

**WHISPERING PINES**  
**HANDBOOK**

## **WHISPERING PINES DESCRIPTION OF SERVICES**

### **SUPPORTIVE SERVICES:**

- General housekeeping, such as
  - Daily bed-making
  - Light housekeeping
  - Garbage pick-up
- Coordination of transportation to access the community
- Laundry

### **PERSONAL CARE ASSISTANCE:**

- Services related to activities of daily living, such as
  - Bathing
  - Dressing
  - Grooming/Hygiene
  - Eating/meal preparation in apartment
  - Limited assistance with toileting/incontinence care
  - Limited assistance with mobility

### **PROFESSIONAL NURSING SERVICES:**

- Health monitoring
  - Assessment of physical, functional & mental status to detect changes that may indicate health problems and to facilitate appropriate intervention
- Medication set-up & administration
- Medication monitoring
- Diabetes management
- Post operative management/monitoring, such as
  - Wound care
  - Dressing changes

### **WELLNESS/RECREATIONAL ACTIVITIES:**

- Examples of wellness activities include:
  - Group sessions with information/assistance on good nutrition
  - Blood pressure screening clinics
  - Group sessions with information on ways to manage chronic health conditions, such as weight management, allergies, asthma, diabetes, etc.
- Examples of recreational activities include:
  - Group leisure activities
  - Group exercise activities

**WHISPERING PINES RCAC  
SERVICE OPTIONS**

**TIERED SERVICES:** Service options are listed below. Individuals may be placed into service categories dependent on individual request and/or assessed need. Tenants must agree to service before service may begin. Tiered services do **not** include professional nursing services.

**LEVEL A: \$225 per month**

- Up to 30 minutes per day, 1 to 3 times per week, of personal care assistance and/or supportive services
- Medication reminders
- Wellness activities, as offered
- Recreational activities, as offered

**LEVEL B: \$490 per month**

- Regular assistance up to 30 minutes per day, 4 to 7 times per week, of personal care assistance and/or supportive services
- Medication reminders
- Wellness activities, as offered
- Recreational activities, as offered

**LEVEL C: \$969 per month**

- Up to 60 minutes per day, 1 to 7 times per week, of personal care
- Supervision of medication
- Wellness activities, as offered
- Recreational activities, as offered

**SERVICES AVAILABLE THAT COULD BE PURCHASED SEPARATELY INCLUDE:**

LAUNDRY	\$5.00 per load + cost of in-house coin operated machines (folding extra)
NOON MEAL	\$132 per month
PROFESSIONAL NURSING	\$75.00 per hour

*Additional services, such medication set-up, bed-making service, garbage pick-up & others may be negotiated as requested*

If you have any additional questions, please call Carrie Mahlum or Wanda Plachecki at 786-1400.

## **FREQUENTLY ASKED QUESTIONS**

### **Whispering Pines RCAC**

#### **What is a Residential Care Apartment Complex?**

A Residential Care Apartment Complex (RCAC) is a form of housing with services available to seniors in Wisconsin. The Whispering Pines RCAC will have many services available, including:

- assistance with care such as bathing, dressing, grooming
- nursing services such as medication reminders and set-up
- one community noon meal
- help with laundry and housekeeping

Lakeview will provide these services to tenants at Whispering Pines, as needed and/or requested. The LaCrosse County Housing Authority owns the property and will continue to manage all aspects of the property.

The best part about living in a RCAC is that you may move into an apartment while still healthy and independent and continue to live there even if you need some services brought into your home.

#### **How does a RCAC differ from a nursing home?**

Nursing homes offer 24-hour a day nursing care. Rooms are either single or share, as are bathrooms. Other living areas, such as living and dining, are shared common spaces.

RCACs, on the other hand, are separate apartment units with kitchen, bathroom, bedroom and living space. Each apartment locks to ensure tenant's privacy.

#### **What has to happen before entering an RCAC (or starting to receive services)?**

Before a resident may be "admitted" to Whispering Pines RCAC, there are several documents that must be completed by the facility and/or tenant:

- An assessment to help understand the needs of the tenant
- A service agreement to outline what services are being recommended and agreed upon
- A risk agreement to identify situations that could put a tenant at risk, how the tenant wants to manage the risk, and documentation that all parties understand and accept the level of risk.

**If the provider recommends a certain level of service based on the assessment, does the tenant have to agree to receive these services?**

No. The tenant is the final decision maker about what services they will receive.

**If the tenant needs 30 minutes of service per day for several months, and then improves, can services be stopped?**

Yes. One of the benefits of living at Whispering Pines RCAC is that the services are flexible & can be provided at the level the tenant needs as long as it doesn't exceed what is allowed in an RCAC.

**What amount of services are allowed in an RCAC?**

A RCAC can provide up to 28 hours per week of a combination of supportive, personal, and nursing services.

**How do tenants pay the monthly rates for Whispering Pines RCAC?**

Tenants can pay for the services with their own resources. Other options to cover the cost of RCAC services may include long term care insurance, if available, or Family Care services, if eligible.

The Aging & Disability Resource Center staff will discuss Family Care options and eligibility standards with tenants in more detail.

*If you have additional questions about RCAC services, please call Carrie Mahlum or Wanda Plachecki at 786-1400.*