

# Winning Wheels

Comprehensive Rehabilitative Care and Independent Living Solutions

## Resident and Family Handbook

*Welcome to Winning Wheels!*

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Winning Wheels is an equal  
opportunity provider and employer





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# Welcome

Welcome to the Winning Wheels family! We are glad that you have chosen to reside here in Prophetstown, Illinois. The members of our staff are dedicated to helping make your stay here as fulfilling as possible.

This handbook has been prepared to assist you with the transition of moving to a new home. It will supply you, your family members and friends with needed information about our facility rules and regulations. Please read your handbook carefully, and feel free to ask any questions that may arise. We hope that you will find the information helpful and of interest.

Congratulations on taking the next step toward rehabilitation. We are looking forward to our partnership in helping you reach your fullest potential.



# Mission Statement

To provide comprehensive rehabilitative services to young adults who have neurological impairment with the goal of achieving the individual's fullest potential.

## History

Winning Wheels, Inc. founded in 1970 and opened its doors in 1979. It began as the dream of Mike Maki, a young quadriplegic who was injured in a diving accident. After years of living in nursing homes for the elderly, Mike sought to develop a facility that was devoted to meeting the needs of physically disabled young adults. From its small beginning, the facility has grown to 80 licensed beds, treating approximately 120 individuals annually. Continued clinical expansion necessitated the development of three additional program sites. The Lyndon Progress Center houses the Vocational and Developmental Training programs as well as a gymnasium. S.T.R.I.V.E. is a 16-bed intermediate care facility, which exclusively serves the developmentally disabled segment of the client population. Frontier Hollow (representative of a "new frontier in living") is an independent living complex that has sixteen apartments, which are specially designed for physically disabled individuals. Winning Wheels has become a forerunner in the field of rehabilitation by becoming one of the few such facilities in the nation to combine the treatment regime typically associated with a rehabilitation hospital and the skilled long-term care provided by a residential facility. Due to the uniqueness of the organization, referrals are received from throughout the United States.



# Code of Ethics

## STATEMENT OF ETHICS

Winning Wheels, Inc. will:

- Provide services with respect for human dignity
- Safeguard the right to privacy
- Seek to act responsibly and accountably in judgment and representation
- Maintain the integrity of Winning Wheels, Inc.
- Seek to grow in ethical relationships with all involved in the treatment process
- Always be open to new ways of ethical understanding and ethical action

## BUSINESS ETHICS

### Admissions Practices

The selection/admission of clients raises ethical problems of rights, duties, and responsibilities by both clients and practitioners. People make value judgments differently. We must fairly and honestly explain our reasons for accepting or denying client admissions.

The candidacy for acceptance shall include consideration of the following criteria:

1. The likelihood of a successful outcome
2. Life expectancy
3. Quality of client's life
4. Expectations of the client and/or surrogate, and family
5. Burdens for those affected, including:
  - Financial and psychological costs
  - Missed opportunities to treat other clients
  - Health and needs of the community

Denied clients shall be informed of any/all follow-up evaluations that may affect their future candidacy.

### Treatment Only

Services are provided to program clients

- According to generally accepted treatment practices as observed by Winning Wheels, Inc. in accordance with its professional Code of Ethics
- In a cost-effective manner, with outcome expectations providing a focus for service
- That are goal-oriented and objective with regard to all clients served

### Discharge

The client's discharge should include fair and just distribution of benefits and burdens, from treatment to costs, and moral/spiritual values of the client.

### Community Relations

Winning Wheels, Inc. will maintain a forthright and honest relationship with the various communities in which we serve or of which we are a part.

# Sheila Huizenga Administrator

Dear Residents and Family,

On behalf of the entire staff of Winning Wheels, I want to welcome you as our guest and to thank you for giving our facility the opportunity to fulfill your rehabilitation needs.

My primary responsibility is to handle the day-to-day operations of the facility. I strive to promote an environment where Winning Wheels residents and staff work together to ensure that Winning Wheels remains a great place in which to live and work. I work closely with our management company, American Health Enterprises and with our Board of Directors regarding our licensure and issues affecting employees and residents. I like to provide an open door policy for residents and their families in order for concerns to be addressed in a timely manner.

Thank you for choosing Winning Wheels for your rehabilitation needs.

Sheila Huizenga, LNHA  
Administrator  
shuizenga@ahainco.com  
815-537-5168, ext. 214





# Director of Nursing

The primary responsibility of the Director of Nursing is to plan, organize, develop, and direct the overall operations of the Nursing Department. I assist in the recruitment, hiring, and direct the formal orientation process of all Nursing personnel so that they are able to provide quality care to our residents. I assist with in-services and conduct educational sessions for nursing personnel. Quality Assurance monitoring is a growing aspect of the Director of Nursing position which entails observation of nursing staff skills and auditing of documentation that Nursing personnel are involved with.

Thank you for choosing Winning Wheels for your rehabilitation needs.

Director of Nursing  
815-537-5168, ext. 217

# Priscilla Reiling

## Admissions & Marketing Coordinator

As Admissions & Marketing Coordinator, it is my responsibility to provide information regarding the services we provide here at Winning Wheels. Our facility is a leader in providing Rehabilitation and Healthcare Service.

My main goal it to aid in making the transition for our new resident to Winning Wheels, no matter what setting they are coming from, as smooth and stress-free as possible. My door is always open to new residents and their family members to answer questions or direct concerns that they may have.

I am also fortunate to be the social worker assigned to our Veterans who reside at our facility. I am able to work with the VA Contract Nursing Home team closely to help make sure our Veterans are receiving the best care while they are residing with us!

I'd like to thank you for choosing Winning Wheels as your choice for outstanding care and rehabilitation.

Priscilla Reiling, LSW  
Admissions & Marketing Coordinator  
preiling@ahainco.com  
815-537-5168, ext. 233







## Sarah Wood Human Resources

My primary responsibility is to ensure that the Winning Wheels policies and procedures are followed by all employees, as well as providing employees with adequate compensation and benefits information and assistance. This consists of payroll duties, workman's compensation responsibilities, staff training and development, and general employee relations. It is my responsibility to make sure that the employees are well informed of facility issues and provide answers to any questions that employees may have concerning these issues. I also prepare numerous reports for administrative review, which identify trends and recommend problem-solving strategies. These reports are used to analyze possible trends and develop more specific policies.

Winning Wheels is committed to recruiting highly qualified professionals and providing continuing education opportunities for our treatment team in all disciplines. Thank you for choosing Winning Wheels.

Sarah Wood  
Human Resources  
swood@ahainco.com  
815-537-5168, ext. 223

# Social Services

As your social workers, we visit with you one-on-one, provide counseling and personal intervention as needed, assist with necessary community referrals, and are available to navigate concerns as they arise. You can contact us at anytime, and we look forward to being able to get to play a role in your care team here at Winning Wheels!



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# Social Services

The primary goals of the Social Services program at Winning Wheels are to enhance the quality of life for physically disabled, mobility impaired individuals by offering a variety of services. The basic services are: providing counseling intervention services on an individual and group basis, implementing psychosocial small groups to address special needs, providing advocacy services including support of resident's rights and providing assistance in accessing community resources, assisting in discharge planning and follow-up, and making referrals to other appropriate agencies as necessary. Qualified social workers also team with fellow professionals to promote the rehabilitation process and to implement recommended treatment modalities.

**DRESS CODE:** Residents must be fully and appropriately dressed whenever outside of their individual rooms. This includes wearing shirts and shoes.

**INDIVIDUAL PRIVACY:** Everyone is entitled to enjoy the privacy of his or her room. We ask that you respect individual privacy and knock before entering another resident's room. Your medical record is strictly confidential and will only be disclosed for Treatment, Payment or Healthcare Operations upon your consent.

**LOST OR MISSING ITEMS:** Lost or missing items should be reported to the Social Services Department. Upon notification of a lost or missing item, a Social Service staff member will thoroughly search the resident's room with the resident's permission. If the item is not found, a notice describing the lost item will be sent to all departments to assist with the search. This information will be documented in the resident's chart.

**PSYCHOSOCIAL NEEDS:** Each resident is provided with one on one counseling as needed. Psychosocial Groups meet as needed according to resident needs and change in interest.

**RESIDENT ROOM CHANGES:** Room changes will be considered upon request of residents, family, and/or staff members. A meeting will be held to determine which residents requesting room changes are most compatible (resident, family, and staff input are requested at this time). Room changes will be discussed with residents/guardians before the move is made, and a room change cannot always be guaranteed. Personality conflicts may dictate a change, and there may be times when you receive a new roommate due to other circumstances.

**TELEPHONE:** Social Services personnel will assist you in getting phone service in your room, if you are interested. You will be responsible for your own phone bills. A portable phone is available to use for calls, as well as one in our Relaxation Station.

**VALUABLES:** Each resident is given a drawer with a lock and key to store valuable items. Residents may also use the safe in the front office for temporary storage of valuable items. Residents are strongly encouraged to avoid keeping valuables on their person or in their wheelchairs, as the facility cannot be responsible for stolen items.

**VOTING:** Social Services will post notices throughout the facility to notify residents of upcoming elections. If you are interested in voting please contact your Social Worker.

**WHEELCHAIR REPAIRS:** Wheelchair repairs are done through National Seating & Mobility (Peoria, IL) who visit our facility on a regular basis. The Physical Therapy department, along with the wheelchair repair coordinator, coordinates these repairs and keeps residents up to date on repair lists. Residents may also be evaluated for new wheelchairs by setting up an appointment through the Wheelchair Repair Coordinator. Minor wheelchair repairs should be directed to the Maintenance Department.



# Resident Council

Winning Wheels, Inc. Resident Advisory Council provides a forum for residents to communicate opinions and concerns and to make recommendations for changes or additions, which will strengthen the facility's policies and procedures as they affect resident rights and facility responsibilities. Resident Council meets on the first Wednesday of every month at 3:00 p.m., and is open to all residents for participation. Residents are elected as officers of the organization, and other residents may assume leadership positions by serving on committees and/or senates of the council.

Through the management and proceeds of facility vending machines, Resident Council has been able to purchase items that directly enhance the quality of residential life. Past purchases include: a large screen television, DVD player, microwave oven, barbecue grill, stereo/speakers, and patio/shelter area for outdoor picnics. Theme dinners and special events are also sponsored through the Resident Council on a regular basis for resident enjoyment and entertainment.

## Resident Council Subcommittees

**Food Advisory Committee:** Interested residents meet with the Dietary Manager on a monthly basis to discuss any dietary questions and/or concerns they may have. Residents are encouraged to bring any suggestions they may have regarding the menu or new food items they would like to try.

**Safety Committee:** In conjunction with the regular residents council meeting, residents are able to voice their safety concerns formally on a monthly basis. Input gathered during this part of the Resident's Council Meeting is passed on to the Safety Coordinator (Mike Chastain). Mike will bring your concerns to the monthly Safety Committee Meeting and discuss them with the Safety Committee. Any concerns/questions regarding the safety of residents and the facility will be addressed and Mike will report back to you at the next month's Resident's Council Meeting. Policies are reviewed and discussed on a regular basis.

## Resident Council Picnic

The annual Resident Council Picnic is traditionally held in June. All residents, family members and friends are invited to join staff members and their families in a day of fun, which includes a huge picnic buffet.



## Psychosocial Programs

The psychosocial programs offer services to all residents of Winning Wheels. These programs address areas such as coping with ones deficits / disability, memory compensation skills, communication skills, problem solving skills, thought processes and self-awareness. These are addressed through the use of small psychosocial groups and one-on-one interaction with Social Services staff.

## Community Resource Area

The Community Resource Area is located in the Relaxation Room. There is a variety of educational & informational literature available for residents and families to review. Additional information on Winning Wheels can be found at our website, [www.winningwheels.com](http://www.winningwheels.com). We encourage you to ask questions.

## Cognitive Rehabilitation

The Cognitive Rehabilitation program provides services to persons at Winning Wheels who have sustained brain injuries. These individuals have cognitive deficits such as long-term and short-term memory loss, poor social skills, orientation difficulties, mood disorders, speech deficits, and physical complications related to their injuries.

We offer a wide variety of programs for our brain-injured residents, which include 1:1's, weekend activities, and case management.



# Religious Services

Religious Services: A variety of religious and pastoral services are provided on a regular basis.

## **In-House Services Held in the Chapel**

Catholic Mass: Thursdays at 10 a.m.

## **Out of Facility Services**

Residents may attend churches in the community upon request, transportation may be contingent on weather conditions and other factors.

# Addison Glassburn, Therapeutic Recreation Director

As a department, our primary responsibility is to ensure that the residents of Winning Wheels have lots of FUN while we help them in maintaining their mental, physical and socialization skills. My staff and I provide our residents with a wide variety of activities such as dining out, going to the movie theater, shopping and even the occasional scenic drive . You are welcome to partake in any of the numerous games and daily activity/ events at Winning Wheels. We meet with the residents on a monthly basis to discuss resident preferences for places to visit, dining options and new adventures to try.

My office is located in the Therapeutic Recreation Room so feel free to stop by and discuss any for your activity needs or concerns. Thank you for choosing Winning Wheels.

Addison Glassburn  
Therapeutic Recreation Director  
aglassburn@aheinco.com  
815-537-5168, ext. 219





# Therapeutic Recreation Program

The goal of the Therapeutic Recreation Department at Winning Wheels is to enhance the quality of life for physically disabled individuals by assisting them in learning new skills and modifying old skills/interests to compensate for lost abilities. We encourage residents to practice self-care skills through community recreation programs, accessibility training, and in-house leisure focused programs. We empower them to feel a sense of self-worth and accomplishment through participation in a satisfying and rewarding leisure lifestyle.

**Library Services:** The Relaxation Station contains a variety of books on many subjects, and is available for resident's use. Please return any books you borrow to the shelves when you are finished. We are also able to assist you in checking out books from the local library.

**Outings:** The Winning Wheels TR staff offers residents a wide variety of community outings. Each outing is listed on the TR calendar including time of departure and cost if applicable. To take part in outings, residents may sign up monthly for three outings of their choice and they are guaranteed at least one outing per month. A list of outings and those participating will be posted on the dining room bulletin board. Residents can also request to be put on a waiting list for outings should there be any cancellations.

**Programs:** Programs are announced throughout the facility one half-hour before they begin and again at starting time. Each resident is evaluated by a Therapeutic Recreation Specialist upon admission. This information is used in developing an individualized recreational therapy treatment plan. Appropriate programs will be recommended, outing guidelines will be explained, and a monthly calendar will be distributed in each resident's room.

**Computer Lab:** The Computer Lab is a large room, which houses video games, and computers, for your leisure enjoyment. When entertaining family and friends, you must accompany them in this room. No smoking, drinking, or eating is allowed in the Computer Lab. Board games, puzzles and movies are located in the Lab closet and may be checked out overnight through a TR staff member. Greeting cards are also available in the Computer Lab upon request. Email and Internet opportunities are available for residents through our TR groups. Ask the Therapeutic Recreation staff for more details.

**Volunteers:** Volunteers provide their services on a weekly to monthly basis. They provide assistance in many areas including: letter writing, assisting with homework or a hobby, and friendly conversation. Volunteers can be identified by their nametag.

**Recreation Therapy Area in the Therapy Annex:** This large area provides room for group activities and our in-house day treatment program. The space can be divided for small groups as well. There is a Ping Pong table and a Pool Table located in the Therapy Annex for the residents and families to use for their recreational enjoyment.

**Creation Station in the Therapy Annex:** This area houses our woodshop/art therapy program. A variety of activities take place in this area.



# Available Medical Services

**Physician Services:** You are allowed to designate a personal physician. Your personal physician must approve a recommendation that you be admitted to the facility. You will remain under the care of a physician during your stay here in the facility. Your medical care will be supervised by that physician. When your attending physician is unavailable, another physician will supervise your medical care.

**Supervising your medical care,” means:**

- Participating in your initial assessment and care planning
- Monitoring changes in your medical status
- Providing consultation or treatment when called by the facility
- Prescribing new therapy
- Ordering your transfer to the hospital
- Conducting required routine visits or as defined by State law
- Delegating and supervising follow-up visits to nurse practitioners or physician assistants.
- Providing referrals to any specialist, as needed

Dr. Stanley Mathew, the Winning Wheels medical director, has office hours on-site at our facility once per month. Also have weekly visits from Nurse Practitioners. We feel this greatly increases the timely attention given to our residents. This allows us to have an even greater emphasis on increased prevention and early intervention. All physician visits are based on medical necessity and patient needs.

**Specialized Rehabilitative Services:** If specialized rehabilitative services such as physical therapy, speech-language pathology, and occupational therapy are required in your comprehensive plan of care. The facility will provide these services. These specialized rehabilitative services must be provided by qualified personnel under the written order of your physician.

**Dental Services:** The facility will arrange any routine and emergency dental services that you need. However, if you do not have funds available for needed dental care, your designated social worker will explore alternative means of having that service provided. The facility “does” not assume financial obligation for this service. This is your responsibility unless you are a Medicaid recipient receiving emergency dental services.

**Optical Services:** Arrangements will be made for you to receive the services of an optometrist or ophthalmologist upon request. However, if you do not have funds available for needed services, your social worker will explore alternative means of having that care provided. The facility does not assume financial obligation for this service. This is your responsibility.

**Pharmacy Services:** The facility will provide pharmaceutical services (including procedures that assure the accurate acquiring, receiving, dispensing, and administering of all drugs and biological).



## Available Medical Services, continued

**Podiatry Services:** Arrangements will be made for podiatric care upon request. You may choose to go to the podiatrist of your choice. However, if you do not have funds available for needed podiatric care, your designated social worker will explore alternative means of having care provided. The facility does not assume financial obligation for this service.

**Psychiatry/Psychiatric Services:** Upon written order of your physician, you may be referred for mental health services provided by a psychiatrist, psychologist, or clinical social worker. However, if you do not have funds available for needed services, your designated social worker will explore alternative means of having that service provided. The facility does not assume financial obligation for this service.

**Other Medical Services:** Other medical services will be arranged from qualified providers in the community upon request. Payment for such services will be discussed in advance of receiving such services.



# Additional Medical Information

**Call Lights:** One light is available for each resident. If you require staff assistance while in bed, turn your call light on and a nursing staff member will assist you.

**Doctor Appointments:** The Winning Wheels Medical Director conducts rounds once a month and the Nurse Practitioner rounds 3x/week. If you wish to see the Doctor, please notify the nurse. To arrange appointments with specialized physicians (i.e. Optometrist, Dentist) please contact the DON or your social worker that will arrange an appointment by notifying Transportation Department.

**Emergency Medical Treatment:** Oxygen, emergency medications, and specialized equipment are on hand for emergencies. Facility staff are trained to effectively handle emergency situations. If a patient requires hospitalization, he/she will be transported to Community General Hospital in nearby Sterling, Illinois or Morrison Community Hospital in Morrison, Illinois.

**Medications:** To ensure proper and timely administration, all prescription drugs will be locked in the medication room and will be administered by a Licensed Nurse. If you wish to self-medicate, please notify your social worker. Any over the counter medications must also be administered by a Licensed Nurse, with a physician's order. You cannot keep medications, Medicated lotions, or Medicated powder in your room. Routine Medication passes occur at 8:00am, 12:00pm, 4:00pm, and 8:00 p.m. daily.

**Signing Out:** For your own safety and security, we request that you sign out upon departure from the facility with nursing staff at the nurses station on your wing. If you plan to miss a meal, please inform dietary staff. Also, if you receive any medications during the time you will be out of the building, please get them from your nurse prior to departure. Only residents who have successfully passed the Wheelchair Safety Course/ Exam will be allowed off the premises independently.



# The Care Plan Conference

Upon admission to Winning Wheels, new residents will be evaluated by all departments. These evaluations provide a basis on which to build an active plan of care by identifying each resident's strengths, weaknesses, and goals for the future. After all evaluations are completed, the initial care plan conference takes place. At this time, the interdisciplinary team (consisting of the Administrator, Medical Director, Director of Nursing, Social Services Case Manager, Director of Rehabilitation, Dietary Manager, Therapeutic Recreation Specialists, Social Workers, Physical Therapist, Speech Therapist, Occupational Therapist, and Safety Coordinator) discusses possible areas to address on the care plan. Goals are written to assist the resident in achieving their fullest potential.

Winning Wheels strongly encourages residents and family members to attend their care plan meetings on a quarterly basis to offer input and suggestions regarding resident goals. The conferences result in care plans that fit the goals of the resident and are tailored to their individual needs and abilities. Goals are written to address areas that can be improved upon, and methods are listed to guide staff members to assist the resident as much as possible in achieving their goals. The care plan process can be very rewarding when the resident and family members work together with facility staff members to create a path that leads to success through setting and achieving realistic goals that can lead to the highest level of rehabilitation.

**SOCIAL SERVICES, CASE MANAGER:** A Social Worker from our Social Services team will be assigned to you upon admission. Personal requests, special needs, and concerns may be directed to this individual. Your Case Manager will meet with you soon after your admission to discuss his/her role with you in greater detail.

**CONFERENCE CALLS:** If a family member or guardian is unable to attend your care plan conference, they can still participate through conference calling or Zoom/Skype. Please have your family member or guardian notify your social services case manager prior to your scheduled care plan conference.

# Ellie Woods

## MDS Coordinator and Restorative Director

As MDS Coordinator, I review resident charts quarterly and submit mandated paperwork to the State and Federal Government for review and reimbursement. Very rigid standards and practices are followed to ensure protection of personal information. All of the information is put into a database and compared to other facilities throughout the country. Through this database, various statics are gathered and Quality of Care Indicators are developed. This “paperwork” is a tool used by the State Surveyors to monitor the facility’s compliance with rules and regulations.

The MDS is a complex assessment obtaining information from each member of the Inter Disciplinary Team, including Social Services, Nursing, Nutritional Services, Safety, Physical Therapy, Occupational Therapy, and Restorative Nursing. The MDS helps us develop the Plan of Care, showing us problems and potential areas of concern.

Welcome, and thank you for choosing Winning Wheels for your rehabilitation needs.

Ellie Woods  
MDS Coordinator &  
Restorative Director  
ewoods@ahainco.com  
815-537-5168, ext. 207





## Physical Therapy

The primary responsibility of the Physical Therapist is to evaluate the muscle tone, movement, balance, endurance, wheelchair mobility, sensation, strength, proprioception, posture, and gross motor control of all Winning Wheels residents. Gait and mobility training are provided, and passive and/or active range of motion is provided by rehabilitation aides to prevent and/or reduce contractures in both upper and lower extremities.

The rehabilitation staff plays a major role in the selection of proper equipment and spends a significant amount of time instructing patients and family members on techniques for ambulation, transferring, and bed mobility. To improve a patient's functional abilities during routine tasks, my team provides instruction on adaptive methods and fabricate splints or other orthopedic appliances.

Standard equipment available for use in the Physical Therapy Annex include: low-boy whirlpool, parallel bars, pulleys, weights, shoulder wheel, mats, power trainer, therapeutic mat table, standing table, flexaciser, electrical modalities, IREX virtual reality system and ambulators to name a few.

## Occupational Therapy

An Occupational Therapist's main objective is to help people regain, develop, and build skills that are important for independent functioning, health, and well-being. In addition to dealing with an individual's physical well-being, occupational therapy practitioners address psychological, social, and environmental factors that may impede independent functioning in all aspects of life. Rehabilitation empowers the individual to achieve satisfaction in productive activity and a personal fulfilling, socially meaningful, and functional interaction with the world.



# Speech - Language Therapy

The primary goal of the Winning Wheels Speech-Language Therapy department is to restore each patient to their highest possible level of independence in the areas of expressive and receptive language.

The general areas that are specifically evaluated by the licensed Speech-Language Pathologist are: speech, language, cognition, fluency, and voice. The therapist utilizes standardized measures of testing as well as non-standardized methods. The comprehensive testing results along with the resident's past experiences, present conditions, and personal goals for the future are utilized to determine the most appropriate objectives to target throughout the course of therapy. Therapy services are provided in both one-on-one and small group settings.

A second goal of this department is to ensure that the residents are safe for daily oral intake of adequate nutrition on the least restrictive diet. I assist in feeding throughout the week at mealtime and monitor all residents to determine if any residents are having difficulties swallowing or have improved in the functioning and may tolerate a diet upgrade.

# Carol O'Brien, Dietary Manager

The purpose of the Dietary Services Department is to prepare and serve meals in accordance with physician's orders and to meet the recommended dietary allowances of the Food and Nutrition Board, National Research Council, and National Academy of Sciences. The Dietary Services Department provides individual and therapeutic diets as recommended by physicians to provide the best nutrition possible for each resident. Your diet is an important part of your treatment plan. A nutritional assessment is conducted as part of the admission process to determine any special needs. Your physician will review the assessment and prescribe any special diet he/she feels you need.

Menus are posted daily for meal, offering a variety of healthy selections. Your diet will affect your response to treatment.

I meet with the persons served for group session called "Food Advisory Council" where you offer suggestions and/or make recommendations for changes.

Food will be prepared by methods that conserve nutritional value and will be served in an attractive and palatable manner. Dietary staff also provides service during additional activities such as parties, outdoor meals, and other special events.

Thank you for choosing Winning Wheels.

Carol O'Brien  
Dietary Manager  
cobrien@ahainco.com  
815-537-5168, ext. 222







# Additional Dietary Information

We offer dining hours at Winning Wheels that benefit your schedule and/or routine. Meals are served in the Dining Room and/or designated areas three times daily, seven days per week. Serving start times are as follows:

<b>Breakfast</b>	<b>7:00 a.m.</b>
<b>Lunch</b>	<b>11:00 a.m.</b>
<b>Supper</b>	<b>5:00 p.m.</b>

Residents are allowed to choose from a variety of items from the menu for each meal.

Room trays will only be issued to residents who are in bed for medical reason. Otherwise, all residents are expected to come to the dining room or their dining area for meals.

The Food Advisory Council meets one time per month (refer to the Recreational Therapy calendar for time and date) with the Director of Dietary to discuss any concerns or suggestions residents may have about the Dietary Department. Requests for special menu items may be made at this time.

Beverages (i.e. coffee, juice, tea, and punch) are available throughout the day near the serving window in the kitchen. Snacks are also provided throughout the day according to diet orders, and are offered to all residents after the evening meal on both wings.

If you are on a calorie restricted diet, your food intake will be closely monitored for your good health.

## Restorative Dining

These are therapeutic dining times and locations set aside for individuals working on the functional skill of feeding themselves or are more socially appropriate in this smaller setting. You will be informed of this in greater detail if you are appropriate for this service.

# Front Office

My name is Megan Budimlija, and I am the Office Manager at Winning Wheels. The business office is located in the front lobby. I greet visitors, answer questions and give directions. I am in charge of the Resident Trust Account; where I keep track of each resident's personal funds. Whenever a resident needs cash or wants to make a deposit, they will come to the front office during banking hours and make their transactions. We keep very detailed records; therefore, when you make a withdrawal you will be asked what the money will be used for and I will note this. At the end of the day, I post the daily receipts to the accounts, and make sure the day balances. I print out quarterly bank statements and distribute them to residents or send them to guardians. The front office is also responsible for any incoming/outgoing mail for staff and residents.

Another major function of the office is operating the phone system. All incoming calls come through the front office and are then directed to the appropriate person. There are "wall phones" on the wings available for your use should you receive a call. A staff member will assist with getting the call. The phones at the nurses' stations are never to be used by residents. A phone is available in the beauty salon for you when you wish to make a phone call. Thank you in advance for your cooperation.

Welcome to Winning Wheels!

Megan Budimlija  
Office Manager  
mbudimlija@ahainco.com  
815-537-5168, ext. 202





# Front Office Information

**Banking Hours:** The front office is open for banking transactions from 9am-11am and 1pm-3pm Monday through Friday.

**Change:** Change is available from the front office.

**Office Supplies:** General office supplies are available from the front office at a minimal cost. The items available and the price per item are as follows: Pads of Paper - \$1.00, Laminating \$.50 (per sheet or item), Pens - \$.25, Manila Envelopes - \$.10, Envelopes - \$.05, Stamps \$.73

**Copy Machine:** Residents may request copies from the front office. The first five copies are free, and you will be charged \$.05 for each additional copy.

**Fax Machine:** Residents may request the use of the fax machine in the front office for a minimal charge.

**Mail & Postage:** Resident mail is delivered to their room daily. Outgoing mail may be brought to the front office where it is picked up each day for delivery to the local post office. Stamps are available for purchase in the front office. Any packages needing to be sent will be dropped off at the post office by the Office Manager.

**Visiting Hours:** Visitors are welcome at any time as long as they are not disruptive to any resident or their care and/or treatment. Residents may be asked to meet certain requirements of nursing staff necessary to provide proper care and treatment. We ask that all visitors be out of resident's rooms by 9:00 p.m.

**Visitors:** Family visits on and off the campus are an important therapeutic part of the treatment process. We welcome visits during meal times. We ask that all visitors sign in in the lobby. Any illness/respiratory infections experienced by visitors should be reported to the Director of Nursing prior to visitation. We also ask that you get permission from the nurse or Dietitian prior to bringing food or beverages to the facility for your loved one. We want to ensure a safe diet is followed.



# Personal Allowances

## MANAGEMENT OF RESIDENT FUNDS

It is the policy of Winning Wheels, Inc. that residents have the right to manage their financial affairs and the will not require the residents to deposit their personal funds with the facility express consent is obtained. In the event a resident wishes Winning Wheels to be responsible for their funds, the following procedures apply.

1. Upon written authorization of a resident, the facility will hold, safeguard, manage, and account for the personal funds of the resident deposited within the facility. Funds for the persons served will be expended only with the informed consent and approval of those persons or their legal representatives.
2. Paid personnel are not allowed to serve as guardians, conservators, and/or representative payees for the persons served.
3. Winning Wheels will deposit any resident's personal funds in excess of \$50.00 in specially designed interest bearing account that is totally separate from any of the facility's operating accounts.
4. The facility will maintain a separate resident petty cash fund on an imprested basis to allow residents to access cash for day-to-day cash purchases, outings, or other living expenses. We ask that residents only make one transaction (including withdrawals) per day. We also ask that we receive at least 24 hours notice if you wish to withdraw \$50 or more from your account. This will ensure that we have the funds available for you.
5. Winning Wheels has established and maintains a system that assures a full and complete separate accounting, according to generally accepted accounting principles, of each resident's personal funds entrusted to the facility on the resident's behalf. The system precludes commingling of resident's funds with facility's funds. The individual financial record will be made available to the resident or his/her legal representative on a quarterly basis of more often if requested.
  - a. Residents may make deposits to their accounts with the resident trust fund custodian. The custodian will put the money in a bank bag in the trust fund cash box. The custodian will issue a receipt to the resident, their authorized representative, or place it in the residents file for their records. The duplicate receipt will be maintained in the receipt book and used for posting to the residents account.
  - b. Each request for funds or payment on behalf of a resident shall be recorded on a pre-numbered two-part receipt. The original will be given to the resident, their authorized representative, or be placed in the residents file for their records. The duplicate receipt will be maintained in the receipt book and be used for posting to the resident's account.
  - c. Each receipt shall be signed (or marked and witnessed) by the resident or their authorized representative as well as by the fund custodian.



## Personal Allowances, continued

- d. Banking shall be done weekly by the fund custodian to deposit received funds for the resident as well as reimburse the resident trust fund cash box as required.
    - i) The cashbox is maintained on an imprested basis so at any time the cash remaining in the box plus the cash disbursement receipts should equal the trust fund cash amount of \$500.00 (Do not include the money in the bank bag).
    - ii) When the trust fund cash runs low the custodian submits a request to the Administrator who verifies the total of the receipts equal the request, and authorizes the reimbursement on a weekly basis.
  - e. The deposits and reimbursements should be balanced to the computer trust fund receipts and disbursement summary sheets weekly. Any discrepancies should be identified and corrected. Discrepancies that cannot be identified should be reported to the Administrator.
6. Interest earned by the funds maintained in the bank will be allocated monthly by the computer program based upon the average daily balance of each resident's account for the month.
  7. Winning Wheels will notify each resident that received Medicaid benefits when the amount in the resident's account reaches \$1800.00. The resident will also be notified if the amount in the account, in addition to the resident's other non-exempt resources, reaches the resource limit for one person, the resident may lose eligibility for Medicaid.
  8. The facility (at its own expense) maintains a surety bond in excess of the maximum amount of funds available at any time. This surety bond protects the resident funds from error or theft. The funds are also maintained in an FDIC insured account at the bank to provide further protection of the funds.



## Medicaid Recipients

The following information concerns covered and ancillary charges:

All the following services are covered by Medicaid payments made to the facility on your behalf: room and board, nursing care, personal care, nutritional care, in-facility activities, and in-facility therapies.

Ancillary charges not covered which you are responsible to pay for are as follows: hair cuts, beauty treatments, telephone calls, personal transportation, and any other special items not covered by Medicare/Medicaid. If you need a special item it will be discussed with you and the Illinois Department of Public Aid before any action is taken.

If you have any questions regarding Medicaid covered and ancillary charges please contact the Director of Social Services.

# Shannon Cantwell, Environmental Services Director

The purpose of the Housekeeping Department is to maintain the interior of the facility as a clean and safe environment. The department includes a laundry division that launders personal articles of clothing belonging to residents as well as the facility. I hold very high standards of quality in both areas and am proud to direct the Housekeeping/Laundry Department.

My department organizes room changes and assists with packing for home visits. I must discretely label your clothing, so all your clothing and any new items need to be brought to me for proper identification. I also need to update your personal inventory.

I encourage you to bring comfortable, loose fitting casual clothing. Items that are easily laundered are best. I discourage items that need to be washed in cold water or require air-drying or dry cleaning. Storage space is limited, so plan on bringing your favorite clothing items as we launder things approximately 5 times per week.

Shannon Cantwell  
Environmental Services  
Director  
scantwell@ahainco.com  
815-537-5168, ext. 245



# Additional Housekeeping Information

**What to Bring:** You will be encouraged to do much on your own. For comfort, patients wear casual, everyday clothing. All clothing and personal items should be labeled appropriately. You will want to bring the following items with you to Winning Wheels:

- Comfortable Clothing, including:
  - 10 pairs of socks
  - 10 pair of pants
  - 10 undergarments
  - 1 coat for each season
  - 10 T-shirts
  - 2 pairs of shoes
  - 10 Shirts
  - Pajamas, if you prefer
- Personal items – razor, toothbrush, comb, brush, toiletries and cosmetics. (A list of personal items provided by Winning Wheels is shown on page \_\_\_ of this book.)
- Assistive devices you may already have (braces, eyeglasses, hearing aid, dentures, etc.).
- Mementos from home to make your stay more pleasant, such as photos, memorabilia, stationary, and electronic equipment such as an MP3 player, TV, DVD player, laptop.
- Items that assist you with spiritual comfort which will not interfere with the comfort of your neighbors.
- Hobby items such as needlecrafts, reading materials, etc.

**What Not to Bring:** For your comfort and safety, we ask you not to bring:

- Medications – these will be administered and supervised by your nurse, unless prior arrangements have been made with your physician and our pharmacist.
- Excessive or expensive jewelry or other valuables.
- Credit cards, check book, or large amounts of cash.
- Family keepsakes or other personal items that can't be replaced.

**Clothing Donations:** Donated clothing from the community is displayed for interested residents on a regular basis. This clothing is available to any resident that needs it. Please inquire if you have a special interest in something.

**Housekeeping:** All residents are asked to keep their rooms as neat, tidy, dusted and free of litter as possible. Our housekeeping staff will sanitize and thoroughly clean your room daily. You are required to keep it orderly, free of clutter, and in compliance with safety regulations at all times. If this becomes a problem, your social worker may need to get involved. We must be able to move your bed quickly out of the room should an emergency arise.

**Laundry:** Residents who are able are responsible for doing their own laundry; otherwise a Social Services Case Manager will be assigned to this duty. Our in-house laundry will wash linens such as towels and sheets. You are free to supply your own bedspread to personalize your room. However, bed spreads and blankets are available from the facility for resident use and will be provided upon request.

**Personal Items:** If you prefer a specific brand, not already provided by the facility for items such as deodorant, laundry soap, shampoo, etc., shopping outings are scheduled regularly for this purpose through the Activity Department. Otherwise you may contact your Social Service Case Manager to obtain these personal items for you.





# Maintenance

The primary responsibility of the Maintenance Department is maintaining, repairing, and operating equipment within the physical plant and surrounding grounds. We maintain the facility vans and buses by keeping them clean and fixing any mechanical problems. We have a very formal Preventative Maintenance Plan that helps guide our department and helps decrease the number of issues you might face due to broken down equipment. The maintenance department organizes and schedules the maintenance tasks and ensures that supplies are on hand for necessary repairs.

Maintenance staff also provides minor maintenance for resident wheelchairs and perform monthly inspections to ensure all wheelchairs are working properly. Maintenance staff is on duty seven days a week, and is on call 24 hours a day in case of emergency situations.

## **Wheelchair Maintenance:**

The Maintenance staff provides basic maintenance for resident wheelchairs by putting air in tires, checking batteries, and making minor repairs. Any major problem should be reported to Todd Cassens in maintenance for a wheelchair repair company representative to evaluate it. We are here to help with all your wheelchair and custom seating needs. If you are in need of new custom seating or a wheelchair, please contact Todd so he can schedule a wheelchair evaluation for you. This process includes evaluations by our Physical Therapist, Physician, and the Wheelchair repair company of your choice. Each new resident will receive a Motorized Wheelchair Assessment upon admission.

Please contact me for any maintenance, resident safety or wheelchair concerns. Thank you for choosing Winning Wheels.

# Additional Safety Information

## Electrical Appliances:

Personal appliances will be allowed in your room only after they are approved by Administration and inspected by Maintenance personnel. You may have a refrigerator in your room, provided by you if interested. No cooking appliances (Microwave, Hot Plates, coffee pots, etc.) will be allowed in resident rooms. ***Absolutely no drop cords of any kind will be allowed in the facility.***

## Facility Evacuation Drills:

Total facility evacuation drills will occur twice per year on each shift at non-scheduled times. ALL residents are required to take part in these drills by exiting the facility into the front parking lot.

## Participation in Emergency Measures/Procedures:

It should be understood by all residents of Winning Wheels and their family members/guardians that no resident will be allowed to refuse safety measures and/or procedures during any emergency event such as facility evacuation, temporary shelter/relocation, and sheltering in place. All family members/guardians will be notified by Winning Wheels when an emergency event occurs.

## Fire & Tornado Warnings/Drills:

State mandated drills occur once per shift at non-scheduled times every three months. Familiarize yourself with exit routes. Tornado warnings and watches will be broadcasted over the PA system as they occur. Specific procedures are posted on bulletin boards throughout the facility.

## Parking of Own Vehicle:

The front parking lot is to be used primarily for guests and visitors. Therefore, residents owning their own vehicles must obtain administrative permission to use the back parking lot. If permission is granted, you must use the furthest parking space from the building.

Mike Chastain  
Safety Coordinator  
mchastain@ahainco.com  
815-537-5168 ext. 221





# Personal Care Items Provided By Winning Wheels for Medicaid Recipients

## Equipment and Supplies

Adhesive Tape  
Administration Equipment for  
Peritoneal Fluids  
Alcohol wipes (for medical purposes)  
Band-Aids  
Bedpans and Urinals  
Body Lotion  
Catheters  
Combs  
Colostomy Bags  
Comfort Lotions and Crams  
Cotton and Cotton Balls  
Denture Supplies  
Deodorant / Antiperspirant  
Diabetic Testing Supplies  
Diapers  
Disposable Enemas  
Drainage Tubing and Receptacles  
Dressings  
Emesis Basins  
Emollients  
Facial Tissues  
Gauzes  
Hearing Aid Batteries  
Hydrogen Peroxide  
Ice Bags  
Medical Supplies  
Mouthwash  
Nail Care Supplies  
Petroleum Jelly  
Razors  
Rubber Gloves  
Shampoo  
Shaving Cream  
Soaps and Soap Substitutes  
Syringes and Needles  
Talcum Powder  
Thermometer  
Toothbrush / Toothpaste  
Tube Feeding Equipment  
Underpads

## Drugs and Medications

APC  
Acetaminophen  
Aspirin  
Aspirin (Buffered)  
Aspirin (Enteric Coated)  
Bicarbonate of Soda  
Cascara Compound or Extract  
Milk of Magnesia  
IBU  
Mineral Oil  
Suppository  
Pepto  
Vitamins



# Nikki Lundquist, Transportation Director

As the Transportation Coordinator my duties include:

1. Coordinating all transportation for Winning Wheels, STRIVE, and Frontier Hollow residents.
2. Notifying residents and staff of medical appointments
3. Notifying Maintenance staff of any vehicle problems.
4. Making staff knowledgeable of meetings, sign in and out sheets, how to operate vans, tool kits, tie downs, first aid kits, cleanliness, and the responsibility of keeping the vans filled with gasoline.
5. Providing transportation daily to Day Treatment/Vocational programs.
6. On going vehicle in servicing/training.

Transportation staff work throughout the day driving to and from outings, school, Day Treatment, medical appointments, and are on call for emergencies. Transportation at Winning Wheels is provided seven days a week. Vehicles may be rented for special occasions. You may ask me or the administrator for more information.

Transportation staff should be notified as soon as possible when any resident is unable to attend scheduled appointments and outings. It is also important for residents to be ready to go, making sure that leg bags have been emptied, meals have been eaten, and that you are wearing proper clothing for the weather conditions. Also, please bring any adaptive equipment that might be needed.

Thank you for choosing Winning Wheels.

Nikki Lundquist  
Transportation Director  
nlundquist@ahainco.com  
815-778-3611

# Facility Rules & Regulations

- . Code of Conduct
- . Patient Rights / Responsibilities
- . Grievance Process





# Code of Conduct

These rules and regulations were made for the welfare and betterment of the residents and staff of the facility. Failure to comply may jeopardize your stay at the facility.

1. Just as you have a right to privacy and respect of your rights, so does every other resident. Excessively loud stereos, televisions, etc. are an infringement upon the rights of other residents and will be discouraged. All residents must wear a shirt in the dining room at all times.
2. Residents will be expected to obey all state and local laws.
3. Visitors are welcome anytime as long as they are not disruptive to any resident's care and/or treatment, between the hours of 8am-9pm. Residents may also be asked to meet other time requirements of the nursing staff necessary to provide proper medical, nursing or program care and treatment.
4. All organized events are to be approved by the appropriate department head or Administrator.
5. Residents must advise their respective nurse when leaving the facility going off-site; (unless such departure is arranged by the facility, i.e. outings, appointments).
6. Residents are requested to notify their nurse in regards to making plans to being away from the facility for overnight or extended home visits.
7. The possession or consumption of alcoholic beverages or controlled substances (without a Doctor's order) are not permitted on facility property. Winning Wheels will not tolerate the use of illegal drugs by residents of this facility. Those residents with a history of abuse and/or are suspected of misuse may be subject to periodic urine tests and room searches. Administration does not need to notify the resident when this is done. The results of said testing may influence a resident's continual residence at the facility.
8. It is hereby agreed that in the event the Administrator of the facility has good reason or probable cause to believe that a resident or residents has or is in possession of non-prescribed controlled substances or alcoholic beverages, the Administrator has the authority to enter a resident's room to conduct a reasonable search and seizure. It is not necessary for Administration to notify the resident when this is done.
9. Furniture: Winning Wheels is responsible for providing a bed, bedside table, wardrobe, and dresser. Although residents may augment these furnishings with additional furniture, each item must blend into the existing décor. The Administrator or their designee will determine the appropriateness of each request for additional furnishings on a case by case basis. Easy evacuation in case of an emergency is important/necessary.
10. Electrical appliances: The number of electrical appliances per room should not exceed the number of receptacles per room. Residents may have a refrigerator in their room and must provide themselves.
11. General Appearance: No item may be attached directly to the wall. Special cork stripping is provided that will allow residents to hang pictures, posters, etc. Winning Wheels will make available a 4x4x4 storage area for residents wishing to store personal belongings (including extra wheelchairs). Should residents require additional space, they will have to secure some at their own expense.

## Code of Conduct, continued

12. Safety: No item, flammable paints, electric blankets, incense, hot plates, candles, etc. will be allowed in rooms that cause a fire safety problem. Residents having any questions about these items should consult their charge nurse.
13. No resident will be kept in this facility who is destructive of property, or a danger to himself or others. Should an individual behave in such a manner as to indicate his/her discharge, his/her transfer will be in accordance with facility discharge policies.
14. Meals are served in the Dining Room three times daily, seven days per week. You are allowed a tray in bed only for a medical reason at the discretion of the physician/nurse. Residents are expected to eat meals in our dining room. Snacks are provided per physician order or nutritional needs. All residents are offered a snack of choice at 7 pm.
15. It is hereby agreed that the facility assumes no responsibility for any injuries, losses, physical or medical neglect or other damages that may incur while the resident is off the premises in the accompaniment of any other individual or individuals.
16. Wheelchair travel safety: All new Residents will have a monitoring device (Wanderguard) placed on their wheelchair for a probationary period (to be determined by the Treatment Team). Residents wishing to travel outside the facility on their own will be asked to take a written or oral examination on wheelchair safety and successfully complete an obstacle course. All study material for testing will be provided by the facility. Failure may result in placement of a monitoring device for resident safety. In the interest of resident safety, off-ground privileges will cease on November 15th of each year and begin again with the nest safety course in the early spring, approximately March 15th (weather permitting).
17. Smoking is not allowed in the facility or on the premises.
18. Resident's accounts must be kept current.
19. As a potential resident of Winning Wheels, I understand that my admission to Winning Wheels is contingent on successfully passing a Criminal Background and Sex Offender Check. I understand that I may not be able to stay at this facility if problems arise from this criminal history check.
20. Bed Holds during a Hospitalization or Therapeutic Leave. If a Medicaid recipient is hospitalized, the Resident's bed will be held for up to 10 days if such bed hold is 1) is requested on behalf of the resident, 2) authorized by a Physician, and 3) is authorized according to applicable IDPA rules. A Medicaid Recipient or applicant shall be considered a Resident in the Facility during any hospital stay totaling 10 days or less following a hospital admission. If a Medicaid recipient leaves the facility for Therapeutic Leave or a home visit, the facility shall hold the Resident's bed continuously available for the Resident if and only if, 1) written notice of intention to hold the Resident's bed is given to the facility before or at the time of the Resident's departure from the facility, and 2) an amount equal to 75 percent of the current Medicaid daily rate for the number of days of absence is timely paid by or on behalf of the Resident. This daily amount is in addition to the monthly payment made to the facility by or on behalf of the Resident or paid by IDPA. If these procedures are not followed, then upon the Resident's departure, the facility may treat the resident's bed as being open and available and may place another patient into the bed immediately.

# Patient Rights & Responsibilities

## Patient Rights

As a long term care facility resident in Illinois, you are guaranteed certain rights, protections, and privileges according to State and Federal law:

### **1. Your rights to safety and good care:**

You must be provided services to keep your physical and mental health, and sense of satisfaction with yourself at their highest practical levels.

Your facility must be clean and stay at a healthy temperature.

You must not be abused by anyone physically, verbally, mentally, or sexually.

You may not be physically restrained unless there is no other way to keep you safe and you agree to the restraint.

You may be given medicine intended to change your mood or how you think only with your permission and only as part of an overall plan designed to change or remove the problems for which the medicines are given.

### **2. Your rights to participate in your own care:**

Your facility must develop a written care plan, which states all the services your facility will provide to you and everything you are expected to do. Your facility must make reasonable arrangements to meet your needs and choices.

You may go to your care plan conference where your care plan is decided. You may choose to have family, friends or a representative participate in the care plan conference.

You have the right to choose your own doctor. You will have to pay the doctor yourself unless Medicare, your insurance plan or Medicaid will pay the doctor bill.

Your facility must tell you the name and specialty of each doctor responsible for your care, and how to contact that doctor.

You have the right to be in charge of taking your own medicine if your care planning team and your doctor say that you are able to do so.

You have the right to refuse any medical treatment unless the treatment is necessary to keep other residents safe and healthy. If you refuse a treatment, your facility must tell you what may happen because of your refusal and tell you of other possible treatments.

You have the right to complete information about your medical condition and treatment in a language that you can understand.

You have the right to make a Living Will or a Durable Power of Attorney for Health Care, so the facility will know your wishes if you can no longer speak for yourself.

You may refuse to participate in any experimental treatment on you or allow anyone to use information about you for research without your permission.

Your facility must allow you to see your medical records within 24 hours of your request. You may purchase a copy of part or all of your record at a reasonable copy fee with advance notice of two working days.

Your facility may not require you to work.

You have the right to move out of your facility after you give the administrator, nurse, or doctor written notice that you plan to move.





# Patient Rights and Responsibilities, continued

## **3. Your right to privacy:**

Your medical and personal care are private. Facility staff must respect your privacy when you are being examined or given care.

Facility staff must knock before entering your room.

Your facility may not give information about you or your care to unauthorized persons without your permission, unless you are being transferred to a hospital or to another health care facility.

You have the right to have private visits at any reasonable hour. The only exceptions are if your doctor has ordered limited visits for medical reasons.

You may ask any visitor to leave your personal living area.

You have the right to make and receive phone calls in private.

Your facility must deliver your mail to you promptly, and promptly send mail out for you. Your facility may not open your mail.

If you are married, you and your husband or wife have the right to share a room unless no room is available or your doctor has said you cannot share a room for medical reasons.

## **4. Your rights regarding your money:**

You have the right to manage your own money. Your facility may not require you to let them manage your money or be your Social Security representative payee.

If you ask your facility to manage your personal money for you, it must do so (State licensed and Medicare or Medicaid certified facilities only).

If your facility manages your money, it may spend your money only with your permission.

If your facility manages your money, it must give you a written statement at least once every three months of all the money put into your account and all of the money taken out of your account.

If your facility manages your money and you have more than \$50 (State licensed and Medicare or Medicaid certified facilities) or \$100 (State licensed facilities) in your account, your facility must put your money in a bank account that earns interest.

If your facility manages your money and you get Medicaid, your facility must tell you if your savings come within \$200 of the amount Medicaid allows you to keep. Money saved over that amount may be used to pay for your care in the facility.

If you die, within 30 days of your death your facility must give your family, or whoever is in charge of distributing your property, a final accounting of all of the money left in any account which the facility manages for you.

## **5. Your personal property rights:**

You have the right to keep and wear your own appropriate clothing.

You may keep and use your own property, including some furniture if there is enough space, unless this interferes with the health and safety of other residents.

You have the right to expect your facility to have a safe place where you can keep small valuables which you can get to daily.

Your facility must try to keep your property from being lost or stolen. If your property is missing, the home must try to find it.

# Patient Rights and Responsibilities, continued

## **6. Your rights in paying for your care, and getting Medicare and Medicaid:**

If you are paying for some or all of your care at your facility, you must be given a contract that says what services are provided by the facility and how much they cost. The contract must say what expenses are not part of the regular rate.

Your facility must not require anyone else to sign agreement saying that they will pay bill if you cannot pay it yourself. The only one who can be required to pay your bill for you is a court appointed guardian or someone else who is handling your money for you.

Your facility must give you information about how to apply for Medicaid and Medicare and rules about "spousal impoverishment." Spousal impoverishment rules allow you to give money and property to your husband or wife and still be eligible for Medicaid.

You have the right to apply for Medicaid or Medicare to help pay for your care. Your facility must not make you promise not to apply for Medicare or Medicaid.

If you get Medicaid, the facility may not make you pay for anything that Medicaid pays for. The facility must give you a written list of what items and services Medicaid pays for, and for items and services for which you could be charged.

## **7. Your rights to stay in your facility:**

You have the right to be told in advance if your roommate is being changed (State licensed and Medicare or Medicaid certified facilities only).

You have the right to keep living in your facility, unless your facility forces you to move because you are dangerous to yourself or others, for medical reasons, you have not paid or are late paying your bill, or your facility closes.

You cannot be forced to leave your facility because you are applying for Medicaid or you are on Medicaid.

If your facility wants to force you to move, you must be given a written notice 21 days (State licensed facilities) or 30 days (State licensed and Medicare or Medicaid certified facilities) before the day it wants you to move. The notice must tell you why your facility wants you to move and how you can appeal to the Illinois Department of Public Health. Your facility must give you the forms you need to appeal, and a stamped, addressed envelope for you to use to mail your appeal to the department of Public Health.

To have the right to ask the Long Term Care Ombudsman for help in appealing your facility's forcing you to move. Call 28966 (voice or TDD).

If you have a developmental disability or mental illness, you may ask Protection and Advocacy, Inc. for help in appealing your facility's forcing you to move. Call 1-800-537-2632 (voice or TDD).

If you appeal to the Department of Public Health, facility cannot make you leave until the appeal is decided.

Before your facility can transfer or discharge you, it must provide preparation and orientation to be sure that your discharge is safe.

You must be allowed to return to your facility after you are hospitalized, Unless your facility gives you written notice as described above.

If you get Medicaid and are hospitalized for 10 or fewer days, your facility must let you return if it has a bed available and you still need that kind of care. If your facility is full, you must be allowed to have the first available semi-private room, if you still need that kind of care.



# Patient Rights and Responsibilities, continued

## 8. Your rights as a citizen and a facility resident:

Your facility must let you see reports of all inspections by the Illinois Department of Public Health, from the last 5 years and the most recent survey of your facility along with any plan that your facility gave to the surveyors saying how your facility plans to correct the problem.

You do not lose your rights your rights as a citizen of Illinois and the United State because you live in a long-term care facility.

If a court of law has appointed a legal guardian for you, your guardian may exercise your rights for you.

If you have named an agent under a Durable Power of Attorney for Health Care, your agent may exercise your rights for you.

You have freedom of religion. At your request, the facility must make arrangements for you to attend religious services of your choice as long as you agree to pay any cost. The facility may not force you to follow any religion beliefs or practices and cannot require you to attend any religious services.

You have the right to vote for the candidate of your choice.

You have the right to participate in social and community activities that do not interfere with the rights of other residents.

You have the right to participate with other residents in the resident advisory council. Your facility must respond to concerns raised by the council.

You have the right to meet with the Long Term Care Ombudsman, community organizations, social service groups, legal advocates, an members of the general public who come to your facility. Representatives of these groups may come to your facility to give you services, tell you about your rights, or help you assert your rights.

You have the right to present grievances to your facility and to get a prompt response. You facility may not threaten or punish you in any way for asserting your rights or presenting grievances.

You have the right to present grievances to outside organizations and advocates including the following agencies:

- Long Term Care Ombudsman at **1-800-252-8966** (Voice and TDD)
- Protection and Advocacy, for persons with mental illness or developmental disabilities at **1-800-537-2632** (Voice and TDD);
- Illinois Department of Public Health at **1-800-252-4343**.



# Patient Rights and Responsibilities, continued

## Patient Responsibilities

Winning Wheels strives to provide excellent patient care, however, said care can depend partially on the patient themselves. A patient has certain responsibilities that influence their care.

1. The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
2. The patient is responsible for reporting perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
3. The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
4. The patient, guardian or legally authorized representative is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
5. The patient, guardian or legally authorized representative is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
6. The patient/guardian or legally authorized representative is responsible for assuring that the financial obligations of his/her care is fulfilled as promptly as possible.
7. The patient representative is responsible for following facility procedures.
8. The patient is responsible for being considerate of the rights of other patients and Winning Wheels personnel.
9. The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.
10. Since we have a variety of races and cultures among our staff and patients we ask that everyone respect each other and the cultural diversity.
  - Respect the rights of other patients and the facility. This means:
  - Treating other patients and their guests with courtesy;
  - Complying with the facility's non-smoking policy.
  - Making sure your use of television, radio, telephone, and other sources of sound does not interfere with other patients and their guest;
  - Respecting the personal and family privacy of others.

You are encouraged to take responsibility for your day-to-day activities and participate in the many therapeutic programs and activities Winning Wheels has to offer. Part of our rehabilitation program includes vocational programs, said programs are strictly voluntary.



# Grievance Policy / Complaint Handling Process for Clients, Staff and Guests

A client, employee, or guest may present complaints on behalf of himself/herself or others to the Administrator, Resident Council, or any other person or agency without threat of discharge or reprisal in any manner, including retaliation or barriers to service.

- a. Anyone may by voice or in writing acknowledge his/her complaint without fear of retaliation.
- b. The complaint/grievance shall follow a chain of command beginning the Grievance Officer, Sheila Huizenga, then to the Administrator, then to a member of American Health Enterprises management.
- c. Pending the need of further investigation, and/or if the complainant so requests, such a complaint will be investigated by a professional staff person, who shall be a licensed nurse, department supervisor, or an individual appointed by the Administrator. Such person shall conduct a complete investigation as soon as possible, but not to exceed 48 hours unless extenuating circumstances exist. The individual grievant will receive a written response within 48 hours.
- d. The investigator will document such complaint on an investigation form and/or in the patient's medical record as appropriate. A copy of the investigation results shall be retained on file.
- e. If the complainant is still not satisfied, he/she may request the Administrator to reinvestigate the situation and a referral to the Quality Assurance Committee (Winning Wheels) or the Human Rights Committee. The purpose of the Quality Assurance Program is to provide patient/resident care that is optimal within available resources and is consistent with the achievable goals for the facility. The reinvestigation will be concluded within 48 hours if possible, and results of same will be communicated to the complainant.
- f. If the grievance cannot be resolved, the complainant may file a complaint with the Department of Public Health or the Winning Wheels Board of Directors. Such complaint will be resolved in writing within 30 days of filing.



# Winning Wheels Agreement for Appropriate Use of Internet & Related Services

Winning Wheels will publish its Resident Internet Usage Agreement, including the Allowable Use Policy, on its [winningwheelsinc.com](http://winningwheelsinc.com) web site, as these policies may be revised from time to time. You must agree to abide by Winning Wheels policies concerning use of Winning Wheels Resident Internet Services as published on line at the time of your use.

## General Guidelines

Access to Winning Wheels IT resources is a privilege granted to members of the Winning Wheels resident community, which carries with it the responsibility to use them with civility and the exercise of common sense.

Winning Wheels provides and maintains the equipment necessary to establish Internet service via a wireless network to resident rooms. All residents must provide their own equipment to access the network (Wifi card, and /or personal computer equipment). Winning Wheels does not provide the resident with an email account. Access to the resident's computer is necessary for the installation of anti-virus software and Internet access settings.

The resident is responsible for the equipment (network card) necessary to connect to Winning Wheels' Resident Internet Service.

Winning Wheels has the right to disconnect a resident's access to the Winning Wheels Resident Internet Service as deemed necessary due to violation of this policy.

## Individual Responsibility

- Authorization for use of Internet resources is provided to each individual for his/her own use.
- Residents may not use an authorization which belongs to someone else.

## Security

The protection of Winning Wheels IT resources depends heavily on each user's careful handling of "keys" to these resources, since any account can serve as an entry point for theft, damage, or unauthorized use.

- Residents are expected to exercise reasonable care to ensure that others cannot use their accounts.
- Residents must protect the confidentiality of their personal identification codes and passwords.

## Hacking

- Residents may not obtain or use, or attempt to obtain or use, passwords, IP addresses or other network codes that have not been assigned to them as individuals or authorized for their use.
- Residents may not obtain, or attempt to obtain, unauthorized access to computer accounts, software, files, or any other Winning Wheels IT resource.



# Winning Wheels Agreement for Appropriate Use of Internet & Related Services, continued

## **Malicious Activity**

- Residents may not alter or intentionally damage software or data belonging to someone else or interfere with another person's authorized access to Internet and IT resources.
- Residents may not intentionally disrupt or damage Winning Wheels computers or networks in any way.

## **Impersonation and Anonymity**

- Residents using Winning Wheels Internet resources may not send electronic messages with the sender's identity forged.
- Residents using Winning Wheels resources may not send anonymous messages unless the recipient has agreed to receive anonymous messages.

## **Virus and Malware (e.g. spyware, adware) Protection**

- It is mandatory Winning Wheels provide this virus protection prior to connection to the Winning Wheels Resident Internet Service.
- It is the resident's responsibility to make sure their machine remains clean of malware while using the Winning Wheels Resident Internet Service.

## **State and Federal Laws**

Winning Wheels Internet services may only be used for lawful purposes. Transmission of any material in violation of any federal or state statute or regulation is prohibited. This includes, but is not limited to, copyrighted material, material legally judged to be threatening or obscene, or material protected by trade secret.

# Winning Wheels

*Comprehensive Rehabilitative Care and Independent Living Solutions*

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Winning Wheels is an equal  
opportunity provider and employer



EQUAL HOUSING  
OPPORTUNITY