

Resident Handbook

Willow Heights

A Division of Partnership for Progress, Inc.

60191 Willow Street

Atlantic, IA 50022

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WELCOME TO WILLOW HEIGHTS

Willow Heights, a division of Partnership for Progress, Inc., is a private, non-profit, residential care facility that serves people who at this point in their lives are unable to live independently because of mental illness, intellectual disability, historic substance abuse, or some other disabling condition.

This booklet is designed to assist in the orientation of residents, their families and friends, to Willow Heights. If you still have questions after reading through your handbook and after it has been explained to you, please feel free to contact Administration for further assistance.

MISSION STATEMENT:

Our mission is to help each resident achieve the highest level of independence possible through teaching, programming and advocacy in an environment that is homey, comfortable, safe, and intellectually stimulating.

ADMISSIONS:

Willow Heights, Inc. will accept only those persons whose needs can be met by the facility. No resident shall be admitted or retained in the facility who is in need of greater services than the facility can provide.

All admissions are reviewed by the administrator and/or administrative staff.

Admission Criteria

- 18 years old or older
- ambulate independently
- continent of bowel and bladder
- dress, eat & bathe independently or
with minimal supervision
- free from communicable disease or condition
- free from active psychosis that interferes with daily living
- free from active substance abuse
- if an insulin dependent diabetic, must be capable
of self-injection
- an Iowa resident (or totally self-pay)
- financial resources to pay for services

Application Requirements

- completed application
- physical (less than 6 mo. old)
- verification of TB Mantoux test (less than 30 days old)
- doctor's statement that RCF is appropriate level of care
- list of funding sources
- complete medical and social histories
- copy of current program plan (if applicable)
- copies of any applicable court orders:
 - guardianship, conservatorship, commitment
- county approval for funding of services (if applicable)

Once the application requirements have been met, the facility requests an on-site interview with the prospective resident.

OFFICE HOURS:

The business office is open Monday through Friday from 9:00 AM until 5:00 PM. We ask that calls to administration be made during these hours. The administrator does not deal with medications so if guardians or contact persons of record have questions in this area, they should contact the Direct Care Supervisor or the Health Care Coordinator between 8:00 AM and 4:00 PM Monday through Friday.

MAIL:

All outgoing mail can be put in the mail box located in the dining room. Mail must be in the box by 8:00 AM if it is to go out that day. Mail is delivered to the facility in the afternoon, usually after 4:00 PM.

Writing materials and stamps must be furnished by the resident.

Residents' mail is not censored, unless there is documentation by a guardian or the physician or programming goals indicating to do so.

Any mail addressed to the residents should be addressed as follows:

Resident Name
Willow Heights
60191 Willow Street
Atlantic, IA 50022

TELEPHONES: Resident Line Phone # 712-243-3427

There is a private security telephone located in a room across the hall from the RA Station for the exclusive use of the residents. All outgoing and incoming calls should be made on this phone. Collect calls cannot be accepted on this phone and outgoing long distance calls must be made collect, to an 800 number, or with a prepaid calling card.

Emergency calls may be made on the business phone at any time with staff permission. Only emergency calls will be received after 10:00 PM on **any** telephone.

Residents are asked to limit their phone calls to ten or fifteen minutes so that other residents may make and receive calls.

Staff does not answer the resident line. Residents answer the phone and go and get whomever the call is for. If someone routinely calls you at a certain time, please be available so another resident doesn't have to find you.

VISITORS:

All visitors must register when entering. Visiting hours are from 8:00 AM to 9:00 PM on Sunday through Thursday and from 8:00 AM to 10:00 PM on Friday and Saturday. Special permission may be granted from administration at times other than these if there are special circumstances.

Visitors are requested to park in the parking lot in the front of the building and to keep the entrances to the facility open for emergency purposes.

No one under the age of 16 may visit the facility unless accompanied by an adult. An exception will be made for children of a resident. However, they must be under the direct supervision of their parent the entire time they are in the facility and may not visit for more than three hours at a time. Persons between the ages of 16 and 18 may visit unaccompanied as long as they stay in the public areas of the building. No one this age is allowed to visit in a resident's room unless they are an immediate family member of the resident. An immediate family member is a child, grandchild, or sibling.

If a visitor appears to be under the influence of alcohol or other substances, or is found to be using alcohol or any other substance on facility property, staff on duty will ask the visitor to leave immediately. No resident will be allowed to leave with a visitor under these circumstances. If a visitor does not leave immediately, 911 will be called and the sheriff will be requested to come and remove them from facility property. If it appears that a visitor is a danger to self or others, the sheriff will be called immediately even if the visitor agrees to leave.

MEDICATIONS:

The facility uses the packet dose method of dispensing medications. Typically medications are ordered by facility staff according to doctor's orders.

All medications dispensed by facility staff including Aspirin, Tylenol, cough syrups and all other over-the-counter medications shall be kept in the Medication Room and will be dispensed by a Certified Med Aide. Over-the-counter medications will not be dispensed without a doctor's order.

Only residents who participate in the Med Skills Training Program and have a written order from their physician may keep medications in their room. Example of meds may be an inhaler, cream etc. These persons must provide locked storage for their medications and will still be supervised by staff.

Whenever a resident who is not self-medicating leaves the facility for an overnight visit or a visit of several days, the direct care staff must be notified at least 24 hours prior to the leave to provide time to get medications set up and to make arrangements for any necessary blood work. Medications must be signed for by the resident or a responsible party prior to leaving.

ILLNESS:

When a resident has a contagious illness due to fever, vomiting, or diarrhea they shall not be allowed out of their room to eat, smoke, etc. until such time as the fever or contagiousness has been gone for eight hours. A sick tray will be brought to the room.

INVENTORY:

The facility will not assume responsibility for valuable possessions. Large sums of money should be deposited in the residents' trust fund. Legal documents and valued possessions should be stored in a fireproof, locked container.

Residents are responsible for maintaining their own possessions. All property and clothing will be marked with identification upon admission. Additional items brought in by the resident or their families or friends will need to be turned in at the R.A. Station to be marked. Notify staff anytime you dispose of personal possessions.

There is limited storage space at the facility. We will store out-of-season clothing that fits and is wearable. If clothing is worn or no longer fits, you need to dispose of it or make other arrangements for its storage. Other than your luggage, we cannot store personal possessions that you do not use. If your room becomes overly cluttered with possessions, you must dispose of them or find storage elsewhere for these items.

PERSONAL GROOMING:

Residents are encouraged to bathe daily and are required to bathe at least twice a week and more often if necessary. The staff will provide supervision and assistance for those residents who need it. On days that you do not bathe, you are expected to wash up

and change clothes. Residents are expected to wash, dress, and comb their hair before leaving their rooms each morning. Residents are expected to brush their teeth daily and to provide their own toothbrush, toothpaste, and mouthwash.

Residents must put on clean clothing after each bath. For those who cannot choose their own clothing, the staff will assist, supervise, or provide a bundle for you. Some residents' clothing is stored in a clean linen area. The staff will issue those persons' clothing.

Hair must be washed at least two times per week, or more often as is necessary. The staff will assist those who need help.

Beautician/barber services are provided at the facility at reduced rates from those in town. Any resident who does not wish to use these services may make arrangements for appointments and transportation elsewhere and must pay the cost of both.

Men with mustaches and/or beards must keep them clean and well groomed; otherwise, men are expected to be clean shaven and are expected to shave daily.

Staff will assist you in all areas of personal grooming and hygiene based on your ability to care for yourself. The privacy and dignity of your body will be preserved at all times.

Residents must purchase their own toilet articles. This includes shampoo, deodorant, soap, tissues, sanitary napkins, etc.

DRESS CODE:

Residents are expected to dress in clean clothing each day. Street clothing must be worn in the public areas of the building. If it is necessary to come out of your room in pajamas, you must wear a robe.

Female residents must wear a bra or undershirt and may not wear see-through clothing. Male residents must wear shirts that cover their chests.

Sun bathing is allowed in the back yard only. Male residents must wear a shirt while inside the facility. Female residents must wear a cover-up over their swim suits when inside the facility.

For health and safety reasons, residents may not walk barefooted or in stocking feet in the facility. Shoes, slippers, or slipper socks with non-slip soles must be worn.

BEDROOM AREAS:

Drawers, nightstands, and closets must be kept clean and organized at all times. Rooms will be checked for cleanliness routinely. Locked lockers and boxes will need to be opened for staff to check for cleanliness.

A complete change of bed linens will be made on assigned days and more often as is necessary. Each resident will be expected to make his/her own bed daily unless physically or mentally unable to do so. You may have your own bedspreads. However, if they are too heavy to fit in our washing machines, you must take them to a

Laundromat to be washed at your expense. Residents are encouraged to use the sheets provided by Willow Heights. Residents who want their own sheets must have two sets. The sheets must either be distinctive of decoration or must be marked with the resident's name or initials. If the resident is on the laundry program, they may wash the sheets on their assigned laundry day; otherwise facility staff will wash them. The clean sheets must be kept in the linen room and will be passed back to the resident on the day designated for changing linen.

If you choose to take a nap during the day, you must straighten your bed when you get up.

Personal possessions are not to be stored on the floor or under the beds unless they are in closed containers that can be easily moved for cleaning. Personal possessions left on the floor on cleaning day will be confiscated and put into storage for one week. Large quantities of paper or caustic materials cannot be kept in the bedroom area.

There is a bulletin board in each resident's sleeping area for displaying personal items. Pictures, etc. are allowed, but nothing is to be hung on the bedroom walls without permission of administration or maintenance. Do not hang up anything with push pins, thumbtacks or cellophane tape.

No extension cords are allowed and only state approved metal power strips may be used in bedrooms. Per state fire regulations Electrical surge protectors may be used for computers and related equipment, such as VCR's, DVD players, televisions and stereo equipment in resident's room and other locations in the facility providing the electrical surge protector shall be of metal construction and approved by Underwriters Laboratories or another recognized laboratory. Medical Equipment must be plugged directly into wall outlet.

Residents are not allowed to go into other residents' bedrooms unless invited to do so. Privacy is to be considered at all times. We discourage visits in the rooms of persons of the opposite sex, preferring that you use the dining room, activity room, or TV area.

Employees will knock on the door and not enter until they are acknowledged except in emergency instances. If a resident fails to acknowledge a knock, staff will knock a second time, open the door a crack and announce themselves before entering.

FOOD and BEVERAGES IN ROOMS:

With the exception of small (12 oz. or less) quantities of gum or wrapped candy in a container, residents are not allowed to keep food or beverages in their rooms, lockers, lock boxes, drawers, or closets for sanitation purposes and health reasons. All food brought into the facility for residents or their visitors, must be placed in the kitchen, dated and labeled. Please ask staff at snack times or meal times for your food. If food is not used within two weeks, it will be disposed of. Any unauthorized food or beverages found in resident rooms will be disposed of immediately. There is a glass in

your room for getting a drink of water.

SLEEPING POLICES:

Residents are encouraged to purchase alarm clocks and wake to them. However, staff will awaken you each weekday morning at approximately 6:00 AM if you so desire. Please arise promptly in order to begin your daily routine. Weekends and holidays have no restrictions as to when you arise as long as you come up on time for medications.

TV's, radios, stereos, etc. need to be either turned off at 10:00 PM or turned low enough so as not to bother a roommate.

On weeknights (Sun. through Thurs.) residents are expected to be in their rooms by 10:30 PM. You may stay up later on the weekends if you have no trouble arising in the morning.

Routine bed checks are done throughout the night. So as not to wake sleepers, staff will not knock between the hours of 10:30 PM and 5:00 AM. If this is a problem for you, let us know and we will have you sign a statement that you want staff to knock during the nighttime hours and this will be placed in your chart.

Nightlights must remain on during the night for the safety of all residents.

LAUNDRY:

Laundry service is provided by the facility. Clothing is washed and returned to residents during the night shift. Residents who are working on independent living skills may request joining the laundry program during their staffing.

Arrangements can be made for clothes which need dry cleaned, but the resident is responsible for the expense.

Staff may do simple mending such as repairing seams or sewing on buttons. If you need major repairs or alterations, you need to make arrangements to have these done elsewhere at your expense.

MEALS:

All meals are served in the dining room. On weekdays breakfast is served at 7:00 AM and at 8:00 AM on weekends and holidays, lunch is served at 12 noon, and supper is served at 5:00 PM. All meals are served until the steam table is cleared. The likes and dislikes of residents are considered and choices are offered as often as possible.

Residents are expected to be on time for meals with hair combed and hands and faces washed. Residents are expected to get their own trays and return the trays to the dirty dish area unless they are physically or mentally unable to do so. Residents are to display good table manners and keep the noise level down during meals.

You may have guests eat at the facility for \$5.00, but you are expected to give the kitchen a two hour notice.

Residents who are employed or attend a day program pack their own lunches after breakfast with staff supervision. Paper sacks are provided or residents may furnish their own lunch boxes. Residents are responsible to return lunch boxes or containers to the facility each evening.

Other than occasional snack items, residents are not allowed to order or bring in food from outside the facility. Instead we encourage you to eat out on shuttle days or when you have unsupervised passes. There are also several activities offered that include eating out.

SNACK TIMES:

Coffee and iced tea is available in the dining room throughout the day. If you have food items in the kitchen, you may ask for them between 9:30 and 11:00 AM or between 1:30 and 3:00 PM. The facility provides a snack at 8:00 PM or you may ask for your own at that time also.

POP:

Coke and Pepsi machines are located in the dining room and each machine has many varieties of pop, therefore we do not allow pop or any other beverages that is purchased elsewhere to be stored at the facility.

Pop machines are open for use two times a day: 9:30 to 11:00 AM. and 1:30 to 3:00 PM. Only one pop is to be purchased per time the machines are open. If a second pop is purchased, staff will confiscate unopened pop and put it in the refrigerator in the kitchen until the next pop time when you may have it. If you open the second pop, it will be dumped out.

We prefer that you drink pop and other beverages in the dining room. Please put the cans in the can catchers when finished. Residents with physician ordered diet restrictions will be supervised as to the amounts and type of pop purchased.

MONEY MANAGEMENT:

Upon admission to the facility you are asked if you would like to sign a release giving facility staff permission to assist you with the management of your money through the resident trust fund. If you choose not to sign the release, you take full responsibility for the management of your funds.

The administrative assistant or other designee handles resident finances. Each resident who has given written permission for assistance with money management has a ledger card. You will receive assistance with managing your finances so that you can meet your needs. Times to get money are Tuesdays and Fridays from 3:00 to 5:00 PM.

It is recommended that residents keep money in their possession or leave it in locked storage.

SHOPPING:

Shopping trips are scheduled regularly. Residents are encouraged to do their own shopping. Residents are expected to shop from a list and make arrangements for money prior to the scheduled shopping trip. Employees are not allowed to make purchases for residents without direct approval of the Administrator. Residents are discouraged from making purchases for other residents.

RESIDENT MEETINGS:

A Resident Meeting is scheduled each month. The date and time is posted. Residents are expected to attend. Families, and friends, and the public are welcome to attend also.

These meetings provide the opportunity to discuss upcoming activities, to analyze the activities of the previous month, to hear suggestions for future activities, and to discuss any problems with facility policies. Specific or personal problems should be written down and given to administrative staff. This is the time for you to offer your input. That is why it is important for you to attend. Staff will encourage you to do so.

RECREATION:

The facility employs a full-time Activity Coordinator. The Activity Coordinator plans and coordinates activities both within and outside the facility. The recreation area in the facility is located at the end of the north hallway and is open daily. A variety of activities are available to the residents including, but not limited to: TV, videos, video games, pool, a stereo system, treadmill, table games, and puzzles.

In good weather, outside activities such as picnics, softball, fishing, field trips to community events, parties, dances, and exploring rides are a few of the available choices.

You will have an opportunity to learn new and interesting crafts or renew your interest in old ones during your stay at the facility.

Residents have the opportunity to visit the public library. A variety of magazines, newspapers, and books are also available in the facility.

Our residents are encouraged to be as active as their health and desires permit. From the wide range of activities available, we are sure that each of you will find something of interest to you. Our Activity Coordinator will be happy to assist you in choosing an appropriate activity.

TRANSPORTATION:

The facility has vehicles available for transporting residents on planned outings and to medical appointments that have been coordinated by facility staff. If a resident or family member makes an appointment on their own, they must provide transportation to and from said appointment.

SWITA transports residents to and from vocational settings. The facility runs a shuttle service to Atlantic on Saturdays. Shuttle times are posted on your monthly calendar, or you may check with the Activity Coordinator. The shuttle makes stops at several locations across town. The cost to residents is \$1.00 each way.

Residents may be allowed to have cars at the facility with prior approval from administration. Requests will not be considered until proof of the following has been provided: 1) Valid drivers license, 2) Valid registration, and 3) Liability insurance and a signed Personal Vehicle Agreement as been signed by both administration and the resident.

WEAPONS:

Residents are not allowed to have knives, weapons of other kinds, or anything that resembles a weapon such as a toy gun, squirt gun, or toy knife. If any of these things is brought into the facility, they will be confiscated and disposed of

SIGN-OUT and LEAVE POLICY:

The facility is responsible for the whereabouts of each resident. When a resident leaves the facility unaccompanied by staff, he/she must:

1. Tell direct care staff you are going, the time you will leave and the estimated time of return. (Advance notice of at least 24-hours is to be given for overnight visits.)
2. Make arrangements for taking your meds if you will be gone during a med time. (Advance notice of at least 24-hours is to be given for overnight visits.)
3. Notify the kitchen if you will be gone during a meal time.
4. Fill out the *Sign-out Sheet* which is located at the reception desk.

Residents, who are under legal commitment, must have written approval from administration or designee before leaving the facility unaccompanied by staff. Residents who need Administrative or Service Coordinator approval for passes should make requests during regular business hours. On-duty direct care staff has the authority to revoke this pass if circumstances warrant it. However, this will not be done arbitrarily.

If you go on recreational outings or with family or friends, unless you have special permission, you are expected to return with the person who signs you out and at the time estimated for return. If you have a change in plans after leaving the facility, you must call the facility for permission. If you are a resident who is court committed to treatment and you do not return on time or call to let us know why you will be late, 15 minutes after the scheduled time to return staff will call the sheriff and notify them you are missing.

Any resident who leaves without proper notification is considered to have eloped.

Once a resident has been missing for a period of forty-eight (48) hours, they will be formally discharged from the facility per facility policy and procedure.

OFF-LIMIT AREAS:

No resident or visitor will be allowed in the cooking area of the kitchen. Residents are not allowed at the staff table during breaks. The Janitor Room and Storage Areas are off limits. You may not enter other resident bedrooms without permission or the personal care room without prior approval from Staff.

We highly recommend that when taking walks, you should stay on the facility property. Walking on the gravel lane and road in front of the facility is not permitted.

Residents are discouraged from "hanging out" around the RA Station unless there is a legitimate reason to be there.

SMOKING & TOBACCO USE:

Per state law smoking inside the facility inside is prohibited. The only place tobacco use is allowed is the designated area behind the building. Cigarette/cigar butts must be thrown away in the containers provided and not thrown on the ground. Tobacco use is not allowed between 10:30 PM and 6:00 AM Sunday through Thursday and 11:30 PM and 6:00 AM Friday and Saturday.

Residents are responsible for purchasing their own cigarettes, cigars and other tobacco products and must keep them in their own rooms. The facility does not store or dispense anyone's tobacco products and does not take responsibility for lost or stolen tobacco products.

Residents are not allowed to purchase tobacco products for other residents and are not allowed to give other residents tobacco products at any time

MEDICAL SERVICES:

Residents have the choice of medical physicians, dentists, etc. The Health Care Coordinator and qualified staff, through these doctors, handle all medical and health problems. The exception is residents who are being taught to attend their own appointments as part of the Health Skill Options.

The facility enlists the services of a psychiatric provider who visits the facility on a regularly scheduled basis. This individual provides services governing therapeutic work orders, psychotropic medication, and behavior modification.

If you choose to see a different psychiatric provider, staff will provide transportation to appointments at Southwest Iowa Mental Health Center. If you choose a provider other these options you will be responsible for transportation to and from your appointments and you will need to make arrangements with your provider to consult with the facility at least quarterly regarding your condition and your medications.

THERAPEUTIC WORK ORDERS:

The purpose of work therapy is to promote training skills for work and individual living. It also creates attitudes of self-worth, satisfaction, usefulness, dependability, and reality awareness. A resident's physician may order work tasks or a resident may request work tasks inside or outside the facility. However, residents do not perform tasks to replace staff, but merely work under supervision of staff. Any resident who performs work tasks shall receive individual job descriptions and daily routine schedules according to approval by their physician.

Some areas where residents enjoy working include folding laundry, peeling vegetables for dietary, housekeeping, gardening, and cleaning the grounds. Residents are not forced to work, but are encouraged to participate to the best of their abilities to create a more meaningful life purpose.

EMERGENCIES:

Emergency procedures are posted on the bulletin boards. You should become familiar with these procedures, so that you can act promptly and efficiently in the event of a real emergency.

Fire drills are held monthly. Emergency evacuation drills are practiced for responding to severe weather and tornado possibilities. We ask that you cooperate with staff during these drills.

RESIDENT RIGHTS:

Upon admission, each resident is given a copy of *Resident's Rights & Responsibilities*. The rights are explained in a way that can be understood. The resident or the legal representative signs a statement that they have received a copy of *Resident's Rights & Responsibilities* and that they understand their rights.

Residents must follow the rules of the facility. The rules may have to be changed from time to time. If this becomes necessary, residents will be given a thirty-day notice regarding any changes.

This facility is operated in accordance with U.S. Department of Agriculture policy which does not permit discrimination because of race, color, religion, or national origin toward admissions.

RESPECT FOR OTHERS:

There will be times when individual wants cause disagreement with another resident or staff. Some of the most obvious causes of friction occur when residents misuse smoking, TV or radio privileges, when lights are on late at night or when someone is too noisy. You are to respect others and their belongings and to treat others as you wish to be treated. You will be held responsible for damage to any property of another resident or the facility as a result of your actions.

If you have any problems which you cannot resolve, talk them over with a staff

member. If you do not get the results that you feel are just, then bring it to the attention of the Administrator and we will handle your problem as quickly and efficiently as is possible.

COMPLAINTS:

If complaints are not handled to your satisfaction within the facility, You have the option of contacting the agencies posted on the bulletin board across from the RA station or our case manager/social worker.

CONFIDENTIALITY:

This Agency will comply with all applicable federal and state laws and regulations of confidentiality including Iowa Administrative Code 441, Chapter 9.

All residents' records shall be considered confidential, and consequently are not available for examination and/or copying by members of the public. These records are available for review by the resident, DHS Social Worker, Case Manager and facility staff. Employees are prohibited from dissemination of information in this record except to those persons, designated above, unless the Administrator or designee has obtained an authorization for release of information signed by the resident.

SEXUALLY EXPLICIT MATERIALS:

For the purpose of this policy, sexually explicit material is defined as printed or video pictures which depict frontal male or female nudity or material which graphically describes sex acts.

Willow Heights does not condone or encourage the possession or use of sexually explicit materials. However, if residents who are capable of making their own decisions choose to have such materials, they must follow these guidelines:

- Materials must be kept out of sight and hearing in the resident's room.
- Materials may only be viewed/used in the privacy of the resident's room.
- Materials may not be shared with or loaned to any other resident(s).
- Videotaped materials may not be played on any equipment owned by the facility.

Residents who fail to follow this policy will have the materials in their possession confiscated and disposed of. They may also be subject to further disciplinary action depending upon the circumstances of the infraction.

APPEALS AND GRIEVANCES:

A resident may, at any time during the course of treatment, file a grievance. This

is done by submitting a written statement to the administrator of the agency, which details the exact nature of the complaint. This letter must include the time and date of the event(s), the exact nature of the complaint, other people who have first-hand knowledge of the event(s), and all people who were involved in the event(s). The administrator will have two (2) weeks from the date of the grievance to respond in writing. Copies of both the grievance and the response shall become a part of the resident's file. Copies of all related documents will be forwarded to the case manager. If the grievant is not satisfied with the response from the administrator, they may request that the case manager convene a case conference. Every effort will be made to satisfactorily settle grievances in a way that will allow the resident to continue to be successful.