



# Cascade Park Vista

## Resident/Family Handbook

February 2019

### MISSION AND PURPOSE

Our mission is to provide an atmosphere of warmth, care, and understanding for the residents and families in our care. By providing a friendly family-like environment, we believe all customers can enjoy the quality of life and peace of mind that we aim to provide at our community.

### CORE VALUES

**INTEGRITY:** *Doing the right thing even when no one is looking - maintaining a moral compass that doesn't waver.*

**COMPASSION:** *We aim to treat each person with courtesy, dignity and respect in all our services and relationships.*

**POSITIVITY:** *Aspiring to maintain a positive perspective and being constructive and supportive with one another.*

**PERSEVERANCE:** *Strength to maintain a commitment and dedication to our mission – even in the face of obstacles.*

### PHILOSOPHY OF CARE

Cascade Park Vista is in the business of producing smiles! With a professional and well-trained staff, our aim is to help our residents enjoy day-to-day living with grace and dignity. We strive to promote the highest level of on-going independence of our residents by encouraging them to continue to stay active, while residing in our supportive environment. We will respond to the needs of our residents without regard to race, color, religion, sex, handicap, disability, familial status, or national origin. We encourage our residents and families to be involved in the choices and development of their plan of care.

## **DRESS CODE**

Residents are to dress in a manner which is consistent with the community's environment and which would not be offensive to other residents.

**Residents are to refrain from wearing housecoats, dressing gowns, robes, slippers, pajamas, curlers, or swimsuits in all common areas. Shoes must be worn for safety.**

## **FEDERAL FAIR HOUSING AMENDMENTS ACT OF 1988**

Cascade Park Vista provides an "Equal Housing Opportunity," and does business in accordance with the Federal Fair Housing Law (The Fair Housing Amendments Act of 1988). Under the law, it is illegal to discriminate against any person because of race, color, religion, sex, handicap, familial status, or national origin. Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination by phoning 1-800-669-9777 (Toll Free) or 1-800-927-9275 (TDD).

## **NOISE AND PROFANITY**

Residents are to respect their neighbors by refraining from making loud noises or offensive sounds that may cause a disturbance. **Profanity is not tolerated in this environment.** In addition, you are asked to keep the volume of radios, stereos, televisions, etc. at reasonable levels. When such a situation arises as a problem or concern, you can expect the management of Cascade Park Vista to be solution oriented (i.e., headphones for a television that is perceived to be too loud) and we will expect the same of others.

## **RESIDENT RIGHTS**

Each resident has certain Resident Rights that our community is committed to promoting and protecting. These rights are explained to each resident and/or authorized representative verbally and in writing upon admission. While these rights are spelled out in detail in the admission agreement and move-in paperwork, we encourage each resident to ask questions about his or her rights. Should there be any changes to the resident rights under federal or state law, Cascade Park Vista will promptly notify the resident and/or representative.

## **GRIEVANCE PROCEDURES**

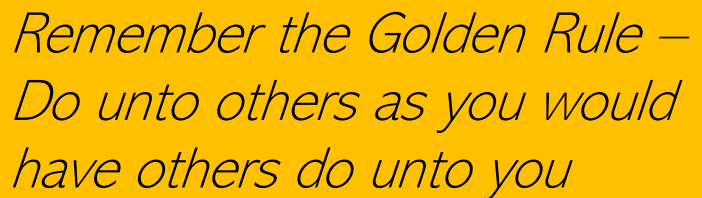
As a resident of Cascade Park Vista we encourage you and your families to be advocates for your care.

- 1) Feel free to voice grievances. Such grievances include those with respect to care and services that have or have not been furnished.
- 2) Expect follow-up from the organization. Our goal is to resolve grievances quickly so you can and should expect follow-up from the appropriate staff after you have shared your concerns.

The ownership and management teams of Cascade Park Vista are committed to providing quality care for our residents.

**Procedure for Residents and Families:** Please fill out a **grievance form** at the Reception Desk. This form will be routed to the appropriate Department Director for follow-up and only escalated beyond them when necessary. Our aim is to respond to grievances within 72 hours (business hours), with a goal of resolving within a week.

You are welcome to reach out to our campus Administrator if you are not receiving the follow-up you expected from our team.



*Remember the Golden Rule –  
Do unto others as you would  
have others do unto you*

## **CONFLICT RESOLUTION**

It is the goal of Cascade Park Vista to provide comfort, security, dignity, and independence to our residents while allowing for freedom of choice. All residents are in community with each other and all parties have to work at getting along with each other to help ensure our community living environment is as rewarding and fulfilling as it should be. Cascade Park Vista will support the rights of our residents to make choices that may have adherent risks or negative consequences. However, with these choices, it is understood that the resident will take responsibility for any risks that may be associated with certain choices they make and that their choices will not negatively impact other residents living here at Cascade Park Vista.

Conflict resolution may be initiated when a resident who exercises that freedom of choice:

- a. Conflicts with another residents' rights or freedoms.
- b. Endangers the health or welfare of him/herself or others.
- c. Puts him/herself or others at risk for injury.
- d. Conflicts with the rules and regulations of Cascade Park Vista.
- e. Activity that is illegal and contrary to city, state and federal laws or regulations

Conflict resolution shall include, but is not limited to the following:

Both parties will be allowed to voice their opinion, regarding the conflict to a member of the management team. If no secondary party is involved (i.e. another resident or person) then the resident will be advised of any risks that may be associated with their actions.

A Negotiated Risk Agreement will be implemented. (Documentation will be placed in the resident's chart reflecting the advice of Cascade Park Vista staff, the resident's conflicting wishes and actions, and the acknowledgement of the resident's assumption of responsibility for those actions.)

If a resident's actions or behaviors would adversely affect other parties, then those actions and behaviors will not be allowed to proceed and such behaviors will be expected to change accordingly. No resident will be allowed to exercise a choice that would in any way place themselves, another party, or our community in danger.

The local Ombudsman, (Ph# (253) 789-3789), will be contacted to assist with conflict resolution if our community efforts fail.

If the conflict resolution is not effective in handling the issues and the resident's desires are not able to be met with reasonable accommodation, it shall be up to the Administrator to recommend other alternatives, up to and including relocation to another community.

## **COMMUNICATION FOR RESIDENTS**

There are a number of different ways (i.e., flyers, standing meetings, announcements at meal time, or resident task force work groups) that we communicate to the residents living here at Cascade Park Vista. Each month we have a regular **community meeting** which provides a forum for our residents to meet and discuss their ideas and concerns regarding our campus and its daily operations. The dates and times of this community meeting can be found regularly on the monthly activity calendar. Staff or visitors are invited to attend this meeting.

The Activity department personnel or other members of management also typically provide announcements during either the breakfast or lunch meal each day during the week as well. In addition to these forums for sharing information, there are sometimes flyers posted and/or special work groups assigned to help improve the daily operations and life of our community.

## **SMOKING POLICY**

Cascade Park Vista does not allow smoking inside the building and smoking in resident rooms or in any common areas of the campus will not be allowed. The use of cigarettes, vapes, pens, and e-cigarettes are only allowed in designated smoking areas outside of the building. Marijuana is not permitted on the premise and not allowed in designated smoking areas.

*To ensure the safety of our residents, we will be issuing a \$200.00 assessment and a "first warning" to individuals who do not comply with our smoking policy. If a second violation should occur, another \$200.00 assessment will be charged accompanied by an eviction notice. Residents that are unable to comply with our*

*smoking policy, will need to seek other living arrangements as we will not sacrifice prudent safety precautions for individual smoking preferences that may be beyond what is allowed on our campus for safety reasons.*

If you are interested in decreasing the amount you smoke, or wish to stop smoking altogether, we will be happy to assist you in locating information on smoking cessation methods.

## **ROOM FURNISHINGS**

Cascade Park Vista will provide room furnishings to all our residents upon request. (Room furnishings consist of a twin-size bed, box-spring, mattress, nightstand, dresser, chair and lamp.) An additional monthly service fee will be assessed to those residents who desire room furnishings and who are not on Medicaid. Each resident has the right to retain and use personal possessions, as space permits, unless to do so would infringe upon the rights or health and safety of other residents.

Cascade Park Vista will provide an additional lock box storage for valuables. These items will be made available for your room at your request, for no additional fee. Cascade Park Vista does not offer additional storage space beyond the apartment unit. Residents may purchase off-site storage space through a local storage company at their own expense.

## **ROOM CLEANLINESS / DÉCOR / ALTERATIONS**

Cascade Park Vista recognizes and protects the right of each resident to keep and use personal items, as space permits, unless to do so would infringe upon the rights or health and safety of another resident. While light weekly housekeeping is provided as a basic service, all residents of Cascade Park Vista are still expected to keep their apartments clean, sanitary, and in an orderly condition. Should a safety or health concern arise in relation to the cleanliness or lack of space due to excessive furniture, boxes, or belongings in an individual's room, Cascade Park Vista will intervene and immediately require a remedy to the situation. At times, residents and/or their families may be required by management to reduce or minimize the amount of furniture and/or belongings in their respective apartment. Used furniture brought into the community may be subject to pest control inspection.

A resident may decorate their apartment as they choose; however, you may not make any structural or physical changes to the apartment. When decorating, residents are to refrain from placing holes in the walls or doors; altering facility provided furnishings; or causing damage of any kind. Cascade Park Vista requests that residents limit placing signage or other decorations on the front of their apartment door without the approval of the Administrator. Live wreaths, cut Christmas trees, and other flammable materials are **not** permitted due to fire safety concerns. Christmas lights are only allowed inside a resident's room and may only be plugged directly into the wall; **no extension cords are allowed to be used for any purpose inside a resident apartment.**

## KEY REPLACEMENT

If you lose your room or mail box key, we will replace it for a \$5.00 fee. This fee may be paid for in cash, or added to your monthly statement. We would ask that you do not install any locks or locking devices in your room without obtaining prior written authorization from the Administrator.

## ROOM ASSIGNMENTS

Room assignments are **primarily based** on room availability, safety concerns, and health care needs. Due to the high demand for our services we cannot offer rooms based on resident preference. We reserve the right to assign rooms and change room assignments or roommates for any resident. Two residents have the right to live together as long as both individuals and/or representatives consent to the arrangement. [The Department of Social and Health Services may first have to grant us an exemption to WAC 388-78A and 388-110-140]. Our organization will make reasonable attempts to honor other roommate requests. Residents that are sharing a one-bedroom unit may be required to transfer to a studio unit should their roommate move out for any reason. If such a move is required, we will give the resident prompt notice of the move. Studios may not be shared. Medicaid residents that are admitted into a one-bedroom unit due to availability will be expected to move to a studio apartment when one becomes available or if a couple is in need of a one-bedroom.

## NEIGHBORS

*Listen for your neighbors:* Potential misfortunes have been avoided when neighbors look out for each other. Please notify our staff if you think you hear loud noises, someone calling for help, knocking incessantly on the wall or door, etc. Any concern you may have for a fellow resident should be reported.

*Neighborhood watch:* Please notify the community staff immediately if you happen to see any unusual or suspicious people or activity in the building or on the property. Also refrain from entering the apartments of other residents without being invited. Solicitors are barred from the building to protect you and prevent frequent disturbances. Should a solicitor come to your door, please contact the front desk.

---

*THE PURPOSE OF LIFE IS A LIFE  
OF PURPOSE*

*Robert Byrne*

---

Our staff appreciate the care and concern that our residents have for each other and will aim to be responsive to the observations and questions brought to our attention, although

sometime due to privacy regulations, we may sometimes limit the information that we share about other residents.

## **RESIDENT VALUABLES/PERSONAL BELONGINGS**

In our community with so many visitors and guests, Cascade Park Vista will not be responsible for loss, damage, or normal wear and tear to resident's property. As a result we encourage all residents to maintain insurance to cover loss or damage to his/her personal property.

Cascade Park Vista will make every reasonable effort to maintain a safe, secure environment in which our residents are protected from the theft or accidental loss of their personal belongings. To help reduce the possibility of loss, and to assist with the return of found items, we would encourage our residents to take the following steps:

1. Do not bring valuable items to the facility.
2. Do not keep cash or jewelry items in your room.
3. Mark your name on all personal belongings.
4. Inventory and keep a list of all the belongings you have in your room.
5. Arrange to deposit special valuables in a secure lockbox that can be kept in your room.
6. Set up a Resident Trust Account to deposit your cash.

Cascade Park Vista recognizes and protects the right of each resident to keep and use personal items, as space permits, unless to do so would infringe upon the rights or health and safety of another resident.

## **RENTER'S INSURANCE**

Residents may purchase renters insurance at their own expense through a local insurance company.

## **VISITING HOURS / OVERNIGHT GUESTS**

Cascade Park Vista is proud to have an open visitation policy. Guests will be required to abide by any and all organization policies that pertain to the resident in regard to the use of our community. While guests should be attended by residents at all times, residents are responsible for the behavior of their guests and disruptive guests will be required to leave. We lock the exterior entrances from dusk to dawn. (*Hours will vary with the changing seasons.*) Out of respect to other residents and staff, it is requested that prior arrangements be made for planned visits during these after hour periods.

**Residents are permitted to have overnight guests stay with them (typically 1 or 2 nights) in their apartment; however, overnight guests must have prior permission from the Administrator. Guests may purchase meal tickets at the front desk if they are joining the resident for meals.**

NOTE: Due to privacy regulations, guests are to refrain from taking pictures without express permission from other residents or families.

### **GUEST MEALS**

Guest meals are available for \$3.00 per meal for breakfast, lunch and dinner; guest meals for holidays and themed dinners are \$5.00 per meal. This can be paid at that time or charged to resident monthly statements. Please make reservations at the main reception desk at least one hour before the desired meal. To ensure all residents and guests have a positive experience, we ask that reservations for holidays and themed monthly dinners be made one week prior to the respective event.

### **SIGNING IN AND SIGNING OUT**

While residents are free to leave the Community at any time they wish, we do require that residents and/or their responsible party sign-out when leaving the building and sign-in upon return. While this

may seem inconvenient, its beneficial knowing why you are absent from meals, and helps us track who is or isn't in the building in case of an emergency. We are only interested in your safety. You will find sign-out sheets at the main reception area. Your cooperation is greatly appreciated and required for resident safety reasons.

---

*Be Somebody Who Makes  
Everybody Feel Like A  
Somebody*

---

### **ABSENCES FROM FACILITY**

Our residents are free to leave the Community at any time that they wish, provided they sign out/in, and notify appropriate staff of their absence (as applicable). Cascade Park Vista cannot be responsible for any obligations or expenses incurred by the Resident during their absence.

When the Resident is absent from the Community due to illness, vacations, or extended visits away from the Community, Cascade Park Vista will retain the resident's bed or apartment up to twenty (20) days if the Resident is likely to return to the Community. The services provided by Cascade Park Vista are in high demand and no allowances or reductions shall be made to the Basic Monthly Room Rate during this time regardless of the



circumstances surrounding the absence. Any discharges that happen after the 20<sup>th</sup> day will result in a pro-rated refund for services following that day.

### **In Situations Where Medicaid Applies**

The resident shall have up to eighteen (18) days per calendar year to be absent (overnight) from the Community for social reasons (medical reasons like emergency room visits or hospital stays do not count). For some special circumstances, DSHS may approve additional social days off per calendar year.

When the Resident is absent from the Community due to illness or a transfer to a higher level of care, the Community will retain the resident's bed or apartment for up to twenty (20) days if the resident is likely to return to the Community. In situations where the resident is not likely to return or the absence has extended beyond twenty (20) days, the resident or resident's representative must pay privately to have the bed or apartment held.

**In all situations, (including Medicaid), if the Community has determined that the Resident will not return, Cascade Park Vista may discharge the resident in accordance with state regulation and federal law as soon as practicable without waiting the twenty (20) days.**

### **MEDICATION SERVICES**

At Cascade Park Vista, we employ both licensed nurses and med techs to ensure that all medications are delivered and administered safely and timely. For safety and privacy reasons, medications must be administered directly by our staff to the respective resident – medications cannot be delivered by one resident to another resident. We strongly encourage all residents to come to the dining room and/or theater area as often as necessary to receive medications and respective diabetic care and nursing treatments. If medications are brought in from a source other than our partner pharmacy, we will require that they are packaged in a *unit dose type* distribution system consistent with our systems at Cascade Park Vista to ensure the safety and efficiency of the care that our staff provide. If such packaging is not possible, an additional cost may also be incurred by the resident for bulk orders and/or alternate packaging systems.

All medications, including over-the-counter, must be accompanied by a prescription. No medications should be kept in resident rooms unless ordered by physicians and the resident has been assessed and deemed by our nursing professionals to be safe with independent administration.

When leaving the building for overnight stays, residents and/or families should notify staff (ideally with at least 24-hour notice) so that medications can be packaged and sent with the

resident. The medications should be signed out when the resident is leaving and signed back in when when the resident returns.

During the med pass times with our med techs, we suggest residents avoid interruptions and/or inquiries that are not urgent and allow the staff to focus on administering the medications to all residents in a safe and timely manner.

## **ADDITIONAL PERSONAL CARE SERVICES**

Cascade Park Vista's personal care program was developed for residents needing assistance with activities of daily living. We can provide assistance with ambulation, dressing, grooming, toileting, bathing, medication assistance, injection

administration, diabetic care, personal laundry service, and general health care monitoring, *(See Fee Schedule for applicable charges.)* Each service has an associated cost and the services that each resident receives will depend on his or her negotiated service plan (aka "plan of care").

Within 14-days of the resident's move into our community, our clinical staff will complete a plan of care that addresses the resident's assessed health care needs, social needs and preferences, personal care tasks, and if applicable, limited nursing and medication services, including frequency of service and level of assistance. This plan of care will be completed in consultation with the resident, appropriate community staff, the resident's DSHS case manager (if applicable), and any other person the resident wishes to include. Each resident has the right to be fully informed about his or her negotiated service plan, and any changes in care or treatment that may affect his or her well-being and we will provide the resident with a copy of the plan of care. Our staff will also notify the resident and/or applicable representatives as soon as possible of any changes in the resident's condition that require a different level of service.

Each resident of Cascade Park Vista will have their negotiated service plan reviewed at least annually and/ or with change of condition. Residents and their families are encouraged to participate in this planning process. A member of Cascade Park Vista clinical team is available to meet with you and discuss your current plan of care at any time.

---

*Without a sense of caring, there can be no sense of community.*

*Anthony J. D'Angelo*

---

## **MEDICAL SUPPLIES**

Residents are required to purchase their own medical supplies. In some cases where the supplies are medically necessary, the resident's insurance (i.e., Medicaid) will pay for a limited supply each month. If that limited supply isn't enough, the resident will be expected to purchase additional supplies as necessary.

## **LAUNDRY AMENITIES FOR RESIDENT USE**

Personal laundry amenities are located on Floors 3, 4, and 5 and can be used between the hours of 7am and 10pm. We ask that each resident clean up any spills or messes that may occur during such use.

Please also remember to empty clothing pockets before using the clothes washer, and we ask that you clean the lint trap on the dryer after each use. It is also important not to leave your clothes in the machines for too long. Clothes left in the washer or dryer unattended for more than 30 minutes are subject to being removed and placed on top of the dryer to allow others to use the machines. Residents need to provide their own detergent, but liquid bleach is prohibited, and we ask that you use powdered bleaching products instead.

## **LAUNDRY SERVICE**

If laundry is part of your service plan, it will be washed weekly or as needed. Laundry days are determined by your room number. We aim to ensure that your clothing is picked up and delivered back to you the same day. We understand that there may be times your laundry may need to be washed more frequently due to unforeseen circumstances. As such, we will schedule laundry pick-up accordingly.

## **MAINTENANCE REQUESTS**

If you have a request for general maintenance in your apartment, please contact the main reception desk to submit a work order as this is the most effective and efficient way to get such work accomplished. We ask that you refrain from stopping the maintenance crew in the hallways with such requests. They will not remember if all residents stop them constantly.

## **TRASH**

While the trash will typically be collected daily by the resident services and/or housekeeping staff, we encourage residents to manage this task if they are able to do so as well. Please do not allow trash to accumulate in your apartment to the point that it could attract pests or cause an odor and we ask that you do not leave trash bags in the hallway. Needles, syringes or lancets are NOT permitted in trash cans. Such items should be disposed of in a required "Sharps" container that you can purchase from a number of retailers.

## **PRIMARY CARE PHYSICIAN / OUTSIDE HEALTHCARE SERVICES**

Each resident is required to have a primary care physician on record. While Cascade Park Vista has arrangements with some very specific physician groups and specialty providers (i.e., podiatrist) that make life easier for our residents and their families (i.e., physicians and specialist will travel to our campus so residents don't have to coordinate transportation to outside offices), residents are also allowed to have other outside health care providers/agencies come into the community to provide services. Such outside services are not being provided by Cascade Park Vista and are in no way affiliated with our organization. Cascade Park Vista will not be held responsible for services provided by an outside agency. All such services provided to the resident in this manner shall be arranged by the resident or the resident's designated representative and shall be at the resident's expense. Cascade Park Vista will continue to maintain responsibility for the overall care, safety, and well-being of the resident while they reside at our community. We try to immediately notify the appropriate outside health provider of any situation that we feel may potentially lead to a negative outcome for the resident receiving these services.

---

*It doesn't matter how slow you go...as long as you don't stop*

---

## **HEALTHCARE DIRECTIVES**

Residents and families need to be aware that Cascade Park Vista does not provide twenty-four (24) hour coverage by a licensed practical nurse or higher credentialed health care provider.

If a resident is found without a pulse and/or not breathing, our staff will shake and call out to the resident. If no response, we will proceed by calling out and/or using the phone, radio, or walkie-talkie to get additional staff assistance. At the same time, we will proceed with life sustaining measures based on the wishes of the resident per our records on file (i.e., POLST Form, Advance Directives). If any of the records are in conflict with one another, our staff will take direction from the POLST form. If life-sustaining measures are in order, then CPR will begin along with the following procedure:

1. If no response, calling 911, explaining immediately that they are unresponsive
2. If unconscious, no breathing or labored breathing, start compressions
3. Open airway, head tilt or chin lift and give 2 breaths;
4. Continue with chest compression and breathing until additional staff/emergency personnel arrives, locating POLST form or No CPR Directive, if available; and
5. Continuing CPR until directed otherwise by EMS staff

Staff will not render CPR to a terminally ill resident involved in a Hospice Program.

## **TRUST ACCOUNT**

Keep your money safe. Residents are encouraged to utilize our organization's Trust Account System to deposit and withdraw money as needed. A trust account is designated under the resident's name and all transactions are recorded and verified for accuracy. The account acts much like a bank account with statements validating account balances. Interest is paid (as required by regulations) according to the current savings rate like at a bank. Utilization of the trust helps to prevent loss or theft. Trust hours are typically 10am-Noon on Mondays, Wednesdays and Fridays. (Trust hours are subject to change due to holidays and other accommodations.)

## **RATE ADJUSTMENT FOR ADDITIONAL SERVICES**

Except in cases of emergency and except for changes in nursing levels of care, our organization will give a resident thirty days advance written notice of any change in the availability or charges for services, items, or activities. If due to a change in his or her condition and the resident needs greater or fewer services, we will adjust the needed services, if agreed to by the resident, and changes in billing will occur immediately once the resident signs a new plan of care. Whether or not the resident needs greater or fewer services will be determined by our staff, after an appropriate assessment, and in consultation with the resident. The resident has the right to refuse any service offered by our organization. Our staff will notify the resident as soon as possible of any changes in the resident's condition that requires a different level of service. Unless the resident directs us otherwise, we will provide this notice to the resident's representative.

## **RESIDENT REPRESENTATIVE AND PRIMARY POINT OF CONTACT**

Each resident is required to have a primary point of contact (aka first emergency contact) and legal representative on file with our community. The legal representative is the person or persons identified in RCW 7.70.065 and who may act on behalf of the Resident pursuant to the scope of their legal authority (i.e., financial decisions, healthcare decisions, etc.).

At times there are many stakeholders (i.e., multiple children) involved in a resident's life and none with clear legal authority (i.e., guardian, POA for finance, POA for healthcare). In those situations, the respective resident and stakeholders must agree on the primary point of contact and corresponding emergency contact list (i.e., 1<sup>st</sup> emergency contact, 2<sup>nd</sup> emergency contact, etc.). This agreement is required so there is clarity for our staff on who they should be communicating with and taking direction from when situations arise.

## **PAYEE SERVICES**

Knowing the complexity of medical billing and insurance re-enrollments, we encourage residents and families to consider payee service options to manage and direct finances and

insurance re-enrollments. There are friendly options available to families at low or no cost and yet allow them to maintain control of their power of attorney and healthcare decisions, while being relieved of the burden and headache of these responsibilities. Please inquire with our staff and we'll be happy to provide any assistance.

## **PAYMENTS**

All rent, rent participation, and other charges are due on the first day of the month and considered late if not received by the tenth (10<sup>th</sup>) of each month. Payments received will be applied to past due balances first unless there is a signed a payment plan agreement stating something different. Any payment received after the tenth (10<sup>th</sup>) of the month will be considered past due and will be subject to an additional \$50.00 late charge. Bank charges for checks which are not honored by the bank, and any late service charge shall be passed on to the Resident (or designated "Payer") for payment. Residents who fail to pay the total amount due for rent and services by the tenth (10<sup>th</sup>) of the month are subject to discharge for non-payment. Furthermore, their account will be subject to collection, and will begin incurring interest charges of twelve (12%) percent per annum from the due date(s).

## **TIPPING EMPLOYEES**

Employees are not permitted to accept tips or gifts.

## **TELEPHONE USE AND SERVICE**

A community telephone is available for residents use 24-hours a day for private local phone calls. Private telephone service can also be installed in a resident's room by contacting your local phone company. The resident or resident representative is responsible for making arrangements for installation and discontinuance of service and for all charges accrued. Cascade Park Vista is not responsible for private phone lines, equipment or associated costs.

## **CABLE TELEVISION**

Each resident room is hard wired for Expanded Basic Cable Service, this service is available to each resident for an additional monthly service fee.

Residents who desire to receive cable service in excess of Expanded Basic must notify Comcast at 1-800-266-2278. The resident or resident representative is responsible for making arrangements for installation and discontinuance of service and for all charges accrued. Cascade Park Vista is not responsible for private televisions, equipment or associated costs.

## **BEAUTY AND BARBER SERVICES**

David's Hairstyling is located within the Cascade Park Vista campus. Please contact that staff directly at (253) 627-1200, or see the staff at the main reception desk for assistance in making an appointment.

## **WIRELESS INTERNET/COMPUTERS**

Wireless internet is offered in the central lobby and activity room area of Cascade Park Vista. The current wireless network is not intended nor designed to offer wireless internet to each resident in their apartment. **Guest network credentials and password are located at the main reception desk in the front lobby.**

Guest computers are available in the activity room for resident use only. Usage is on a first-come/first-serve basis. Please be considerate of others and limit your use of the computers to one-hour sessions. Residents may be asked by management to terminate their session on the computers if they exceed this time limit. You may purchase internet service for your apartment at your own expense. Please contact an internet provider for rates and plans.

## **MAIL SERVICE**

Each resident has the right to privacy regarding their mail, including the right to send and promptly receive mail that is unopened. The mail boxes are the property of the U.S. Postal Service and not Cascade Park Vista. If you receive mail that has someone else's name on it, please place it in the outgoing mailbox so the postal carrier can put it into the correct mailbox.

Upon request, Cascade Park Vista can provide stationary, postage, and pens/pencils, at the resident's own expense (visit the front office for the list of available items and pricing). Each resident of Cascade Park Vista will be issued a key to their own individual mail box upon move in. Keys to the mailboxes are NOT to be duplicated. Outgoing mail must have the correct postage on it and may be left in the outgoing mail slot or at the front desk.

Parcels and packages may be received at the main reception desk in the front lobby and then delivered to the respective resident's room. Residents have the right to designate how they would like these items to be handled by our staff at the main reception desk. Cascade Park Vista will make every effort to ensure packages and parcels are delivered to the intended resident. Cascade Park Vista will not be responsible for lost, missing or stolen items. Replacement of these items will be the sole responsibility of the resident. We would ask; however, that you notify the front desk staff or administrator immediately if something is missing.

## **FIRE SAFETY**

The fire alarms and smoke alarms within Cascade Park Vista are supplemented by an integrated automatic fire-sprinkler system. Our fire notification system is monitored 24-hours a day by a contracted monitoring service.

In the event of a fire in the facility, the fire alarm should be activated by a smoke detector, heat detector, or by sprinkler head activation. The alarm will be noted by our contracted monitoring service, which will notify the Fire Department. Activation of the building alarm will sound on all floors, automatically lowering the elevators to the ground floor, and release (close) the fire doors on all floors. This is consistent with a *“Protect in Place”* fire protection plan. Should an actual fire be confirmed, all residents on the affected floor should be evacuated to the safe side of the hallway “fire door”. In the rare occasion that an evacuation of the entire floor and/or building is necessary, such activity will commence when directed by the Fire Chief or Administrator.

### PROCEDURE TO FOLLOW IN THE EVENT OF A FIRE / FIRE ALARM:

A resident that is in his or her own room should remain there. Turn off all appliances and close windows and doors (but ensure that both windows and doors remain unlocked). Residents should prepare themselves for possible evacuation by donning appropriate clothing and walking shoes for current weather conditions.

A resident that is visiting in another resident’s room should remain in that room until the alarm is silenced or an evacuation is directed.

A resident that is on a 3rd, 4th, or 5th floor hallway when the alarm sounds, should “visit” the nearest available resident room or exit via the nearest available stairwell (if appropriate to their physical and mental condition).

A resident on the 1<sup>st</sup> or 2<sup>nd</sup> floor should proceed quickly toward the nearest available exit on that floor.

**Under no circumstances should residents attempt to use the elevators or proceed in a direction toward more intense smoke or flames.**

### WHAT “NOT” TO DO IN CASE OF A FIRE ALARM

- Do not pull the emergency call cord
- Do not call the front desk. (We need to keep the phone lines open for emergency calls coming in.)
- If you need to evacuate, do not lock your door. (You or someone else may need to return to the apartment in the event the exits are blocked. The fire department also may want to conduct a room-to-room inspection).
- Do not assume that the alarm is a false alarm or a drill.
- Do not call 911 unless you have a medical emergency that requires immediate attention or are unable to leave your apartment due to the location of the fire.



- Do not go to your car and drive away. We need to know who has exited safely and who still may be trapped inside. If an evacuation is ordered, each area is given a specific location to use as a meeting place. Once out of the building, go to this meeting area so that we can be sure you have exited safely. This will allow the firefighters to rescue those who have not checked in at the meeting area. (To keep traffic congestion to a minimum for in-coming emergency vehicles, do not attempt to use your vehicle until the emergency is over.)

### PROPPING DOORS, EXTENSION CORDS, ELECTRIC BLANKETS, & MORE

The Fire Marshall requirements regarding safety prohibit the practice of apartment doors being propped open by residents with door stops (or their equivalent). In addition, only U.L. (Underwriters Laboratories) approved surge protectors may be used in the resident rooms. No extension cords can be used. Portable heaters and cooking devices (ex. crockpot, toaster, toaster oven, hot plates) are not allowed in the building. To help ensure the safety of our residents, Cascade Park Vista does not allow the use of electric blankets or heating pads. (Residents using oxygen tanks in their room should consult Administration or the Resident Services Department to obtain the guidelines and regulations for proper storage and usage.) Please see maintenance with questions.

### **POWER FAILURE**

If a power failure takes place, you will not have lights in your apartment. It is strongly recommended that every resident keep one or two flashlights with active batteries available at all times (no candles). The hall lights, and certain other common areas, will be lit for a period of time should the power fail. If the power is off, the elevators will not work.

### **EMERGENCY CALL LIGHT SYSTEM**

Each apartment at Cascade Park Vista is equipped with an emergency call light cord which is located in both the bedroom and bathroom. The pull cord is intended to be used for healthcare and/or emergency needs. We want to promote and encourage residents to maintain their independence for as long as possible and ask that you do not use the emergency call light system for concierge requests (i.e., tv remote programming, cable tv hook-up, resident room light bulb replacement.)

### **EMERGENCY MAINTENANCE / HOUSEKEEPING**

Should you have an emergency maintenance situation (such as an overflowing toilet, etc.), or an emergency housekeeping situation, please pull the emergency call light and notify the main reception desk or another member of our staff immediately.

## **TRANSPORTATION**

Cascade Park Vista does not provide transportation to medical appointments unless in a unique emergency. We are happy to assist with arranging or scheduling your transportation needs. Cascade Park Vista utilizes the services of Paratransit and Shuttle for many of our residents' transportation needs. Resident requests for transportation must be made in writing at least 2 business days prior to the appointment as this is a requirement from Paratransit Services. There is a drop box at the Med Room for transportation requests.

We do regular scheduled outings using our activity bus, please refer to the activity calendar for upcoming outings.

---

*You Have To Be Your  
Strongest When You're  
Feeling at Your Weakest*

---

## **SAFETY CHECKS**

Cascade Park Vista is dedicated to providing a safe environment for its residents. To help ensure the safety and well-being of our residents, our staff will be making routine "safety checks" of our resident's rooms. These checks will be made approximately every two hours during the night shift. The "safety check" will consist of members of our Resident Services staff opening the door to your room and visually checking to see that all is well. Our staff will be as quiet as possible and will try not to disrupt your sleep.

Cascade Park Vista provides these "safety checks" as a service to our residents. You may choose not to be checked on throughout the night at your request, this request must be documented in your care plan.

If you do not wish to be routinely checked upon during the night shift, the next "safety check" will occur at breakfast.

## **RELEASE OF CONFIDENTIAL INFORMATION**

All resident information will be kept strictly confidential. Employees of Cascade Park Vista will be required from time to time to contact physicians, case managers, and/or other health care professionals requesting that they release or exchange your health care records. This information will help Cascade Park Vista in the development and/or implementation of your plan of care. All information exchanged will be kept confidential. Your records will be made available to you upon your request.

## **RESIDENT PHOTO CONSENT**

A required photo of each resident will be placed in his or her confidential medical chart for identification purposes. Additional photos may be taken during Cascade Park Vista's daily activities or other events.

## **PROHIBITED ITEMS AND MATERIALS**

To help ensure the safety and well being of our residents, Cascade Park Vista prohibits the storage or use of the following items: Firearms, ammunitions, or other dangerous weapons; dangerous flammable items such as gasoline, kerosene, paints, thinners, or the like; explosives of any kind; illegal drugs and/or substances; animals and/or pets; portable space heaters; electric blankets and heating pads; extension cords; and liquid oxygen. Cascade Park Vista provides a microwave. Toasters and coffee makers are also allowed. Hot plates and other cooking devices are prohibited, due to the potential for safety concerns and risk of bodily harm.

## **ACTIVITIES**

Our Activities program is developed and organized by our Activity Coordinator. Activities include shopping trips, bingo, arts & crafts, slide shows, exercise classes, games, parties, scenic rides, and entertainment. The monthly calendar is posted in Activity Room and in elevators. The Activity Room is located on the first floor. Please join us for the activities you enjoy. Space is limited, as such, outings are offered on a first-come/first-serve basis. Sign up sheets are on the desk at the top of the staircase on 2<sup>nd</sup> Floor. We appreciate the ideas and contributions that our residents bring to the Activity program here at Cascade Park Vista.

## **PETS**

Pets are not allowed to live here or spend the night. However, they are allowed to visit providing that they are safe, leashed, respectful and not aggressive. A copy of current vaccinations need to be presented to the front desk (WAC 388-78A-2620). Visitors are required to clean up after the pet as necessary and help ensure that pets avoid climbing on common-area furniture. If a visiting pet becomes a problem, we may request that the pet no longer visit our community.

## **DINING HOURS & MEAL SERVICE**

We offer three meals per day in the dining room.

- Breakfast is served from 8am-9am with beverage service beginning at 7:30am.
- Lunch is served from Noon-1pm with beverage service beginning at 11:30am.
- Dinner is served from 5pm-6pm with beverage service beginning at 4:30pm.

Arriving early in the dining room will not ensure that your meal will be served early. We have a serve out process that is followed. We make every attempt to follow the pre-planned menu; however, it may be necessary to make last minute changes.

### **DINING SERVICES COMMITTEE**

The Dining Services Committee meets monthly to discuss food tastes, menu options, preferences, and observations. Please consult with your activity calendar to see the scheduled time. All residents are invited to attend to discuss meal service, menu planning and dietary needs.

### **VACATING YOUR APARTMENT**

When a resident is moving out and an apartment is vacated, we ask that furnishings be removed by the resident (or designated family and friends) within two to three days and no more than five days. Cascade Park Vista is not able to store belongings or furniture but will be happy to provide suggestions on organizations that might be able to assist.

### **THANK YOU FOR CHOOSING CASCADE PARK VISTA**

We know moving to a new home is stressful. We are honored to provide for your care and well-being, and we thank you for your trust and support. It's a privilege for our organization and our staff to have the opportunity to serve you!

Thank You For Choosing Cascade  
Park Vista!