

Physical Environment

To ensure a safe environment, and to promote the safety of our residents, the following are state and federal regulations that must be followed.

1. No outside air fresheners. This includes sprays, oils, waxes, plugins, and diffusers. The employees have access to an air freshener that is facility approved.
2. No humidifiers/dehumidifiers
3. No cords over 5 feet. This includes phone and TV cables.
4. No extension cords
5. Power strips are ONLY allowed if used for computers/printers
6. No heating blankets/pads

Preventing lost items

Try to make sure all laundry is marked at check in. Try to use as much of the full name as possible. EX: Joe Hardy, J. Hardy or Joe H. Mark your loved ones clothes even if family is washing their clothing, just in case the items end up in laundry.

Transportation

Transportation services are available through Brookings Area Transit Authority "BATA". If a ULC employee must accompany a resident on an outing, the billing rate will be \$40.00 per hour for the employee's time.

Bed Hold

When a resident is absent from the United Living Community/Avera for an extended duration due to hospitalization, home visit, and the full charge will be made for the first five (5) days. After the 5th day, the lowest daily rate will be charged.

During such absences, the room will be reserved until written or verbal notification is given to the United Living Community/Avera by the resident or his/her agent. The ULC/Avera will cooperate with all third party payers regarding their payment policies during the resident's absence.

If you are receiving Medicaid benefits, Medicaid will reserve the room for the first five (5) days you are absent from the United Living Community/Avera. After the five (5) days, the resident will be billed the lowest daily rate to reserve the room. Medicaid recipients will receive notice of this policy when they are absent from United Living Community/Avera. The room will be reserved until written or verbal notification is given to the United Living Community/Avera by the resident or his agent. For therapeutic home visits, Medicaid will reserve the room for a maximum of 15 consecutive days when the absence is for therapeutic home visits and the absence has been provided for in the resident's plan of care.

If a resident gives up their bed, they will have first chance to be admitted when an appropriate bed opens up, as long as the facility can still meet the needs of the resident.

Veterans Benefits

If your family member was a veteran or the spouse of a veteran they may qualify for some veteran's benefits. To find out if they qualify for any benefits you may contact the Veteran's Service Office in Brookings. You may call Mike Holzhauser at (605) 696-8260.