



**Thank you for choosing us for your healthcare needs.**

Whether you're here for a short-term rehabilitation stay or long-term care, we will partner with you to develop an individualized plan of care to meet your specific needs and goals.

This booklet provides an overview of our services and information regarding what you can expect. Members of your care team will meet with you to share additional information and assess your needs.

Please feel free to ask questions and share concerns. We are happy to have the opportunity to serve you.



## Social Work Department

We have a dedicated professional social-work team consisting of a Social Worker and an Admissions/ Discharge Coordinator.

The Social Worker assists with residents' social and psychological well-being and helps ensure that residents experience the highest quality of life. This includes maintaining dignity, addressing spiritual and cultural preferences and advocating on residents' behalf.

The Admission/Discharge Coordinator coordinates a resident's stay, from admission to our sub-acute care setting to discharge home. This planning begins upon a patient's admission. We gather information and work with residents and families to help provide services and equipment for a safe return home.

The Social Work team will help with all your needs.

## Advanced Directives

Your care team recognizes your right to formulate advanced directives to accept or refuse medical treatment, including life-sustaining treatment. Our team will honor healthcare decisions in accordance with New York State law. Such decisions will be documented on a Medical Orders for Life Sustaining Treatment (MOLST) form whenever possible.

We encourage every resident to designate a healthcare proxy, someone who may make your healthcare decisions if you are incapable. If a proxy has not been designated, the Social Worker will assist.

## Complaints

If you have a question, concern or complaint about your care, please feel free to contact the Social Worker (ext. 2558 or 2193), the Director of Nursing or Administrator. Your concern(s) will be investigated and every effort will be made to resolve your issue(s). The phone numbers of the Long-Term Care Ombudsman's Office and the New York State Complaint Hotline are posted in each unit and outside the Social Worker's office.

## Care planning

Every resident will have a Care Plan developed by a team of professionals from various disciplines, along with the resident and family/representative. This plan is based on the resident's needs and life patterns. It states the goals of care and how each member of the team will work to meet those goals.

You will be requested to attend a Care Planning meeting within 14 days of admission. However, please do not wait for a Care Plan meeting to inform us of special needs, habits, likes, dislikes, etc. Information can be added to your Care Plan at any time.

## Physician services

All care provided to residents is under the direction of a licensed Physician. An Attending Physician is assigned to each resident when the resident is admitted. The Physician oversees the medical and nursing care provided. The resident will be given the contact number for the Attending Physician. Each doctor has arranged for 24-hour coverage for emergency needs.

## Therapy services

### Schedule

We offer Occupational Therapy (OT), Physical Therapy (PT) and Speech/ Swallowing Therapy (ST). All are provided five days a week; however, Saturday scheduling is available for physical therapy. The average length of a therapy session depends on personal need and ability to tolerate the session.

### Staffing

Our staff consists of:

- A full-time Occupational Therapist (OTR)
- A full-time Physical Therapist (RPT)
- A full-time certified Occupational Therapy Assistant (COTA)
- A full-time Physical Therapy Assistant (PTA)
- Two full-time Speech Language Pathologists (SLP) who share patients.

### Clothing and personal items

Because you will be working toward improving your independence with self-care and mobility, appropriate footwear and clothing are extremely important. Please wear comfortable shoes with a non-slip tread. Avoid shoes that slide on, as well as slippers that are soft and worn, because they do not provide adequate support. Clothing should be non-restrictive; sweat suits, clothing with elastic bands and stretchy fabric are ideal.

### Equipment

We provide walkers (both rolling and standard), rollators (walkers with seats), wheelchairs, cushions, leg rests, canes and other adaptive equipment during your stay with us. If you would like to bring a special item, please discuss your request with our therapy staff.

### What to expect from us

Our therapists will be with you from your admission to discharge. We are actively involved in communication with you and your family, as well as nursing and other staff members. Your therapy begins with an evaluation. If it is determined that you can benefit from our services, we formulate a plan of care to meet your goal of improving your abilities. Periodically, we will update you on your progress, adjust goals and ultimately help plan your discharge when you reach your maximum level of attainable function.

### What we expect from you

We hope that your goal is to live life to its fullest and gain as much improvement as you can while you are here. To meet these goals, you must participate in therapy every day you are scheduled, try your hardest to perform the activities requested by your therapist, bring a positive attitude and DO YOUR BEST! Ultimately, your progress depends on the effort you put into your therapy. We are here to provide you with the tools and expertise to do so.





## Short-term and Long-term nursing care

Our Nurses are trained professionals who perform services needed for long-term care and/or short-term situations due to an injury or illness. Our Nursing Staff will attend to wound-care needs related to post-operative, pressure and stasis ulcers. Nurses also dispense and monitor oral, intravenous and subcutaneous medications. Respiratory care may also be performed; this can include oxygen, CPAP, BiPAP and nebulizer treatments. Palliative and end-of-life care are offered, as needed.

Our Certified Nursing Assistants (CNAs) provide personal care that focuses on helping residents with bathing, dressing, personal hygiene, toileting, walking and maneuvering in and out of bed.

## Emergencies

In the event of an emergency, your personal Physician will be called. Depending on the nature of the emergency, your doctor may either personally evaluate you or request that you be sent to the Emergency Room.

The facility will notify one family member or friend in the event of a change in your condition or medical emergency. If the primary contact person is not available, we will contact an alternate. The contacted individual is responsible for sharing information with other family members and friends.

In the event of a life-threatening emergency, such as cardiac and/or respiratory arrest, the staff will begin to administer CPR if a “do not resuscitate (DNR)” order is not present. In the absence of a DNR, a “code” will be called, and the hospital Code Team will respond. Resuscitation procedures will be carried out under the direction of the responding physician.

## Contacts

Please make certain that we have your main contact person’s name, address and phone numbers. Please also provide alternate names and phone numbers of individuals who can receive information if we are unable to reach your main contact.

## Resident safety: Falls and use of restraints

Residents’ safety is our primary goal. When you are admitted, you will be assessed to determine if you are at risk for falls. We also will evaluate other safety-related issues. That assessment will be used to develop a Care Plan to address those issues. Please inform us about any safety-related concerns you may have.

Please use the bedside or bathroom call bells to ring for assistance. Attempting to ambulate and/or transfer without assistance often can lead to a fall. Even with the utmost precautions, however, falls happen. New residents and individuals with a history of falling are most at risk. The information obtained in our initial Fall Risk Assessment will help the staff put the proper safety measures in place to reduce the number and severity of falls.

We strive to be restraint-free. Please note that siderails on beds are not routinely used to prevent falls because the rails present a significant safety hazard. They may also be considered a restraint. Other alternatives, such as alarms, a low bed or mats on the floor, may be used to minimize the risks of falls and injuries.

Extension cords are not permitted in residents’ rooms. Power strips are permitted only if approved by the facility and the correct cord is used. Please discuss your needs and questions with Administration and/or Nursing Administration.

Talcum powder is not permitted due to safety hazards.

## Your dining experience!

A Registered Dietitian will meet with you to review menu/meal selections, obtain food preferences and discuss the diet prescribed by your doctor. This information is entered into our Geri-Menu computer system and will generate the week's menus for you. If you have questions or concerns, please contact the Food and Nutrition Department at extension 2081.

### Healthy-menu planning

It is imperative that our food-service team provides healthy menus to all residents. To best meet the menu-planning needs of our residents, we take into consideration:

- Selecting an eating pattern that meets nutrient needs over time, at an appropriate level.
- Providing meal plans that help decrease risk factors or manage chronic conditions such as heart disease, diabetes and hypertension.
- Planning menus according to nutrient requirements that best meet national standards for patient demographics.
- Providing a model for healthy eating in the community.

### Meal delivery times

- Breakfast: 7:45 a.m. - 8:00 a.m.
- Lunch: 11:45 a.m. - 12:00 p.m.
- Dinner: 4:45 p.m. - 5:00 p.m.
- Snack: 7:30 p.m. - 8:00 p.m.

The menus for the current week and next week are posted near each dining room. The menu for the day is at the front desk. If you prefer other menu options for the day, the Always Available Menu includes:

- Breakfast: Assorted cold cereal, muffin of the day, cottage cheese and a fruit platter.
- Lunch and Dinner: Hamburger, grilled cheese, cottage cheese and fruit platter, peanut butter and jelly sandwich, and turkey, egg, tuna or chicken salad sandwiches.

Please provide menu changes by 10 a.m. for lunch and 3 p.m. for dinner.



A nutritious snack is available each evening. These snacks will be rotated with some from each food group available daily:

- Juices, coffee, milk.
- Yogurt, pudding (regular and diet), ice cream (regular and sugar-free).
- Assorted cookies/crackers.
- Fresh fruit, canned fruit.
- A half-sandwich: Tuna salad, egg salad, peanut butter and jelly, chicken and turkey.

### Food brought in

When food prepared outside of the Dietary Department is brought in for residents, a Nursing team member must verify that the resident has no allergies or sensitivities and the food is appropriate for the resident's diet prescription.

If the prepared food brought in is not served immediately to the resident, the food must be stored in a container with a tight-fitting lid. The container should be clearly labeled with the resident's name, room number, the date the food was brought to the resident, and the "use-by" date. Food can be stored and consumed within 72 hours. If the food is not eaten within 72 hours, the food will be discarded.



## **Recreation Department**

The Recreation Department strives to make your stay as pleasant as possible. We offer a variety of group programs designed to meet your needs and interests. If you'd prefer to engage in an independent activity, that's OK, too. Just request supplies from a Recreation Department staff member and we'll do our best to accommodate your wishes as quickly as possible.

### **Expecting mail?**

Mail/packages will be delivered, unopened, to you on the day of arrival. Please let staff members know if you require assistance opening/reading the contents.

### **Are you religious/spiritual?**

Our team of dedicated clergy members serves most religions, but you are welcome to have a representative of your spiritual affiliation visit at any time.

### **Do you have a pet that you want to visit?**

We welcome pets! However, before a visit, learn more about requirements from the Recreation Department. In addition, we offer pet-therapy visits throughout the month. Monthly calendars are posted in each room and by rooms 364-365.

### **Banking and financial issues**

If desired, you can set up a personal, interest-bearing savings account for your banking needs. Banking and financial questions should be directed to the Resident Financial Representative. Call extension 2856 or visit the office located on our floor.

### **Voting**

You retain the right to vote in government elections. Your Social Worker and/or Recreation Department specialist will assist you in registering to vote and obtaining an absentee ballot.

### **Clothing**

You are responsible for purchasing your own clothing. All clothing brought to the facility must be inventoried by Nursing. Please provide two weeks of clothing and appropriate closed shoes with non-slip tread.

### **Laundry**

The facility provides laundry services for your personal clothing. Please be sure all items are labeled with a permanent indelible marker and clothing is machine-washable. Your family can do your laundry, if desired.

## Personal possessions

It is recommended that valuable possessions be entrusted to a family member or friend.

Missing items should be reported immediately to the Social Worker or the Unit Nurse so a report and investigation can be done. The facility will try to locate the item. **However, please note that Garnet Health Medical Center - Catskills is not responsible for lost, damaged or missing items. This includes, but is not limited to, dentures, orthotics, prosthetics and other personal belongings.**

Certain personal belongings may be brought to the Unit. This depends upon the size and nature of the item, and the ability of the room to accommodate the item. Please note that items such as microwaves, coffee makers and other appliances are not permitted in resident rooms due to safety concerns. **All personal items must be removed from the facility within 30 days of discharge. After that time, the facility will not be responsible for unclaimed items.**

## Room changes

Rooms are assigned on the basis of availability and clinical need at the time of admission. We will make every effort to accommodate room-change requests to the extent possible. Please note, we reserve the right to move residents for reasons of health and safety, as well as for the needs of the unit.

## Locked storage

A key is available for the locked storage box in your room. Contact the Finance Office to request a lock-box key.

## Beauty-parlor services

A licensed hairdresser is available to provide services on a fee-for-service basis. Appointments can be made with the Unit Coordinator at the main desk. You can also set up beauty-parlor payments from your personal banking account. Please contact the Finance Office.

## Telephone services

Each bed has a telephone on the side table. Local calls are free. Long-distance calls require a phone card. Dial 9, followed by the number you are calling.

## Visiting hours

Visiting hours are flexible. As a courtesy to our residents in semi-private rooms, we ask that visits after 8 p.m. are outside the room. Please also meet visitors outside your room if the presence of additional people disturbs your roommate.

## Smoking

For the health and safety of our residents and staff, all Garnet Health Medical Center - Catskills buildings and grounds are completely smoke-free. This includes all E-cigarettes, vaping materials and tobacco products. All patients, staff and visitors are expected to comply with this regulation.