



Resident Handbook

Dear Resident:

We are pleased that you have chosen The Gardens of Magnolia Trails as your place of residence and would like to welcome both you and your family as you become a part of The Gardens' family. At The Gardens of Magnolia Trails, we understand the difficulty in adjusting to a new long-term care facility. Let us help make the difficult challenge a positive one. Our well trained-experience staff has been assembled to ensure the facility is operated efficiently. We are committed to maintaining or improving the overall well being of our residents.

The Gardens' Handbook is provided to residents and their families so that we each will know what we expect of the other. A review of the Table of Contents for the Resident's Handbook outlines information on The Gardens of Magnolia Trails along with statements of Policy. It is our hope that you will take time to read the Handbook carefully, and will feel free to question us regarding any unclear points. Working together we can ensure a fulfilling partnership.

Sincerely yours,

2331 Peachwood Circle, Atlanta, GA 30345 ▪ Phone: 404-634-2210 ▪ Fax: 800-530-1908
Email: TheGardensI@comcast.net

A tradition of serving seniors with great care!!!!!!

Revised 10/01/07

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Mission

Mission Statement

The Gardens' overall mission is to provide an environment of the highest quality and integrity which fosters the individual interest of each individual adult needing assistance – enhancing their quality of life while fulfilling their immediate needs.

***The Gardens'* Philosophy**

“A Privileged Task” Is how we view our responsibilities in caring for each resident. At The Gardens of Magnolia Trails, we believe it is our privilege to guide the physical, emotional, intellectual & spiritual enhancement of each resident.

Assisted living residents can be young or old, affluent or low income, frail or disabled. Residents may suffer from Alzheimer's disease or memory disorders, or may simply need help with mobility, incontinence or other challenges. Assisted living is appropriate for someone who is too frail to live at home or wants extra support. **We've created an environment of enthusiasm, quality care & love where each resident can develop their cognitive, emotional, & social skills.**

The Gardens of Magnolia Trails provides:

- Value for each individual resident as unique – encouraging individuality and promoting self-esteem.
- A program designed to meet the total needs of each and every resident.
- Value for resident's social and recreational experience as an avenue for growth.
- A group experience, increasing ability and knowledge through interaction with other residents.
- Partnership with families, providing resources and support for residents and their families.
- Provide a home away from home for residents, families and staff.
- Development and support of a staff committed to excellence in senior care.
- Respect to each resident regardless of race, creed or ethnic origin.

Admission Procedures

Upon Admission a nonrefundable community fee is required. This fee is used to offset the administrative expenses incurred in processing enrollment applications. The admission fee may not be used to offset resident monthly rates. This Fee is waived to all residents referred from the VA / CCSP / Source Placement Program.

“Admitting & Retaining”

The Gardens of Magnolia Trails prior to admission requires a complete physical, current TB and mental evaluation this evaluation will be conducted to ensure that The Gardens of Magnolia Trails does not admit or retain residents that require more intensive care.

The forms listed below must be fully completed before enrollment at The Gardens of Magnolia Trails is complete. Residents (or family of residents) are solely responsible for ensuring the accuracy of the information contained within those forms and for keeping all such information current.

- **Comprehensive Enrollment Form**
- **Parent Handbook Agreement**
- **Emergency Medical Consents**
- **General Consent Forms**
- **Health Information/Verification**
- **Photographs/Videotaping Waiver**

Days and Hours of Operation/Visitation

The Facility is open Monday through Sunday, twenty-four hours a day. Visitation hours are from 9:00 a.m. until 9:00 p.m. Weekdays and 9:00am – 10:00 pm weekends. The House Manager may make special exceptions for visitation with prior notice. However, please be considerate and provide as much notice as possible.

Probationary Period

The first 14 days of care are considered probationary. Either the resident (or family of resident) or the home care provider may terminate the initial agreement at any time during this period.

After the probationary period, a 30 days notice is required by either party to terminate the agreement (See Termination Policy). In the event of any violation of any article of our contract, provider reserves the right to terminate the contract without notice and deposit will be forfeited.

Termination

After the probationary period, 30 days notice is required for withdrawal by the residents. For termination by the Home care provider for reasons other than contract violations, 30 days notice will also be given. Fourteen (14) days notice will be provided for behaviors exceeding facility ability to meet or resident's pattern of non-compliance. Any violation of any article of our contract will be just cause for immediate termination of care.

Drop Off/Pick Up Policy

All residents that leave the community should be signed in and out daily. For the safety of each resident, it is imperative that the staff is made aware that each resident has departed and arrived back to the community for the day.

Throughout the year, residents should be dropped off and picked up from The Gardens of Magnolia Trails only by designated persons specified on resident's Information Card. Residents will absolutely NOT be released to a person not specified on the Information Card. It is your responsibility of the resident and family to update the information.



Food/Snack Policy

Breakfast is served from 7:30am till 8:30am, lunch is served between 11:30am and 12:45pm, and dinner is served from 5:30 until 6:30pm. Snacks are provided at 3:00pm and 7:30pm. Residents are always offered all the food group items but are not forced to eat.



Medication Policy

The Gardens' policies, and State of Georgia guidelines, dictate that we can assist with Medication Supervision for residents only if the following set of rules is observed:

- The medication dosage must be on the bottle, including the number of times per day to be administered, and instructions as to how long the medication should be administered.
- Staff will store medications in a locked cabinet or in the refrigerator according to storage instructions..
- All medications required by a resident shall be self-administered by the resident except when a resident, although generally capable of self-administration, requires administration of oral or topical medication by or under supervision of a functionally literate staff person through arrangements made by the resident or the home.
- Injectable medication may only be self-administered or administered by an appropriately licensed person. A resident who is not capable of independent self administration of medication may be assisted and supervised in self-administration by staff to the following extent:
 - A resident may be reminded of the time to take medication, the medication regimen as indicated on the container labels may be read to the resident, The dosage the resident self administers may be check according to the container label.
 - Medication will be kept in a locked, secured, monitored location supervised by a trained staff member.
 - Documentation will be kept of the time resident medication is assisted.
 - Medication kept by a resident may be stored in the resident's bedroom, in a locked cabinet or other locked storage container. Single occupancy bedrooms which are kept

locked at all times are acceptable. Duplicate keys shall be available to the resident and the administrator or on-site manager.

- Medications shall be kept in original containers with original label. Medications shall be properly labeled and handled in accordance with current applicable laws and regulations.

Discipline/Conflict Management Policy

Self-control is just a normal part of being human, so our policy is to never embarrass or ridicule a resident when they are not rule-compliant. Nor do we allow the use of corporal or physical punishment. Instead, we use positive tactics that strengthen self-esteem.

The Gardens' staff shall use developmentally appropriate, positive methods of discipline that stress respect for other people and for property, which encourage self-control, self-direction, and cooperation. We achieve this through love, consistency, and firmness. Disciplinary methods used by the staff include:

- Encourage residents to solve problems themselves
- Intervention and discussion
- Re-direction to other areas/activities
- Loss of privileges

The Gardens' staff will document each resident's behavior in their records and guardians (family members) will be contacted, as needed.

Reasonable and appropriate discipline or restraint may be used when necessary, to prevent a non-compliant resident from harming himself or herself, or to prevent a resident from harming other persons or property. As this behavior is not conducive to the positive atmosphere of The Gardens of Magnolia Trails, such a resident may be asked to leave the community permanently.

Illness Policy

When illness occurs, we do require residents to refrain from group activities/events.

By policy mandate and out of regard for ill resident and others, no resident can be allowed into The Gardens' group activities/events with any of the following symptoms:

- Fever (100 degrees or above)

- Rash
- Persistent cough
- Sore throat
- Vomiting
- Diarrhea
- Eye Discharge

Family Communication

Assisting each resident is a partnership we respect and value. Successful partnership depends heavily on effective, regular communication. Our staff provides written descriptions of your each resident's day, along with a weekly family letter to keep you abreast of the activities in which your family member has participated.

We also provide comprehensive bi-annual assessments of resident's wholistic health.

We ask you to promptly bring all concerns and questions regarding residents to the attention of The Gardens of Magnolia Trails staff and to cooperate fully in the investigation and solution of problems if such arise. We ask that you keep The Gardens of Magnolia Trails staff fully informed regarding behavior patterns or problems your love ones may exhibit during off-campus visits.

Should you need to discuss a matter with the director, appointments may be scheduled at your convenience. The Gardens of Magnolia Trails welcomes families and friends to visit at any time!

Outdoor Fun

Unless we experience inclement weather conditions or temperatures above 100 degrees, it is recommended that residents spend time in outside recreational activities. Exercise and fresh air are indeed important to every person's good health.



Field Trips

We arrange a variety of enrichment experiences. Our field trips include the following activities:

- Library
- Museums
- Tours
- Picnics
- Sing-a-Long Classes
- Cultural Shows
- Movies
- Parks
- Tea Time
- Musical/Dance Performances
- Bingo
- Sewing/Knitting
- Arts & Crafts
- Garden Time

Resident will be notified of any and all field trips in advance, via the monthly events calendar, Family Board, and/or website.



Birthday Celebrations

At The Gardens of Magnolia Trails, **we love birthdays!** We enjoy making each resident feel extra special as often as we can. Should you desire not to celebrate your birthday, please advise The Gardens' staff.

Food Allergies

If a resident has any known food allergies, residents/guardians should clearly note the particulars on the **Comprehensive Enrollment Form**.

Monthly Rates

The Gardens of Magnolia Trails provides high quality, value-added assisted living and development services at reasonable costs to residents. Because the services will vary according to level of care required, pricing for each client will be determined on a case-by-case basis following the pricing schedule detailed below.

The Gardens of Magnolia Trails Pricing		
Respite Care		
Daily	\$60.00 - \$85.00	
Monthly	\$3,000.00	
	Pvt Room w/bath	Pvt Room w/o Bath
Level (1)	\$2,500.00 per month	\$2200 per month
Level (2)	\$2,800.00 per month	\$2600 per month
Level (3)	\$3,500.00 per month	\$3200 per month
Semi-Private Rooms		
Level (1)	\$1,800.00 per month	
Level (2)	\$2,200.00 per month	
Level (3)	\$2,800.00 per month	

Transportation Services

Transportation is provided as a service and a fee will be added to your Room and Board for this services according to the need. The Starting rate for this service is \$300.00 per month.

Payment Methods

We accept cash, checks, and money orders. Our long-term goal is to accept major credit cards and debit cards via phone/website.

The Gardens of Magnolia Trails will not be held liable at anytime for resident's credit cards, check books or financial affairs. Residents family are legal guardian will be solely liable for the family member/resident monthly rate payment to The Gardens of Magnolia Trails Inc. Resident's monthly payment is due on the 1st of each month.

Resident/Family Member is responsible for any and all applicable late payment fees.

Other Fees

A charge of \$100.00 will be assessed for any insufficient funds check returned to The Gardens of Magnolia Trails.

Right to Change Monthly Rate

The Gardens of Magnolia Trails reserves the right to adjust the monthly rates with thirty days of written notice to you.

“Transfer, Discharges and Death” Refunds

Residents will be given a 30-day written notice in regard of discharge or transferring from The Gardens of Magnolia Trails all refunds will be mailed to residents (resident families) within 30-days after their discharge or transfer. In the event of a resident death a refund will be given within 24-hours of the death. Immediate transfer will be conducted if a resident has and contagious disease or a resident level of care cannot be provided by our facility.

Absences (Adult Day Care only)

There will be no refunds or adjustments made to tuition for your time missed due to extended holidays, or days off campus. A place has been reserved for each resident that cannot be filled on a short-term basis.

Vacation and Holidays (not applicable to casual care)

The Gardens of Magnolia Trails is open for every holiday.

Inclement Weather (applicable to Adult Daycare Service only)

Adult Daycare service is usually available and no adjustment will be made due to absenteeism. In the event of severe weather all efforts will be made to keep adult daycare open. However, cancellation of daycare, delayed opening or early closing is up to the provider's discretion.

Non-Discrimination Statement

The Gardens of Magnolia Trails will maintain and conduct all practices relating to enrollment, discipline, and all other terms and benefits of resident services provided in a manner that does not discriminate against any resident or family member on the basis of race, color, religion, national origin, sex, or handicap.



Confidential Information

Each resident has a right to confidentiality. All information pertaining to the residents in our community, including all reports, records, and data are confidential and used for internal purposes and to keep you informed only. Information pertaining to residents enrolled at The Gardens of Magnolia Trails will NOT be released to third parties without the express written permission of family or guardian, unless required by statute, court order, or licensing mandate.

REVISIONS TO HANDBOOK AND CONTRACT

Residents/Family Members will receive at least two weeks notice concerning changes/updates to this handbook UNLESS it is a new regulation that we have no control over, in which case the change will take place immediately. The Gardens of Magnolia Trails will notify residents / family members in writing of any changes. The handbook will be "refreshed" with contract renewal every year.

Resident/Family Member Responsibilities

INFORMATION TO BE FILED ON FIRST DAY

- Provide necessary information on all registration forms and take responsibility for timely updates to such information.

Monthly Fee

Pay fees on time by the close of business on the 1st of each month

COMPLY WITH THE GARDENS OF MAGNOLIA TRAILS“HOUSE RULES”

- Smoking will only be tolerated in designated areas appointed by the Fire Marshal;
- Use of personal property of The Gardens of Magnolia Trails: A staff member will assist each and every resident upon request. The resident will be responsible to replace or repair any property of phase II that he/she breaks or destroy at their expense.
- Entertainment room will be open from 8:30am till 10pm;
- Retiring for the evening begins at 10:pm;
- Visiting Hours are from 9:00am till 9:00pm Weekdays and 9:00am-9:00pm Weekends.
- Use of main phone is from 8:00am till 9:00pm (Limit to 3 to 5 minutes minimum);
- There is 0 Tolerates for weapons, profanity or alcohol abuse racial abuse, exploitation on the premises of The Gardens of Magnolia Trails;
- No Residential Disputes will be tolerated at The Gardens of Magnolia Trails;
- Visitors are allowed to dine with family or friends if a 24-hour notice is given;

- Residents must be signed in and signed out on the Home Log before leaving the premises and upon to the premises.
- Respect each others privacy.
- Television, radio and other audio/video equipment are not to disturb others.
- Turn in all smoking products at bed time 10pm.
- No Visitors after 9pm on weekdays and 10:00pm on weekends.

Understanding the Importance of a Fire Drill

Fire drills are to be conducted on a semi- and annual inspection. Resident are required to exit the home when a fire drill is being conducted. A fire drill can be in the morning and at night; to ensure each and every residents will be prepared in the event of a fire. Fire Drills are mandatory for assisted living residents . The Gardens of Magnolia Trails put our resident's safety first.

The Gardens of Magnolia Trails Exits & Entrance Floor Plan

I/We have read, understand, and agree to comply with the resident's handbook and outlined responsibilities. I certify that I have received my handbook from The Gardens of Magnolia Trails

Signature _____

Date _____

Signature _____

Date _____

Provider's Signature _____

Date _____

I/We have read, understand, and agree to comply with the resident's handbook and outlined responsibilities. I certify that I have received my handbook from The Gardens of Magnolia Trails

Signature _____

Date _____

Signature _____

Date _____

Provider's Signature _____

Date _____