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**WESTHAVEN COMMUNITY**  
"A MINISTRY OF THE EVANGELICAL CHURCH"

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**TELEPHONE, MEDICATIONS, CLOTHING AND TV POLICIES**

**Telephone Service**

Family must call CenturyLink or Mediacom to start phone service. Please call Bruce with the date of hookup and telephone number provided by so he can activate the correct phone outlet. Any phone issues or concerns, please call Bruce at 515-298-3873. Residents are responsible for Personal phone service charges.

**Medications**

We **CANNOT** accept over-the-counter medications or any medications not prescribed by a physician. All medications, including over the counter medications, shall be ordered by the resident's doctor and shall be received from the facility pharmacy (Medical Associates) by the Westhaven Community nurse. **All medications, including over the counter medications, shall be administered by the Westhaven Community nurse or medication aid.** All medications are to be taken in the presence of the nurse or medication aid per Federal Regulation.

**Clothing**

In order to help prevent lost or missing clothing, all resident's clothing needs to be marked with their names to be easily identifiable. Please mark all clothing prior to admission to the Home with a black permanent marker. Clothing should be wash and wear. Laundry is picked up and delivered daily.

The Resident and Family Services Department will order nametags for each resident after admission. The present cost is \$13.00 per 100 tags and will be added to the resident's monthly billing. We currently have volunteers who apply the name tags to the resident's clothing after the tags arrive (two to four weeks).

In the event clothing becomes misplaced, please contact Laundry Services on a facility phone using intercom so the laundry department staff can begin to locate missing items as soon as possible.

**TV**

Each resident room is furnished with a wall-mounted, large, flat-screened TV and Mediacom Family Cable. A resident needing the volume level of their TV loud will be asked to purchase and use wireless earphones. Wireless earphones are available at a variety of retail stores.