



Assisted Living

RESIDENT HANDBOOK



Ohio Living
Llanfair

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ASSISTED LIVING HANDBOOK

Thank you for choosing us!

Our Mission is to provide adults with caring and quality services toward the enhancement of physical, mental and spiritual well being consistent with the Christian Gospel.

Our Philosophy

We believe in **INCLUSIVENESS**. We are open to residents, clients, staff, and volunteers of all religious faiths without discrimination of any kind.

We believe in a **HIGH ETHICAL STANDARD**. Not only do we hold ourselves to the letter but also to the spirit of the law in all tasks and relationships.

We believe our reputation for **HIGH QUALITY AND CARING SERVICE IS OUR MOST VALUABLE ASSET**. We strive to make excellence the mark in all that we do.

We believe that **DEDICATED STAFF AND VOLUNTEERS** are the key to providing high quality and caring service. The chief responsibility of management is to help them succeed in their efforts.

We believe in **RESPECT** for all whom we serve. We guard privacy, dignity, independence, and safety to the best of our ability.

We believe in **RESPONSIVENESS** to those whom we serve and who serve with us. We provide opportunity for them to voice their concerns and make suggestions.

We believe in the necessity of **INNOVATION**. We encourage everyone in the organization to take initiative, be creative, and constantly improve.

We believe that **EFFECTIVE COMMUNICATION** among ourselves, our constituencies, and the public is essential to success. We work continually to upgrade our communications.

We believe in **FINANCIAL STABILITY**. We always assure financial capability to support the services we have chosen to pursue.

We believe in being a **GOOD NEIGHBOR**. We cooperate in benefiting community welfare wherever we serve.

Welcome to Ohio Living Llanfair!

Welcome to Ohio Living Llanfair and the Ohio Living family. We know you will enjoy the wonderful lifestyle Llanfair offers. Certainly the many benefits, services and activities available at Llanfair make it an outstanding choice.

As you move in and get settled, you will learn of opportunities to become involved in the life and activities of your community. You may wish to attend and participate in the resident monthly meetings.

Active communication is one of the ten values and beliefs that serve as the foundation for our organization. We encourage you to talk freely with the executive director and other dedicated staff members. In addition, we periodically host “listening events” where residents have the opportunity to share ideas and ask questions of us.

All that we do is directed toward fulfilling our mission “to provide caring and quality services” to you, our resident. We support staff dedication and willingness to work together with you as a team making Llanfair not only the best place to live, but the best place to work as well.

We are glad that you have chosen Llanfair as your new home. Along with the Llanfair staff, we are looking forward to working with you to make this one of the most fulfilling times of your life.

About Ohio Living Llanfair

In 1957, a group of pastors from the Cincinnati, Dayton and Portsmouth Presbyteries dedicated a 40-room building, which was the beginning of Llanfair Retirement Community in Cincinnati’s historic College Hill. Our beautiful, park-like campus now consists of two independent apartment buildings, a 76-bed skilled nursing area, assisted living studios and apartments, a separate Rehab Center and Rehab gym, all nestled on 14 acres.

Our campus is part of Ohio Living, a statewide not-for-profit organization of 13 life plan communities, providing a full range of services.

Accidents

Ohio Living Llanfair staff attempts to provide a safe and secure environment for the residents. We also recognize that there are hazards that may occur during normal operations. It is important that residents report any hazardous environmental situations to a staff member in Assisted Living.

Should you, a guest or another resident experience a fall or injury in your home or any common area, please notify the nurse right away.

Activities

The Activities Department schedules events and activities for residents.

After you have moved in, a team member from the Activity Department will stop in to see you. They will bring you a calendar and explain the planned events. This is also a good time for you to share your interests with them. We welcome your suggestions.

Banking Services Personal Use Account

You can set up a Personal Use Account at Ohio Living Llanfair and simply deposit money into this account. Then, if you need money for a lunch outing or maybe to purchase something in the Ohio Living Llanfair Gift Shop, call the Director of Assisted Living at 591.4552 to withdraw money.

If you are unable to reach the director, let your nurse know and they will help you.

Beauty/Barber Shop

The Beauty/Barber shop is located in the lower level of the Terrace building. Appointments can be made by calling 591.4539.

Please let your nursing aide, or your nurse know, if you need assistance in making an appointment.

Chaplain Services/Spiritual Life

Contact the chaplain at 591.4526.

A chaplain is available on campus to provide holistic pastoral care in the form of visitation, counsel, prayer and anointing for residents of Ohio Living Llanfair. Should you choose to remain active in your own faith community, the chaplain's services are secondary to and supportive of that ministry. The active support of your spiritual needs and participation in the spiritual life of this community by your clergy is encouraged. In the event of an emergency or crisis, every effort is made to keep your clergy informed, with your permission.

The chaplain provides ecumenical religious services and the clergy of local area churches lead worship from time to time as well. The chaplain will gladly arrange for special rites or sacraments from various faith traditions upon request.

A listing of various worship services, Bible studies and special programs are publicized on weekly calendars and in the monthly Ohio Living Llanfair resident newsletter. You will note that these studies and programs take place in various living settings around campus. You are welcome to join any group that fits your interests and schedule.

Common Terms and Abbreviations

OLLF	_____	Ohio Living Llanfair
T	_____	Terrace
AL	_____	Assisted Living – Terrace Building
LC	_____	Living Center
Grove	_____	Memory Care Neighborhood
BW	_____	Belwood – Independent Apartment Building
LW	_____	Larchwood – Independent Apartment Building
CC	_____	Campus Center
WC	_____	Wellness Center
		Café/Exercise Room/Fitness Center/Walking Track

Copy Service

Copies can be made for you by the receptionist at the Terrace front desk. A nominal fee is assessed for copies.

Crystal Room/Library

The Crystal Room is located on the second floor of Assisted Living. There are books on the shelves in this room for you to borrow. No formal sign-out is needed.

Dietitian Services

Weights are monitored monthly. Recommendations are made, if there is a major weight gain or weight loss.

Dining Guests

Your guests are welcome to dine with you. A meal ticket can be purchased at the Terrace front desk and charged to your monthly statement, or paid for by cash or check. Residents having guests are asked to come to the later seatings for lunch and dinner.

If you should happen to have several guests coming, it is helpful to make your reservations in advance by calling the Terrace kitchen at 591.4522.

Dining Services

Meals in Assisted Living are provided three times a day. Residents receive menus and make their selections a week in advance. Selective menus are offered daily and there are ala carte items as well.

Meal Times:

Breakfast _____ 7 to 9 a.m.

Lunch _____ Two seatings: 11:30 a.m. and 12:30 p.m.

Dinner _____ Two seatings: 4:30 and 5:30 p.m.

Dress Code

Appropriate dress is necessary in all common areas, lounges, the dining room, lobby, etc. All residents should avoid nightclothes in public places.

Hygiene

Sanitary hygiene is a standard expectation to maintaining a healthy lifestyle here at Ohio Living Llanfair. Residents, resident Apartment homes, common areas, lounges, the lobby, dining room, etc., must be kept free of odors and unsanitary conditions.

On occasion, the situation may arise where crucial conversations which enforce our hygiene standards may need to take place between a resident, family member and an Ohio Living Llanfair professional. Ohio Living Llanfair is committed to confidentially helping those who need assistance with bathing and dressing.

Emergency Call System

All studios and apartments in Assisted Living are tied into an Emergency Call System. Each home has a pull cord in the bathroom, one in the bedroom and some have pull cords in the living room. Also, every resident has a pendant to wear (these pendants are effective in the resident's room and just outside their home in the hallway).

When a pull cord or a pendant is activated, an alarm will sound in the nurses' office. An aide will respond to your apartment home.

Entrance Doors – Terrace Building

All main entrance doors on the Ohio Living Llanfair campus are secured 24/7 for resident safety. The Terrace building entrance is monitored by a receptionist during the day and security guard in the evening. The main entry gate located off of Llanfair Avenue is open from approximately 6:30 a.m. to 8 p.m. If you go out for the evening and plan to come home after 8 p.m., please advise an Assisted Living team member so that they can inform the security guard to open the gate for you.

Faxes

Local faxes may be sent free of charge at the reception desk in the Terrace lobby/main entrance. The number is 513.681.0417 to receive a fax. The Terrace front desk is staffed Monday through Friday, weekends and holidays, 8 a.m. to 4 p.m. to assist you with sending and receiving faxes.

Financial Information

At the time of admission the admissions director discussed with you specific rates for your setting. You are always billed a month in advance and payment is due by the 15th of each month.

Fire & Severe Weather Procedures

Emergency Disaster Plan:

A comprehensive disaster plan has been designed for the quick, efficient evacuation and protection of our residents in case of fire, tornado or other major disasters. Periodic fire drills and in-services keep staff informed and aware of these procedures.

Fire Procedure

When the Fire Alarm Sounds:

- Close your door and windows and remain in your room until you receive instructions from staff or firemen.
- If smoke enters your room, put a wet towel at the base of the door.
- If you are in a hallway, go to the nearest room and shut the door.
- DO NOT use the elevators when alarm sounds. Our stairwells are fireproof and are the only approved exits.

If You Discover a Fire in Your Room:

- DO NOT attempt to put it out.
- Leave your room immediately and close the door.
- Activate the nearest fire alarm.
- Go to the nearest room not in the fire area and close the door.
- Notify the reception desk of the fire's location by calling 681.4230.
- Stay in that room until you receive further instructions from staff or fire personnel.

REMEMBER...

- Don't use elevators.
- Become familiar with the locations of the fire alarm pulls.
- Keep reception desk number posted by your phone 681.4230. You will then be prepared should an emergency occur.

Tornado Procedure

When the siren sounds (local siren or county siren) this means a tornado has been sighted in the area. The building alarm will be sounded.

- Close all of the windows in your room.
- Go into the corridor outside your room, to the area between doors.
- The door to your room must be securely closed.
- DO NOT go into the lounges or center hallways where there are windows.
- You will receive instructions as to whether it is necessary to move to another location.
- DO NOT carry chairs or movable solid items with you except a blanket to cover or protect yourself from flying objects.

Guest Accommodations

A guest apartment may be available on the campus for your overnight guests. Call the Larchwood receptionist at 591.4563 for availability and more information.

Health Services

The Assisted Living area is staffed with nurses and state certified aides. Routine healthcare is provided by the staff, which can include bathing, dressing assistance, assistance with transferring (one person assistance) and assistance with ambulation.

Residents have the choice of visiting their own physician in their office or seeing the physician at Ohio Living Llanfair. If a resident chooses to see their own physician(s) independently, outside of Ohio Living Llanfair, the resident must ensure that medical records of the visit(s) are given to Ohio Living Llanfair for the resident's medical chart. Please contact the Director of Assisted Living at 591.4552 with any questions.

Medications are ordered by the nurse and administered by the nurse. There are exceptions by which residents administer their own medications. All medications taken by Assisted Living residents must be ordered by a physician.

Housekeeping Services

Your room is cleaned by the housekeeping staff once a week. The bathroom is cleaned, carpets are vacuumed and the furniture is dusted (you may wish to dust delicate items).

Trash is picked up by the aides on each shift.

Draperies are cleaned annually and carpets are cleaned on an "as needed" basis.

Keys

Prior to your move-in, the Marketing/Admissions Department will provide you with a key to your room. If you lose your key, please notify your nurse.

There is a \$30.00 charge to replace a lost key.

Laundry Services

Laundry services, for washable clothing, are provided for all residents in Assisted Living. These guidelines will explain the procedure for laundry services.

- All clothing must be marked with your name. We will label your clothing for you by a process that heat-treats the label into the garment. Marking of clothing can also be done with a permanent black marker. Please use first initial and last name. If you receive new clothing, please give to an Assisted Living aide or the nurse. Please make sure your name is written on the bag or include a note with your name on it. Items will be taken to the Laundry Department to be marked.
- Personals (unmentionables) will be delivered back to you on Tuesday along with personal linens, if you are using your own linens. Hanging clothing will be returned to you on Thursday.

Leave of Absence

Residents leaving the Assisted Living area are asked to “sign out” on the sheet located next to the resident lounge and to let your nurse know that you are leaving.

Even if you leave with family to have lunch or go to a doctor appointment, it is helpful if you sign out and let your nurse know that you are leaving the premises.

The Life Care Commitment

The Life Care Commitment is supported through donations to the Ohio Living Foundation. For more information, please call the Director of Assisted Living at 591.4552.

Lost and Found

If you lose something, please report it to your nurse. Found items should be brought to the Terrace reception desk.

Mail

Your mail is delivered to your door daily between the hours of 11:30 a.m. and 1p.m. Stamped outgoing mail can be left at the Terrace front desk for mailing.

Maintenance Requests

Please report any maintenance needs to a nurse or any staff member in Assisted Living. A work order will then be submitted for you.

Meal Delivery

During times of illness, tray delivery can be arranged by calling the nurses’ station at 591.4525. There is no charge for incidental tray delivery. If you need daily tray delivery, this will be part of your level of care.

Medications

Upon your move-in to Assisted Living, a nurse will do an assessment to determine how your medications should be administered.

Families occasionally will take part in medicine management for the resident.

Monthly Resident Meeting

A monthly resident meeting is held on the last Tuesday of the month in the Assisted Living lounge. All residents in Assisted Living are invited to attend this meeting.

Monthly Statements

Your monthly statement will be distributed or mailed the first week of every month. Payment is due on the 15th of that month and can be sent by mail or given to the receptionist at the Terrace front desk.

Move Out Policy

If for any reason a resident in Assisted Living should permanently vacate a unit, possessions should be removed within fourteen (14) days, unless the executive director has allowed an extension. After fourteen (14) days, we may remove all personal belongings and store them at your expense. You will be billed the daily rate until your possessions have been removed.

Noise Abatement

Radios and televisions should not be played so loudly as to disturb your neighbors. Radios and televisions should be at reduced volume after 9 p.m. If the sound level of the radio or TV must be excessive to be heard by the resident, headphones should be used.

To report excessive noise, please notify the nurse.

Ohio Living Llanfair's Main Telephone Number

The main telephone number is 681.4230.

Ohio Living Llanfair Resident Newsletter

The Ohio Living Llanfair resident newsletter is published monthly. The newsletter is delivered to each room.

The newsletter provides information about upcoming events, resident and employee birthdays, employee anniversaries, educational programs, spiritual opportunities, as well as creative writing and various stories and poems.

Outings

Outings are scheduled frequently. You may be interested in lunch out at a new restaurant or an old favorite. You will be notified when outings are scheduled so, if you wish to join the group, you can sign up.

Personal Shopper

Let the Assisted Living nurse know if you need to have something purchased for you.

Personal Transportation Devices

Motorized devices such as wheelchairs and scooters must be operated in a safe manner to protect all residents from injury.

Personal transportation devices must be set on the lowest speed possible when indoors, they must not obstruct doorways or hallways, and they may not be parked in the dining room during hours of operation. Personal transportation devices must be stored in the resident's room when not in use.

When operating a personal transportation device, the horn must be sounded three times when backing up or approaching other persons from behind. A safety flag must be attached to the device, if operating outdoors and the addition of rearview mirrors is recommended. Taking a vehicle on community transportation may require additional safety requirements and training.

The maintenance department cannot repair personal transportation devices. Any damage to property inside or outside the resident's apartment or cottage resulting from the use of a personal transportation device is the sole responsibility of the resident.

The user of a personal transportation device must carry renter's or homeowner's insurance to cover any accidents. This addendum to your insurance may be called "recreational vehicle coverage." Please contact your insurance agent for advice. Ohio Living Llanfair cannot be responsible for property damage or injuries resulting from accidents involving personal transportation devices.

Personal Use Account

Residents who do not need full banking services may choose to maintain a "personal use account." Personal use money is safely kept in an account and is available upon request.

If you wish to open a "personal use account," please contact the Director of Assisted Living at 591.4552.

Pets

Assisted Living residents may have no more than two of any combination of cats, birds, hamsters, or gerbils.

Pets must be examined and vaccinated (where appropriate) at least yearly. Vet records must be kept by the pet owner and available to be reviewed, if asked. Any damage caused by the pet will be the responsibility of the owner.

Pet owners must make arrangements for the care of their pet, in the event they will be away, or are no longer able to care for the pet.

The animal must be checked by a designated staff person before admission to the campus.

Dogs:

Residents may have one dog. Dogs may be no larger than 15 inches at the shoulder. Dogs must be spayed or neutered. They must be quiet, housebroken, not aggressive and not be destructive to the facility. When exercising the animal outdoors, residents must clean up after the animal. Dogs must be controlled on a short leash inside the building and in the control of their owners when outdoors. When using the elevator, the dog must be placed next to the wall with the owner providing a barrier between the dog and other persons on the elevator. Ohio Living employs a “one bite” rule. Dogs that are generally recognized violent breeds will not be allowed on campus. Any biting incident will be investigated and, providing there were not extenuating circumstances, other arrangements must be made for the dog off campus. Residents must report any bite to administration.

Cats:

Cats must be neutered or spayed. They must be litter trained, quiet and not destructive to community property. Cats must be controlled by an animal carrier or leash when not in the resident’s room. Litter must be kept clean, free of odor and disposed of in a plastic bag, secured and placed in trash.

Birds:

Birds must be quiet and not destructive to the facility. Cages must be kept clean and free of odor.

Pharmacy Choice

The pharmacy used by Assisted Living is OmniCare. Residents can also order their medicines by mail order. The pharmacies at Walgreens and Mullaney’s in White Oak deliver.

Physician Services

Ohio Living Llanfair has a Medical Director for Assisted Living, but residents do have the choice of their physician.

If a resident chooses to see their own physician(s) independently outside of Ohio Living

Llanfair, the resident must ensure that medical records of the visit(s) are given to Ohio Living Llanfair for the resident's medical chart. Please contact the Director of Assisted Living at 591.4552 with any questions.

Please see the Assisted Living nurse to make an appointment with the Medical Director.

Resident Concern Policy

The staff at Ohio Living Llanfair works diligently to provide an enjoyable and safe living experience for the residents. However, we recognize that issues occasionally arise that may be difficult to resolve to the satisfaction of all parties involved. Therefore, a procedure has been implemented to address resident concerns.

Any concern between two or three parties that has defied resolution can be brought to the attention of the nurse on duty. If the resolution to the concern is not acceptable to the party(ies) involved, the problem may be brought to the executive director/administrator at 591.4561.

Although it is preferable to deal with concerns within the administration of the campus, it may become necessary to request a review of the concern by Ohio Living Corporate personnel. Ohio Living maintains a Hot Line for those persons who feel they need corporate interventions to reach an acceptable solution to the concern. The Hot Line number is 1.877.780.9366.

Smoking Policy

In the interest of members of our community who are bothered by or allergic to cigarette, cigar or pipe smoke, smoking is not permitted anywhere in the building.

Suggestion Box

A suggestion box is located in the Assisted Living lounge. Your suggestions and comments are appreciated.

Telephone Service

Telephone service may be ordered at the expense of the resident by contacting Cincinnati Bell at 513.565.2210.

Terrace Reception Desk

The Terrace front desk, located at the main entrance, is staffed Monday through Friday from 8 a.m. to 8 p.m., weekends from 8 a.m. to 4 p.m., and on holidays from 8 a.m. to 4 p.m.

The receptionist can assist you with:

- Purchase of meal tickets for guests
- Purchase of postage stamps
- Making copies (minimal charge)
- Faxing
- Accepting monthly payments

Stamped outgoing mail can also be left at the front desk.

Tipping and Gratuities

Employees are not permitted to accept or solicit tips/gifts, directly or indirectly, from residents, their families or guests. A staff member will be subject to disciplinary action for accepting any type of gratuity.

A resident who wishes to show appreciation for services may do so by making a contribution to the Employee Christmas Fund which is divided proportionately among employees in mid-December. The Ohio Living Llanfair Resident Representative oversees the account and the collection and distribution of funds.

Transfer Policy – Different Levels of Care

The goal at Ohio Living Llanfair is to help residents maintain the highest level of independence as possible.

However, at times it becomes necessary for a resident to transfer from one area to another. Members from the census committee and the Assisted Living nurses work with the resident and their family in making this decision.

If at any time a resident becomes a threat to their safety or the safety of other residents, Ohio Living Llanfair reserves the right to assist them in securing a suitable placement.

Transportation Requests

If you need to set up transportation for doctor appointments, please tell the nurse in Assisted Living and they will assist you.

Trash Disposal

Trash is collected regularly either by nurse aides or on days your room is cleaned by the housekeeping staff.

Visitors

Ohio Living Llanfair is a home for its residents. Therefore, residents can have visitors at their convenience. Standard visiting hours are not enforced. For safety reasons, visitors are asked to sign in and out and pick up a visitor badge at the Terrace front desk.

Volunteer Program

The volunteer program at Ohio Living Llanfair consists of trained individuals or groups who willingly provide free services to our residents. They do not perform the work of employees, but provide extra services that enhance life here.

Many residents find that their involvement as volunteers not only helps others but also brings personal benefits. Resident volunteers are matched with jobs appropriate to their interests, skills, physical ability, and time schedule. No one is pressured to become a volunteer.

Volunteers can be seen in the Living Center delivering mail (and reading, if necessary), writing selective menus, pushing wheelchairs, and assisting with activities.

If you are interested in the volunteer program, contact the Director of Successful Living at 591.4548.

Voter Registration

You may register to vote by contacting the Director of Assisted Living at 591.4552.

Absentee voting is available, as is transportation to the Larchwood apartment building, the official polling station here on campus.

Worship Opportunities and Bible Study

- Sunday Vespers is held at 3 p.m. in the Terrace Chapel. Holy Communion is served on the second Sunday of each month.
- A worship service is held Sunday mornings at 11 a.m. in the Living Center large dining room. Holy Communion is served on the second Sunday of each month.
- Catholic Mass is held each Tuesday at 10:30 a.m. in the Living Center large dining room.
- Bible Study is held the second and fourth Monday each month at 1:30 p.m. in the Crystal Room (2nd floor Assisted Living).

Ohio Living Rights and Responsibilities of Residents

(For all levels of care)

1. Age and Conduct. The Resident must be at least 55 years of age. Resident promises to conduct himself/herself in a socially acceptable manner, consistent with the peace and harmony of the Ohio Living community.
2. Loss or damage. Resident is responsible for any loss, damage, or theft, or any other cause, of Resident's personal property. Ohio Living will not be responsible for Resident's losses of money or property.

3. Personal items. Resident is responsible for providing for himself/herself with suitable and sufficient clothing and personal necessities at Resident's own expense.
4. Maintenance of Unit. Resident shall maintain the Unit in a good, clean and orderly condition, free of waste and other abuses at his or her own expense. Resident promises to:
 - a. Keep the Unit in a safe and sanitary condition;
 - b. Dispose of all trash in the areas designated for such use by Ohio Living at such times as designated by Ohio Living;
 - c. Use all electrical and plumbing fixtures in a proper manner and keep them clean and operational;
 - d. Not destroy or damage the Unit in any way, and forbid his or her guests from destroying or damaging the Unit in any way; and
 - e. Abide by and comply with all laws, housing, health and safety codes and regulations.
 - f. If a resident is unable to meet one or more of these responsibilities due to disability, the Resident with disabilities may request the provision of reasonable accommodation and/or a reasonable modification of the unit to assist the Resident maintain compliance.
 - g. In the event that Resident does damage or causes repairs to be made by Ohio Living to the Unit due to the wrongful conduct or negligence of the Resident or his or her guests, the Resident promises to promptly pay Ohio Living for the damage when billed.
 - h. Resident further agrees that no alterations, additions or improvements shall be made to the interior or exterior of the Unit without prior written consent of Ohio Living. Upon vacating the Unit, Resident may not remove any such additions and improvements without the prior written consent of Ohio Living. Unless such consent is granted, all additions and improvements shall become the property of Ohio Living. Resident shall promptly pay for all work and materials for all alterations, additions, and improvements to the Unit. Resident shall promptly discharge and pay any and all mechanic's liens arising from any such alterations, additions or improvements to the Unit. Ohio Living, in its sole discretion, may require Resident, at his/her sole cost and expense, to restore and return the Unit to its original condition.
5. Damage to Ohio Living' property. Resident is responsible for payment for any loss or damage to any community at Ohio Living or its property caused by Resident or any person or animal in Resident's charge.

6. Insurance. Resident is responsible for providing personal property and liability insurance to cover Resident, Resident's guests, and Resident's possessions. If Resident has an authorized personal mobility aid device and causes damage or injury, Ohio Living will not be liable for any damage or injury unless caused by Ohio Living's own negligence. Ohio Living will not be responsible for and Ohio Living's insurance will not protect Resident against any loss or damage to Resident's personal property from theft, fire, or other cause. Resident and Ohio Living each agree to and hereby do waive all rights of recovery and causes of action against the other for damage to property caused by any of the perils covered by any of their respective policies of insurance as now or hereafter in force, notwithstanding that any such damage or destruction may be due to the negligence of either party, or persons claiming under or through them.
7. Attending Physician. This provision does not apply to those residents in Ohio Living's Independent Living facilities. However, Ohio Living does strongly encourage Independent Living residents to be under the medical care of a licensed physician. Resident in licensed areas will agree to be under the medical care of an attending licensed physician chosen by Resident, subject to the physician meeting the requirements of Ohio Living's Physician Credentialing Policy. In the event that the Resident's physician (a) is unavailable in the event of an emergency or (b) fails to comply with Ohio Living rules or procedures or applicable local, state or federal law, the Resident shall immediately choose another physician who agrees to follow and abide by the rules, policies, and procedures of Ohio Living and of the state and federal governments. Ohio Living may require the Resident to utilize the services of Ohio Living's medical director or another physician. The Resident understands and acknowledges that the attending physician is not an employee of Ohio Living and that Ohio Living is neither liable nor responsible for the acts or omissions of the attending physician. Resident acknowledges that he/she remains responsible for fees due his/her physician.
8. Guardianship. Resident agrees that if he/she becomes unable to handle his/her personal or financial affairs and does not have a duly authorized representative, or in the event that any duly authorized representative whom Resident has previously appointed is not properly providing for Resident's care, Resident authorizes Ohio Living, in its discretion, unless otherwise agreed in advance, to apply to a court of competent jurisdiction for appointment of a Guardian for Resident and/or Resident's estate.
9. Financial Disclosure. If requested every two (2) years, Resident agrees to provide Ohio Living an updated financial disclosure report and a federal income tax return. Resident also agrees to provide an updated financial disclosure report (i) if requested by Ohio Living, upon Resident moving permanently from one level of care into another in the Ohio Living community or (ii) upon Resident's request for

Financial Assistance. In all cases, requested reports shall be provided within 60 days.

10. Ohio Living Facilities. Resident may share with all residents the use of the common grounds and facilities at Ohio Living in any manner consistent with Ohio Living' policies.
11. Residential Use. Resident's Unit is for residential purposes and may be used in any manner consistent with Ohio Living' policies.
12. Changes In Occupancy Status. In the event that Resident has a subsequent change in his/her occupancy status, i.e. through marriage or divorce, Ohio Living may require the execution of a new agreement and/or the payment of additional fees. Any additional party subsequently residing with Resident in the Ohio Living community may be required to qualify for admission to Ohio Living.

(A) The rights of residents of a home shall include, but are not limited to, the following:

- (1) The right to a safe and clean living environment pursuant to the Medicare and Medicaid programs and applicable state laws and rules adopted by the director of health;
- (2) The right to be free from physical, verbal, mental, and emotional abuse and to be treated at all times with courtesy, respect, and full recognition of dignity and individuality;
- (3) Upon admission and thereafter, the right to adequate and appropriate medical treatment and nursing care and to other ancillary services that comprise necessary and appropriate care consistent with the program for which the resident contracted. This care shall be provided without regard to considerations such as race, color, religion, national origin, age, or source of payment for care.
- (4) The right to have all reasonable requests and inquiries responded to promptly;
- (5) The right to have clothes and bed sheets changed as the need arises, to ensure the resident's comfort or sanitation;
- (6) The right to obtain from the home, upon request, the name and any specialty of any physician or other person responsible for the resident's care or for the coordination of care;
- (7) The right, upon request, to be assigned, within the capacity of the home to make the assignment, to the staff physician of the resident's choice, and the right, in accordance with the rules and written policies and procedures of the home, to select as the attending physician a physician who is not on the staff of the home. If the cost of a physician's services is to be met under a federally supported program, the physician shall meet the federal laws and regulations governing such services.
- (8) The right to participate in decisions that affect the resident's life, including the right to communicate with the physician and employees of the home in planning the resident's treatment or care and to obtain from the attending physician complete and current information concerning medical condition, prognosis, and treatment plan, in terms the resident can reasonably be expected to understand; the right of access to all information in the resident's medical record; and the right to give or withhold informed consent for treatment after the consequences of that choice have been carefully explained. When the attending physician finds that it is not medically advisable to give the information

to the resident, the information shall be made available to the resident's sponsor on the resident's behalf, if the sponsor has a legal interest or is authorized by the resident to receive the information. The home is not liable for a violation of this division if the violation is found to be the result of an act or omission on the part of a physician selected by the resident who is not otherwise affiliated with the home.

(9) The right to withhold payment for physician visitation if the physician did not visit the resident;

(10) The right to confidential treatment of personal and medical records, and the right to approve or refuse the release of these records to any individual outside the home, except in case of transfer to another home, hospital, or health care system, as required by law or rule, or as required by a third-party payment contract;

(11) The right to privacy during medical examination or treatment and in the care of personal or bodily needs;

(12) The right to refuse, without jeopardizing access to appropriate medical care, to serve as a medical research subject;

(13) The right to be free from physical or chemical restraints or prolonged isolation except to the minimum extent necessary to protect the resident from injury to self, others, or to property and except as authorized in writing by the attending physician for a specified and limited period of time and documented in the resident's medical record. Prior to authorizing the use of a physical or chemical restraint on any resident, the attending physician shall make a personal examination of the resident and an individualized determination of the need to use the restraint on that resident.

Physical or chemical restraints or isolation may be used in an emergency situation without authorization of the attending physician only to protect the resident from injury to self or others. Use of the physical or chemical restraints or isolation shall not be continued for more than twelve hours after the onset of the emergency without personal examination and authorization by the attending physician. The attending physician or a staff physician may authorize continued use of physical or chemical restraints for a period not to exceed thirty days, and at the end of this period and any subsequent period may extend the authorization for an additional period of not more than thirty days. The use of physical or chemical restraints shall not be continued without a personal examination of the resident and the written authorization of the attending physician stating the reasons for continuing the restraint.

If physical or chemical restraints are used under this division, the home shall ensure that the restrained resident receives a proper diet. In no event shall physical or chemical restraints or isolation be used for punishment, incentive, or convenience.

(14) The right to the pharmacist of the resident's choice and the right to receive pharmaceutical supplies and services at reasonable prices not exceeding applicable

and normally accepted prices for comparably packaged pharmaceutical supplies and services within the community;

(15) The right to exercise all civil rights, unless the resident has been adjudicated incompetent pursuant to Chapter 2111. of the Revised Code and has not been restored to legal capacity, as well as the right to the cooperation of the home's administrator in making arrangements for the exercise of the right to vote;

(16) The right of access to opportunities that enable the resident, at the resident's own expense or at the expense of a third-party payer, to achieve the resident's fullest potential, including educational, vocational, social, recreational, and habilitation programs;

(17) The right to consume a reasonable amount of alcoholic beverages at the resident's own expense, unless not medically advisable as documented in the resident's medical record by the attending physician or unless contradictory to written admission policies;

(18) The right to use tobacco at the resident's own expense under the home's safety rules and under applicable laws and rules of the state, unless not medically advisable as documented in the resident's medical record by the attending physician or unless contradictory to written admission policies;

(19) The right to retire and rise in accordance with the resident's reasonable requests, if the resident does not disturb others or the posted meal schedules and upon the home's request remains in a supervised area, unless not medically advisable as documented by the attending physician;

(20) The right to observe religious obligations and participate in religious activities; the right to maintain individual and cultural identity; and the right to meet with and participate in activities of social and community groups at the resident's or the group's initiative;

(21) The right upon reasonable request to private and unrestricted communications with the resident's family, social worker, and any other person, unless not medically advisable as documented in the resident's medical record by the attending physician, except that communications with public officials or with the resident's attorney or physician shall not be restricted. Private and unrestricted communications shall include, but are not limited to, the right to:

- (a) Receive, send, and mail sealed, unopened correspondence;
- (b) Reasonable access to a telephone for private communications;
- (c) Private visits at any reasonable hour.

(22) The right to assured privacy for visits by the spouse, or if both are residents of the same home, the right to share a room within the capacity of the home, unless not

medically advisable as documented in the resident's medical record by the attending physician;

(23) The right upon reasonable request to have room doors closed and to have them not opened without knocking, except in the case of an emergency or unless not medically advisable as documented in the resident's medical record by the attending physician;

(24) The right to retain and use personal clothing and a reasonable amount of possessions, in a reasonably secure manner, unless to do so would infringe on the rights of other residents or would not be medically advisable as documented in the resident's medical record by the attending physician;

(25) The right to be fully informed, prior to or at the time of admission and during the resident's stay, in writing, of the basic rate charged by the home, of services available in the home, and of any additional charges related to such services, including charges for services not covered under the Medicare or Medicaid program. The basic rate shall not be changed unless thirty days' notice is given to the resident or, if the resident is unable to understand this information, to the resident's sponsor.

(26) The right of the resident and person paying for the care to examine and receive a bill at least monthly for the resident's care from the home that itemizes charges not included in the basic rates;

(27) (a) The right to be free from financial exploitation;

(b) The right to manage the resident's own personal financial affairs, or, if the resident has delegated this responsibility in writing to the home, to receive upon written request at least a quarterly accounting statement of financial transactions made on the resident's behalf. The statement shall include:

(i) A complete record of all funds, personal property, or possessions of a resident from any source whatsoever, that have been deposited for safekeeping with the home for use by the resident or the resident's sponsor;

(ii) A listing of all deposits and withdrawals transacted, which shall be substantiated by receipts which shall be available for inspection and copying by the resident or sponsor.

(28) The right of the resident to be allowed unrestricted access to the resident's property on deposit at reasonable hours, unless requests for access to property on deposit are so persistent, continuous, and unreasonable that they constitute a nuisance;

(29) The right to receive reasonable notice before the resident's room or roommate is changed, including an explanation of the reason for either change.

(30) The right not to be transferred or discharged from the home unless the transfer is necessary because of one of the following:

(a) The welfare and needs of the resident cannot be met in the home.

(b) The resident's health has improved sufficiently so that the resident no longer needs the services provided by the home.

(c) The safety of individuals in the home is endangered.

(d) The health of individuals in the home would otherwise be endangered.

(e) The resident has failed, after reasonable and appropriate notice, to pay or to have the Medicare or Medicaid program pay on the resident's behalf, for the care provided by the home. A resident shall not be considered to have failed to have the resident's care paid for if the resident has applied for Medicaid, unless both of the following are the case:

(i) The resident's application, or a substantially similar previous application, has been denied.

(ii) If the resident appealed the denial, the denial was upheld.

(f) The home's license has been revoked, the home is being closed pursuant to section 3721.08, sections 5165.60 to 5165.89, or section 5155.31 of the Revised Code, or the home otherwise ceases to operate.

(g) The resident is a recipient of Medicaid, and the home's participation in the Medicaid program is involuntarily terminated or denied.

(h) The resident is a beneficiary under the Medicare program, and the home's participation in the Medicare program is involuntarily terminated or denied.

(31) The right to voice grievances and recommend changes in policies and services to the home's staff, to employees of the department of health, or to other persons not associated with the operation of the home, of the resident's choice, free from restraint, interference, coercion, discrimination, or reprisal. This right includes access to a residents' rights advocate, and the right to be a member of, to be active in, and to associate with persons who are active in organizations of relatives and friends of nursing home residents and other organizations engaged in assisting residents.

(32) The right to have any significant change in the resident's health status reported to the resident's sponsor. As soon as such a change is known to the home's staff, the home shall make a reasonable effort to notify the sponsor within twelve hours.

(B) A sponsor may act on a resident's behalf to assure that the home does not deny the residents' rights under sections 3721.10 to 3721.17 of the Revised Code.

(C) Any attempted waiver of the rights listed in division (A) of this section is void.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

I. Who We Are

This Notice of Privacy Practices (“Notice”) describes the privacy practices of Ohio Living including all Ohio Living Life Plan Communities, Ohio Living Home Health & Hospice, and their physicians, nurses, and other personnel. It applies to services furnished to you at any Ohio Living site or location.

II. Our Privacy Obligations

We are required by law to maintain the privacy of your health information (“Protected Health Information” or “PHI”) and to provide you with this Notice of our legal duties and privacy practices with respect to your PHI. We are also obligated to notify you following a breach of unsecured PHI. When we use or disclose your PHI, we are required to abide by the terms of this Notice (or other notice in effect at the time of the use or disclosure).

III. Permissible Uses and Disclosures Without Your Written Authorization

In certain situations, which we describe in Section IV below, we must obtain your written authorization in order to use and/or disclose your PHI. However, we do not need any type of authorization from you for the following uses and disclosures:

- A. Uses and Disclosures For Treatment, Payment and Health Care Operations.
- We may use and disclose PHI, but not your “Highly Confidential Information” (defined in Section IV.C below), in order to treat you, obtain payment for services provided to you and conduct our “health care operations” as detailed below:
- **Treatment.** We may use and disclose your PHI to provide treatment, for example, to diagnose and treat your injury or illness. We may also disclose PHI to other health care providers involved in your treatment.
 - **Payment.** In most cases, we may use and disclose your PHI to obtain payment for services that we provide to you – for example, disclosures to claim and obtain payment from your health insurer, HMO, or other company that arranges or pays the cost of some or all of your health care (“Your Payor”) to verify that Your Payor will pay for health care.
 - **Health Care Operations.** We may use and disclose your PHI for our health care operations, which include internal administration and planning and

various activities that improve the quality and cost effectiveness of the care that we deliver to you. For example, we may use PHI to evaluate the quality and competence of our physicians, nurses and other health care workers. We may disclose PHI to our Patient Relations Coordinator in order to resolve any complaints you may have and ensure that you have a comfortable visit with us.

We may also disclose PHI to your other health care providers when such PHI is required for them to treat you, receive payment for services they render to you, or conduct certain health care operations, such as quality assessment and improvement activities, reviewing the quality and competence of health care professionals, or for health care fraud and abuse detection or compliance.

We participate in one or more Health Information Exchanges. Your healthcare providers can use this electronic network to securely provide access to your health records for a better picture of your health needs. We and other healthcare providers may allow access to your health information through the Health Information Exchange for treatment, payment or other healthcare operations. This is a voluntary agreement. You may opt out at any time by notifying the Medical Records Department.

B. Use or Disclosure for Directory of Individuals in Ohio Living. We may include your name, location in Ohio Living, general health condition and religious affiliation in a patient directory without obtaining your authorization unless you object to inclusion in the directory. Information in the directory may be disclosed to anyone who asks for you by name or members of the clergy; provided, however, that religious affiliation will only be disclosed to members of the clergy.

C. Disclosure to Relatives, Close Friends and Other Caregivers. We may use or disclose your PHI to a family member, other relative, a close personal friend or any other person identified by you when you are present for, or otherwise available prior to, the disclosure, if we (1) obtain your agreement; (2) provide you with the opportunity to object to the disclosure and you do not object; or (3) reasonably infer that you do not object to the disclosure.

If you are not present, or the opportunity to agree or object to a use or disclosure cannot practicably be provided because of your incapacity or an emergency circumstance, we may exercise our professional judgment to determine whether a disclosure is in your best interests. If we disclose information to a family member, other relative or a close personal friend, we would disclose only information that we believe is directly relevant to the person's involvement with your health care or payment related to your health care. We may also disclose your PHI in order to notify (or assist in notifying) such persons of your location, general condition or death.

D. Fundraising Communications. We may contact you to request a tax-deductible contribution to support important activities of Ohio Living. In connection with any fundraising, we may disclose to our fundraising staff demographic information about you (e.g., your name, address and phone number) and dates on which we provided health care to you, without your written authorization. You have the right to opt out of receiving fundraising communications and may do so by calling 800.686.7800, ext. 160 or by sending an email to foundation@ohioliving.org.

E. Public Health Activities. We may disclose your PHI for the following public health activities: (1) to report health information to public health authorities for the purpose of preventing or controlling disease, injury or disability; (2) to report child abuse and neglect to public health authorities or other government authorities authorized by law to receive such reports; (3) to report information about products and services under the jurisdiction of the U.S. Food and Drug Administration; (4) to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition; and (5) to report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance.

F. Victims of Abuse, Neglect or Domestic Violence. If we reasonably believe you are a victim of abuse, neglect or domestic violence, we may disclose your PHI to a governmental authority, including a social service or protective services agency, authorized by law to receive reports of such abuse, neglect, or domestic violence.

G. Health Oversight Activities. We may disclose your PHI to a health oversight agency that oversees the health care system and is charged with responsibility for ensuring compliance with the rules of government health programs such as Medicare or Medicaid.

H. Judicial and Administrative Proceedings. We may disclose your PHI in the course of a judicial or administrative proceeding in response to a legal order or other lawful process.

I. Law Enforcement Officials. We may disclose your PHI to the police or other law enforcement officials as required or permitted by law or in compliance with a court order or a grand jury or administrative subpoena.

J. Decedents. We may disclose your PHI to a coroner or medical examiner as authorized by law.

K. Organ and Tissue Procurement. We may disclose your PHI to organizations that facilitate organ, eye or tissue procurement, banking or transplantation.

L. Research. We may use or disclose your PHI without your consent or authorization if an Institutional Review Board or Privacy Board approves a waiver of authorization for disclosure.

M. Health or Safety. We may use or disclose your PHI to prevent or lessen a serious and imminent threat to a person's or the public's health or safety.

N. Specialized Government Functions. We may use and disclose your PHI to units of the government with special functions, such as the U.S. military or the U.S. Department of State under certain circumstances.

O. Workers' Compensation. We may disclose your PHI as authorized by and to the extent necessary to comply with state law relating to workers' compensation or other similar programs.

P. As Required By Law. We may use and disclose your PHI when required to do so by any other law not already referred to in the preceding categories.

IV. Uses and Disclosures Requiring Your Written Authorization

A. Use or Disclosure with Your Authorization. We must obtain your written authorization for most uses and disclosures of psychotherapy notes, uses and disclosures of PHI for marketing purposes, and disclosures that constitute the sale of PHI. Additionally, other uses and disclosures of PHI not described in this Notice will be made only when you give us your written permission on an authorization form ("Your Authorization"). For instance, you will need to complete and sign an authorization form before we can send your PHI to your life insurance company or to the attorney representing the other party in a lawsuit in which you are involved.

B. Uses and Disclosures of Your Highly Confidential Information. Federal and state law requires special privacy protections for certain highly confidential information about you ("Highly Confidential Information"). This Highly Confidential Information may include the subset of your PHI that: (1) is maintained in psychotherapy notes; (2) is about mental health and developmental disabilities services; (3) is about alcohol and drug abuse prevention, treatment and referral; (4) is about HIV/AIDS testing, diagnosis or treatment; (5) is about sexually-transmitted disease(s); (6) is about genetic testing; (7) is about child abuse and neglect; (7) is about domestic abuse of an adult with a disability; or (8) is about sexual assault. In order for us to disclose your Highly Confidential Information for a purpose other than those permitted by law, we must have Your Authorization.

C. Revocation of Your Authorization. You may withdraw (revoke) Your Authorization, or any written authorization regarding your Highly Confidential Information (except to the extent that we have taken action in reliance upon it) by delivering a written statement to the Privacy Official identified below. A form of Written Revocation is available upon request from the Privacy Official.

V. Your Rights Regarding Your Protected Health Information

A. For Further Information; Complaints. If you would like more information about

your privacy rights, if you are concerned that we have violated your privacy rights, or if you disagree with a decision that we made about access to your PHI, you may contact our Privacy Official. Also, you may make a complaint by calling the Ohio Living Corporate Hotline at 877. 780.9366. You may also file written complaints with the Director, Office for Civil Rights of the U.S. Department of Health and Human Services. Upon request, the Privacy Official will provide you with the correct address for the Director. We will not retaliate against you if you file a complaint with us or the Director.

B. Right to Request Additional Restrictions. You *have the right to request a restriction on the uses and disclosures of your PHI (1) for treatment, payment and health care operations purposes, and (2) to individuals (such as a family member, other relative, close personal friend or any other person identified by you) involved in your care or with payment related to your care. For example, you have the right to request that we not disclose your PHI to a health plan for payment or health care operations purposes, if that PHI pertains solely to a health care item or service for which we have been involved and which has been paid out of pocket in full. Unless otherwise required by law, we are required to comply with your request for this type of restriction. For all other requests for restrictions on use and disclosures of your PHI, we are not required to agree to your request, but will attempt to accommodate reasonable requests when appropriate.* If you wish to request additional restrictions, please obtain a request form from our Privacy Official and submit the completed form to the Privacy Official. We will send you a written response.

C. Right to Receive Confidential Communications. You may request, and we will accommodate, any reasonable written request for you to receive your PHI by alternative means of communication or at alternative locations.

D. Right to Inspect and Copy Your Health Information. You may request access to your medical record file and billing records maintained by us in order to inspect and request copies of the records. Under limited circumstances, we may deny you access to a portion of your records. If you would like to access your records, please obtain a record request form from the Privacy Official and submit the completed form to the Privacy Official. If you request copies, we will charge you a cost-based fee, consistent with Ohio law, that includes (1) labor for copying the PHI; (2) supplies for creating the paper copy or electronic media if you request an electronic copy on portable media; (3) our postage costs, if you request that we mail the copies to you; and (4) if you agree in advance, the cost of preparing an explanation or summary of the PHI.

E. Right to Amend Your Records. You have the right to request that we amend PHI maintained in your medical record file or billing records. If you desire to amend your records, please obtain an amendment request form from the Privacy Official and submit the completed form to the Privacy Official. We will comply with your request unless we believe that the information that would be amended is accurate and complete or other special circumstances apply.

F. Right to Receive An Accounting of Disclosures. Upon request, you may obtain an accounting of certain disclosures of your PHI made by us during any period of time prior to the date of your request provided such period does not exceed six years. If you request an accounting more than once during a twelve (12) month period, we will charge you \$0.75 per page of the accounting statement. We will inform you in advance of any fee and provide you with an opportunity to withdraw or modify the request.

G. Right to Receive A Copy of this Notice. Upon request, you may obtain a copy of this Notice, either by email or in paper format. Please submit your request to:

Privacy Official
Ohio Living
9200 Worthington Road, Suite 300
Westerville, Ohio 43082
Phone: 614. 888.7800

VI. Effective Date and Duration of This Notice

A. Effective Date. This Notice is effective on January 1, 2014.

B. Right to Change Terms of this Notice. We may change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all Protected Health Information that we maintain, including any information created or received prior to issuing the new notice. If we change this Notice, we will post the new notice in waiting areas around CE and on our Internet site at www.ohioliving.org/privacy. You also may obtain any new notice by contacting the Privacy Official.

VII. Privacy Official

You may contact the Privacy Official at:

Privacy Official, Ohio Living, 9200 Worthington Road, Suite 300
Westerville, Ohio 43082. Phone: 614. 888.7800

OHIO LIVING HOTLINE

If you are unable to settle a grievance at the community, please call the Ohio Living hotline. All callers to the hotline remain anonymous unless the caller chooses to identify himself. It is a third-party administrated service. The calls do not come into Ohio Living.

HOTLINE NUMBER: 1.877.780.9366

Hamilton County Resident Rights Advocates

The following list of addresses and telephone numbers must be provided to each resident and sponsor prior to or at the time of admission and to each member of the nursing home's staff and posted prominently In the home as required by Ohio Revised Code §3721.12 (A)(C).

Local Office of The Long-Term Care Ombudsman Program

PRO SENIORS, Inc.

7162 Reading Rd. #1150, Cincinnati, OH 45237

800.488.6070 | 513.345.4160 | Fax 513.345.4163 | Proseniors.org

Protection and Advocacy Organization for Mentally Ill and Developmentally Disabled

Disability Rights Ohio

200 Civic Center Dr., Suite 300, Columbus, OH 43215

(Toll free OH only) 800.282.9181 | 614.466.7264 | FAX 614.644.1888

TTY (Toll free OH only) 614.728.2553 OR 800.858.3542

Disabilityrightsohio.org

State Office of the Department Of Aging/ Office of the Long-Term Care Ombudsman Program

Ohio Department of Aging

246 North High St./1st Fl., Columbus, OH 43215

800.266.4346 | 614.466.5500 | Fax 614.466.5741 | Aging.ohio.org

Local Office of the Department of Aging

Council on Aging of Southwestern Ohio

175 Tri County Parkway, Cincinnati, OH 45246

800.252.0155 | 513.721.1025 | Fax 513.721.0090

TTY 513.651.0691 | Help4seniors.org

State Department of Health

Ohio Department of Health

246 N. High Street, Columbus, OH 43215

614.466.3543 | Odh.ohio.gov

Nursing Home Complaint Hotline 800.342.0553

Local Department of Health

Hamilton County General Health District

250 William Howard Taft Road, Cincinnati, OH 45219-2660

513.946.7800 | Fax 513.946.7890 | hamiltoncountyhealth.org

District Office of the Ohio Department of Job and Family Services

Ohio Department of Job and Family Services

800.686.1571 or 513.852.3143

Cincinnati District Office

100 East Eighth Street, Fourth Floor, Cincinnati, OH 45202-2194

513.852.3280 | Fax 513.852.2842 | TTY/TDD 513.621.8005

Local Office Department of Job and Family Services

Hamilton County Department of Job and Family Services

222 East Central Parkway, Cincinnati, Ohio 45202-1225

513.946.1000 | Fax 513.946.2248 | TTY/TDD 513-946-1295

State of Ohio Attorney General

Office of the Attorney General

30 E. Broad St., 14th Floor, Columbus, OH 43215

800.282.0515 | Abuse/Neglect Hotline 800.642.2873

Our mission is to provide adults with caring and quality services
toward the enhancement of physical, mental and spiritual well-being
consistent with the Christian Gospel.



Ohio Living

Llanfair

FAITH + COMPASSION + COMMUNITY

1701 Llanfair Avenue | Cincinnati, Ohio 45224

P 513.681.4230 **F** 513.681.0417

ohioliving.org

