

HAVE A CONCERN?

Valley View Rehab & Nursing Center has a specific policy & procedure in place for concerns and complaints. We encourage all residents and families to inform any staff member of their concerns so we can address them.

Alternatively, an ombudsman is a trained individual who can work with you to help resolve or investigate any problems or complaints regarding your rights or services while in the nursing facility. This person is not an employee of Valley View.

Any staff member can complete a concern form on your behalf. To complete one anonymously, concern forms and drop boxes are located on the east & west side common areas next to the fish tanks. These boxes are checked regularly.

Valley View Grievance Official
Steve Fry, NHA

Valley View Prevention of Abuse Coordinator
Amy Hostrander, DON

Lycoming County Ombudsman
Traci Foster 570-601-9557



New Resident Handbook

*Welcome! We are pleased to have
you here!*

Your Room Number: _____

Your Physician: _____

2140 Warrensville Road
Montoursville, PA 17754

570-433-3161

Valley View Beauty Shop

Located at the end of 800 hall across from the activity room is our beauty salon! Our beautician, Kelly, is available at her schedule to provide hair cuts and other services to our residents.

Included with your stay (excluding 200 Hall) is:

- One haircut per month for male residents
- One trim or cut every 6 weeks for female residents
- One wash & blow-dry twice a month for female residents

Other services are available per fee schedule.

You may contact Kelly Dame for specific requests at extension 1806.

CARE CONFERENCES

Two weeks after admission (and about once a quarter thereafter) we will have a Care Conference meeting to discuss your care up to this point. You and your responsible party will receive information in the mail. We encourage you to attend!

Social Services

To assist as you transition to our nursing home is our social services department. They are available to help with discharge planning, counseling needs, and to assist with any questions or concerns you may have.

Emily Orso, BSW– Ext. 1603, office located near 700 hall; email: eorso@valleyviewlyco.org

Mia Gardner - Ext. 1604, office located near 200 hall; email: mgardner@valleyviewlyco.org

**PLEASE BE SURE TO CHECK OUT OUR
MONTHLY NEWSLETTER TO STAY UP-TO-
DATE ON NEW INFORMATION AND
HAPPENINGS AT VALLEY VIEW!**

Billing & Financial

If you have questions regarding billing, insurance, or need assistance with applying for Medical Assistance, please contact Debbie Grosso @ extension 2014. Kindly arrange any meetings directly with her.

You may pay your bill at the front desk & a receipt will be given

Therapeutic Recreation

This department provides daily activities and events for our residents to participate in. Bingo, weekly socials, crafts, and musical entertainment are just a few examples. Each resident is provided a monthly calendar in their room. Family members are encouraged to attend, too!

Therapeutic recreation office and activity room is located at the end off 800 hall, across from the beauty shop. Computers are available for resident use as well!

Nursing Services

Our nursing staff includes Registered Nurses (RN), Licensed Practical Nurses (LPN), and Certified Nursing Assistants (CNA).

Each hall has its own central nurse's station, along with a sitting/dining/common area.

Nursing shifts are as follows:

1st shift – 6am – 2pm

2nd shift – 2pm – 10pm

3rd shift – 10pm – 6am

RN Supervisor office located in the lower lobby area.

Telephones

Our rooms do not have individual telephones. If you are interested in having a telephone hooked up in your room, please see the instructions provided to you in the blue folder you received at admission.

All residents have access to portable telephones on each hall. They may also use their cell phone if they desire; please bring in your own charger.

Direct phone numbers to each hallway:

100 Hall (ext. 1100) 570-435-8201

200 Hall (ext. 1200) 570-435-8202

300 Hall (ext. 1300) 570-435-8203

400 Hall (ext. 1400) 570-435-8204

600 Hall (ext. 1600) 570-435-8206

700 Hall (ext. 1700) 570-435-8207

800 Hall (ext. 1800) 570-435-8208

Personal Belongings

During the admission process our staff will inventory your personal belongs. Please be sure if you bring something in or send something home that staff are aware to update your Property Sheet. Clothing should be labeled (by our staff) to prevent loss.

We encourage our residents to bring things from home. While you're here we want to help create a home-like environment so you are as comfortable as you can be. Pictures, your favorite blanket, and other personal items may be brought in!

We do recommend leaving any valuable items at home, however a locked drawer is available in your bedside table and the key provided directly to you.



Our dietary staff are here to serve you delicious meals!

*Meal times on the hallways are:

Breakfast – 6:55am-7:50am

Lunch – 10:50am-12:10pm

Dinner – 5:00pm-6:05pm

Menus are posted throughout the building, outside the Bistro, and available on each unit.

Also see the “Always Available” menu!

*Please join us in the Bistro for lunch & dinner meals! Restaurant-style dining that allows you to socialize & meet new people!
Bistro opens at 10:45AM for lunch & 4:45PM for dinner.

Along with our kitchen staff, the Registered Dietitian is here to help assist with your personal nutrition needs and goals.

200 Hall has its own meal times and dining area! Please see the binder located in your room



Therapy services are provided 7 days a week. We offer physical, occupational, and speech therapy and strive to meet each resident’s individual needs. Most services are covered by insurance.

The therapy gym and offices are located on the 200 (rehab) hall. Do not hesitate to contact the therapy department regarding any questions at extension 1206.

Leave of Absence (LOA)

In order for a resident to be transported by family to appointments or other outings out of the building, training must occur with our therapy department. Please contact therapy directly to make these arrangements at least 72 business hours in advance.

Any plans to leave the building for LOA also needs to be discussed with the hall LPN to arrange medications to be given prior, after, or if needed during LOA.

Resident Rights

Right to Visits

- By a resident's personal physician and representatives from the state survey agency and ombudsman programs
- By relatives, friends, and others of the residents' choosing
- By organizations or individuals providing health, social, legal, or other services
- Residents have the right to refuse visitors

Right to Make Independent Choices

- Make personal decisions, such as what to wear and how to spend free time
- Reasonable accommodation of one's needs and preferences
- Choose a physician
- Participate in community activities, both inside and outside the nursing home
- Organize and participate in a Resident Council
- Manage one's own financial affairs

A comprehensive list of resident rights is provided at admission.

Resident Rights

Right to Complain

- Present grievances to staff or any other person, without fear of reprisal and with prompt efforts by the facility to resolve those grievances
- To complain to the ombudsman program
- To file a complaint with the state survey and certification agency

Right to Participate in One's Own Care

- Receive adequate and appropriate care
- Be informed of all changes in medical condition
- Participate in their own assessment, care-planning, treatment, and discharge
- Refuse medication and treatment
- Refuse chemical and physical restraints
- Review one's medical record
- Be free from charge for services covered by Medicaid or Medicare

Right to Privacy and Confidentiality

- Private and unrestricted communication with any person of their choice
- During treatment and care of one's personal needs
- Regarding medical, personal, or financial affairs

Resident Rights

Rights During Transfers and Discharges

- Remain in the nursing facility unless a transfer or discharge:
 - (a) is necessary to meet the resident's welfare;
 - (b) is appropriate because the resident's health has improved and s/he no longer requires nursing home care;
 - (c) is needed to protect the health and safety of other residents or staff;
 - (d) is required because the resident has failed, after reasonable notice, to pay the facility charge for an item or service provided at the resident's request
- Receive thirty-day notice of transfer or discharge which includes the reason, effective date, location to which the resident is transferred or discharged, the right to appeal, and the name, address, and telephone number of the state long-term care ombudsman
- Safe transfer or discharge through sufficient preparation by the nursing home

Right to Dignity, Respect, and Freedom

- To be treated with consideration, respect, and dignity
- To be free from mental and physical abuse, corporal punishment, involuntary seclusion, and physical and chemical restraints
- To self-determination
- Security of possessions

Resident Rights

The 1987 Nursing Home Reform Law requires each nursing home to care for its residents in a manner that promotes and enhances the quality of life of each resident, ensuring dignity, choice, and self-determination. All nursing homes are required "to provide services and activities to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident in accordance with a written plan of care that is initially prepared, with participation, to the extent practicable, of the resident, the resident's family, or legal representative." This means a resident should not decline in health or well-being as a result of the way a nursing facility provides care.

The 1987 Nursing Home Reform Law protects the following rights of nursing home residents:

The Right to Be Fully Informed of

- Available services and the charges for each service
- Facility rules and regulations, including a written copy of resident rights
- Address and telephone number of the State Ombudsman and state survey agency
- State survey reports and the nursing home's plan of correction
- Advance plans of a change in rooms or roommates
- Assistance if a sensory impairment exists
- Residents have a right to receive information in a language they understand (Spanish, Braille, etc.)