

Information Guide and Frequently Asked Questions

Holiday Hill Inc.



Important Phone Numbers

Sooner or later you will have questions or problems and you should know the best person to ask or report matters to. Below you will see each person's title and/or department of responsibility, extension, and email address.

- **Holiday Hill, Inc.**325-625-4157
- **Administrator**Forrest Blanton-LNFA
Forrest.blanton@holidayhill.net, ext. 408
- **Director of Nursing**.....Michelle Burkey, RN/BSN
Theresa.burkey@holidayhill.net, ext. 207
- **Assistant to Administrator/LVN**.....Kelly Cox, LVN
Kelly.cox@holidayhill.net, ext. 401
- **Business Office Manager**.....Ramona Green
Ramona.green@holidayhill.net, ext. 403
- **Human Resources/Staff Development**.....Josh Barron
Josh.barron@holidayhill.net, ext. 301
- **Assistant Director of Nursing**.....Stephanie Gentry, LVN
Stephanie.gentry@holidayhill.net, ext 206
- **Social Services**.....Denisa Jacobs
Denisa.jacobs@holidayhill.net, ext 203
- **Medicaid Manager**.....Christi McGee, LVN
Christi.mcgee@holidayhill.net, ext 208
- **Medicare Manager**.....Darci Hronek, LVN
Darci.hronek@holidayhill.net, ext 208
- **Activity Director**.....Monica Sanchez
activity@holidayhill.net, ext 405
- **Food Service Supervisor**.....Stephanie Fain
Stephanie.fain@holidayhill.net, ext. 405
- **Plant Operations Manager**.....Joe Medley
Joe.medley@holidayhill.net, ext 407

How do I Call and Talk to My Family Member?

The best way to talk with your loved one over the phone and have some privacy is to call our cordless phone that is kept at the Nurse's Station. When you call the nursing staff should answer the phone, tell them who you want to talk to and they will take the phone to that person wherever they are in the building. The number is 325-625-2454.

You can also call our main line 325-625-4157 and dial extension 201 or 202. These extensions go directly to the Nurse's Station. You may want to consider getting a private phone line put in your loved one's room as another option.

How Can I Get a Private Phone in My Loved One's Room?

There are phone jacks in every room, but the phone service can only be hooked up by contacting the local phone company. Holiday Hill does not charge anything for having a phone in the room. All phone charges will be between you and the local phone company. If you already have a local phone number you may get that same number transferred here. You will need to supply your own phone and we suggest one that has large numbers. Programming your family's numbers into speed dial makes it easier for some residents to call you, so keep that in mind when you purchase a phone. The local phone company contact information is as follows:

Frontier Communications 1-877-619-6198

What Do We Need to Bring?

You should bring small items that will make your loved one feel somewhat at home. Family pictures for the wall, small plants, shelves, knick knacks, and a T.V. are all great things to bring for your loved one's room. The room size is limited and should not be overcrowded because of the dangers of falling, need for prompt evacuation in an emergency, and the need of accessibility for routine care and cleaning. We provide everything they need except for clothing. Good footwear is important. Be sure to have shoes that fit well and won't slip on our tile floors. We provide linens, towels, toiletries, hygiene items, over-the-counter medications, etc. However, everything we use is generic, but good quality products. If you prefer a different brand of something, then you may supply your own product. Whatever you bring to the facility, be sure to clearly and permanently mark with your loved one's name. We are not responsible for any lost, misplaced or stolen items, but you should report any such occurrences to the DON so we can take appropriate measures to correct those losses.

What Kind of Clothes Should I Bring?

Closet and drawer space is limited so keep that in mind when gathering clothing to bring. We wash and return their clothes to their room by the next day. All clothes should be clearly and permanently marked with their name. This is to ensure all clothing gets returned to the right person. Please report any missing clothing as soon as you notice it is missing. You may also choose to do your own laundry or have a specified person do the laundry. We just ask that it be picked up at least weekly.

Will I Need to Keep Any Money?

The only place to spend money in the facility is the vending machines and the Beauty Shop. It is not advised that you keep more than \$5 on you or in your room. We provide the service of a Trust Fund in the Business Office, which works much like your personal bank account at the facility. You can deposit and withdraw your money anytime the Business Office is open.

What About My Valuables?

Valuable items such as jewelry, important papers, credit cards, and family heirlooms, should be left at home with family and/or friends. We cannot be responsible for lost or stolen items. You may bring hearing aids, dentures and/or glasses if you need them. Sometimes these items get dropped, broken, misplaced or lost. We will assume no responsibility for such items. Please report any lost, stolen or broken items to your charge nurse immediately.

Can We Bring a TV?

Yes you are encouraged to bring a television. Cable service is provided at no extra charge. Almost every room has 2 people per room. Sometimes it is tough when each person has a TV. We ask that you share the use of one TV or purchase headphones to plug into your own TV. This will keep the noise down and avoid bothering your roommate.

Am I Permitted to Leave the Facility Whenever I Want?

Yes, this is your right. You should always be escorted by someone who is able to help you as necessary for your safety. Always notify your charge nurse before leaving the building so we can know when you expect to return and send any necessary medications with you. Also, promptly notify your charge nurse upon your return. Rules that govern all Medicaid recipients only allow for a resident to be absent from the facility for a maximum of 72 hours. Then you must return and be in the facility for at least 24 hours before leaving on another pass. Private pay residents may be out of the facility up to a maximum of 30 days. Applicable "Bed Hold" fees will be incurred for holding your bed when absent from the facility on overnight stays. Please refer to Business Office Manager or the Administrator for the details.

Can My Friends and Family Bring Me Food, Snacks or Drinks from Outside?

Yes, but this information should be reported to the charge nurse so that each resident's dietary intake and nutrition can be monitored.

How Will I Get to My Doctor Appointments?

The nursing staff will assist in scheduling and arranging for transportation to and from appointments. Families are encouraged to take or accompany residents to appointments. However, we will provide our vehicle with the proper equipment to transport if necessary. There is no extra charge for this service.

How Often and When May My Family and Friends Visit Me?

You may have visitors as often and whatever times you would like. The only exception is we ask that your visits not be disruptive to your roommate or other residents. The lobby, courtyard, and Prayer Room are available to anyone wishing to have more private visits.

Are There Activities to Keep Me Busy?

We have activities scheduled throughout the day, every day. Everyone is invited to participate. We also have in room activities for those that do not wish to participate in group activities. If you have any ideas or would like to see a certain activity, see our Activity Director.

Resident Rights

YOU HAVE THE RIGHT TO.....

1. *All care necessary for you to have the highest possible level of health*
2. *Safe, decent and clean conditions*
3. *Be free from abuse and exploitation*
4. *Be treated with courtesy, consideration, and respect*
5. *Be free from discrimination based on age, race, religion, sex, nationality or disability and to practice your own religious beliefs*
6. *Privacy, including privacy during visits and telephone calls*
7. *Complain about the facility and to organize or participate in any program that presents resident's concerns to the administrator of the facility*
8. *Have facility information about you maintained as confidential*
9. *Retain the services of a physician of your choice, at your own expense or health care plan, and to have a physician explain to you, in a language you understand, your complete medical condition, the recommended treatment, and the expected results of the treatment, including reasonably expected effects, side effects, and risks associated with psychoactive medications.*
10. *Participate in developing a plan of care, to refuse treatment, and to refuse to participate in experimental research*
11. *A written statement or admission agreement describing the services provided by the facility and the related charges*
12. *Manage your own finances or to delegate that responsibility to another person*
13. *Access money and property you have deposited with the facility and to an accounting of your money and property that are deposited with the facility and all financial transactions made with or on behalf of you*
14. *Keep and use personal property, secure from theft or loss*
15. *Not be relocated within the facility, except in accordance with nursing facility regulations*
16. *Receive visitors*
17. *Receive unopened mail and to receive assistance in reading or writing correspondence*
18. *Participate in activities inside and outside the facility*
19. *Wear your own clothes*
20. *Discharge yourself from the facility unless you have been adjudicated mentally incompetent*
21. *Not be discharged from the facility, except as provided in nursing facility regulations*
22. *Be free from any physical or chemical restraints imposed for the purposes of discipline or convenience and not required to treat your medical condition*
23. *Receive information about prescribed psychoactive medication from the person who prescribes the medication or that person's designee, to have any psychoactive medications prescribed and administered in a responsible manner, as mandated by the Health and Safety Code, SS242.505, and to refuse to consent to the prescription of psychoactive medications*
24. *Place an electronic monitoring device in your room that is owned and operated by you or provided by you guardian or legal representative*

Your rights may be restricted only to the extent necessary to protect you or another person from danger or harm or to protect a right of another resident, particularly those relating to privacy and confidentiality.

Who Else to Call for Help, Complaints or Information

Texas LTC Ombudsman Program

1-800-252-2412

www.dads.state.tx.us

Long Term Care Regulatory Services

Complaints and Customer Service

1-800-458-9858

Find and Compare Texas Facilities

www.dads.state.tx.us

Centers for Medicare & Medicaid Services

Nursing Home Compare

1-800-633-4227

www.medicare.gov

Adult Protective Services

Financial Exploitation in LTC Facilities

Abuse and Neglect in the Community

1-800-252-5400

www.dhps.state.tx.us

Texas Attorney General

Medicaid Fraud Control

1-800-252-8011

www.oag.state.tx.us

Notice of Private Information Practices

Uses and disclosures of health information.....

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review carefully.

We use health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care that you receive. We may use or disclose identifiable health information about you without your authorization for several other reasons. Subject to certain requirements, we may give out health information without your authorization for public health purposes, for auditing purposes, for research studies, and for emergencies. We provide information when otherwise required by law, such as for law enforcement in specific circumstances. In any other situation, we will ask for your written authorization for using and disclosing any identifiable health information about you. If you choose to sign an authorization to disclose information, you can later revoke that authorization to stop any future uses and disclosures.

We have a detailed Notice of Privacy Practices which more fully explains your rights and our obligations under the law. We may change our policies at any time. Before we make a significant change in our policies, we will change our notice and post the new notice on our bulletin boards. You can also request a copy of our notice at any time. For more information about our privacy practices, contact the person listed below.

Individual Rights

In most cases, you have the right to look at or get a copy of health information about you that we use to make decisions about you. If you request copies, we will charge you a reasonable fee for each page. We will accommodate reasonable requests you may have for health information to be communicated by alternate means or at alternate locations. You also have the right to receive a list of instances where we have disclosed health information about you for reasons other than treatment, payment or related administrative purposes. If you believe that information in your record is incorrect or if important information is missing, you have the right to request that we correct the existing information or add the missing information. You may request in writing that we not use or disclose your information for treatment, payment and administrative purposes except when specifically authorized by you, when required by law, or in emergency circumstances. We will consider your request but are not legally required to accept it. We will notify you if we are unable to agree to a requested restriction.

Complaints

If you are concerned that we have violated your privacy rights, or you disagree with a decision we made about access to your records, you may contact the Administrator of the facility. A complaint will not result in retaliation. You may also send a written complaint to the U.S. Department of Health and Human Services. The Administrator can provide you with the appropriate address upon request.

Our Legal Duty

We are required by law to protect the privacy of your information, provide this notice about our information practices, and follow the information practices that are described in this notice. If you have questions please contact:

Forrest Blanton, Administrator
325-625-4157 ext 408

Non-Discrimination Policy

In accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulation, Holiday Hill, Inc. will not directly or through contractual arrangements, discriminate on the basis of race color or national origin in its admissions or its provision of services and benefits, including assignments or transfers or referrals to or from the agency/facility. Staff privileges (if appropriate) are granted without regard to race, color, or national origin. In accordance with Section 504 of the Rehabilitation Act of 1973 and its implementing regulation, Holiday Hill, Inc. will not directly or through contractual arrangements, discriminate on the basis of disability in admissions, access, treatment or employment. The Administrator is designated as the coordinator for the implementation of this policy.

In accordance with the Age Discrimination Act of 1975 and its implementing regulation, Holiday Hill, Inc. will not directly or through contractual or other arrangements, discriminate on the basis of age in the provision of services, unless age is a factor necessary to normal operations or the achievement of any statutory objective.