

CHAUTAUQUA
NURSING &
REHABILITATION
living legends



We would like to take this opportunity to welcome you to Chautauqua Nursing & Rehabilitation Center. This handbook is designed to familiarize you and your family with the routines, policies, and services here at CTNRC.

Please keep this handbook in your room for your reference when questions arise. If at any time you have unanswered questions or concerns, please ask for assistance from any member of our Staff.

We hope this handbook helps you get better acquainted with CTNRC and gives you a better understanding of the day-to-day operations. Our intent is to make your stay as comfortable and enjoyable as possible. If you should have any suggestions for improvement, please let us know.

Enjoy your stay!



Facility Extensions

<u>POSITION</u>	<u>EXTENSION</u>
Administrator	7801
Director of Nursing	7833
Director of Admissions	7893
Administrative Assistant	7820
Discharge Planner	7874
Social Worker	7892
Director of Rehabilitation Therapy	7841
Director of Plant Operations	7860
Director of Food Service	7846
Director of Medical Records	7884
Director of Activities	7844
Business Office	7811

**Department Manager Personnel Directory
(716) 366-6400**



Spectrum BUSINESS

- 3.1** Game Show Network
- 4.1** Turner Classic Movies
- 4.2** Hallmark Channel
- 5.1** ABC HD
- 6.1** CBS HD
- 7.1** CW HD
- 8.1** FOX HD-WUTV
- 9.1** NBC HD
- 10.1** PBS HD
- 11.1** USA HD
- 12.1** Mun2
- 13.1** C-SPAN HD
- 14.1** A&E HD
- 15.1** ABC Family HD
- 16.1** AMC HD
- 17.1** Animal Planet HD
- 18.1** BBC America HD
- 19.1** BET HD
- 20.1** Bloomberg HD
- 21.1** Bravo HD
- 22.1** Cartoon Network HD
- 23.1** CNBC HD
- 24.1** CNN HD
- 25.1** Comedy Central HD
- 26.1** Discovery HD
- 27.1** Disney Channel HD
- 28.1** E! HD
- 29.1** ESPN HD
- 30.1** ESPN2 HD
- 31.1** ESPN Classic SD
- 32.1** ESPNEWS HD
- 33.1** ESPN U HD
- 34.1** Food Network HD
- 35.1** Fox News HD
- 36.1** YES HD
- 37.1** FX HD
- 38.1** Golf Channel HD
- 39.1** HBO
- 39.1** Headline News HD
- 39.2** HBO
- 40.1** HGTV HD
- 41.1** History Channel HD
- 42.1** Lifetime HD
- 43.1** MSNBC HD
- 44.1** MTV HD
- 45.1** National Geographic HD
- 46.1** Nickelodeon
- 47.1** Science HD
- 48.1** Speed HD
- 49.1** SyFy HD
- 50.1** TBS HD
- 51.1** TLC HD
- 52.1** TNT HD
- 53.1** Travel HD
- 54.1** Telefutera SD
- 55.1** Versus HD
- 56.1** Weather Channel HD
- 57.1** YNN HD
- 58.1** TWC Sports HD
- 59.1** MSG HD Z3
- 60.1** MSG+ HD Z3
- 61.1** HBO
- 62.1** HBO
- 63.1** Showtime
- 64.1** Showtime 2
- 65.1** NFL HD
- 67.1** RedZone
- 66.1** TruTV HD
- 99.1** GUIDE CHANNEL
- 100** Hit List
- 101**
- 102** Y2K
- 103** Dance /EDM
- 104** Rap
- 105** Hip Hop Classics
- 106** Jazz
- 107** R&B Classics
- 108** R&B Soul
- 109** Gospel
- 110** Raggae
- 111** Classic Rock
- 112** Rock Hits
- 113** Rock
- 114** Metal
- 115** Alternative
- 116** Love Songs
- 117** Adult Alternative
- 118** Soft Rock
- 119** Pop Hits
- 120** 1990's
- 121** 1980's
- 122** 1970's
- 123** Solid Gold Oldies
- 124** Party Favorites
- 125** Stage & Screen
- 126** Kidz Only
- 127** Toddler Tunes
- 128** Today's Country
- 129** Country Hits
- 130** Classic Country
- 131** ContemporaryChristian
- 132** Holiday Seasons
- 133** Soundscapes
- 134** Smooth Jazz
- 135** Jazz
- 136** Blues
- 137** Singers & Swing
- 138** Easy Listening
- 139** Classical Masterpieces
- 140** Light Classical
- 141** Musica Urbana
- 142** Pop Latino
- 143** Tropicales
- 144** Mexicana



General Information

Rules, Regulations, and Policies

All CTNRC written rules, regulations, and policies are available for your examination, upon request. Your rights and responsibilities as a resident are specified further in your admission contract and Bill of Rights. If you cannot locate your copy, duplicates are available from the Admission Department.

In compliance with New York State and Federal Laws, which prohibit discrimination based on race, color, creed, national origin, sexual preference, blindness, or sponsorship in admission, the Facility admits and treats all Patients and Residents on a non-discriminatory basis.

Visitation

Visiting time and access is 24 hours; however, visits should be planned with consideration to your loved one's condition, treatment plan, therapy appointments and activity schedule. Visiting hours are at each individual Resident's convenience. Recommended visiting hours are from 8:00 AM to 8:00 PM. **Please sign in at the reception desk, located at the front entrance.** The doors are locked after 8:00 PM and unlock at 8:00 AM. Doors of the Facility are locked during these times to ensure security. Should you ever need to access the building when doors are locked, please ring the doorbell or call the Facility's main number and Staff will assist you. The importance of your Family and Friends, as a significant part of your life, is recognized by our Facility. Children under the age of 18 are welcome, as long as they are accompanied by a Visitor over the age of 18.

Signing Out

If you are leaving your unit for a short period of time for any reason, please inform the Nursing Staff on your Unit. **If you are planning to leave for a longer outing, outside of the Facility, you must notify the Nursing Staff at least 72 hours in advance to ensure medications, treatments, oxygen, etc. are adjusted or sent as needed.** *Please do not forget to have the responsible party sign you out at the Nurses' Station, as well as, at the main reception desk located in the Lobby.* This is especially important in the event of an emergency when all Residents must be accounted for.



Plant Operations

Fire Bells and Safety

For the purpose of everyone's safety, we are required to conduct fire drills on a regular basis. The alarm will activate the strobe lights and chimes will ring. "CODE RED" will be announced through the overhead paging system in the event of a drill or fire emergency. Some doors will close automatically. Please remain calm and follow instructions of the Staff. Staff members are required to close all doors in the Facility and you will be asked to remain in your room or to go to a specific area until the drill is complete. If you are in a common area, you will be directed to a specific area by the Staff. Residents and Visitors should clear the hallways and passageways. Cooperation is important and greatly appreciated during these drills!

For purposes of additional safety, heating pads, electric blankets, extension cords, and adaptors are *not* permitted. All electric appliances brought into the Facility must be inspected by our Plant Operations Staff to ensure they are safe and in good working condition. Items brought into the Facility must be in good condition or such items will be removed for safety reasons.

Elevators

There are three elevators within the Facility. They are located off the Main Lobby and on each Unit. They service the floors for dietary needs and transportation for Residents and Guests. Visitors are also welcome to utilize stairwells if preferred. Please note that most stairwell doors are alarmed to ensure Resident safety.

Smoking

Chautauqua Nursing and Rehabilitation Center is a NON-SMOKING Facility. Residents, Families and Visitors are requested to adhere to this requirement for the safety of all Residents. Please speak with the Social Work or Nursing Departments with any questions or concerns.

Security

Security makes checks during the evening and night hours. All Exit Doors are locked at 8:00 PM. Security cameras monitor the parking lot activity.

Transportation

Staff at CTNRC will arrange transportation to medical appointments only. Please note that not all transportation is paid for by insurance carriers. Please check with the Unit Secretary on your Unit for further information related to your transportation questions/concerns.



Gratuities

Chautauqua Nursing and Rehabilitation Center does not allow Staff to accept personal gifts and/or gratuities from the Residents or their Families. All Staff are informed of this policy and must abide by it. Words of Thanks or Appreciation from you will always be gratefully received!

Personal Accounts

You can establish a Personal Account through the Business Office. The Business Office will be happy to take the deposit and give you a receipt. Please make checks payable to Chautauqua Nursing & Rehabilitation Center, noting the Resident's name and that it is for their personal account. Personal Accounts may be used to purchase items at the Facility's Country Store, pay for services at the Beauty Shop, etc. Please speak with a representative from the Business Office with any questions or concerns.

Mail

Incoming mail is brought to your room, unless other arrangements have been made. Mail is delivered to you unopened. Outgoing mail is collected at the main Reception Desk. The Business Office has postage stamps available for purchase. Staff are available to assist with opening and reading mail at your request.

Telephone Service

Long-Term Residents will need to supply a phone and establish phone service with Verizon. Residents are financially responsible for any billing incurred. Medicaid recipients may be eligible to receive phone services at a reduced rate. The Admissions Office will discuss this in more detail at the initial meeting, supplying you with the contact information.

Housekeeping Services

Housekeeping strives to maintain a clean and orderly environment through daily cleaning of your room. Should you need something for your room, please alert the Nursing Staff and they will contact the Housekeeping Personnel.

Personal Laundry Service

Laundry Service is included in the room rate; clothing/blankets/shoes/etc. are to be labeled upon admission. Laundry is done on a daily basis and returned on hangers or folded as appropriate to the Resident's room. Family may choose to do Resident laundry themselves, if this is the case, please alert your Unit Manager. It is strongly recommended that items still be labeled. Anytime new or additional items are brought in, please bring them to the Nurses' Station to be labeled prior to utilizing. This will help prevent the loss of items.



Beauty Parlor/Barber Services

The Beautician is located on the 2nd floor near the 2A unit. Our Beautician is available Monday through Wednesday. Appointments should be made through the Business Office (Ext. 7811). The charges are as follows:

- | | | | |
|------------------------|---------|--|---------|
| • Shampoo/Blow Dry | \$9.00 | • Color (to shoulder) | \$27.00 |
| • Shampoo | \$7.00 | • Color (past shoulder) | \$32.00 |
| • Cut | \$13.00 | • Perm (Includes set and cut, if needed) | \$38.50 |
| • Cut (past shoulders) | \$17.00 | • Beard Trim | \$10.00 |
| • Set, Style | \$14.00 | • Beard Shave | \$12.00 |
| | | • Comb Out (Set and wash not included) | \$8.00 |

Personal Items

The general rule is to bring what you are comfortable wearing at home. Many personal care items are provided by the Facility; however, you are welcome to supply your own if preferred. Please label all toiletries/personal items with your name. Also, you are welcome to bring in décor for your room. Please speak with the Unit Manager or Social Work prior to bringing in any large personal items i.e., recliner, personal TV, etc.

The following is a list of personal care items provided by the Facility to meet your needs:

- | | | |
|---------------------|----------------|----------------------|
| *Mouthwash | *Toothbrush | *Toothpaste |
| *Comb/Brush | *Shampoo | *Body Lotion |
| *Hand Soap | *Tissues | *Emery Boards |
| *Orange Wood Sticks | *Nail Clippers | *Denture Cup/Cleaner |

WE ASK THAT YOU **DO NOT** BRING AEROSOL SPRAY CANS OF ANY KIND DUE TO FIRE AND SAFETY REGULATIONS. THIS INCLUDES AIR FRESHENERS AND FRAGRANCES FOR ROOMS AND ALL PERSONAL USE ITEMS. *PLEASE REMEMBER THAT ITEMS BROUGHT INTO THE FACILITY MUST BE IN GOOD OR NEARLY NEW CONDITION OR THEY MAY BE REMOVED DUE TO SAFETY REGULATIONS.* EXTENSION CORDS AND PLUG ADAPTERS ARE **NOT** PERMITTED. SHOULD YOU NEED A POWER STRIP, PLEASE LET US KNOW AND WE WOULD BE HAPPY TO PROVIDE ONE THAT MEETS THE SAFETY STANDARDS.



Medical Needs

Nursing Services

Registered Nurses, Licensed Practical Nurses, and Certified Nursing Aides provide nursing care on a 24-hour basis. Each resident has an individualized Plan of Care devised by the Interdisciplinary Team. You and/or your Representative will be invited to attend your Care Conference which is typically held 2-3 weeks after admission; thereafter on a quarterly and/or as needed basis.

Call Bells

Each Resident has a call bell near their bed and one in the bathroom. If you need assistance, please activate the bell. It will ring at the Nurses' Station and turn a light on outside of your room; alerting Staff that you require assistance.

Physician Services

Each Resident is required to have an attending Physician, who has privileges at CTNRC. Your attending Physician is the leader of the Health Care Team and will order medications and/or treatments as needed. If you develop any complications or are not feeling well, the Nurse on duty may call your Physician or his/her on-call Personnel. If your Physician feels you need to be seen, arrangements will be made. Otherwise, your Physician may order necessary medication or treatment via telephone. Your Physician may also request that you be sent to the Emergency Room of the local Hospital for evaluation and/or treatment. On-call Physician Services are available 24-hours a day.

Rehabilitative Services

Rehabilitative Services are provided when ordered by your attending Physician. Rehabilitation is designed to maintain, support, and restore independence and maximize your health potential. Rehabilitative services include Physical Therapy, Occupational Therapy, and Speech Therapy. Medicare and other insurance may help defray the cost of these services.

Laboratory and Diagnostic Services

CTNRC utilizes a local Laboratory for analysis of blood and other specimens. The Facility and the Physician generally receive results of testing approximately 24-hours after specimens are sent to the Lab. EKG or portable X-rays can be performed at the Facility. Extensive X-rays and clinical laboratory tests are not provided at the Facility, arrangements for such services are made with you and/or your Family and the attending Physician. *Families are encouraged to accompany you when diagnostic testing occurs.* The cost of these diagnostic/laboratory services are not covered by your daily rate. Medicare or third-party insurance may help defray this cost.



Pharmacy/Medications

CTNRC contracts with a Pharmacy to dispense all medication, including over-the-counter medication. A unit dose system is utilized to ensure efficiency and safe distribution of medication. Most medications are generically dispensed to reduce or maintain the cost of medication at the reasonable level. CTNRC has a local secondary Pharmacy as a back-up. Medications are not to be left in a Resident's Room unless arrangements have been made with the Physician/Nursing Department. Outside medications of any kind are prohibited.

Dental/Podiatry/Optomety

Our Facility Dentist can do routine check-ups and cleanings here at CTNRC. If any major dental work is indicated, you and/or your representative will be notified and arrangements will be made for follow-up care on your own. Applicable insurances will be billed by the Dental Office. Please let us know at time of admission if you prefer to be seen by your personal Dentist.

An Optometrist and Podiatrist visit CTNRC routinely. Referrals are made by your attending Physician and scheduled by the Nursing Staff. Should you have any concerns, please notify Nursing Staff.

Hearing Aids/Eye Glasses/Dentures

Since hearing aids, eye glasses and dentures are small, as well as very expensive, we urge you to take precautions, preventing loss or damage. If you are not wearing your hearing aid(s) Nurses will gladly lock them in the Medication Cart/Room. CTNRC is not responsible for replacing lost hearing aids, eye glasses or dentures.

Locked Storage Space

We strongly recommend that valuables be placed in locked drawers. Please notify Social Work or your Unit Manager should you decide to send valuables home with your loved ones. If you do not have a locked drawer, please notify your Social Worker or Unit Manager so arrangements can be made to have one brought to your room.

Advanced Directives

At time of admission, the Social Work or Nursing Department will address Advanced Directives to ascertain resident/representative wishes as well as Health Care Proxy, Power of Attorney, Living Will, DNR/DNI and MOLST.



Medical Emergency

In the event of a Medical Emergency involving severe chest pain, severe shortness of breath, loss of consciousness, or other signs of a serious Medical Emergency, an Ambulance will be called unless your Physician gives other instruction or you have Medical Advanced Directives specifying otherwise. Certified Staff are trained to provide CPR (Cardio-Pulmonary Resuscitation) for those without Advanced Directives/DNR (Do Not Resuscitate).

Palliative Care

At CTNRC we have an interdisciplinary care team approach to our Palliative Care Program which incorporates a death with dignity focus. Our goal is to provide compassionate care for those Residents who are facing death or death-related issues. We provide expert medical care which includes pain and symptom management, as well as emotional support for both the Resident and Family members.

Restraint-Free Environment

CTNRC has a restraint-free approach to Resident Safety. Low beds and floor mats are some of the measures we use to ensure Resident Safety.

Social Services

The Social Worker is an advocate for you, helping to assure that your dignity and rights are respected. The Social Service Staff will work with you to identify personal and social needs that impact your stay here at CTNRC. Our Social Workers will work with you and/or your Family to assist with discharge planning, participate in your interdisciplinary care plan, and assist with financial concerns.

Recreational Therapy

Our Recreational Therapy Department encourages your participation in our Activity Programs here at CTNRC. Activities provide the opportunity for you to socialize, be creative, and to be entertained!

Music Therapy Services

Individual Music Therapy is provided by a Board-Certified Music Therapist (MT-BC) to address a variety of physical, emotional, and/or cognitive goals. Common interventions include: songwriting, meditation, instrument playing, therapeutic singing, lyric analysis, and drawing to music. A referral for Music Therapy services can be sent by a Social Worker, Unit Manager or Activity Director.



Dietary Services

Every effort is made by Staff to make mealtime pleasant and enjoyable. Shortly after your admission you will meet with a Dietician or Diet Clerk to discuss your food likes and dislikes. Dining rooms are located on each unit for you to engage in community dining. Dining may also be available in your room by request, if deemed appropriate by Nursing and Therapy staff. You are encouraged to come to the Dining Room if possible. For specific meal times, please contact the Dietary or Nursing Departments.

***Please Note:** Visitors are requested to check with your Unit Manager to ensure that food and beverage gifts are suitable for those on special diets prior to giving you such a gift. This request is not meant to deny you, but to maintain adherence to your diet, which is medically necessary.

Special Occasions

Special holiday meals are provided! Individual birthday acknowledgements are part of the personal touch provided by our Dietary Department.

***Alcoholic Beverage Policy:** For the safety of all of our residents, alcoholic beverages are not allowed to be stored in residents' rooms. Your attending Physician may, however, write a "cocktail" order. Alcoholic beverages will be stored in the Medication Room, and will be given per resident's request and/or Physician order.

Abuse Prevention and Reporting

The Chautauqua Nursing & Rehabilitation Center does not tolerate any occurrence of Resident abuse, neglect, mistreatment, or the misappropriation of Resident property. Anyone who witnesses an incident of suspected Resident abuse, neglect, mistreatment or misappropriation of Resident property is to tell the abuser to stop immediately and is to report to the Nursing Supervisor immediately. Any occurrence will be investigated and reported per policy, according to regulation.

Ombudsman

The Long-Term Care Ombudsman program advocates for Residents' Rights, resolves concerns for Residents and their Families with Medicaid, SSI benefits and other situations. Your Ombudsman Representative may be contacted by telephone at (845) 229-4680 or you can call the NYS Senior Hotline at 1-800-342-9871. You may also write to the New York State Office of the Aging at 2 Empire Plaza, Albany, NY, 12223-001. The Social Worker is available to assist you in exercising your right to contact an Ombudsman if you are unable to resolve your concerns under established grievance procedures.

CTNRC Ombudsman is Bruno Bruni (Cell) 716-817-9222



Chautauqua Nursing & Rehabilitation Center

Resident Safety Guideline

******PLEASE NOTIFY STAFF AT THE NURSES STATION WHEN BRINGING ANY PERSONAL ELECTRONIC EQUIPMENT******

1. Extension cords are prohibited in Residents Rooms.
2. Throw rugs are prohibited in Residents Rooms.
3. Hot water bottles, electric blankets and heating pads are also prohibited unless otherwise specifically ordered by a Physician.
4. All types of electric heating units are prohibited for Resident use.
5. Floor lamps or appliances (i.e., mini fridge, space heater, microwave, etc.) are not permitted.
6. Personal furnishings must meet all clutter guidelines. See clutter guidelines.
7. There are posted Exit Signs on the corridor wall throughout the Facility for ease and safe exit in the event of a fire or emergency.
8. The Facility has a Smoke Alarm System connected to Fire Control, as well as, a Sprinkler System in each segment of the Facility.
9. Rooms are checked for Safety hazards soon after occupancy and repeated periodically thereafter.
10. If you would like to have pictures or other items hung on the walls, please notify the Unit Manager or Social Worker, to ensure Maintenance fulfills your request.
11. Residents may substitute a chair for the one provided in the room as long as it is approximately the same size as the chair furnished by the Facility. Please check with your Unit Manager or Social Worker prior to bringing in furniture. *The Director of Plant Operations must approve all substitutions.*



Chautauqua Nursing & Rehabilitation Center

Resident Clutter Guidelines

***Clutter:** A Resident's Room shall be deemed cluttered when the furnishings and the Resident's personal belongings, either by placement, amount, or misuse constitutes either a fire or safety hazard. Clutter endangers the safety of Residents, Visitors, and Staff, and can impede the safe removal of said persons in times of personal emergency and general evacuation. In the event a Resident's Room is deemed cluttered, you will be asked to remove excessive belongings.

Guidelines used to determine clutter in resident's rooms:

1. Windows - Nothing shall be placed in front of windows as to fully block them.
2. Furniture - No furniture shall be situated in a room as to block passageways.
3. Boxes and bags shall not be placed on the closet floors.
4. Furniture tops shall not be piled up with items.
5. Entrances: Nothing shall be situated as to hinder opening of entrances.
6. Bathrooms are not to be used for storage areas. Items cannot be stored on toilet tanks.
7. Electrical cords shall be placed against the wall as not to hinder passage.
8. Shoes must be placed in closet.
9. Beds must be kept clear. Items cannot be stored underneath beds.
10. Hallways should have a clear passage at all times.



THANK YOU FOR CHOOSING CTNRC FOR YOUR
LONG-TERM CARE &
REHABILITATION NEEDS!

THE CTNRC STAFF WISH YOU A PLEASANT STAY!

