

# LINCOLN HILL MANOR

53 Lincoln Street Spencer MA 01562

(508) 885-3338

## Patient, Family, & Visitor Responsibilities

- To complete all necessary paperwork prior to admission.
- It is the responsibility of the resident and/or responsible party to provide all appropriate documentation allowing Lincoln Hill Manor Rest home to proceed with its reimbursement process.
- All items of clothing must be labeled in an indelible pen or cloth label prior to admission.
- Lincoln Hill will not loan residents any spending money. Residents may not buy goods for other residents. Residents may not borrow money from residents nor sell items to other residents and staff.
- Transport to the hospital is arranged by Lincoln Hill. Visits to the doctor or clinic of a non-emergency nature will be arranged by the family. There may be a charge if transportation is by chair-van or ambulance.
- Appointments for eye, hearing and dental exams are the responsibility of the family unless a special arrangement is made in advance.
- Patients leaving the premises must sign out.
- Lincoln Hill is a non-smoking and non-alcohol facility. Smoking is restricted to the outside or side porch.
- Perishable items may not be kept in patients' rooms in order to maintain a safe and hygienic environment. Items may be brought and utilized but should be in small quantities so that the remaining food may be disposed of on the same day. Our storage space is limited. Other non-perishable food items must be kept in a tight-sealing container. All food must be first brought to the office to ensure compliance with dietary restrictions.
- No food or drinks are allowed in bedrooms. Snacks can be stored at the nurse's station.
- Residents are expected (unless medically indicated) to be dressed daily (including shoes). They are also expected to comply with a personal hygiene schedule.
- No medications, including over-the-counter items, may be kept at the bedside. Residents should comply when given their prescribed medications. Residents should comply when going to any necessary appointments.
- Residents, families, and visitors are not allowed in the service areas of the rest home including the kitchen and laundry unless accompanied by a staff member.
- Resident accounts are due and payable on the 10th of each month.
- Charges for items not covered in the daily rate (pharmacy, physician, etc.) will be made directly by the vendor and are expected to be paid within the period noted.
- No personal items of furniture are allowed at Lincoln Hill.
- All clothing and similar items brought in by a resident must go through laundry at Lincoln Hill before going to a resident's room.
- Residents' rooms will be periodically inspected for the accumulation of personal items. Families will be notified to remove such accumulation. Items not removed within 30 days of notification will be removed and stored as best as possible. No responsibility will accrue to Lincoln Hill.
- Visitors should follow Covid visitation guidelines.
- Lincoln Hill Manor follows a three-step house policy: verbal warning, written warning, 30-day warning.

Signed \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

LHM Representative \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_