



# **Hualapai Elderly Home**

*"Embracing Our Elders"*

## **POLICIES & PROCEDURES MANUAL**

**2017**

## **RESIDENT RECORDS**

### **CHECKLIST**

#### **General Criteria**

- Must be 55 years of age or older
- Must be a tribally enrolled member of the Hualapai Tribe
- Must be self-sufficient with no required assistance
- Must have a guaranteed source of income

#### **Located in the personal information binder: (Must have)**

- Admission Application
- Residency Agreement
- Disclosure Agreement
- Resident Information
- Client Grievance Policy and Procedures

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## CONDUCTING INTERVIEW

**POLICY:** Conduct interview on prospective residents prior to move-in to ensure the appropriateness of residency.

### PROCEDURES:

1. Interviews should be conducted no more than 30 days prior to a prospective resident's anticipated move-in date, as his/her health condition(s) could change significantly within a short period of time.
2. If a potential resident is interested in moving into a resident room that is currently occupied, an interview should be scheduled as soon as possible after receiving notice that the resident room will become available. This is important because a resident room may only be held for seven days from the date the resident room becomes vacant before a potential resident must begin paying rent. If there is waiting list and other individuals are also interested in that resident room they will have an opportunity to reserve and occupy the room.
3. When scheduling an interview, tell the prospective resident and/or family member(s) that the purpose of the interview is to determine:
  - That the prospective resident is appropriate for residency at the Hualapai Elderly Home
4. The interview should be conducted with the potential resident and other(s) who are significant to the resident and/or are familiar with the resident. (e.g., family, friends, etc.). The resident should decide whom he/she would like to participate in the interview process.
5. If a prospective resident currently lives a considerable distance from the Hualapai Elderly Home (e.g., out-of-state), an interview may be conducted over the phone. In such a case:
  - Arrange, if possible, to have both the potential resident and a significant other (e.g., a family member) on the phone at the same time.
  - Inform the applicant that a determination that he/she is appropriate for residency will be conditional until an in-person assessment is conducted at the time of move-in (no change in determination should be made unless significantly different information is obtained during the in-person interview than was presented during the phone assessment).
  - Obtain information from as many sources as is needed to gain a comprehensive picture of the applicant before making a determination as to appropriateness of residency. If conflicting information is received, discuss the areas of conflict with the appropriate parties until resolution is reached.
6. When conducting an interview, first establish rapport with the resident and other involved parties. Then explain the purpose of the interview (see # 3 above) and that you will be asking questions about a number of different areas to determine the needed information.
7. If conducting an interview on a couple, both of whom will be moving into the Hualapai Elderly Home, obtaining complete information for both individuals is important.
8. If, when conducting the interview, it becomes apparent that the applicant will not be an appropriate candidate for residency at the Hualapai Elderly Home, discuss your concerns with the applicant and family member(s). If needed, schedule a follow-up interview with the applicant's physician so that more in-depth

information may be obtained regarding the potential applicant's medical condition(s) and needs. If the applicant is not appropriate for the Hualapai Elderly Home, provide the resident and family member with suggestions for other placement options.

9. When the interview is complete, ask the prospective resident and family member(s) if they would like to add anything else. Then, discuss pre-move in paperwork and procedures with the applicant/family member(s) and schedule a tentative move-in date and approximate time.

## **PRE-MOVE IN FORMS / INFORMATION**

**POLICY:** Provide appropriate information to the applicant and family member(s) according to established procedures at the time the applicant's interview is conducted.

### **PROCEDURES:**

1. When a prospective resident's interview is completed, give the applicant and family member(s) a packet comprised of the following materials and provide appropriate information and/or instructions regarding each item:
  - **Resident Agreement** – Encourage the applicant and family member(s) to review this agreement at their leisure and to call with any questions they may have.
  - **Resident Information Form** – Ask the applicant and family member to complete this form, taking care to print legibly.
2. Verbally review the following information with the applicant/family member(s), referring to each corresponding reference during the Move-In process as appropriate. Explain that:
  - The Hualapai Elderly Home's rate structure is based on a \$200.00 minimum monthly payment. The resident's appropriateness for residency will be reviewed within approximately 30 days of his/her move-in date, and approximately every year thereafter or more frequently if significant changes occur in the resident's health condition. The resident and family member(s) will be provided with 30-day written notice should a review indicate a change in the resident's health condition, unless there has been a significant change in the resident's condition. In such a case, the Hualapai Elderly Home will refer the resident/family to an appropriate facility.
3. Explain to the prospective resident and family member(s) that all of the resident's clothing should be marked with a permanent marker or sewn-in label. The resident and family member(s) may also choose to mark other pieces of his/her property that he/she will be bringing to the Hualapai Elderly Home.
4. Review the criteria with the applicant/family member(s). Explain that although the goal of the Hualapai Elderly Home is to allow residents to age in place, the Hualapai Elderly Home is not a medical facility and thus will not be appropriate for all residents as their care needs change. That is, a resident may not be appropriate to live at the Hualapai Elderly Home if the resident:
  - Is not totally self-sufficient
  - Is permanently bed-bound; or
  - Requires routine two-person assistance with standing, transfer or evacuation; or

- Is dangerous to self or other residents or staff, including but not limited to a resident who (1) despite intervention chronically wanders into danger, is sexually or physically aggressive or abusive, or displays unmanageable verbal abuse or aggression or (2) displays behavior that places another resident at risk; or
- Is in an acute stage of alcoholism, drug addiction, or uncontrolled mental illness; or
- Requires more than part-time or intermittent health-related care; or
- On a routine basis, has unmanageable incontinence; or
- Has a condition for which treatment cannot be appropriately developed and implemented at the Hualapai Elderly Home; or
- Exhibits behavior or actions that repeatedly and substantially interfere with the health, safety, or well-being of other residents.

### **MOVE-IN CHARGES**

**POLICY:** The amount a resident must pay at the time of move-in is the monthly fee of \$200.00. Also, monthly rent is due at the 1<sup>st</sup> of every month, but no later than the 7<sup>th</sup> of each month.

#### **PROCEDURES:**

1. Complete the Move-in portion of a Move-in/Move-out form by following these procedures:
  - Note the resident's name, the resident's move-in date, resident room number at move-in.
  - Prorate the monthly fee for the current month by dividing the fee by the number of days in the month and then multiplying by the number of days left in the month (including the current day).
  - Determine whether the resident is required to pay the monthly fee for the following month as well as the current month (if the Resident is moving in on or after the 20<sup>th</sup> of the month, he/she must pay the monthly fee for the following month; if moving in before the 20<sup>th</sup>, he/she may pay the prorated fee for the current month only).
  - Note on the form the name and address of the party to whom the resident's monthly bills should be sent (this information may be found on the completed assessment form), and sign at the bottom of the form.
2. Notify the prospective resident and/or family member(s) in writing the amount he/she will need to pay at the time of move-in and keep a copy of the notification in the resident's administrative file.

### **MOVE-IN PROCEDURES**

**POLICY:** Conduct resident move-in in a warm, professional manner, ensuring that all needed paperwork is completed and applicable procedures followed.

## **PROCEDURES:**

1. Before the prospective resident begins moving his/her belongings into a room, complete all paperwork and pay fees related to the move-in process. Complete all other paperwork necessary to live at the Hualapai Elderly Home by the end of the resident's move-in date.
2. Ask the Resident and family member(s) if they brought with them the forms given to them during the initial interview process. Then:
  - Review the Resident Information Form. Be sure that all blanks on the form are completed and the writing is legible. Clarify any questions with the resident and family member(s).
  - Ask if the resident and family member have any questions about the Resident Agreement. Provide any additional information requested. Complete all applicable information on the Resident Agreement and have the resident and/or family member sign the agreement. Provide the resident with a copy of the agreement.
3. Complete a Disclosure Agreement form with the resident and family member(s). Explain to the resident and family member(s) that this form provides authorization to the Hualapai Elderly Home to disclose personal information to applicable resources described on the form. Have the resident or family sign the Disclosure Agreement for which he/she wishes to provide authorization.
4. Encourage the resident and family member(s) to label all of the residents' personal belongings, as loss of or damage to personal items is not covered by the by the Hualapai Elderly Home unless the loss/damage is caused by the Hualapai Elderly Home.
5. Orient the resident to the Hualapai Elderly Home, providing information about those items listed on the Resident Orientation form. Check off each item as it is reviewed with the resident, sign the form and have the resident sign the form to acknowledge completion of the orientation.
6. Be sure that the resident feels as comfortable as possible in his/her new home (e.g., introduce the resident to other residents with whom he/she has common interests, etc.).

## **INAPPROPRIATE BEHAVIORS**

**POLICY:** Staff must monitor for and respond to inappropriate behavior in a timely manner and according to established procedures.

## **PROCEDURES:**

1. Some residents living at the Hualapai Elderly Home may at times exhibit inappropriate behavior (i.e., behavior that is not socially acceptable). Such behavior may take a variety of forms. Examples of inappropriate behavior include:
  - Taking food from the plates of other residents
  - Taking dentures off and setting them on a dining room table
  - Spitting out food while eating in the dining room

- Inappropriate grabbing or touching of staff members and/or others
  - Speaking to staff members and/or others in sexually suggestive or explicit terms
  - Undressing or otherwise exposing oneself in a public area
  - Dressing in inappropriate attire in common areas (e.g., in a nightgown or underclothes)
  - Wandering the hallways in the evenings, turning doorknobs and/or knocking on other resident's room doors
  - Gossiping in a malicious way about other residents or staff members
  - Disrupting scheduled activities at the Hualapai Elderly Home
  - Provoking arguments with other residents or with staff members
  - Entering another resident's room without permission
  - Theft
2. Inappropriate behavior may have a variety of causes and contributing factors. For example, the behavior may:
- Be the result of Alzheimer's Disease or another form of dementia. That is, the resident may not be aware of his/her behavior or may be unaware that the behavior is inappropriate.
  - Be associated with a psychiatric disorder such as schizophrenia.
  - Stem from a cognitive and/or physiological impairment (e.g., from a stroke).
  - Be associated with a substance abuse problem (e.g., alcohol or drugs).
  - Be a behavior in which the resident engages to gain some form of positive reinforcement (e.g., attention from staff, family and/or other residents).
3. When a resident engages in inappropriate behavior, address the behavior immediately. If the resident is alert and cognizant of his/her behavior, the Program Manager should discuss the inappropriate behavior directly with the resident and explain to him/her why such behavior is not acceptable. This should be done in a manner and in a setting that will respect the privacy and dignity of the resident. Document both the behavior and the ensuing conversation with the resident in his/her file.
4. If the behavior continues after the Program Manager has addressed the situation with the resident, he/she should speak with the resident again regarding the behavior. If this is still unsuccessful in stopping the behavior, and staff feel that consulting the resident's family member(s) may be helpful, ask the resident for his/her permission to do so. Make appropriate documentation in the resident's file.
5. Some residents may be unaware that their behavior is inappropriate and/or may be unable to control the behavior. In such a case, try to redirect the resident who is engaging in the behavior. Diverting the resident's attention to another activity may be effective in stopping the behavior. Document the incident in the resident's file. Note when and what occurred, including the resident's response to the redirection.

6. If appropriate, consult with the resident's family member(s) for input and suggestions on how to handle the inappropriate behavior. Document the conversation in the resident's file.
7. If a resident has demonstrated a tendency to engage in inappropriate behavior, document the behavior on the resident's file, along with techniques that have been shown to be effective in addressing the behavior.
8. If a resident consistently engages in behaviors that put him/her at risk of ridicule and/or cause embarrassment, discomfort or alarm among others, a resident may be asked to vacate the premises.

## **SMOKING & ALCOHOL**

**POLICY:** Residents should be informed before move-in that smoking and alcohol consumption is not allowed. If residents smoke or consume alcohol in any facility areas the behavior should be addressed in a timely manner to ensure that it does not reoccur.

### **PROCEDURES:**

1. Smoking is only allowed in an outside designated area approximately 30 feet from the building.
2. Alcohol consumption and being under the influence of alcohol will not be tolerated at the Hualapai Elderly Home.
3. If a resident is found smoking, consuming alcohol or under the influence inside and within the vicinity of the building, the Program Manager (or designee) will speak with the resident regarding the behavior.
4. Not adhering to these policies will result in eviction from the Hualapai Elderly Home.

## **RESIDENT CONFIDENTIALITY**

**POLICY:** Treat Resident information as confidential. All staff members will not disclose any information without first obtaining permission from the resident and or family.

### **PROCEDURES:**

1. All staff members must treat all information regarding residents as confidential. That is, staff must never disclose information about a resident, whether in writing or verbally, without the resident's permission.
2. When a resident moves in to the Hualapai Elderly Home, he/she should review and sign a Release Authorization form. This form provides the resident with the opportunity to identify those individuals with whom staff may share information.
3. If staff would like to share resident information with an individual, the resident must first grant permission.
4. Staff must be careful to NOT assume that all residents are comfortable sharing all information with all members of their family. Respecting a resident's wishes regarding this matter is important. Always refer to the resident if staff has any questions about the resident's wishes regarding the sharing of confidential information.

5. Staff may discuss resident issues with other staff members while on duty at the Hualapai Elderly Home. However, be careful not to talk about residents in public areas where others may overhear the conversation. Staff should also not discuss resident issues with other residents without the express permission of the resident.

## **RESIDENT COMPLAINTS**

**POLICY:** Take Resident complaints seriously, responding promptly and investigating thoroughly to bring appropriate resolution to the situation.

### **PROCEDURES:**

1. Encourage residents to voice any concerns they may have about the Hualapai Elderly Home to the Program Manager (or designee). If a resident expresses a concern, listen to him/her without becoming defensive or interrupting him/her. Always take resident complaints seriously.
2. When a resident and/or family member(s) express a concern or complaint, document the complaint in the resident's file. If possible, tell them immediately what steps will be taken to rectify the situation.
3. If more information is needed before a response may be made, tell the resident and/or family member(s) that you will investigate the situation and get back with them. Then, gather additional information from as many sources as is appropriate to gain a clear understanding of the situation. Document the investigation in the resident's file.
4. If the complaint involves staff misconduct or possible abuse, refer to the Program Manager.
5. If a resident complaint involves another resident and the investigation confirms that the alleged behavior occurred, determine what approach would be most effective in resolving the situation or in reducing the potential for future conflict. Document the complaint in both residents' files, along with any follow-up action taken.

## **RESIDENT ABUSE**

**POLICY:** The Hualapai Elderly Home will not tolerate resident abuse of any form, and allegations of abuse must be investigated promptly and thoroughly.

### **PROCEDURES:**

1. Abuse of residents may take many forms, including:
  - Any physical injury to a resident not caused by an accident (e.g., hitting, pinching, striking, or injury resulting from rough handling).
  - Neglect of a resident resulting in physical harm, discomfort or loss of the resident's dignity.
  - Unwanted sexual contact with a resident (or any sexual contact by a staff person with a resident)
  - Financial exploitation, including the illegal or improper use of a resident's resources or property for the profit or gain of another person and/or spending resident funds without the consent of the resident or his/her financially responsible party.

- Verbal abuse, including the use of oral, written or gestured communication to a resident, or to a visitor or staff member about a resident or family, that describes the resident in disparaging or derogatory terms will not be tolerated.
  - Mental abuse including humiliation, harassment, threats of punishment or deprivation directed toward the resident,
2. Take any allegation of resident abuse by any individual (e.g., employee, other resident, family member, etc.) very seriously and report it immediately to Hualapai Social Services.
  3. If abuse is suspected, act immediately to protect the resident from any additional harm that may occur (e.g., moving the resident to another resident room, asking the resident's family member not to visit the Hualapai Elderly Home for a specified amount of time and having someone stay with the resident at all times, etc.).
  4. If an employee is suspected of abuse, he/she should immediately separate him/herself from the resident he/she is accused of abusing (this does not indicate guilt, but is a step in decelerating a potentially volatile situation). Suspending the employee immediately, pending the results of an investigation may be appropriate.
  5. The Program Manager (or designee) should begin immediately to investigate the allegations. Speak with all involved parties, including all staff on duty at the time the abuse supposedly occurred, to determine what happened. Document all conversations (witnesses may also be asked to put their statements in writing).
  6. Contact the local law enforcement agency to report the suspected abuse as soon as possible (at least within the same shift that the complaint was received).
  7. A complaint of abuse may result in investigations from one or more agencies (e.g., social services, and police department, etc.) Cooperate fully with the individual(s) conducting the investigation(s), acting in a courteous, professional manner. Depending on the situation, seeking guidance from legal counsel and/or your professional liability insurance agent may be appropriate.

## **RESIDENTS INCIDENTS AND INJURIES**

**POLICY:** Report serious incidents and injuries occurring at the Hualapai Elderly Home in a timely manner.

**PROCEDURES:**

1. Notify the Program Manager (or designee) within 24 hours, by the most expeditious means available, of any accident causing substantial injury or death, and any substantial fire or natural or other disaster occurring at or near the Hualapai Elderly Home.
2. To facilitate a proactive, positive relationship with the Hualapai Elderly Home, you may also want to provide notification of the following situations/incidents:
  - The unauthorized absence of a resident
  - An aggressive act by a resident toward him/herself, a staff member, another resident, family member and/or other visitor

- An alleged violation of resident rights
  - Alleged resident abuse (sexual, physical, psychological, financial, and/or neglect)
  - A suicide attempt
  - An epidemic outbreak
  - Theft
  - Property damage
3. Complete an Incident Report form when an incident involves a specific resident, place a copy of the Incident Report in the resident's file with another copy of the report maintained (in chronological order) in a general file for all incidents occurring within the Hualapai Elderly Home.

### **MOVE-OUT POLICY**

**POLICY:** Follow established procedures when a Resident's Agreement with the Hualapai Elderly Home is terminated. Ensure that all efforts are made to make the transition is as easy as possible for the resident and/or family member(s).

#### **PROCEDURES:**

Residency at the Hualapai Elderly Home may terminate when the resident chooses to move from the Hualapai Elderly Home or the Program Manager (or designee) request that the resident move.

#### **When a Resident Terminates Residency:**

1. A resident's occupancy agreement may be terminated by the resident by submission of a 30-day written notice to the Program Manager (or his/her designee).
2. The resident is liable for payment of his/her monthly room and board fee for 30 days after the date the written notice is given, ~~or until the resident's belongings are completely removed from the resident's room,~~ whichever time period is longer.
3. If the resident is not able to give 30 days' notice due to health reasons or death, the resident or his/her responsible party is required to pay room and board fees for seven days after vacating the premises, including the removal of his/her belongings.

#### **When the Hualapai Elderly Home Terminates Residency:**

4. Situations may arise when it is no longer appropriate and/or allowed by Hualapai Elderly Home.
5. Before a decision is made to terminate residency at the Hualapai Elderly Home, we carefully evaluate the situation to ensure that all options have been identified and reviewed. Be sure to involve the resident and his/her family member(s) in these discussions.
6. If it is apparent that continued residency is no longer appropriate, notify the resident and his/her family member(s) as appropriate. Assist the resident and/or his/her family as needed in identifying appropriate options to which he/she might relocate.

7. If a resident is asked to move by the Hualapai Elderly Home, charges should be incurred only up until the day the resident's belongings are removed from the resident's room.
8. A resident may be given a 30-day notice/request to move from the Hualapai Elderly Home if the resident:
  - Fails to pay the monthly rent or other fees owed.
  - Is permanently bed-bound;
  - Requires routine two-person assistance with standing, transfer or evacuation;
  - Is dangerous to self or other residents or staff, including but not limited to a resident who (1) despite intervention chronically wanders into danger, is sexually or physically aggressive or abusive, or displays unmanageable verbal abuse or aggression or (2) displays behavior that places another Resident at risk;
  - Requires more than part-time or intermittent health-related care;
  - On a routine basis, has unmanageable incontinence.
  - Has a condition for which treatment cannot be appropriately developed and implemented at the Hualapai Elderly Home;
  - Exhibits behavior or actions that repeatedly and substantially interfere with the health, safety, or well-being of other residents;
  - Fails to comply with policies after receiving written notice of a violation;
  - Has failed to comply with the policies contained in the Resident Agreement.
9. The Hualapai Elderly Home may terminate a resident's Resident Agreement with less than 30-day written notice when:
  - The residents' health status or behavior constitutes a substantial threat to the health or safety of the resident, other residents, or others, including when the resident refuses to consent to relocation.
  - When an emergency or a significant change in the resident's condition results in the need for the provision of services that exceed the type or level of services included in the Resident Agreement and the necessary services cannot be safely provided by the Hualapai Elderly Home.
  - Residency at the Hualapai Elderly Home may terminate when the resident chooses to disregard policies of the Hualapai Elderly Home.

## **HOUSEKEEPING & LAUNDRY**

### **HOME & HOUSEKEEPING**

#### **A. General Conditions**

1. No pets are allowed in the Hualapai Elderly Home.

2. The home, grounds and furnishings will be kept clean and in good repair. There will be no accumulation of dirt, garbage, debris or offensive odors and the home will be maintained free of insects and rodents.
3. The home is heated and cooled so that a comfortable temperature can be maintained.
4. Common use areas are provided to accommodate the social and recreational needs of residents, visitors and staff. Common use areas include; living room, dining room, and rear yard.
5. Residents and visitors should have limited access to kitchen and laundry area(s) due to safety precautions.

#### **B. Sanitation / Infection Control**

1. Garbage and refuse will be stored in cleanable, covered containers.
2. Soiled linens and clothing will be stored in plastic bags and covered containers in an area separate from food storage, kitchen and dining areas.
3. Staff will wash hands frequently in order to minimize the spread of germs or infectious diseases.
4. The home is not equipped to provide isolation for sterile procedures.

#### **C. Bathrooms**

1. Tubs, toilets and showers are maintained with cleanliness and in good repair. Hot water temperatures in bathing and washing areas will be supervised for residents at all times.
2. Tubs and showers are equipped with non-slip floor surfaces and grab bars for resident's safety.

#### **D. Bedrooms**

1. The home provides each resident with a furnished semi-private bedroom with at least 120 net square feet for 2 residents.
2. Each bedroom has a dresser and closet space for each resident's clothing and personal effects.
3. There is an individual bed for each resident. Waterproof mattress covers will be used for residents and bedding will be laundered weekly, or more often as needed.
4. Staff, visitors or family members will not sleep with residents nor share a bedroom with a resident unless specially arranged by staff.
5. An appropriate married couple may share the same bedroom upon approval by the Program Director and responsible parties.
6. Residents are allowed to provide their own televisions and radios.

#### **E. Living Area**

The home provides a furnished and decorated area for relaxation, socialization and recreation. Common areas are accessible for walkers or wheelchairs, well ventilated and free of debris.

## **F. Rear Yard Areas**

The Elderly Home provides an enclosed rear yard containing covered areas for relaxation, socialization and recreation. Residents will be monitored closely for safety and exposure to weather elements.

## **G. Kitchen & Dining Areas**

1. The kitchen and food preparation area will be well lighted, ventilated and sanitary. Visitors may have limited access to the kitchen area to promote safety and hygiene.
2. The dining area will be large enough to accommodate residents and promote family style dining and socialization.

## **H. Laundry Area**

The home is equipped with laundry facilities operated by the resident.

## **I. Housecleaning**

1. Kitchen and bathroom fixtures and floors will be cleaned daily or more often as needed, with a cleaning solution and disinfectant.
2. Common use areas, such as living room and dining areas, will be dusted, cleaned and vacuumed or swept daily or more often as needed.
3. Resident bedrooms will be cleaned and beds made daily with linens changed weekly or more often as needed.
4. Any hazardous home condition will be noted and immediately resolved or reported to the Program Director for inspection and repair.

## **J. Home Maintenance**

The home will provide or arrange for routine maintenance of furnishings and equipment. Repair of fixtures and appliances; and replacement of furnishings will be approved by the Program Director.

## **K. Yard and Grounds**

The home will provide or arrange for routine upkeep of the yard and grounds. Residents will not be permitted to handle tools or gardening implements unless approved by the Program Director, maintenance personnel, and supervised by appropriate staff.

## **NUTRITION AND FOOD SERVICE**

Residents will be provided breakfast and lunch on normal business work hours of the Hualapai Elderly Center. Residents will be required to provide their own food and snacks. Dinner and weekend meals will be prepared by residents.

## **A. Menus**

Menus for dinner and weekend meals will be prepared by the residents.

## **B. Nutrition**

Meals and snacks may be provided in the facility and served accordingly.

## **C. Meal Service**

1. At least two meals will be served daily by the Hualapai Elderly Center. Dinner and weekend meals will be encouraged to be served family style.
2. Meals will not be prepared in resident bedrooms and will not be served in resident bedrooms.
3. Tableware, utensils, equipment, and food-contact surfaces are clean and in good repair.

## **D. Food Preparation**

All food will be prepared at dinner and on weekends will be according to residents.

## **E. Food Purchase**

Food and snacks will be purchased by the residents and meals should be planned in advance. The residents are responsible for the purchase of food to adequately cover the menu as planned.

## **F. Food Storage**

All food will be properly stored to ensure safety and cleanliness.

1. Food items will be stored 6 inches off the floor and protected from splash contamination.
2. Food will not be stored in bedroom or common use areas, near cleaning supplies, hazardous materials or tools.
3. Food storage areas will be maintained free of dust, dirt, insects and rodents.
4. Refrigerated food products will be properly covered. All leftover items will be discarded after 72 hours, unless frozen.
5. No foods will be left out on the counter tops.
6. Tableware, utensils, equipment, and food contact surfaces are clean and in good repair.

## **G. Transportation Policy**

### **Eligibility**

1. Transportation is a courtesy service provided by the Elderly Program for eligible participants 55 years or older and a caregiver.
2. Transportation is provided to and from the center as well as on designated excursions.

3. Only those active members are eligible for the Hualapai Elderly Program's transportation program.

### **To Schedule a Ride**

1. To request transportation in local areas a request must be submitted 72 business hours prior to the date you need transportation.
2. Once all available seats have been filled, the elderly program will start a waiting list on a first come, first serve basis.
3. To schedule a ride to or from the Elderly Center or Elderly Home, please call the office at (928) 769-2375,
4. Consistently failing to provide a 72-hour notice may result in the restriction of privileges, up to and including suspension from the transportation program.

### **To Cancel a Ride**

1. In order to cancel or change a ride, please notify the office 24 hours in advance by calling (928) 769-2375. Leave a message if no one is available to take your call.
2. Consistently failing to cancel a ride within the required time frame will result in the restriction of privileges, up to and including suspension from the transportation program.
3. Notify staff if you are leaving the premises and no longer need transportation home.
4. Help us use our resources in the most efficient manner so we can continue to provide this service for active adults.
5. When you wait until the last minute to cancel, it takes away the opportunity from others to attend the center or designated excursions.

### **Transportation Participation Policies**

1. Listen to your drivers at all times.
2. Drivers pick participants up based on the order of the route sheet. This is prepared by the office staff to best accommodate the number of people on the vehicles. You are not able to pick which vehicle you would like to ride on. You must be on the list in order to receive a ride to and from the center.
3. You may request a call in the morning on the stop prior. By requesting a call, you are aware that you need to answer your phone and be ready to leave upon the driver's arrival.
4. The drivers will honk once when they pull up to your residence. Drivers may also try to knock on your door and/or call your phone number.
5. It is your responsibility to make sure you are ready on time. Staff cannot guarantee a time for pickups or drop-offs.
6. Morning pickup times are between 7:00-8:00 a.m. and afternoon drop-off times are between 1:00-2:00 p.m.

7. Seat belts, when available, must be worn properly at all times while on city vehicles.
8. Passengers must remain seated while the vehicle is in motion and are to remain seated until the vehicle comes to a complete stop.
9. Be courteous, respectful and communicate pleasantly with all other passengers.
10. There are no assigned seats, but some participants need to sit in specific areas for safety/medical reasons. Please listen to your drivers if they ask you to move.
11. Please respect the vehicles and remove all debris on the vehicle upon departure.
12. Please minimize any carry-on items.
13. As a courtesy, drivers are responsible for opening and closing doors to the vehicle.
14. If you are not home without a previous call for cancellation, you will not receive a ride until you call the Program Director.
15. All Elderly Program rules and policies are enforced on the vehicles, and any unacceptable behavior will follow the same disciplinary actions.

## **Section 9: Grievance Policy**

The Hualapai Elderly Home will provide a means to insure fair handling of participant complaints and grievances. For the purpose of these policies and procedures, a grievance means any dispute regarding the meaning, interpretation or alleged violation of these policies, procedures and services. Any participant seeking assistance or services through the Hualapai Tribe Elderly Program who feels that he or she has not been treated fairly may appeal any decision rendered by filing a grievance.

### **Procedure**

1. All grievances must be addressed in accordance with the Hualapai Tribe Policies and Procedures and must be in writing.
2. Participants who have a problem or complaint should first try to get it resolved through discussion with the staff.
3. If, after this discussion, the participant does not believe the problem or complaint has been satisfactorily resolved, he/she will have the right to discuss it with the Elderly Program Manager. You may reach the Program Manager at (928) 769-2375.

**If the grievance is not resolved at the local level it can be appealed to:**

**Contact Information**  
Hualapai Elderly Program  
C/o Hualapai Tribe Vice-Chairperson  
179 Hualapai Way/PO Box 179  
Peach Springs, AZ 86434  
Telephone: 928-769-2216  
Fax: 928-769-2557