



Hitz Home

Assisted Living Apartments

Handbook

Health & Human Service Ministry of the United Church of Christ

Welcome to Hitz Home 's Assisted Living Apartments

Hitz Home is celebrating our 55th Anniversary in 2007. The Home was a gift from Adolph Hitz and his family to the Church. In 1952, Hitz Home opened its doors and over the years has grown to 67 skilled nursing beds and 25 assisted living apartments. Our mission is to be a caring community, reflecting faith-based values, within which residents ' rights are respected and fulfilled. Hitz Home is a not-for-profit ministry of the United Church of Christ.

Internet Access

Hitz Home can be found on the internet at www.hitzmemorial.com. Look us up and let us know what you think. E-Mail inquiries may be sent to hitzmemorial@agtelco.com. If you are interested in sending or receiving e-mail please inform us so that we can make the proper arrangements for you to do so. Internet access is available to residents 24/7 so enjoy!

Mail

All residents are assigned a secure and confidential mailbox. Mail is usually available by noon. Postage can be bought for you by the Assisted Living Supervisor, Pat Weber. Mail can be mailed out by simply placing it in the mailbox slot below the mailboxes in the hall by the Business Office. The mail is taken to the post office Monday thru Friday at 4p.m.

Heating & Cooling

Heating and cooling units are computerized to provide individualized preferences to the residents. Each apartment has a wall unit that is controlled through the Energy Management System. To have the temperature changed in your apartment all you need to do is ask the Maintenance Supervisor, Randy Mitchell, to reset the temperature in your individual apartment.

Cleaning & Laundry

Staff will clean your apartment one time per week, as well as do your laundry once per week. With staff approval you may use the laundry facilities yourself.

Meals

Three meals are served per day in the dining area. If you are ill, staff will bring the meal to your apartment. A resident's likes and dislikes are considered in the planning of meals and substitutes are available. All apartments have a refrigerator, stove, and microwave. Snacks are available 24/7 by request to the kitchen.

Meals are available starting at:

Breakfast: 6:30 a.m.

Lunch: 11:45 a.m.

Supper: 4:45 p.m.

However, residents may eat when they choose to do so.

Therapeutic Diets

Hitz assisted living staff is here to help. They will regularly observe your health status to identify any changes. They will also monitor dietary and any other special needs that are identified. Therapeutic diets of low salt, low fat, and diabetic are available. Menus are posted on the bulletin board in the dining room. Please share with staff your likes and dislikes. You may have family and friends stay for a meal. Let the kitchen know at least two hours ahead of time. The cost is \$3 per person.

Shopping

The activity department offers opportunities for shopping and other outings each month. Please note the activity calendar, which is posted in the dining room. If you have material needs and want staff to call family or go to the store for you please to with Pat Weber, the Assisted Living Supervisor.

Appointments

If you need to see the doctor, dentist, get a blood test or take care of other medical needs please let us know. The assisted living staff can make appointments and transportation arrangements for you. We can also take you to and from other personal outings such as weddings and parties depending on staff and vehicle availability. There is a charge for transportation.

Activity Department

At Hitz Home, we offer a wide variety of planned activities that are listed on the activities calendar which is posted in the dining room. However, spontaneous activities also occur. Some activities are on the assisted living side, some on the nursing home side, and some are in the form of outings each month. There is a Tuesday evening card party each week that all residents are invited to attend. The common areas are available for you and your friends and family to watch television, play games and to be with each other if you desire. We are always looking for new ideas, entertainments and options for the residents and staff. If you have a skill, a collection, or something you feel would be of interest to others please let our activity department know.

Visiting Hours

Normal visiting hours are between 7 a.m. and 9 p.m. Before and after this time, alarms are turned on. If visitors or yourself come or go before or after the alarms are set you must use the code so the alarm will not sound. The doors do lock from the outside, but not from the inside.

Leaving the Building

Please sign out before leaving the building and sign in when you return. The log is kept on the table along the wall down from the door in the dining area. This enables staff to be assured if an emergency arises, such as a fire, that you are safe.

Beauty Shop

Hitz Home has a beauty shop and services are offered to the residents of the assisted living apartments. Appointments can be made through the beautician or Pat Weber, Assisted Living Supervisor.

Prices:

Hair Set: \$8

Shampoo Only: \$5

Hair Cut: \$7

Permanent Hair Color: \$28

Set Only: \$6.50

Perm: \$28

Deep Conditioning Treatment: \$4

Color Rinse: \$5

Pick-Out Curly Set: \$5

Health Needs the Staff Cannot Meet

Should you need health services which cannot be provided by the assisted living staff we will help you by taking you to the doctor, notifying your family, or transferring you to a long term facility. Care cannot be given by staff that is not allowed by state or federal regulations.

Emergencies

Emergency call lights are in the bedroom area and in the bathroom. Staff will respond anytime day or night. If a resident is identified as needing emergency services of a doctor or hospital, 911 will be called by the staff. The assisted living staff will monitor call lights around the clock. There is an alarm system on the doors which will go off if anyone goes in or out without putting the correct code of 1492 after 8 p.m. The staff will respond to the alarms.

Cable & Telephone

Available in each apartment is cable and a phone jack. There is a phone in the small office by the dining room that may be used if you have no phone in your apartment and need to make a private call. The telephone number is (618) 488-2357.

Complaint Procedure

A grievance form is enclosed in this handbook. Please feel free to use it. We want all to be happy with the service here in the assisted living apartments. Complaints can be given orally or in writing to the Social Service Department, Assisted Living Supervisor, or the Executive Director. The Quality Care Committee, a subcommittee of the Board of Directors, is also available to help solve differences. If complaints or problems cannot be worked out you can call:

IDPH Assisted Living Complaint Registry

(800) 252-4343

Illinois Department on Aging Senior Help Line
(800) 252-8966

Local Ombudsman
(800) 644-1221

Resident Rights

No resident shall be deprived of any rights, benefits, or privileges guaranteed by the law, the Constitution of the State of Illinois, or the Constitution of the United States of American solely on account of his or her status as a resident of an establishment, nor shall a resident forfeit any of the following rights:

1. The right to live in an environment that promotes and supports each resident 's dignity, individuality, independence, self-determination, privacy, and choice to be treated with consideration and respect;
2. The right to respect for bodily privacy and dignity at all times, especially during care and treatment;
3. The right to retain and use personal property, unless such use infringes on the health, safety, or welfare of other individuals, and a place to store personal items that is locked and secure.
4. The right to designate any individual to participate with the resident or in the resident 's name in the development of the written service plan;
5. The right to receive the services specified in the service plan, to review and renegotiate the service plan at any time; and to be informed of the cost of charges;
6. The right to direct his or her own care and negotiate the terms of his or her care;
7. The right to refuse services unless such services are court ordered or the health, safety, or welfare of other individuals are endangered by the refusal;
8. The right to exercise free choice in selected activities, schedules, and daily routines;
9. The right to exercise free choice in selecting a primary care provider, pharmacy, home health provider, or other service provider and to assume responsibility for any additional cost incurred as a result of such choices.

However, an establishment may specify how medications are packaged by a pharmacy if the resident receives administration of medication;

10. The right to request to relocate or refuse to relocate within the facility based upon the resident ' s needs, desires, and availability of such options;

11. The right to free exercise of religion and to participate or refuse to participate in religious, social, recreational, political, or community activities;

12. The right to be free of chemical and physical restraints;

13. The right to be free of abuse and neglect or financial exploitation or to refuse to perform labor;

14. The right to confidentiality of the resident ' s medical, financial, or other records. The release of a record shall be by the written consent of the resident or resident ' s representative and shall specify the circumstances under which each individual record may be released, except as specified by law;

15. The right to privacy in financial and personal affairs;

16. The right of access and the right to review and copy the resident' s personal files maintained by the establishment, during normal business hours or at a time agreed upon by the resident and the establishment;

17. The right to privacy with regard to mail, phone calls, and visitors;

18. The right to uncensored access to the State Ombudsman or Department Reviewer;

19. The right to be free of retaliation for or constraint from criticizing the establishment or making complaints to appropriate agencies or any agency or individual;

20. The right to 24 hour access to the establishment and all common areas of the establishment.

21. The right to a minimum of a 30-day notice of any change in fee or charge or the availability of service;
22. The right to a minimum of a 90-day notice of a planned establishment closure;
23. The right to a 30-day notice of an involuntary resident termination, except where the resident poses a threat to himself or others or in an emergency situation, and the right to appeal such termination;
24. The right to a 30-day notice of delinquency and at least 15 days to cure delinquency.

The Resident Rights are not meant to limit a resident 's right to choose his or her health care provider.

If you feel than any of your rights are being violated or if you need clarification concerning the “Resident Rights, ” please talk with the Executive Director, Marcia Haslett.