



Hospice Patient & Family Guide

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Your Haven Care Team

Most people benefit from hospice care because their illness and symptoms are best handled by treatments that focus on comfort and quality of life. Your Haven Care Team will work with you and your caregiver toward this goal. As team members visit you, they will fill in their names below. This is to help you identify them if you need to call the office.

Your Team Includes:

Case manager, RN _____
Social worker _____
Chaplain, spiritual care _____
Haven nurse practitioner _____
Haven physician _____
Clinical manager _____
Your personal physician _____
Others as assigned _____

In addition to the above, the following are also members of your team. If you feel your care is anything less than **excellent**, please call:

Patient Care Manager (PCM) or Regional Care Manager (RCM)

Manages the team responsible for your direct care

Vice President of Clinical Operations

Oversees all of Haven's clinical teams and their services to you and your loved ones

If you have concerns about your care, please contact one of your team members immediately. To locate the phone number of your team, see back cover of this guide or call: **800.HOSPICE (467.7423)**. You may also call the Agency for Healthcare Administration Consumer Hotline, 888.419.3456 (Hours of operation: Monday through Friday 8 a.m. - 5 p.m.)



Haven is accredited by ACHC.
855.937.2242 or 919.785.1214
and ask for the Complaints Department.

Team Members' Roles

Keep this Patient and Family Guide available for you and your Haven team to refer to during visits. It is an important reference tool.

You and your caregivers are an important part of your Haven team. You help develop your Plan of Care by:

- Providing information regarding your needs and symptoms
- Letting your team know your goals and wishes for treatments
- Providing permission for the treatments you agree to be in your Plan of Care
- Providing your team with frequent feedback about your care

The case manager, a **registered nurse** (RN) directs the care given by the team members who serve you. The RN will:

- Provide nursing care and coordinate services such as hospice care aides, medical equipment, etc., needed for you
- Work with your physician for symptom control by:
 - Reviewing and assessing your physical changes
 - Overseeing medications, treatments and supply orders
 - Assessing your symptoms such as pain or shortness of breath
- Teach your caregivers the necessary skills to provide your care
- Give you information about changes in symptoms related to your illness

Haven **physicians and nurse practitioners** specialize in pain and symptom management and will:

- Assess your symptoms and treatments
- Make house calls as needed to oversee your care
- Work closely with your RN case manager and other team members
- Coordinate your care with your personal physician, if you have one

Team Members' Roles (Cont'd)

The **social worker** provides:

- Information on financial, legal and community resources
- Help coping with your illness, loss and grief issues
- Information about the following advance directives
 - Health care surrogate
 - Living wills
 - Do not resuscitate orders
- Help with planning for long-term care needs
- Support and educational materials for children

The **chaplain** provides:

- Help coping with your illness, loss and grief issues
- Spiritual support
- Religious support
- Rites and rituals (prayer, meditation, communion, etc.) as requested
- Help in contacting your spiritual support (priest, pastor, rabbi, imam, study leader, etc.) based on your request

Hospice care aide(s) may be assigned by the RN case manager to provide:

- Help with baths, electric razor shave, and other tasks as directed by the RN case manager
- Changing the linens for your bed
- Preparation of a light snack

Aides may only perform tasks approved in advance by the RN case manager.

Our **volunteers** provide support and company to you and your loved ones in a variety of ways including:

- Offering emotional support
- Reading to you, writing letters for you, etc.
- Relieving the caregiver for short periods
- Shopping and running errands

Your Care Plan

Together you and your Haven team develop an individual plan for your care.

Your Plan of Care includes three basic areas:

- Physical care and symptom management
- Spiritual care
- Community resources and emotional care

Your Plan of Care is developed from

- Information gathered at the time of your admission
- Physician's orders
- Your goals and desires for symptom control
- Staff observations and assessments
- Your reports of symptoms and problems

Your Haven team reviews and updates your Plan of Care at least every 15 days. As your needs or goals change, so will your Plan of Care. You will be informed of services to be provided and you may refuse treatments at any time.

Levels of Care

There are four levels of hospice care Haven provides based on your needs.

- **Routine Home Care:** Provided in your home or in a variety of settings including hospitals, nursing homes or assisted living facilities.
- **Continuous Home Care:** Provided during times of crisis to help keep you at home while Haven's team of medical providers and staff will expertly manage pain and symptoms.
- **Inpatient Respite Care:** Provided in an approved Medicare facility, such as a hospital, nursing home, a Haven Hospice care center, or long-term care facility for up to five days at a time to provide a break for primary caregivers.
- **General Inpatient Care:** Provided in an approved facility when specialized care is needed to relieve pain and bring symptoms under control. These facilities may include Haven's freestanding hospice care centers, a hospital, or a skilled nursing center.

Your Care Plan (Cont'd)

Advance Directives

An advance directive is an oral or written statement by you that is witnessed by someone else. It spells out what you want and do not want related to your health care. This directive is used only when you cannot make decisions for yourself. There are documents that guide you through choosing what you want and do not want. If you do not already have such a document, your social worker can assist you with this.

Choosing a Health Care Surrogate (HCS)

A health care surrogate is a person you choose to make medical decisions for you when you cannot do so for yourself. There is a specific HCS form for this that must be signed and dated by you. Two witnesses must also sign the paper at the time you sign it.

If you have a completed HCS form, it is very important that you give a copy of it to Haven staff as soon as possible. If you do not name a HCS, Haven must follow Florida State law. The law defines who may serve as your spokesperson.

Do Not Resuscitate Order (DNRO)

A Do Not Resuscitate Order (DNRO) is a form that legally allows Emergency Medical Service (EMS) to not perform cardiopulmonary resuscitation (CPR). In order to be legally valid, this form MUST be printed on yellow legal paper. It must be signed by your physician and be visible to EMS personnel. We recommend putting the DNRO in a common place, like on a refrigerator.

If 911 is called, state law requires EMS to perform CPR unless there is a valid DNRO. If you have a DNRO form and 911 is called, EMS personnel can provide comfort and care without CPR.

Cardiopulmonary Resuscitation (CPR)

The Haven mission and policy is to promote palliation of symptoms and alleviate discomfort, not to prolong life or attempt to cure a life-limiting illness. If you wish full resuscitation and have made your wishes known, our physicians and nurses are trained in CPR and will, if present, call 911 and initiate CPR. In the absence of a valid DNRO, our physicians and nurses will initiate resuscitation measures and call 911. Other staff and volunteers do not have CPR training and do not provide this service, and will call 911 for emergency response according to your wishes.

Safety Tips for Patients and Caregivers

Preventing Falls

Risk of falls increases with age and with decrease in physical activity. Preventing falls is important because injuries can further reduce a person's mobility and independence.

Factors that increase fall risk:

- » Decreased strength
- » Change in balance
- » Changes in eyesight
- » Hearing changes
- » Some types of medications
- » Dizziness
- » Loss of bowel and/or bladder control
- » Memory loss, disorientation or confusion
- » Dementia
- » Arthritis or other joint problems
- » Moving to a new home or facility
- » Infections
- » Numbness in feet
- » Restlessness
- » Pets
- » Previous falls

Steps you can take to prevent falls:

- » Wear eyeglasses and hearing aids if you need them.
- » Remove things you can trip over (like papers, books, clothes and shoes) from stairs and places where you walk.
- » Remove small throw rugs or use doublesided tape to keep the rugs from slipping.
- » Keep items used often in cabinets or lower shelves so you can reach easily without using a step stool. Overreaching can cause a loss of balance as can bending over to pick up a dropped item.
- » Have grab bars put in next to and inside the tub, and next to the toilet.
- » Use non-slip mats in the bathtub and on shower floors.
- » Improve the lighting in your home. Vision changes that occur with age require brighter lights to see well. Consider using nightlights and opening curtains to the sunlight.
- » Have handrails and lights installed on all stairs even small steps.
- » Use non-skid treads on stairways.
- » Mark first and last steps on stairs with a color strip.
- » Wear well-fitting non-slip shoes with good support inside and outside the house.
- » Move furniture so the path is clear if possible.
- » Coil or tape cords and wires next to the wall to prevent tripping.
- » Keep necessary items within easy reach: glasses, hearing aids, a glass of water.

Safety Tips for Patients and Caregivers (Cont'd)

- » If you need help getting up, keep a bell at the bedside so you can easily call for help.
- » Wipe up spills right away to avoid slippery surfaces.
- » Make regular trips to the bathroom to avoid the need to rush.
- » Keep moving as long as safely possible. Inactivity contributes to weak muscles and loss of joint flexibility.
- » Get up slowly to avoid dizziness.

Talk to your RN case manager about assistive devices for safety. Haven can supply such items as:

- » Walker
- » Wheelchair
- » Shower bench or chair
- » Hospital bed
- » Raised toilet seat
- » Bedside commode
- » Half bedrails

If you are the caregiver for someone who either cannot call for help or is reluctant to do so, you might consider purchasing:

- » Room monitors or intercoms so you can be alerted when they are awake and need help or on the move without assistance.
- » Other safety devices include bed alarms, motion sensors and floor pads that will alert when your loved one leaves the bed or chair.

Home Oxygen Safety

Oxygen can “soak” into fabrics and hair. It makes a fire burn faster and hotter, which can cause a flash fire.

1. Keep flame and heat sources at least 7 feet away from the oxygen equipment. This includes cigarettes, candles, lighters, etc. Never smoke with your oxygen on! Staff and volunteers are instructed to leave your home if the above safety measures are not followed.
2. Keep oxygen equipment in areas that are well ventilated. Do not store in a closet or behind a closed door.
3. Post an “Oxygen in Use” sign on your outside door so that visitors will not come in with a cigarette or flame.
4. Never use petroleum based products (Vaseline, Chap-Stick, etc.) while using oxygen. These are fire hazards when used with oxygen products.

Safety Tips for Patients and Caregivers (Cont'd)

5. Oxygen tanks should be either in an approved stand or lying down to prevent them from falling over. They will not explode if they fall over.
6. If you take a tank in your vehicle, it should be fastened in with a seatbelt or straps. It can also be secured flat on the floor so that it cannot move.
7. Oxygen tubing and electrical extension cords are tripping hazards. Keep them out of the way.

Sharps

These includes needles, syringes, lancets, razor blades, disposable razors, etc.

Place these items into the rigid container provided by Haven. Do not use any other substitute container. Never recap needles or overfill the container. Haven's nurse or aide will take these containers away from your home and dispose of them.

Moving and Lifting - Caregiver Tips

Helping someone stand, move from a bed to chair, up from a fall, etc., can be dangerous for both people. For safety reasons, assess the person to be lifted. Are they cooperative? Is the distance you are moving them a few feet away? If they have fallen and are injured, call Haven immediately.

1. Always get assistance from others if you have any doubts of your ability to safely lift another person.
2. Wear shoes that do not slide easily. Place your feet apart when lifting.
3. Bend your knees to protect your back, using your arm and leg muscles.

Equipment Safety

Improper use and care can cause injury to you and others and may damage the equipment.

1. Do not use an extension cord with medical equipment; plug directly into wall outlet.
2. Ensure equipment is properly grounded. Use only three-pronged adaptors if three pronged outlets are not available.
3. Do not use electrical equipment near water/liquids. Do not place liquids on equipment.
4. Place all equipment on a firm, stable base.
5. Use equipment meant for indoors only indoors.

Staff and Volunteer Safety

As a condition of joining our program, you agree that when staff or volunteers visit:

You Will Notify Us if You Have Pet(s) on Your Property or in Your House

Animals are sensitive to changes in the home. New smells, equipment, an increase in visitors, etc., as well as changes in your physical condition or emotions affect pets. Such changes make it difficult even for owners to predict a pet's behavior. Without warning, pets have attacked our staff members.

Please keep pets secured and out of the presence of our staff and volunteers when they are visiting you. Pets must be secured at least 6 feet from visitors in the yard. In the home, we ask that pets are kept in another room with the door closed while staff and volunteers are present.

You Will Put Away All Guns and Other Weapons

Haven respects your right to own a gun or other weapons. However, medications and stress contribute to unsafe situations when combined with the presence of weapons. Our staff have experienced harmful situations with weapons in homes.

Please put away (out of the reach and out of visibility) all weapons while staff and volunteers are visiting.

You Will Never Smoke with Your Oxygen On

Staff / volunteers are instructed to immediately leave if you are doing so.

Please Stop Smoking and Clear the Room of Smoke When our Staff Come to Visit

We appreciate your help to protect those caring for you from accidents and situations that can be harmful.

How is Hospice Care Paid For?

Medicare Part A

Medicare is government health insurance for:

- People age 65 or older
- People under age 65 with certain disabilities
- People of any age with end-stage renal disease

Medicare Part A covers hospice care received from a Medicare certified hospice. You must sign papers to receive Medicare hospice coverage. This coverage replaces Medicare Part A coverage for the hospice illness only. All other illnesses remain covered by regular Medicare Part A.

For your hospice illness, Haven provides the following services as needed by the patient and caregiver as ordered by your physician:

- The visits and work of your team
- Supplies (bandages, catheters, etc.)
- Equipment (wheelchairs, specialized beds, walkers, etc.)
- Prescription medications for symptom management
- Physical, respiratory, speech and occupational therapy
- Nutrition advice
- Short-term care in a hospital or Haven care center for symptom management
- Short-term respite care as available to provide rest for your caregiver
- Grief counseling for you and your family
- Other services as recommended by your team

The Medicare Hospice Benefit does not cover:

- Room and board in a nursing home or being “skilled” in a nursing home
- Room and board in a hospice run facility for residential care
- Curative treatments such as surgeries
- Medications not related to pain/symptoms for your hospice illness
- Care in an emergency room, clinic or hospital unless arranged by Haven
- Ambulance/transportation unless arranged by Haven

We encourage you to talk with your team about treatments and Medicare coverage.

Patients are evaluated for hospice eligibility based on guidelines from the Centers for Medicare & Medicaid Services.

How is Hospice Care Paid For? (Cont'd)

Medicaid

Medicaid is a shared federal and state program. It helps with medical costs for some people with limited income and resources. You must sign papers to receive Florida's Medicaid hospice coverage. It replaces Medicaid for the hospice illness only. Coverage by Medicaid for other illnesses remains the same.

Please speak with your social worker for information about Medicaid.

Medicare or Medicaid Revocation of Hospice Benefit

If you have Medicare or Medicaid, you may discontinue hospice services at any time by signing a "revocation" form. Haven staff will provide this form to you upon request. Upon revocation, your regular Medicare Part A or Medicaid benefit will resume. If you "revoke" your benefit, you will no longer receive care by Haven.

Commercial Insurance

This type of insurance also includes what is known as Managed Care or HMO. Coverage from this type of insurance varies based on the insurance policy you have. Your social worker will work to help determine your insurance policy's coverage and financial limits. If you have insurance coverage, in keeping with federal law, hospices must either use that insurance for payment for services OR you will be billed.

Private Pay

If health care insurance is not available, charges for services, medications and supplies are based on the patient's ability to pay, which is determined at the time of admission to hospice based upon the patient's financial resources.

No one is denied services based on an inability to pay.

Medications

Management of Medications in the Home

1. It is always our goal to provide you, our patient, with the highest quality of care. Our clinical team will continually assess the effectiveness of all medications that you are taking and whether or not you are taking unnecessary medications. Some medications that you are taking may not fall under our plan of care and may be changed to other medications accordingly. Similarly, some medications may simply no longer provide medical benefit. Our clinical team will work to remove such medications from your care in order to decrease your medication burden.
2. Your RN case manager will oversee the medications for your hospice diagnosis. Medications are ordered for a 15-day supply for regular medications. Narcotics (medications for pain, anxiety, etc.) are ordered for an eight-day supply. This is the best way to help you have the right dosages and medications for your illness.
3. Medications not for your hospice illness may still be ordered by your primary physician.
4. You and your caregiver are responsible to pick up the medications from the pharmacy. Haven staff or volunteers are not permitted to do this. A mail order pharmacy option is available if you prefer.

How Medications Are Paid For

Haven must know about all medications and supplements you take in order to avoid interactions that might be harmful.

If you receive Medicare or Medicaid hospice coverage, medications approved in your Plan of Care are covered and paid for by Haven. Medications that are not part of your Haven Plan of Care will not be covered and paid for by Haven.

Please check with your nurse to determine your coverage.

Disposal of Medications in the Home

The Food and Drug Administration (FDA) developed a consumer guide for the proper disposal of medications. The guide is summarized below with additional assistance from your hospice nurses or social workers upon your request.

Medications (Cont'd)

- Follow instructions that accompany the medication. Do not flush medications down the toilet unless the patient information sheet instructs you to do so.
- Your nurse or social worker may assist you in the utilization of the Rx Destroyer product provided by Haven to dispose of non-hazardous drugs at your request.
 - The staff member will ask a caregiver or family member to witness the disposal of controlled substance. We must identify the drug and count the drugs for disposal per federal law when a staff member destroys the drugs.
- Your nurse or social worker may offer you education on the Rx Destroyer product with instructions to dispose of medications if you decline their help in disposing of controlled substances.

Products that may be disposed of using the Rx Destroyer product include NON-HAZARDOUS capsules, tablets, liquids, lozenges, suppositories and transdermal patches.

The steps for disposal are as follows:

1. Place medication into the Rx Destroyer container. If the medication is in a syringe or other similar container, empty the medication into the Rx Destroyer container.
2. When the container is filled up to 2 inches below the cap or all medication has been disposed of, assure the cap is secured tightly.
3. Shake the container and allow to sit for two hours.
4. Dispose of the container in the common trash.

Before throwing away medication containers, cross out personal information on the labels. This will help protect the privacy of your personal health information.

Why the Precautions?

When a medication contains instructions to be destroyed if unused, it has been determined that it is the best way to protect people. This is to reduce the danger of accidental use, overdose, illegal use and theft.

Environmental Concerns

Trace levels of medication residues are found in rivers, lakes and in some community drinking water supplies. According to the FDA's Center for Drug Evaluation and Research, the main source of this is not through disposal of the medications in the trash, but by people taking the medications and then naturally passing them through their bodies.

Medications for Pain Management

At Haven, our priority is to make sure that your pain is managed using medications and therapies that are aligned with your wishes and beliefs. Our goal is to always use the least amount of any medication to provide you relief from pain. The following medications are options that may or may not be helpful in treating your pain:

Acetaminophen: Acetaminophen, Tylenol ®, is a medication commonly used to treat mild pain. However, if you have liver problems, this is not a good choice and may cause harm. For this reason, acetaminophen is often not used at Haven.

Nonsteroidal Anti-inflammatory Drugs (NSAIDs): Medications such as ibuprofen or naproxen are examples of NSAIDs. You may have taken these medications for many years to treat aches and pains. However, these medications have side effects that may be harmful to you. Haven providers often stop these medications in order to prevent such harm.

Antidepressants: While technically named for treatment of depression, many of these medications are helpful in treating certain types of pain. However, if you are not currently on an antidepressant, it may take weeks for these medications to have their full effect in treating your pain. If you are already on an antidepressant, increasing the dose may be an option to treat worsening pain.

Anticonvulsants (Seizure Medications): These medications have been shown to be beneficial in treating certain types of pain as well. Unlike antidepressants, anticonvulsants do not take weeks to have their full effect for treatment of pain.

Topical Medications (Applied to the Skin): Certain topical creams or gels such as lidocaine may provide benefit for localized pain and may be a part of your plan of care. Lidocaine is a numbing agent that can help with pain when applied to the skin.

Opioid Medications: Opioid medications such as morphine may be used to treat your pain. If you have not had an opioid medication in the past, we will start with the lowest dose possible to treat your pain. These medications work quickly to treat pain and are often the ideal medication to treat your pain effectively.

Ketamine: Ketamine is a medication that works differently than most other medications to treat pain. Ketamine can decrease the amount of opioid pain medications needed to treat your pain. If you are requiring higher doses of opioids to treat your pain, this may be an option that will provide better relief.

All medications have side effects, and all medications can cause harm if not used properly. It is important that you ask any questions that you have about your pain medications and how to take them. Haven has 24-hour-a-day clinical staff that can help you.

Infection Control

Infection Control Tips

Please report the following symptoms to your nurse:

| | | | |
|----------|-------------------|------------|---------|
| Fever | Pus like drainage | Tenderness | Redness |
| Swelling | Productive cough | Chills | Pain |

Preventing Infection

Hand washing is the most important thing you can do to prevent infection.

- Plenty of soap and water is the most effective cleanser you can use
- Wash hands for a minimum of 20 seconds
- Rinse off soap with hands pointing down
- Wash hands before putting on gloves or touching wound dressings
- Wash hands after removing gloves, handling dirty laundry or handling any type of medical equipment including needles

Always wear gloves to change bandages or to handle dirty laundry. Wear gloves when touching anything that comes into contact with body fluids. Body fluids include blood, urine, bowel movement, vomit, nasal drainage or wound drainage. Never re-use gloves. Start with new gloves for each job.

Spills of body fluids should be absorbed by paper towels. Blood soaked items including bandages, diapers and gloves must be thrown out in red plastic bags labeled Biomedical Waste. Haven will provide these red bags. RED BAGGED TRASH CANNOT BE PUT IN HOUSEHOLD GARBAGE OR BURNED. The nurse or aide must remove these bags from your home for you. Other staff and volunteers cannot remove these for you.

Disposable items used by the patient that may be disposed of in household garbage include: paper cups, tissues, plastic equipment, diapers, gloves and plastic tubing. These should be placed in a tightly tied plastic bag before being placed in the garbage.

Preventing C. Diff

Clostridioides difficile (C. diff) is a bacterium that causes diarrhea and colitis. Hand washing is the preferred method to prevent the spread of C. diff.

Infection Control (Cont'd)

Preventing MRSA and the Spread of MRSA

MRSA is a particular type of infection that is easily transmitted from contact. MRSA is resistant to or does not respond to antibiotics. MRSA is highly contagious. Symptoms may include redness, warmth, swelling and tenderness of the skin. It can appear as a pimple, rash or open wound. Pus and drainage from wounds are very infectious.

MRSA can rub off the skin of an infected person to the skin of others during skin-to-skin contact. It can come off the skin onto shared objects such as razors, towels, sheets, equipment, personal care products and shared surfaces.

Preventing MRSA

- Wash hands with soap and water especially after changing bandages or touching infected skin.
- Keep cuts and other open areas clean with soap and water.
- Avoid skin contact and sharing items with those who may have MRSA.
- Keep infected area covered with clean and dry bandages.
- Dispose of used bandages in Red Plastic Bags provided by Haven.
- Clean personal items, equipment and wash laundry in hot water and bleach.

Laundry Cleaning

Wear disposable gloves when cleaning:

- Bed linens, towels and clothing that are soiled with body fluids or MRSA should be washed separately from other laundry with bleach.

Haven Medical Equipment Cleaning

Equipment placed in your home by Haven is clean and sterilized. After some use, however, it should be cleaned following these steps:

- Unplug all electrical equipment before cleaning.
- Use a damp soft cloth and mild detergent.
- Never use ammonia or bleach solution while cleaning Haven equipment.
- If you have questions about cleaning Haven equipment, call 352.379.6187 or 877.718.5475 (toll free).

What You Need to Know about COVID-19

Information Taken from the Centers for Disease Control (CDC)

What is Coronavirus Disease?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. This is a novel virus that was first identified during an outbreak in China in 2019.

How does COVID-19 spread?

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
- These droplets can land in the mouths or noses of people who are near by or possibly be inhaled into the lungs.
- Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms

What are the symptoms of COVID-19?

People with COVID-19 have had a wide range of symptoms, which can be mild to severe:

- Fever or chills
- Shortness of breath or difficulty breathing
- Muscle or body aches
- New loss of taste or smell
- Congestion or runny nose
- Diarrhea
- Cough
- Fatigue
- Headache
- Sore throat
- Nausea or vomiting

How can I generally protect myself?

The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19.

There are simple everyday preventive actions to help prevent the spread of respiratory viruses.

- Wash your hands often with soap and water for at least 20 seconds:
 - o Before eating or preparing food
 - o After using the restroom
 - o After blowing your nose, coughing or sneezing
 - o After changing a diaper
 - o After touching animals or pets
 - o Before touching your face
 - o After leaving a public place
 - o After handling your mask
 - o After caring for someone sick

What You Need to Know about COVID-19 (Cont'd)

- If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. If predominantly using hand sanitizer use soap and water at least every 10th time of using the sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- When outside your home stay at least 6 feet from other people.
- Cover your mouth and nose with a mask when around others.
 - You can spread COVID-19 to others even if you do not feel sick.
 - The mask is meant to protect other people in case you are infected.
 - Everyone should wear a mask in public settings and when around people who do not live in your household, especially when other social distancing measures are difficult to maintain.
 - Masks should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
 - Continue to keep about 6 feet between yourself and others as a mask is not a substitute for social distancing.
- Always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow and do not spit.
 - Throw used tissues in the trash.
 - Immediately wash your hands with soap and water for 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
- Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks.
 - Use detergent or soap and water prior to a household disinfectant.
- Monitor your health daily and be alert for symptoms.

What You Need to Know about COVID-19 (Cont'd)

If you or a household member are sick with the virus or suspect that you are infected with the virus follow these steps to prevent spreading the virus to people in your home and community:

- Stay home except to get medical care.
- Separate yourself from other people and animals in your home if you are having symptoms.
- Call ahead before visiting your doctor.
- Wear a facemask.
- Cover your coughs and sneezes.
- Do not share personal household items.
- Clean your hands often.

In order to better serve our patients and families during the COVID-19 Pandemic we need your help.

If you, as a Haven patient, are sick with the virus or suspect that you are infected, please call your Haven nurse. Your nurse will help determine next steps for your care. When you notify us, it alerts our staff to wear the proper personal protective equipment to minimize their risk of exposure, so that they can protect themselves and their loved ones.

If you as a caregiver for a Haven patient are sick, or suspect that you are infected with the virus, please contact Haven immediately so the patient's nurse can assess the need for additional care for the patient in the event you need help while you are sick.

If you are visiting a patient who is at a Haven Care Center, please be aware:

- We take care of COVID-19 patients in all of our Haven Care Centers. If you are considered high risk due to your own health issues, please consider an alternate means of communicating with your loved one, such as FaceTime or Backline.
- You will be screened at the entrance of the building.
 - o If you have a temperature, flu-like symptoms, have been exposed to a confirmed COVID-19 patient, are waiting for test results for yourself, or have traveled internationally without being fully vaccinated, you will not be allowed in the building. You can use alternate means of communicating with your loved one, such as FaceTime or Backline.
 - o If you are cleared to enter the building, you must wear a mask at all times, regardless of vaccination status, and stay in the patient's room. You will not be allowed to congregate in the common areas.

What You Need to Know about COVID-19 (Cont'd)

- The number of visitors per patient will be based on the most current CDC guidelines.
- Although visitors are allowed 24/7, please be mindful that the patient may not benefit from a constant flow of visitors and we respectfully request that the immediate family coordinate with family and friends to develop a visit plan that allows everyone to spend quality time with their loved one, but eliminates constant entering, exiting and reentering the building.

General Comfort Tips

Dry Mouth

If you have dry mouth, you can sip water or tea, suck on hard candies or chew gum. If swallowing is difficult, use a washcloth with ice chips/frozen juice to suck on. Use a soft toothbrush or foam swab only. Brush teeth and the inside of your mouth. Use lip balm on lips. Avoid strong mouthwashes. Avoid salty foods, hard breads, toast, crackers, etc.

Sores in the Mouth

Contact your nurse if you develop sores in your mouth, if the color of the inside of your mouth changes, or if you have trouble swallowing.

Aching

Take pain medications as directed. Make sure where you sit or lay gives you good support. If possible, move around every now and then to prevent stiffness. Get a back rub or massage to help the areas that ache.

Dry or Sore Skin

Keep skin clean to prevent infection. Avoid drying soaps. Use lots of lotion. Let the nurse know if you see any breaks or redness in the skin.

Bowel and Bladder Accidents

Use a pad inside your underwear. Use protective mattress pads. Go to the bathroom more often during the day. Use a portable toilet beside your bed. If you experience burning, let the nurse know immediately. Burning may indicate an infection.

General Comfort Tips (Cont'd)

Nausea and Vomiting

Try small, frequent meals that are bland with easily digestible foods such as

- Toast and crackers
- Sherbet
- Chicken without skin that is baked or broiled
- Fruits or vegetables that are soft and bland such as potatoes or peaches

Avoid foods that may increase nausea/vomiting including:

- Spicy, fatty or greasy
- Dairy products including milk and ice cream
- Foods with strong odors
- Foods containing caffeine such as coffee or chocolate

Difficulty Breathing

If you are on oxygen, make sure your equipment is connected and working properly. Sit up and lean forward, such as over a table or leaning forward with hands on knees to help you breathe easier. Elevate your head on pillows when lying in bed. Keep your environment calm and quiet. Use the pursed lip breathing technique in which you take slow, deep breaths and breathe in through your nose and then breathe out slowly while pursing or puckering your lips (as if you were going to whistle). Using a fan and keeping the air cool can also help. Do not smoke around the oxygen.

Call your nurse if the above suggestions do not provide the comfort needed. Ask your nurse about Haven's "Training Guide for Patients & Families" for more symptom management tips.

Nutrition Tips

Loss of Appetite

Lack of appetite is a natural and common experience for patients with a life-limiting illness. A reduced interest in food and fluids is one way the body adapts as the disease progresses. Your body will process food and liquid more slowly and less efficiently at this time. Forcing food and fluid beyond what the body desires at this time can be very uncomfortable (even painful).

How to Make the Best of a Declining Appetite

- Eat small frequent meals.
- Eat between meal snacks to add protein and calories.
- Drink high-calorie smoothies or milkshakes
 - Add in a blender any combination of:
 - Sherbets
 - Frozen concentrated juices
 - Canned and/or fresh fruit
 - Ice cream
 - Regular yogurt
 - Cottage cheese
 - Custard or whipping cream
 - Whole, fortified milk or half and half
 - Hot chocolate mix
 - Instant breakfast mix
- Eat slowly and chew food completely.
- If your mouth is sore, avoid foods such as tomatoes, citrus fruits or vinegar.

Caregiver Tips

Take care of yourself. It is important to take care of your own mental, physical, spiritual and emotional health.

- Rest whenever possible. Pace yourself. Let go of chores that are not necessary for now.
- Being a caregiver is stressful and it can affect your mood and energy level. Do what you can to reduce stress. Let others help you. Listen to favorite music, etc.
- Keep healthy foods around that need little or no preparation.
- Trust yourself and your caregiving.
- Talk with family, friends and/or Haven staff about what it is like for you to be a caregiver.
- Consider leaving a voicemail message on your phone for your family and friends to avoid returning numerous phone calls when you are too tired or stressed. Consider using www.caringbridge.org which is another option for keeping your friends and family up to date.
- Accept support from Haven volunteers so that you can leave the house to have some time for yourself.

Haven Medical Equipment

Haven Medical Equipment (HME) is a division of Haven Hospice. The use of a hospital bed, a walker or wheelchair can help improve your quality of life by keeping you and your caregiver from suffering back injuries and reducing your fall risk.

Medical equipment can:

- Help you save energy so you can spend more time with family and friends
- Help you avoid injuries

Your nurse will work with your doctor to order the equipment.

- HME will deliver, set up, and train you and your caregiver in the use of the equipment
- There is no charge for delivery or pick-up of equipment by HME
- The equipment is loaned to you and must be returned to Haven.

When you become a Haven patient, you may have medical equipment in your home. If you have medical equipment, you are paying another company directly or through insurance for that equipment.

Haven does not pay other companies to keep their equipment in your home. Haven will work with the other company to change the equipment over to Haven equipment. Haven Medical Equipment is prohibited from moving another company's equipment and personal furniture.

If you leave Haven's service, the medical equipment must be returned to Haven Hospice. We will work with you and your family to pick up the Haven equipment. Your attending physician will order equipment that you need that will be provided by a company other than Haven.

If you have any questions, please call 352.379.6187 or 877.718.5475.

Patient / Family Rights and Responsibilities

You have the right to:

1. Exercise your rights as a patient of Haven. Your guardian, health care surrogate or proxy will exercise your rights if you are unable to do so for yourself. Review instructions about using an advance directive. Appoint a health care surrogate if you do not have one.
NOTE: If you do not have a health care surrogate or advance directive, you can still receive services from Haven. If you have concerns about how your Advance Directive is implemented, you may call the Agency for Healthcare Administration Consumer Hotline, 888.419.3456 (Monday - Friday, 8 a.m. - 5 p.m.).
2. Exercise your rights without discrimination or retaliation.
3. Choose your hospice provider and your attending physician.
4. Receive services without regard to your race, veteran status, religion or spirituality, age, sex, sexual orientation, gender identity, disability, ethnic background or diagnosis.
5. Receive Haven staff services in accordance with physician orders regardless of your ability to pay for those services.
6. Expect care that is respectful of your values, religious or spiritual beliefs, dignity, individuality, confidentiality and privacy. Expect confidentiality and privacy of all information contained in your record and of protected information.
7. Be treated in an ethical and respectful manner. Have your property treated with respect. Receive services consistently and timely in accordance with Haven's policies.
8. Receive services in the language with which you are most comfortable.
9. Be fully informed of the purpose and frequency of services to be provided. Know the nurses, social workers, chaplains, etc., that will furnish services. Know about any changes to your Plan of Care. Be informed of the professional qualifications of the staff that provides Haven's services.
10. Be able to identify visiting personnel and team members through proper identification.
11. Actively be involved in developing and changing your Plan of Care. This includes referrals to other agencies as needed. Help decide where you receive our services. Accept/refuse the types or levels of services offered by Haven.
12. Seek services or treatments not provided by your Haven Plan of Care. Such services and treatments may not be paid for by Haven. These services may not be paid for by your insurance carrier if not in your Haven Plan of Care. In these cases you may be financially responsible.

Patient / Family Rights and Responsibilities (Cont'd)

13. Be informed orally and in writing in advance of services being furnished. Know the charges for services and the ones for which you may be responsible.
14. Refuse services or treatments after the consequences of refusing such are fully explained to you.
15. Receive information before service is provided about services covered by the Medicare Hospice benefit or insurance carriers. Be informed of any changes regarding billing within 15 days of when Haven is made aware of the change.
16. Voice complaints regarding treatment, service or lack of respect of you or your property. Recommend changes in policy, personnel, or service without interference, discrimination or unreasonable interruption of service for doing so. Have your complaints investigated. ***If you have a complaint you may call 800.727.1889 to speak to the Patient Care Manager and/or the Vice President of Operations.***
17. Be free from verbal, mental, sexual and physical abuse. Be free from mistreatment or neglect. Be free from theft or misuse of your property by Haven staff.
18. Be informed of the Florida State Abuse Hotline: 800.962.2873 and Florida's Medicare/Medicaid Hotline: 888.419.3456.
19. Request an ethics consultation regarding your rights. This consultation allows you to discuss concerns you may have that your beliefs and values are not being respected. Request ethics consultations by contacting your team's Patient Care Manager.
20. Be informed that Haven is a not-for-profit hospice provider. Haven is a community-based organization with its own Governance Board of Directors. You may receive, upon request, information regarding Haven's liability insurance.
21. Receive disclosure information regarding any beneficial relationship Haven has with any agency that refers patients to us or to whom Haven refers patients.
22. Receive effective pain management and symptom control for conditions related to terminal illness(s).
23. Be informed of the anticipated outcomes of care and of any barriers to achieving them.
24. Be notified in advance of treatment and service options. Know in advance about transfers to other health care providers. Be told when and why hospice care may be discontinued.
25. Be referred to another health care provider if Haven is unable to meet your needs. Leave Haven's service if you are not satisfied. Have your information transferred to another agency if service is assumed by them.
26. Be informed that Haven must receive your specific agreement to use any experimental

Patient / Family Rights and Responsibilities (Cont'd)

treatment for you. You are to show full understanding of the treatment, its purpose and its possible side effects.

27. Be advised on Haven's policies and procedures regarding the disclosure of clinical records.
28. Be fully informed of your responsibilities.

You and your family/caregivers have the responsibility to:

1. Arrange and provide for your housing, meals and financial support. You are responsible for how you travel unless a medical need is approved by Haven. ***Caregiving is the responsibility of family and friends as needed. You are to report changes in your residence. You must also report plans to temporarily or permanently leave Haven's service area.***
2. Provide Haven accurate and complete health information and history including current medications, allergies and treatments. Report any significant changes in your health condition.
3. Participate in the development and implementation of your Haven Plan of Care. Request information about services and the ways we may work with you to help meet your needs.
4. Let us know in advance of any treatments, hospitalizations or procedures planned for you. You must obtain prior-authorization from Haven for treatments, procedures and hospitalizations related to your hospice diagnosis. ***If authorization is not obtained for treatments related to your hospice diagnosis, you or your family may be financially responsible for them.***
5. Notify us in advance of emergency room visits.
6. Accept responsibility for your decisions to receive or refuse treatments and services.
7. Treat Haven's staff and volunteers with respect and consideration.
8. Maintain, to the best of your ability, a safe living environment for your well-being and those who visit with you.
9. Follow Haven's policy that all animals/pets on your property are secured in a way that they do not have access to Haven staff or volunteers.
10. Never photograph, video, or tape record staff and volunteers. This includes not using video audio devices when you are not in the room or home with the patient. Staff may not give individual permission for these activities.

Emergency Preparedness

Living in Florida means that we are all faced with weather emergencies and power outages. These are situations out of Haven's control. Here are some tips for dealing with these situations.

Loss of Phones and Communication

- A Haven team member will attempt to call you during emergency situations that may affect you. If you haven't heard from a team member, please attempt to call your team's local office.
- As possible, we will send a staff member or volunteer by your residence to check on you if we cannot reach you by phone.
- For a medical crisis, if you cannot reach Haven, call 911 from the nearest working phone or go to the nearest hospital emergency room if it is safe to travel. Notify Haven as soon as possible.

Stay Informed about the Weather and Emergency Situations

- Listen to emergency radio and TV broadcasts.
- Ask family or a neighbor to help you stay aware of emergency situations.
- Be prepared in advance for emergency situations.
 - Haven staff / volunteers may not be able to make visits immediately before, during or immediately after a severe weather or disaster event.
 - Haven staff will make contact with you as soon as possible immediately after a disaster event.

Upon Your Request, Haven Will:

- Order a seven days' supply of medications that are in your Plan of Care.
- Order seven days' worth of supplies you receive from Haven for your condition.
- Order a supply of oxygen for one to two days for transportation and brief power outages if you are on oxygen. Oxygen cannot be supplied for longer than one to two days. If you need oxygen for longer than two days, you are encouraged to evacuate to a Haven care center with the assistance of your team.

Emergency Preparedness (Cont'd)

You Need to Have the Following Ready for Evacuation If You Are Not Evacuating to A Haven Care Center:

- Seven days' worth of water to drink, prepare food, and to wash hands, etc.
- Seven days' worth of food that does not have to be cooked or refrigerated.
- If you shelter at a Haven care center, food and water is not supplied for anyone other than the Haven patient and one family member/caregiver staying with the patient.
- Seven days' worth of medications for other conditions not covered as part of hospice diagnosis.

If you evacuate to any place other than a Haven care center, you will need to take with you the food and water AND:

- Seven days of medications and supplies
- Equipment necessary for care such as wheelchair, walker, urinal, bedpan, oxygen tank, tubing cannula, needles, syringes, etc.
- Personal identification (driver's license, etc.) with your name and address. You will need this in order to gain entry to secured areas and shelters.
- Clothing for three to four days and trash bags
- Glasses, dentures, hearing aids, prostheses each labeled with your name
- Adult disposable briefs, baby wipes, paper towels, tissues and toilet paper
- Watch or battery-operated clock; battery-operated radio; quiet activities such as books and playing cards
- A copy of your advance directives and DNRO (on yellow paper) if you have them
- Haven Patient & Family Guide for phone numbers, etc.
- A cell phone and charger if you have them
- Sleeping bag, blankets, pillow, cot and folding chair

If your local Emergency Management office or law enforcement issues an order to evacuate your home, please contact Haven immediately. If you do not have friends or family with whom you can stay, Haven will do its best to relocate you in one of its care centers rather than have you go to a special needs shelter. You are responsible for making arrangements for the care of pets.

- Many shelters will allow only one adult to accompany a patient. Check with Haven regarding those who may stay with you in its care centers during a disaster.
- Pets are not allowed in many shelters and are not allowed in a Haven Care Center.
- Transportation resources are limited during emergency situations. Make arrangements as early as possible if you need assistance with transportation.

If you are a bed-bound patient, evacuation may require the assistance of one or two people to get you to safety. Register with your local emergency management office if you are bed-bound to obtain assistance during an emergency or if you will need assistance with transportation to evacuate.

Please let Haven know where you are if you evacuate and when you return home so we may check on you while you are relocated and as soon as we can.

Gifts of Care and Compassion

Haven is a not-for-profit hospice providing more than \$1.3 million a year in unfunded services to patients in need. The generosity of donors makes it possible for Haven to meet these needs throughout the 18-county service area.

Your support will help Haven continue to provide essential programs for our patients and their loved ones regardless of their ability to pay. These programs include:

- Camps for children and teens who have lost someone they love
- Volunteer programs to help patients and families
- Bereavement and group counseling in the community for anyone who has experienced a loss
- Programs to help those with advanced illness that may not be ready for hospice

You can help by providing current and future financial support to make a difference in the lives of the families we serve. There are a variety of ways you can help including a monthly contribution, an annual donation, a memorial gift, planned gifts and bequests. All gifts are greatly appreciated.

Gifts may be given by:

- Making a donation in memory of or in honor of a loved one
- Purchasing a brick or granite engraved with a loved one's name to be placed in a memorial walkway at one of Haven's care centers
- Purchasing a Tree of Life leaf or large stone to be placed in the family room at the E.T. York Care Center in Gainesville
- Designating Haven as your choice for United Way donations
- Designating insurance or securities as a future gift
- Participating in a yearly annuity charitable gift plan
- Including Haven as a beneficiary in your Last Will and Testament including property or vehicles
- Identifying Haven as your charity of choice through AmazonSmile (smile.amazon.com)

We invite you to join our current donors in support of the Haven's mission of honoring life by providing comfort, care and compassion to individuals and families we serve.

For more information on how YOU can make a difference, please call 800.HOSPICE (467.7423) and ask for Haven's Development Office or visit www.BeYourHaven.org/Donate.

We also invite you to visit www.BeYourHaven.org/Volunteer to learn more about giving the valuable gift of your time. Haven is always seeking compassionate volunteers looking to give back and make a positive impact on their communities. We ask that those wishing to volunteer wait until a year after the death of a loved one to join us.

Haven Attic Resale Stores

The sale of our Attic Store items provide funding for Haven Hospice patients and their families that otherwise could not afford our care. The store also provides clothing, furniture and household items for patient families who need help. Last year alone, the attic store sales raised over \$1.3 million.

Haven Attic Resale Stores (Cont'd)

Please consider supporting the Haven Attic Resale Stores by:

- Shopping at one of our five resale stores.
- Donating furniture, household items or clothing.
- Giving your time as a volunteer. We love our volunteers!

Haven Attic - Chiefland

112 Rodgers Blvd
352.493.2573

Haven Attic - Gainesville

300 NW 8th Avenue
352.378.7484

Haven Attic - St. Augustine

2497 US Highway 1 South
904.417.1337

Haven Attic - Lake City

1077 US Highway 90 West,
Suite 120
386.752.0230

Haven Attic - Orange Park

821 Blanding Blvd.
904.215.7130

We also offer pick-up and delivery services in all areas. Please call the store closest to you to schedule an appointment. For more information and for store hours, please visit www.BeYourHaven.org/Attic. Interested in contributing or volunteering? Please contact Haven's Development Office at 800.HOSPICE (467.7423). For more information and for store hours, please visit www.BeYourHaven.org/Attic.

Notice of Billing Practices

Thank you for choosing Haven. We are honored to assist our patients and families in receiving the best care possible. The healthcare system can be confusing to navigate and we want to help make this transition as smooth as possible so that you can focus your time on what matters most to you.

At Haven, no one is denied care based on their financial status or their ability to pay. Hospice patients 65 or over or who are enrolled in Medicare, will find that their hospice care is fully covered with no out-of-pocket expenses. The Florida Medicaid Hospice Benefit and most private insurance plans also cover hospice care. We will need your insurance card(s) upon admission so that we can bill your insurance company. Once your insurance company has paid, you will receive a bill that will reflect any remaining deductible, copayment or patient responsibilities.

If you do not have health care coverage, you will be asked to pay the full amount of your estimated charges. If you cannot pay the entire estimated amount, you may be eligible for prorated financial assistance or charitable care.

Financial assistance is available to all patients regardless of whether or not they have health insurance. Patients who have health insurance may qualify for assistance on their remaining balance (coinsurance/deductibles) after insurance pays. The Haven social worker can also provide assistance with completing and filing a Medicaid application.

The Medicare and Medicaid hospice benefits do not pay for daily room and board in our Haven Care Centers. The benefits do pay for respite (five-night maximum) and short-term stays that require intensive nursing intervention (GIP - general inpatient care). All room and board stays, including respite beyond the five-night allowed or short-term GIP stay, require advanced payments in one week increments, which is subject to bed availability.

Thank you for the privilege to serve you and your family.

Notice of Private Pay Practices

Haven is not only honored and privileged to provide comfort, care and compassion to you and your family, we are also dedicated to assisting you in navigating the healthcare system.

Within the first five days of admission to Haven, your social worker will assist you in completing an Individualized Fee Scale to enable our finance team to determine if you are eligible for reduced fees or charitable care if private insurance and Medicare/Medicaid are unavailable, inadequate, insufficient or exhausted. Patient care services are never denied at Haven because of financial status. Our social workers and finance team can also assist with completing and filling out a Medicaid application if you wish to apply.

Within this Haven Patient & Family Guide, you will find a complete list of all the services and supplies that we provide. The Centers for Medicare and Medicaid Services (CMS) serve as the basis for our daily inpatient rates with the exception of care center room and board.

Following the completion of an Individualized Fee Scale, and providing supporting documentation, our finance department is available to review monthly charges, options for payment and answer any questions you might have.

If you have any questions or concerns regarding your statements, please call 800.HOSPICE (467.7423) and ask to speak with a financial representative.

Thank you for the privilege to serve you and your family.



Haven complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Haven does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Haven:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Haven Customer Service, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to cscmail@BeYourHaven.org.

If you believe that Haven has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Haven's Director of Compliance, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to compliance@BeYourHaven.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Director of Compliance is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available

at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-727-1889.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-727-1889.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-727-1889.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-727-1889.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-727-1889。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-727-1889.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-727-1889.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-727-1889.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-727-1889

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-727-1889.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-727-1889.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-727-1889 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-727-1889.

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-727-1889.

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-727-1889.