



## DISCLOSURE OF SERVICES

**NOTE:** The use of the term “we” refers to the boarding home named at the top of the page.

The boarding home licensee shall disclose to the residents, the residents’ legal representative if any, and if not, the residents’ representative if any, and to interested consumers upon request, the scope of care and services offered, using the form developed and provided by the department, in addition to any supplemental information that may be provided by the licensee. (RCW 18.20.300)

This disclosure form provides initial general information about our boarding home, and allows you to compare care services of different boarding homes. (Licensed boarding homes in Washington are sometimes called “assisted living” facilities.) Prior to moving in, you should visit a boarding home to ask how they will assist you with your unique needs and preferences.

Boarding homes may change the services that are available and the charges for these services, by providing thirty days advance notice to residents. However, a boarding home must give you ninety days advance notice of any voluntary decrease in services that would require you to move out.

### Who may live in a boarding home?

- No boarding home is permitted to provide continuing services to you if you need to have a registered nurse frequently evaluate your condition. However, **if** you require frequent nursing evaluation and we can meet your needs, you may be allowed to remain in the boarding home, when;
  - You have a short term illness that is expected to last less than fourteen days, or
  - You are receiving hospice services.
- We may not be able to serve you if you need services beyond those disclosed on this form.
- You may need to move out when we cannot meet your needs and moving out is necessary for your welfare. However, each boarding home must attempt to “reasonably accommodate”<sup>1</sup> your needs before it can require you to move out.

This form was developed by the Aging and Disability Services Administration

<sup>1</sup> “Reasonably accommodate” means making reasonable modification to policies, practices or procedures or providing additional aid and services. A boarding home is not required to “reasonably accommodate” a resident: if the resident presents a significant risk to the health or safety of other residents and the accommodation does not acceptably minimize the risk; the accommodation would fundamentally alter the nature of the services the boarding home provides; or the accommodation would cause an undue burden on the boarding home.

**I. Services/Care**

All boarding homes must provide the care and services listed below, according to what you have agreed to in your negotiated service agreement.

A. **Activities:** All boarding homes must help you arrange social, recreational, religious or other activities in the boarding home and in the community. Washington State law, RCW 70.129.030(4), requires the boarding home to inform each individual, or their representative, in writing, of the services, items and activities customarily available in the facility or arranged for by the facility as permitted by the facility's license. Contact the boarding home for this information if not already provided.

- Additional activities/comments

A copy of our monthly activity schedule is provided to each resident and a copy is posted on our web site.

A large monthly wall calendar is maintained in the lobby.

Staff assesses residents on an ongoing basis to determine their ability to attend activities safely outside the facility. Residents are evaluated on an ongoing basis for their appropriateness to attend outside activities and their abilities to safely enter and exit the facility's van.

Some outside activities require out of pocket expenses (lunches, shopping trips, etc...)

There is an independently owned Beautician/Barber shop within the facility. Their services offered along with associated fees can be found in their shop.

B. **Food and Diets:** All boarding homes must provide three meals per day, nutritious snacks, and prescribed general low sodium diets, general diabetic diets, and mechanical soft diets. Additionally, we are not required but have chosen to provide the following diets:

Yes      No

- |                                     |                                     |  |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 1. Calorie controlled diabetic diets.      |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 2. Puree diets                             |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 3. Additional dietary services or comments |

Menus are provided to residents on a weekly basis and a copy is posted on our web site.

Other than those diets listed above the facility generally does not offer the services of preparing speciality diets, unless agreed upon by the Director of Nursing and Dietary Manager.

The facility does not offer thickened liquids

The facility charges private pay residents a \$1 Meal Tray fee for meals delivered to resident rooms. Charges are billed to the resident.

Guests may eat at the facility at \$5 Guest Meal Fee. Charges are billed to the resident.

- C. **Arranging Health Care Appointments:** All boarding homes must help you arrange health care appointments and remind you of them, as necessary.
- Additionally, we will provide the following optional services (or clarifying comments):  
**The facility does not provide transportation to and from medical appointments other than those arranged within the Tri-State Medical Campus. A map outlining the medical campus may be obtained at the front desk.**
- Transportation needs outside of the Tri-State medical campus must be arranged through community resources (public bus, taxi or volunteer services). Outside community resources may require 24-hour advance notice and they may require payment upon usage.**
- Staff will not stay with residents at their appointments. If this is required by the medical office the resident will need to arrange for another person to accompany them to the appointment.**
- D. **Coordinating Health Care Services:** All boarding homes must coordinate services you receive from health care providers in the community with the services the boarding home provides to you, if you agree.
- Additionally, we will provide the following optional services (or clarifying comments):  
**The facility requires outside health care providers to provide the Director of Nursing with progress notes concerning visits.**
- E. **Laundry:** All boarding homes must provide laundry services to keep your clothes clean and in good repair, and provide you with clean towels, washcloths, and bed linens at least once per week.
- Additionally, we will provide the following optional services (or clarifying comments):  
**Residents are encouraged to mark their clothing & personal linen with their name using a permanent marker, so that misplaced items can be identified and located easily.**
- Resident linen is changed on a weekly basis by the staff.**
- Resident's who desire to do their own laundry can use the 2<sup>nd</sup> floor laundry facilities at no charge. Laundry soap and supplies are provided to COPES residents.**
- Private pay residents have the choice of having a staff member wash their laundry at a fee of \$4 per load.**
- F. **Housekeeping:** All boarding homes must maintain your living quarters and other areas you may use in a safe, clean and comfortable condition.
- Additionally, we will provide the following optional services (or clarifying comments):  
**Housekeepers clean apartments on a weekly basis.**

**II. Assistance With Daily Tasks**

Boarding homes are not required to provide assistance with activities of daily living (ADLs). If a boarding home chooses to provide assistance with ADLs, it must provide at least the minimum level of assistance described following each ADL listed below, consistent with your preference and with reasonable accommodation law.

Yes No

We provide assistance with ADLs.

**A. Bathing:** If needed, boarding homes providing assistance with ADLs must occasionally remind you to wash and dry all areas of your body; provide stand-by assistance getting into and out of the tub/shower; and steady you as you bathe.

Additionally, we will provide the following optional services:

Yes No

- 1. Physical assistance getting into/out of the bathtub or shower.
- 2. Help washing areas that may be hard for you to reach, such as your back or feet.
- 3. Total bathing assistance if you cannot bathe yourself.
- 4. Bed baths.
- 5. Special equipment, assistance or devices to help transferring into or out of showers or bathtubs.
- 6. Other bathing services (specify) or comments:

**B. Toileting:** If needed, boarding homes providing assistance with ADLs must occasionally remind you of necessary toileting activities; provide stand-by assistance while you perform them; and steady you as you use the toilet or adjust your clothing.

Additionally, we will provide the following optional services:

Yes No

- 1. Physically help you to and from the toilet or bathroom.
- 2. Help you with incontinent products and occasionally help to clean you.
- 3. Provide urinary catheter care (indwelling, external/condom), cleaning and changing bag.
- 4. Provide routine ostomy care, site maintenance and changing bag.
- 5. Provide care for bladder incontinence, including routinely cleaning you as necessary.
- 6. Provide care for bowel incontinence, including routinely cleaning you as necessary.
- 7. Provide other services (specify) or comments:

**We do not perform straight catheterization even on a temporary basis; hence, the resident will be required to have this procedure performed at a medical office or seek other living arrangements besides Evergreen Estates.**

**Ostomy sites must be in a healed and stable condition before admission.**

C. **Transferring:** If needed, boarding homes providing assistance with ADLs must occasionally remind or cue you, and occasionally provide stand-by assistance and steady you, while you transfer.

Additionally, we will provide the following optional types of services:

- | Yes                                 | No                                  |  |
|-------------------------------------|-------------------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 1. Routinely provide stand-by assistance while you transfer into and out of your bed or wheelchair, or onto and off of a toilet or shower chair. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 2. One-person physical assistance with transferring.   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 3. Two-person physical assistance with transferring.   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 4. Lifting with mechanical equipment   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 5. Other transferring services (specify) or comments:  |

D. **Personal Hygiene:** If needed, boarding homes providing assistance with ADLs must occasionally remind you to comb your hair, brush your teeth, shave, wash your face and hands and apply make-up, and occasionally provide standby assistance and steady you while you perform these activities.

Additionally, we will provide the following optional services:

- | Yes                                 | No                                  |   |
|-------------------------------------|-------------------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 1. Set out your personal hygiene and grooming items.  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 2. Help you with grooming tasks such as brushing your hair, shaving, applying make-up or filing your nails. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 3. Help you with oral care and brushing your teeth.   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 4. Help you wash and dry your face and hands.   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 5. Help you wash and dry other parts of your body, as needed.   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 6. Other personal hygiene services (specify) or comments:   |

**Staff doesn't actually brush the teeth of residents.**

E. **Eating:** If needed, boarding homes providing assistance with ADLs must occasionally remind you to eat and drink, and occasionally help you cut up your food, prepare food and beverages for you, and bring them to you.

Additionally, we will provide the following optional services:

- | Yes                      | No                                  |   |
|--------------------------|-------------------------------------|---|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 1. Feed you, if you occasionally need to be fed.                    |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 2. Feed you on a routine basis, if you are unable to feed yourself. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 3. Other assistance with feeding and eating (specify) or comments:  |

**Our dining room doors open at the start of breakfast and close at the end of dinner; thus, resident are welcome to use the room most of the day at their leisure. Actual food service is not provided until the hours posted outside of the dining room.**

**We offer a restraunt style food service and residents have various food items to choose from at each meal.**

F. **Dressing:** If needed, boarding homes providing assistance with ADLs must occasionally remind and cue you to put on, take off, and lay out your clothes and necessary prostheses, when the assistance of a licensed nurse is not required, and occasionally provide stand-by assistance and steadying while you perform these activities.

Additionally, we will provide the following optional services:

- | Yes                                 | No                                  |  |
|-------------------------------------|-------------------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 1. Help you put on, take off, and button/buckle/fasten your clothes.         |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 2. Dress and undress you if you are not able to help with dressing yourself. |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 3. Other assistance with dressing (specify) or comments:                     |

G. **Mobility:** If needed, boarding homes providing assistance with ADLs must occasionally remind you to move between locations in the boarding home, and occasionally provide stand-by assistance and steady you as you move about.

Additionally, we will provide the following optional services:

- | Yes                                 | No                                  |  |
|-------------------------------------|-------------------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 1. Provide stand-by assistance as you walk or move about the building. |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 2. Physically help you walk, or move about the building.               |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 3. Other assistance with mobility (specify) or comments:               |

**EMERGENCY NURSING CALL LIGHT SYSTEM:** Evergreen Estates' nursing call light system uses the new technology of a wireless pendent system. With our system the resident is only issued a device that is worn around the neck or wrist. There are no wall mounted stations to be found in the facility.

If the resident would need assistance they would activate the nursing call light system by pushing their issued pendent device. Each device is coded to the resident, so it is important for the resident to wear their own device.

Residents are cautioned that by not wearing their issued device they may not receive the assistance that they would require in case of an emergency.

If the resident should lose this devices they will be charged for its replacement at the going market rate for its replacement. If the device were to malfunction it would be replaced free of charge.

**III. Intermittent Nursing Services**

Boarding homes may, but are not required to provide Intermittent Nursing Services

Yes No

- |                                     |                                     |   |
|-------------------------------------|-------------------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | A. We provide intermittent nursing services, including:   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 1. Diabetic management as specified below:  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 2. Non-routine ostomy care.   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 3. Administration of health care treatments, as specified below.  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 4. Tube feeding.  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 5. Other nursing services. Please ask our staff if we provide other nursing services you may need, such as care of minor non-infected wounds or preventative skin care. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | B. We use nursing assistants under the delegation of a registered nurse to provide some authorized nursing services.  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | C. We typically have a registered nurse in the building for <u>5</u> days per week totaling <u>40</u> hours per week..  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | D. We typically have a licensed practical nurse in the building for <u>0</u> days per week; totaling <u>0</u> hours per week.   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | E. Additional comments regarding nursing services:  |

**Assistance can be provided for glucometer testing. Resident must be able to self administer prefilled insulin injections and/or accurately draw and administer their own injections. If resident is temporarily unable to administer the needed injections and the RN is called in during non-office hours to administer the injection a \$18 fee with will be charged to private pay residents per injection. Assistance by a RN of over 14-days will be reassessed by Director of Nursing.**

**A RN can provide sterile dressing changes and treatments on a temporary and/or occasional basis as ordered by a licensed physician. If dressing changes and treatments are required during non-office hours private pay residents will be charged a \$18 fee per procedure.**

**Assistance can be provided with a licensed physician's ordered treatment (ie., wound care, topical, ointments, drops, enemas, suppositories, etc.).**

**IV. Help With Medications**

All boarding homes must assist you, if you want help, with taking your medications. Someone other than a licensed nurse may provide such assistance. Assistance includes reminding you to take your medications, handing to you and/or opening for you the medication container, and putting the medications in your hand.

Yes    No

- A. We have a licensed nursing staff available to administer directly, or to supervise the administration of the medications listed below:
  - 1. Administration of oral and topical medications and eye/ear/nose drops.
    - a. We use nursing assistants under the delegation of a registered nurse to administer drops and oral and topical medications.
- B. Administration of injections, excluding insulin.
- C. Administration of insulin injections.
- D. Additional Comments:

**Insulin dependent residents may use pre-filled syringes filled by a licensed pharmacist and/or demonstrate the ability to draw and administer their own medication. Before a resident is permitted to self administer medications a RN will assess their ability to administer their own medications safely. The RN will assess this ability on an on-going basis. Residents who the RN determines as unable to administer their own medications safely will receive the facility's medication assistant program.**

**If you choose a pharmacy that doesn't deliver to the facility you will be charged a medication pickup fee for an employee to pickup your medications.**

**V. Family Assistance With Medications Service**

Yes    No

- We permit family members to provide medication services to residents under the following conditions:  
**This includes over-the-counter (OTC) medications and herbs.**

**VI. Resident Arranged Services**

We allow residents to independently arrange for outside services under the following conditions:

**Services provided by an independent caregiver must be prearranged with the Administrator and/or Director of Nursing. See Section I (d) of this agreement.**

**VII. Care for Residents With Dementia, Developmental Disabilities, or Mental Illness**

Boarding homes that choose to serve residents with dementia, developmental disabilities, or mental illness must provide their staff with specialized training in these areas.

We serve persons with the following needs:

Yes    No

- |                                     |                                     |                                |
|-------------------------------------|-------------------------------------|--------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | A. Dementia.                   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | B. Developmental Disabilities. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | C. Mental Illness.             |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | D. Other (specify):            |

**Resident must be in a stable and predictable condition with an appropriate diagnosis. A RN and or designee will perform an assessment, before admission to the facility.**

**Any resident who has been determined by the RN to exhibit potential harmful behaviors to self or others will not be permitted to live at the facility.**

**Residents that demonstrate repeated exit seeking behaviors that can not be redirected may not be permitted to live at the facility.**

**Residents who elope from outside activities may be assessed for their appropriateness to attend future outside activities.**

**VIII. Transportation Services**

Boarding homes are not required to provide or help with transportation.

We will provide the following optional services:

Yes    No

- |                                     |                                     |  |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | A. Provide transportation to medical appointments:   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 1. With staff escorts.   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 2. Without staff escorts.  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | B. Help arrange transportation to medical appointments.  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | C. Comments, limitations or details regarding transportation services:<br><b>See Section I. concerning arranging health care appointments.</b> |

**IX. Ancillary Services**

We have available either directly or by contract, the following additional ancillary services:

Yes No

- A. Social work services.
- B. Religious or spiritual support services.
- C. Other (specify) or comments:

Religious and spiritual services are arranged through our scheduled activities. We can offer assistance with obtaining off site support services, if requested.

**TELEPHONE SYSTEM:** Evergreen owns its own telephone system; thus, the resident is required to establish apartment service with the front office. The monthly basic charge is \$22 per month, which is pre-billed on the monthly statement. Other charges (long distance, directory assistance, collect calls, etc.) are billed as used. Additional information on charges is provided upon request and admission. Evergreen does not offer reduced rates on our monthly rate.

**REPORTS OF MISSING ITEMS:** When a resident reports any missing items it is our policy to assist the resident with searching for the item. Resident's permission will be documented upon admission in their Service Plan. The resident may not always be present when our staff are searching due to the resident being out of the facility or unable to participate in the search.

**X. Services Related to Smoking**

We:

Yes No

- A. Maintain a smoke-free community.
- B. Permit smoking as specified in your negotiated service agreement.
- C. Permit smoking in designated outside areas.
- D. Permit smoking in designated common areas inside.
- D. Permit smoking in your own room.
- E. Permit smoking throughout the premises.

**XI. Services Related to Pets**

Pets allowed by the boarding home (excluding service animals) must have regular veterinarian examinations and immunizations, appropriate for the species, and must be free of diseases transmittable to humans.

We:

- A. Do not permit pets (excluding service animals).
- B. Permit you to have pets under the following conditions.

**Pets are not allowed to live in the facility**

**Dogs may accompany their owner on a controlled leash for short visits. Management reserves the right to require the removal of pets on a temporary or permanent basis, if deemed necessary for the safety and tranquility of residents.**

**The pet owner is responsible for their pet's actions and the owner is responsible to clean up after the dog.**

**XII. Services Related to End-Of-Life Care**

Please ask if we will be able to support any advanced directives you may have or choices you may make regarding end-of-life decisions.

**XIII. Payments**

Washington State law, RCW 70.129.030(4), requires the boarding home to inform each individual, or their representative, in writing, of the charges for services, items and activities customarily available in the facility or arranged for by the facility including charges for services, items, and activities not covered by the facility's basic per diem rate. Contact the boarding home for this information if not already provided.

It is important to note that because each boarding home structures its pricing differently, there may be additional charges associated with any service the boarding home provides or makes available.

**XIV. "Bed Hold" Services**

If you are a Medicaid resident and you need to be in a hospital, nursing home, or other rehabilitation facility or are otherwise away from our facility, we will hold your bed for you if you are likely to return to the facility and are eligible for a Medicaid covered bed hold for a period of up to 20 days:

If you are a private pay resident, the facility may choose whether or not to hold your bed during an absence. **Residents are required to pay the full months rent as billed by the 15<sup>th</sup> of each month. Pro-rated refunds are calculated based on the date the apartment is fully vacated of all personal belongings.**

**XV. Medicaid Support**

We:

- A. Do not accept Medicaid as a source of payment.
- B. Will accept Medicaid payments for any resident.
- C. Will accept Medicaid payments only under the following conditions:

**Evergreen Estates designates certain style apartments for residents who utilize COPES. These designated apartments are smaller in size than the the private pay apartments. Admittance into facility is depending on RN assesment and availability of these apartments.**

**Private pay residents are required to inform the front office when they begin to file for COPES (Medicaid Assistance). This allows the facility to project apartment occupancy and openings.**

**Depending on the occupany level of our facility the designated COPES apartments may be full for residents converting from private pay. In this instance residents are required to agree & sign our transfer agreement. If the resident refuses the transfer agreement's terms the resident will be required to vacate their current apartment for another facility that will take COPES residents. The resident may be added to our COPES apartment waiting list.**

**XVI. Fire Protection Services**

We have the following:

- A. Fire sprinklers throughout, in all resident and non-resident areas.
- B. Fire sprinklers in some, but not all areas (Explain):
- C. No fire sprinklers.

Home/Provider: **Evergreen Estates Retirement & Assisted Living Community, LLC**

### XVII. Security Services

We have the following security service to help protect residents with cognitive impairments and wandering behaviors:

Check applicable response:

- A. Restricted use of exit doors in a designated portion of the building designed to serve residents with dementia.
- B. Restricted use of exit doors throughout the building.
- C. Outside area available with restricted egress.
- D. Other protective features (Explain):

**Front lobby doors are locked at approximately 8 PM. Residents and visitors can obtain entrance after 8 PM by pushing the call button in the main entry or use their issued key.**

### XVIII. Scope Of Licensed Services

This facility:

- Currently has a boarding home license for all resident rooms in the building.
- Does not currently have a boarding home license for all resident/tenant rooms in this building.

### For More Information

CONTACT

**Peter A. Camerlo, Administrator -or- Peggy Adamek, Assistant Administrator**

TELEPHONE NUMBER

**(509) 758-5260**

FAX NUMBER

**(509) 758-1992**

E-MAIL ADDRESS

**NONE**

WEB SITE

**[evergreenestatesclarkston.com](http://evergreenestatesclarkston.com)**

For more information about boarding homes in general, you may visit Aging and Disability Services Administration on the Internet at:

<http://www.aasa.dshs.wa.gov/professional/bh/>

The boarding home licensing rule is Washington Administrative Code 388-78A, and may be found on the Internet at

<http://www.leg.wa.gov/wac/index.cfm?fuseaction=chapterdigest&chapter=388-78A>

The boarding home resident' rights law is Revised Code of Washington 70.129, and may be found on the internet at

<http://www.leg.wa.gov/RCW/index.cfm?fuseaction=chapterdigest&chapter=70.129>