

WEST VILLAGE REHABILITATION AND
NURSING CENTER

WELCOME BOOKLET

&

RESIDENT INFORMATION GUIDE

214 w. Houston Street
New York, New York 10014

Phone: (212) 337-9400

WEST VILLAGE REHABILITATION AND NURSING CENTER

RESIDENT INFORMATION GUIDE

Resident Name: _____ **Your Room Number Is:** _____

Welcome to WEST VILLAGE REHABILITATION AND NURSING CENTER

We would like you, your family, and visitors to know that your safety, comfort, and care during your stay here are of utmost importance to us. We encourage you to voice any suggestions that will result in improvements in services or the quality of life at our facility. The management and staff of WEST VILLAGE REHABILITATION AND NURSING CENTER ("WEST VILLAGE") will make every effort to assist you in exercising your rights and to assist you and your family in understanding and complying with the rules of the facility.

As a multi-resident facility, we must have Rules of Conduct and Activities so that everyone can enjoy a safe, protected and satisfying environment. We ask that you, the resident, your family and visitors, become familiar with our rules so that together we can make WEST VILLAGE an effective, responsible facility providing quality service to all. Please remember, we are always available to answer any questions.

Your cooperation is requested in order to maintain a pleasant and safe environment for all.

ACTIVITIES

The Activities Department offers a comprehensive program of leisure activities based on each resident's needs and interests. Each resident is assessed and their families interviewed to determine the resident's preferences for leisure activity. This includes evening and weekend programs.

Monthly calendars of activity programs are provided to each resident and are posted on each unit. In addition to group activities, stimulating educational and cultural programs are offered for every level of cognitive functioning. Holidays are celebrated so as to generate active participation from all residents. Spiritual services are offered to all residents on a weekly basis. Participation in daily physical activities is encouraged to help each resident achieve his or her optimal level of independence and reinforce functional skills for daily activity. Family members are welcome to accompany the resident and participate in programs as space provides. The activity department conducts on-going recruitment for volunteers to enhance our offerings.

ADVANCE DIRECTIVES

WEST VILLAGE seeks to empower the resident to direct his/her own care by making his/her wishes known in advance. Residents can best assure that their wishes for care and treatment will be followed by completion of a Health Care Proxy. This document designates a person who can make decisions for the resident if the resident is unable. It can be used to express the resident's wishes in regard to medical treatment decisions, including the use of feeding tubes, IVs, antibiotics, end of life care, etc.

During the course of the resident's stay, the Social Worker and Clinical Team are available to assist residents and families in making these decisions. The facility staff may convene an Ethics committee to clarify the resident's/health care agent's wishes and determine how the facility can best assist and care for the resident. The Social Worker is available to assist in addressing Advance Directive issues. For some residents the implementation of a DNR order is the option of choice under certain circumstances. The Physician, Nurses and Social Worker are available to assist and clarify these issues.

A resident desiring a DNR (Do Not Resuscitate) order shall wear a purple charm affixed to his/her identification wrist band. Families should note that the DNR order governs only the act of performing CPR, and has no impact on other care decisions such as artificial nutrition and hydration. A resident who wishes to be resuscitated shall not have a purple charm affixed to his/her wrist band to aid in easy identification.

MOLST (Medical Orders for Life-Sustaining Treatment) forms will be initiated with Resident and/or Designated Representatives to reflect the resident's wishes in regards to Full CPR (attempt Cardio-Pulmonary Resuscitation), DNR (Do Not Resuscitate), treatment guidelines, instructions for intubation and mechanical ventilation, future hospitalization/transfer, artificially administered fluids and nutrition, antibiotics, pain management, ensure medical orders are based on the Resident's current medical condition, values, beliefs, wishes and goals for care and communicate a Resident's wishes regarding care across health care and community settings.

ALCOHOL /ILLEGAL SUBSTANCES

It is the policy of WEST VILLAGE that residents will not be permitted to abuse alcohol or illegal substances. Residents with a history of alcohol or substance abuse will have the opportunity to receive treatment.

Residents/visitors are not permitted to have alcohol or illegal substances in their possession within the facility. Any alcohol found on the premises will be removed and discarded. If illegal substances are found, the appropriate authorities will be notified.

Visitors are not permitted to consume alcohol or illegal substances on facility premises.

Resident consumption of alcoholic beverages will be permitted in supervised group activity programs only, or under the supervision of a resident's attending physician.

SECURITY CAMERAS

Security cameras have been installed in the public areas of the facility to ensure the safety of our staff and residents. Security cameras are not used in areas where there is an expectation of privacy, such as restrooms or patient care areas.

APPOINTMENTS / AMBULETTE TRANSPORTATION

Whenever possible, residents are referred to physicians and services that are available within the facility. On occasion, a resident may need to leave the facility for a doctor's appointment or test. The Facility does not provide transportation services, but the nursing staff will assist the Resident or the Designated Representative in scheduling the appointment. The Facility does not provide staff to accompany the resident. The Resident or the Designated Representative will need to arrange for a family member, companion or nursing assistant to accompany the Resident. The cost of transportation is the responsibility of the Resident, and is a Medicaid covered service for the Medicaid sponsored residents, and the transportation company will make billing arrangements with the resident or a family member.

CARE PLANNING, COORDINATION & COMMUNICATION

Upon admission a resident centered baseline care plan will be established and available within 48 hours and will include initial goals based on the admission orders, physician orders, dietary orders, therapy orders, social service orders and PASARR recommendations(if applicable), etc. The baseline care plan is used to reflect the resident's current needs through the stated goals and objectives and interventions. The care plan summary will be provided to the Resident and/or Designated Representative.

The Interdisciplinary care team members assess each resident on admission, as changes occur, a quarterly and annual basis. A multi-disciplinary care plan is developed by the team to address all aspects of the resident's care needs and is approved by the attending MD. The team functions as a partner with the resident, the Designated

Representative and family in providing the highest quality of life for the resident. On-going communication and participation in care planning sessions is invaluable. An invitation either verbal or written will be provided to the resident and/or Designated Representative to coordinate the date and time of the care plan meeting. Accommodations can be made for attendees such as video/phone conferences, translator/interpreter services etc. to assist in the resident and Designated Representative's participation and understanding. Questions about care should be addressed to the Social Worker or Nurse Manager. Changes in condition, medications and treatments are generally discussed with the Charge Nurse and/or MD as the situation arises.

CLOTHING & BELONGINGS

As a matter of resident's dignity, all residents should be properly attired while in the facility. The family is responsible for providing items for the resident and replacing them when they are worn out. Staff can advise as to appropriate clothing and suitable accessories for the resident's needs. Items provided to the resident need to be "wash-n-wear" and of sturdy construction and able to be laundered under commercial soap and washing conditions. Delicate and special laundering items i.e.: wool, silk, etc. are inappropriate. If the family does not choose to launder the resident's clothing, the facility will provide the service on a daily basis. Every resident needs to have sufficient clothing to last through the necessary daily changes.

All clothing and belongings must be left with Reception to be labeled when brought to the facility (whether laundered by the family or the facility). A Clothing Inventory form will be completed. Staff on the unit needs to be advised when new clothing, footwear and other items are brought in.

Periodically, vendors offer sales at the facility of specially made clothing & accessories. Notices are posted on the units and in the Activities bulletins. Upon prior authorization to the Activities Director by the resident or designated representative, clothing purchases on behalf of the resident can be made from the resident's account. The facility reserves the right to use resident funds to make minimum clothing purchases to maintain resident care and dignity.

Due to limited storage in resident's rooms, off-season items are to be taken home by the family. Resident/families are requested not to keep "valuables" or "sentimental" items, jewelry or accessories in the facility, as the facility is not responsible for lost personal items. Residents, who are able to manage a key, may request a locked drawer for personal items.

Misplaced items should be reported as soon as possible. All efforts are made to keep items together during laundering. The sooner an item is reported missing, the better the chance of locating it. Unfortunately, the facility cannot be responsible for lost clothing or other items.

The following is a list of "Recommended Clothing for Men and Women." For the resident's appearance and comfort, we request a seven day supply of clothing. The actual number of garments needed will vary; but, please remember that many residents need garments changed more than once per day. Clothing should be wash and wear, loose and comfortable, and periodically checked for replacement.

Most family members are familiar with resident behaviors which would effect clothing selection and/or use. If you need help in this area, our staff will be happy to make suggestions.

- Trousers/sweat pants/jogging pants (men)
- Back-closure dresses, pull-on slacks/jogging suits (women)
- Shirts/blouses (front or back closure) (men/women)
- Undershorts/panties (men/women) if resident has some bowel/bladder control
- Pairs of socks/stockings (men/women)
- Pairs of shoes, sneakers and/or slippers (men/women)
- Sweaters/cardigans (men/women)
- Lap robes (men/women) if resident would use

COMPLAINT PROCEDURE

The resident/designated representative is informed on admission and at intervals thereafter of changes in facility procedures and how to report and resolve issues of concern. The facility strives to make the resident's quality of life enjoyable and pleasant. Any concern of a resident should be reported to the Charge Nurse or Social Worker. The Nursing Supervisor is always available to address concerns. As part of our partnership agreement, the facility is committed to addressing and resolving complaints from residents and families and maintaining a strong communication link.

Residents and families may also make formal complaints to the Social Worker if they feel the concern warrants this type of action. A copy of the policy and procedure is posted on the resident/family information board. The Social Worker will provide a source of communication and direction for resident/family members to address grievances, complaints and recommendations about care, treatment and living situations at the facility. The Nursing Supervisor is on duty 24/7, and is able to address any immediate issues for residents and families. The Supervisor advises the Social Worker when issues arise.

Resident Council meetings are held monthly and provide the opportunity for residents to voice common issues and opinions. The facility is also sensitive to individual concerns and appropriate team and administrative staff are available as needed to respond to residents and families. If a resident or designated representative is not satisfied with the handling of a grievance, the Social Worker will provide the resident/designated representative with direct access to the Department Head or Administrator to resolve the problem. In addition, the resident may file a complaint by contacting the ombudsman program; or by contacting the New York State Department of Health concerning resident abuse, neglect, mistreatment and misappropriation of resident property in the facility.

Facility's Grievance Officer:
Director of Social Work- Smana Seradieu
(212) 337-9400 ext. 5614
214 W. Houston Street
New York, New York 10014

New York State Department of Health
DRS/SNHCP
Mail Stop: CA/LTC
Empire State Plaza
Albany, New York 12237
(888) 201-4563
Facsimile #: (518) 408-1157

New York State Long Term Care Ombudsman Information: Deirdre Garrett-Scott – NYS Ombudsman Coordinator
(212) 812-2911

NYS Office
New York State Office for the Aging
Office of the Long Term Care Ombudsman
2 Empire State Plaza
Albany, New York 12223
(844) 697-6321
(800) 342-9871

NYC Office
Long Term Care Ombudsman Program
New York Foundation for Senior Citizens
11 Park Place, 14th Floor
New York, NY 10007
(212) 962-7559

Residents, staff and visitors are encouraged to bring concerns to our attention. Complaints and concerns are promptly investigated and resolved as quickly as possible, it is our goal to resolve your concerns and report our findings to you within seven days. Complaints or concerns may be made orally or put in writing and given to the unit nursing staff or any other employee. As always, issues may be discussed with the Nurse Manager, Nursing Supervisor or Social Worker. Our goal is excellence in resident care and we welcome your comments, concerns, suggestions and questions.

DEVICES

Insurance is often available for devices including but not limited to eyeglasses, dentures and hearing aids. We recommend looking into this during your stay. The facility will not be responsible for devices misplaced by Resident during their stay in the facility.

DISASTER PREPAREDNESS

In accordance with New York State Law and New York State Department of Health Regulations, the facility has developed an Emergency and Disaster Preparedness Plan. As part of this Plan, the Facility is required to have an updated list of Residents whose families have indicated that they would accept them temporarily in the event of an emergency. In the event of a disaster or emergency, the facility will reach out to any such designated family member(s) to confirm whether they could accept the Resident should an evacuation become necessary.

EDUCATION COUNSELING

Resident and family education is an important part of working toward the best quality of life and care for each resident. Topics vary based upon the resident's needs. The facility provides a broad range of information on an individual and group basis. Staff is available to address resident and family questions or issues as they arise.

ELECTRICAL ITEMS & EQUIPMENT

Because of fire and safety concerns, no appliances of any kind are allowed at the facility. If you feel that an appliance from home is crucial, please speak to the Administrator. Regulations require that all electrical items in the facility are inspected by the Maintenance Department. Before an item is brought to the facility, families should discuss the plan & make arrangements with the Social Worker. Extension cords are not permissible according to NYSDOH regulations. Please notify the Director of Environmental Services for assistance as needed.

Some residents utilize specialized equipment or chairs. Such items must be evaluated and recommended by the team as consistent with the care plan and safety considerations for all residents in the facility.

FOOD & NUTRITION SERVICES

Resident diets are prescribed by the Attending Physician. The Dietitian or Nurse Manager is available to discuss each resident's needs. The Dietitian will assist in menu planning and individual food preferences. Since many residents have special needs, families must check for diet and consistency issues with the Nurse or Dietitian before offering food or fluids to other residents.

Any food brought into the facility must be approved by the Charge Nurse on the unit to be sure that it complies with the MD diet orders. Leftover food cannot be stored in the unit refrigerator and must be taken with you when you leave, or discarded.

Commercially prepared foods such as soda, pudding, etc. may be brought into the facility only if approved by the Charge Nurse. Items must be dated and labeled with the resident's name and room #. All such storage is at the discretion of the facility and may be discarded if necessary. Open items may not be stored. Only authorized persons are allowed in facility pantries. The nursing staff will assist the family member.

The facility recognizes the enjoyment residents receive from special foods, however since it can not be responsible for the sanitary conditions or diet conformance of these items, the facility reserves the right to restrict as necessary. There is a dining room on each unit in which the day's menu is posted. Residents are encouraged to eat in the dining room. Residents who are able to manage their own snacks may store non-perishable items at the bedside. Such items must be stored in air tight containers and may not pose a sanitary or insect problem. Since this issue affects other residents, the facility reserves the right to restrict these privileges and enforce sanitary practices. Meal times and menus are posted on the units and in dining areas. Snack vending machines are located in the facility and may be used as long as the dietary plan is followed.

GRATUITIES / TIPPING IS NOT PERMITTED

Tipping of, or gifts to, staff is strictly prohibited. If you wish to show appreciation to a staff member, a personal thank-you note or letter directed to the Administrator will be most welcomed. Popular tokens of appreciation include coupons for pizza, bagels, cookies and other treats which are greatly appreciated and can be shared by all.

INFECTION CONTROL

All efforts are made to maintain a homelike atmosphere, however, the reality is that many residents are frail and at risk for infections from common organisms. At times, infection control precautions are instituted to reduce the risk of the spread of organisms that may affect residents. The Charge Nurse or Nursing Supervisor will be able to explain any precautions that are in effect. Hand washing is the best defense against any infection and everyone is encouraged to wash frequently and before and after each resident contact.

IMMUNIZATIONS

The facility maintains a record of immunizations that you have received. Immunizations against Influenza (flu) and Pneumococcal disease (Pneumococcus) will be administered unless contraindicated by a medical condition and or your stated preference. Unless previously immunized, all residents will receive the Pneumococcal Vaccine upon admission. In addition, the annual influenza immunization is administered between October 1st and March 31st of the following year. You will be provided with information on the benefits of receiving the vaccines, potential side effects of the pneumococcal and influenza vaccines and the consequences of not receiving the vaccines. Please discuss any questions you have, or request more information from your physician or nurse.

NON-DISCRIMINATION POLICY

As a recipient of Federal financial assistance, the **WEST VILLAGE REHABILITATION AND NURSING CENTER** does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by **WEST VILLAGE REHABILITATION AND NURSING CENTER** directly or through a contractor or any other entity with whom the **WEST VILLAGE REHABILITATION AND NURSING CENTER** arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed.) In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above, please contact:

West Village Rehabilitation and Nursing Center
Administrator- Steven Rubinstein
Telephone number: (212) 337-9400

PASS VISITS

The facility has an “**Out-on-Pass**” rule requiring residents and/or their designated representatives to notify the facility when a resident is leaving the building. A minimum of three days’ notice is required in order to arrange for necessary medications. A medication instruction form will be provided. Residents must sign out at the nurses’ station prior to leaving the facility.

Approval for a pass is contingent on the resident’s Interdisciplinary Care Team (Care Team) determination that a pass will not jeopardize the resident’s medical well-being and the attending physician’s order.

Medicare will terminate coverage for Medicare beneficiaries receiving physical, occupational and/or speech therapy (“therapy services”) if the Resident does not receive therapy for three (3) consecutive days, whether planned or unplanned, for any reason, including illness or refusals, doctor appointments or religious holidays. If such therapy is the basis for Medicare Part A coverage, the Resident will be responsible for the cost of his/her stay, unless another payor source is available.

The facility expects residents and/or family members to advise the facility of where the resident is going (in the event of the need to contact the resident), how long the resident will be away (in order to ensure necessary medication/ treatments are considered), and the person who will be accompanying the resident.

If the resident disregards the Care Team’s determination and leaves the facility without approval, such leave will be deemed to be “Against Medical Advice.” The facility cannot, and does not, assume any responsibility for a resident who leaves the premises without approval. The facility will notify the resident’s family, any interested/designated persons and/or the police department, as appropriate, and may permanently discharge the resident if the facility’s procedures for approval to leave the premises are not followed.

RESIDENT COUNCIL & FAMILY MEETINGS

Resident Council meetings are held monthly and provide the opportunity for residents to voice common issues and opinions. Family meetings are periodically scheduled as informational sessions on various topics of general interest and to apprise families of facility initiatives or changes. Discussion of individual resident issues is best handled through communication with the Social Worker who can arrange for appropriate team members to participate. We recognize that families are also experiencing their own degree of stress related to the resident’s situation. Our goal is to provide supportive and constructive guidance to the resident and family in working through these issues.

RESIDENT RIGHTS

Resident rights information is available through the Patient & Family Services office and posted throughout the facility. Any questions regarding these rights may be discussed with the social worker, nurse manager or any member of administration.

RESTRAINT

The philosophy of the facility is to provide the resident as much freedom of movement and independence as possible consistent with resident’s wishes, physical and mental status. West Village is a restraint-free environment. In instances when it may become necessary to use alternate means such as vest restraints, side rails or lapboards to provide for the resident’s safety, we will contact you.

ROOM ASSIGNMENTS

A resident will be assigned a room on a unit that will provide the most appropriate care for the resident. In the case that such a room is not available at the time of admission, the resident will be assigned a temporary room where he/ she can be cared for until a permanent room becomes available. Periodically, residents in a semi-private room who do not have a roommate will receive a new admission/roommate and proper notification will be given to the resident and/or Designated Representative. Whenever a room change is indicated, the resident and family member/legal representative will be notified in advance of the change.

Should a health problem or other medical emergency require a room change, such change will be implemented immediately by the Administrator, and the next of kin will be notified as soon as possible.

If a resident desires a room change for personal reasons, the social worker assigned to the resident will consult with the individual(s) involved as well as with the family, in order to arrive at the best solution for all parties.

SAFETY & SECURITY

Safety of all persons in the facility is a primary concern. Anyone noting a hazardous situation, accident or injury is requested to report it immediately to the Charge Nurse or Nursing Supervisor.

The facility is considered the resident's home and as such security and privacy are extremely important. All persons visiting the facility must sign-in at the reception area and are requested to treat the facility and residents as if they were guests in someone's home. Any time a resident leaves the nursing unit, they must be signed out prior to leaving and back in upon return at the nurses' station.

Patios are available for the enjoyment of residents and families during daylight hours. Visitors are requested to clean up and remove any waste material and place it in a waste container. Please advise the Charge Nurse if you are escorting a resident outside.

The facility is equipped with several security systems to safeguard residents. Please do not assist someone you do not know to exit a unit or go outside the facility. Visitors are to enter and exit the facility through the Main entrance only.

Fire and Emergency procedures are routinely practiced by staff as part of the facility emergency operations procedures. If you are in the facility during a drill or emergency situation, please follow the direction of staff. The primary responsibility of staff is for the residents. Do not park in Fire Zones. These areas are reserved for emergency vehicles.

Families are requested not to bring breakable items, i.e.: glass vases/objects and picture frames into the facility. Sharp objects should not be brought to the facility, i.e.: scissors, knitting needles, knives, etc. If a resident's hobby requires the use of these items, the Activity staff will assist with safe storage arrangements.

The facility retains the right to refuse access to the premises of persons considered dangerous, disruptive or inconsistent with its operations. Any private duty companion must be reviewed and approved by the facility.

West Village strictly prohibits anyone to enter the facility with any object that might be utilized as a weapon or any firearms. Anyone found in possession of same or exhibiting inappropriate behavior will not be allowed to remain on facility premises.

To insure the safety and well-being of the residents, staff and visitors, the facility reserves the right to inspect all packages and bags. This includes resident belongings as well as locked cabinets.

Cooperation is required for availability of areas for cleaning or maintenance needs.

Facility owned wheel chairs cannot be taken off premises upon discharge or transfer to another facility.

SMOKING/VAPING POLICY

The Facility is committed to maintaining a smoke-free and vape-free environment. In keeping with the New York State Clean Indoor Air Act, there is no smoking or vaping inside the Facility. Under no circumstances will a resident or his/her visitors smoke or vape anywhere on the Facility's grounds or in the building(s) of the Facility, nor will he/she maintain or store any smoking or vaping material, electronic nicotine delivery systems or devices, oils, paraphernalia or other flammable, spark, smoke or vape producing device(s) in his/her room at the Facility.

SOCIAL SERVICES

Each resident has a Social Worker as part of the team who assists in preparing Advance Directives and addressing adjustment and emotional concerns about living at the facility. The Social Worker assists in clarifying financial questions and serves as the family contact for information and referral. The Social Worker assists in obtaining services such as Support groups, Psychological counseling, Hospice care, Discharge Planning and Home Care Services. The Social Worker serves as the contact with the Designated Representative for the team concerning Advance Directives, Care Planning and on-going issues.

SPIRITUAL NEEDS

Part of the team approach is to identify resident's spiritual needs, whatever they are. Everyone expresses him/herself differently and we try to meet this part of the resident's wellbeing through discussion with the resident and family. The Therapeutic Recreation staff and Social Worker are available to discuss individual needs, however at any time the Nursing staff can assist. At different times in life, needs change and it is our goal to be of assistance when needed.

TRANSPORTATION

Staff will assist families in transportation arrangements and can provide information regarding methods, providers and qualified coverage. However, the facility does not provide transportation service for residents or staff to accompany the resident.

Emergency ambulance transportation to the hospital for an acute episode is arranged by the Nurse when the MD directs that the resident be sent to the hospital for care. The facility does not assume financial responsibility for ambulance transport and in some circumstances a fee or co-pay is billed to the responsible party.

VISITATION

Our visiting policies encourage families to visit with their loved one and to spend important family time together. Visits are allowed in the resident's room, lounges and patios of the facility.

Residents have the right to receive and refuse visitors. In accordance with our responsibility to safeguard the resident's home environment, the facility staff may seek the identification of any person whose identity or purpose is unknown or restrict inappropriate visitation. Visitors are required to use the Sign-in Book at the Reception area.

Visiting needs to be conducted so that it does not interfere with resident's therapy or treatment and respects the rights and privacy of all residents of the facility including roommates. Restrictions placed upon visiting are discussed with the resident and designated representative. Visitors should be considerate of all residents in the facility, including limiting the number of people, noise level, duration of visit and monitoring for fatigue or illness of residents. Children under 12 years old and pets must be supervised when in the facility by the person who accompanies them. They may not freely roam the unit or facility.

Special visiting arrangement requests should be discussed with the Social Worker. Families are encouraged to arrange special occasions such as birthdays, anniversaries, etc. through the Activities Department.

Visitors may dine with residents in the dining rooms with advance purchase of meals at the Reception Desk. Please order your lunch guest meal by 11 a.m. and your dinner guest meal by 4:00 p.m. Visitors are not permitted in resident's room while staff is providing care unless authorized by the Nurse Manager or Nursing Supervisor.

Visitor's bathrooms are located on the lobby level. Residents should return to their unit bathroom due to the need for supervision and assistance. Please ask unit staff for assistance. Visitors may not provide transfer or lift assistance to residents.

Infection Control measures may require restrictions at times as units with an illness outbreak may be closed. Visitors

are requested to refrain from visiting at times when the risk of exposing residents to infection exists, i.e.: colds & flu. The presence of very young children should be evaluated as an Infection Control consideration. Special arrangements may be made during times when Infection Control measures are in effect. Any questions can be answered by the Charge Nurse or Nursing Supervisor. Families are encouraged to receive the annual flu shot and pneumonia vaccination as appropriate from their own MD.

ATTENDING PHYSICIAN

Residents have the right to request their preferred physician. These physicians must be licensed to practice in New York State, complete the credentialing process and be approved prior to them being allowed to practice in the facility.

ANTIBIOTIC STEWARDSHIP

Antibiotic Stewardship is a program and protocols set up to make sure residents receive the right dosage, right antibiotic, for the correct duration and are used when only truly necessary. The use of this program will assist in preventing and reducing the use of unnecessary antibiotics.

DENTURES

At the time of admission it will be documented when a resident is admitted with dentures. Nursing will indicate if a resident wears dentures at all times or if there is a potential risk for loss. A care plan will be developed to address the risk for loss and the team will develop strategies to try to help prevent and minimize loss.

In the event dentures are ill fitting, lost or damaged a referral to the dentist is generated within 3 business days from the time the complaint, loss or damage is identified. If there are extenuating circumstances that result in the delay of the dental referral it will be documented in the Medical Record.