- your social worker
- the nurse manager on your unit
- unit program manager
- the Resident Council

You may also contact:

Resident Benefit Liaison  
New Hampshire Veterans Home  
139 Winter Street  
Tilton, New Hampshire 03276  
(603) 527-4400

Office of the Long-Term Care Ombudsman  
NH Department of Health and Human Services  
129 Pleasant Street  
Concord, New Hampshire 03301  
(603) 271-4375  
(800) 442-5640