

NORTHGATE
HEALTH CARE FACILITY
living legends



**Welcome to the subacute rehabilitation program at
Northgate Health Care Facility.**

**Inside this folder you will find a number of facility
amenities detailed for your convenience.**

**If there is anything else that you desire
during the course of your stay, please do not hesitate to ask.**

**If you have any praises or concerns, please feel free to
contact our facility Administrator or Director of Nursing.**

Enjoy your stay.



FACILITY EXTENSIONS

To reach a staff member listed below, please dial the extension number

<u>POSITION</u>	<u>EXTENSION</u>
Administrator	136
Activities Director	147
Admission Coordinator	122 138
Assistant Director of Nursing	123
Beauty/Barber Shop	161
Business Office	137 145
Dietician	182
Director of Nursing	144
Housekeeping/Laundry/Maintenance Manager	133
Food Service Director	163
Kitchen Supervisor	155
PT/OT Director	193, 130
Social Work (sub-acute discharge planner)	140
Social Work (sub-acute)	150
Social Work (Units A, B)	146
Social Work (Units C, D)	168



Internet Access

**Northgate is pleased to offer WiFi
to our patients and residents**

**Network: NorthGate Guest Wifi
Password: northgateguest**



Beauty/Barber Shop Hours

To schedule an appointment with our licensed stylist, please call ext. 161 or the front desk

Services:

Neck, Beard & Mustache Trim	\$3.00
Shampoo & Dry	\$8.00
Haircut for Women, Shampoo & Dry	\$15.00
Haircut for Men, Shampoo & Dry	\$15.00
Wash, Blow/Dry & Curling Iron (Includes Haircut)	\$18.00
Wash & Set (Rollers) (Includes Haircut)	\$20.00
Set Only (Rollers) (Includes Haircut)	\$18.00
Hair Color/Tint (Includes Haircut, Set or Curl)	\$35.00
Permanent (Includes Haircut, Set or Curl)	\$50.00

*Set is by curling iron OR rollers under the dryer

No gratuities please.

All payments should be made through the Business Office.



Attn: Patients & Families

Out-On-Pass Information

You may go out on a therapeutic pass while at the rehab facility. These passes are approved by the facility physician.

Per rehab guidelines, they can be no longer than four (4) hours per day and cannot conflict with the times that you're scheduled to receive therapy. Family members will need to be cleared by PT/OT to safely assist with your transfer and ambulation while you're out on pass.

Be advised, per NYS DEA guidelines, no medication can be dispensed for a therapeutic pass without a forty-eight (48) hour notice.

If you have questions, please feel free to check with your nursing staff/Social Worker.



Helpful Resources

Burial and Memorial Benefits

www.cem.va.gov

Caregiver Support

www.caregiver.va.gov

CHAMPVA

www.va.gov/hac/forbeneficiaries/forbeneficiaries.asp

eBenefits

www.ebenefits.va.gov

Benefits

www.benefits.va.gov/gibill

Environmental Exposures

www.publichealth.va.gov/exposures

Health Care Eligibility

www.va.gov/healthbenefits

Homeless Veterans

www.va.gov/homeless

Home Loan Guaranty

www.benefits.va.gov/homeloansLife

Insurance

www.insurance.va.gov

Memorial Certificate Program

www.cem.va.gov/pmc.asp

Mental Health

www.mentalhealth.va.gov

National Resource Directory

www.nrd.gov

Prosthetics

www.prosthetics.va.gov

Records

www.archives.gov/st-louis/military-personnel

Returning Service Members

www.oefoif.va.gov

State Departments of Veterans Affairs

www.va.gov/statedva.htm

Women Veterans

www.va.gov/womenvet/

VA Vet Centers

www.vetcenter.va.gov

VA Home Page

www.va.gov

VA Benefit Payment Rates

www.vba.va.gov/bin/21/rates

VA Forms

www.va.gov/vaforms

Vocational Rehabilitation & Employment

www.benefits.va.gov/vocrehab

Bereavement Counseling

202-461-6530

Civilian Health and Medical Program (CHAMPVA)

800-733-8387

Caregiver Support

855-260-3274

Debt Management Center

855-260-3274

Education

888-442-4551

Federal Recovery Coordination Program

877-732-4456

Foreign Medical Program

888-820-1756

Headstones and Markers

800-697-6947

Health Care

877-222-8387

Homeless Veterans

877-424-3838

Home Loans

877-827-3702

Life Insurance

800-669-8477

National Cemetery Scheduling Office

800-535-1117

Pension Management Center

877-294-6380

Presidential Memorial Certificate Program

202-565-4964

Special Health Issues

800-749-8387

Telecommunication Device for the Deaf (TDD)

800-829-4833

VA Benefits

800-827-1000

VA Combat Call Center

877-927-8387

Veterans Crisis Line

800-273-8255

Women Veterans

855-827-6636



MENU 4-1

CHANNEL GUIDE - 99

Program	PSIP Name	Program Package	EIA
LOCAL GUIDE	GUIDELO	Locals and Basic	10
SPECTRUM NEWS	SPCNEWS	Locals and Basic	10
WKBW ABC	ABC	Locals and Basic	11
WKBW 2 LAFF	ABC2	Locals and Basic	11
WIVB CBS	CBS	Locals and Basic	11
WUTV FOX	FOX	Locals and Basic	12
WUTV 2 TBD	FOX2	Locals and Basic	12
WGRZ NBC	NBC	Locals and Basic	12
WGRZ 2 Antenna TV	NBC2	Locals and Basic	12
WNLO CW	CW	Locals and Basic	13
WNLO 2 Bounce TV	CW2	Locals and Basic	13
WNED PBS	PBS	Locals and Basic	13
WNED 2 PBS Create	PBS2	Locals and Basic	13
WPXJ ION	ION	Locals and Basic	23
WBBZ Me TV	METV	Locals and Basic	23
WNYO My TV	MYNET	Locals and Basic	23
WNYO 2 Stadium TV	COZI	Locals and Basic	24
TELEMUNDO	TELEM	Locals and Basic	24
UNIMAS	UNIMAS	Locals and Basic	25
UNIVISION	UNIV	Locals and Basic	25
DAYSTAR	DYSTR	Locals and Basic	25
TBN	TBN	Locals and Basic	26
MSG	RSN	Locals and Basic	28
MSG Plus	RSN	Locals and Basic	28
SportsNet New York	RSN	Locals and Basic	28
YES Network	RSN	Locals and Basic	29
DELUXE GUIDE 1	GUIDED1	Deluxe	30
USA NETWORK	USA	Deluxe	30
AE	AETV	Deluxe	30
TNT	TNT	Deluxe	31
TBS	TBS	Deluxe	31
AMC	AMC	Deluxe	31
DISCOVERY	DSC	Deluxe	32
HISTORY	HISTORY	Deluxe	32
FX	FX	Deluxe	32
BBC AMERICA	BBCA	Deluxe	33
SYFY	SYFY	Deluxe	33
TRUTV	TRUTV	Deluxe	33
COMEDY CENTRAL	COMEDY	Deluxe	34
PARAMOUNT NETWORK	PAR	Deluxe	34
VH1	VH1	Deluxe	34
MTV	MTV	Deluxe	35
TV LAND	TVLAND	Deluxe	35
FREEFORM	FREFRM	Deluxe	35
HALLMARK CHANNEL	HALL	Deluxe	36



NATIONAL GEOGRAPHIC	NGC	Deluxe	36
ANIMAL PLANET	APL	Deluxe	36
SCIENCE	SCIENCE	Deluxe	37
AMERICAN HEROES CHANNEL	AHC	Deluxe	37
HGTV	HGTV	Deluxe	37
FOOD NETWORK	FOOD	Deluxe	38
TRAVEL CHANNEL	TRAV	Deluxe	38
TLC	TLC	Deluxe	38
BRAVO	BRAVO	Deluxe	39
E!	E!	Deluxe	39
LIFETIME	LIFE	Deluxe	39
OWN	OWN	Deluxe	40
BET	BET	Deluxe	40
OVATION TV	OVATION	Deluxe	40
CNN	CNN	Deluxe	41
FOX NEWS CHANNEL	FNC	Deluxe	41
MSNBC	MSNBC	Deluxe	41
HLN	HLN	Deluxe	42
CNBC	CNBC	Deluxe	42
FOX BUSINESS	FBN	Deluxe	42
BLOOMBERG TV	BLOOM	Deluxe	43
THE WEATHER CHANNEL	WEATH	Deluxe	43
C-SPAN	CSPAN	Deluxe	43
DISNEY CHANNEL	DISN	Deluxe	44
BOOMERANG	BOOM	Deluxe	44
DISNEY JR	DJCH	Deluxe	44
UNIVERSAL KIDS	UKIDS	Deluxe	45
NICK JR	NICKJR	Deluxe	45
NICKELODEON	NICK	Deluxe	45
CARTOON NETWORK	TOON	Deluxe	46
DISCOVERY FAMILY	DFC	Deluxe	46
CMT	CMT	Deluxe	46
GREAT AMERICAN COUNTRY	GAC	Deluxe	47
ESPN	ESPN	Deluxe	47
ESPN2	ESPN2	Deluxe	47
DELUXE GUIDE 2	GUIDED2	Deluxe	48
NBCSN	NBCSN	Deluxe	48
SEC NETWORK	SEC	Deluxe	48
FOX SPORTS 1	FS1	Deluxe	49
FOX SPORTS 2	FS2	Deluxe	49
MOTORTREND	MT	Deluxe	49
TURNER CLASSIC MOVIES	TCM	Deluxe	50
HSN	HSN	Deluxe	50
EWTN	EWTN	Deluxe	50
SHOP HQ	SHOPHQ	Deluxe	51
QVC	QVC	Deluxe	51
CNN EN ESPANOL	CNNE	Deluxe	51



FXX	FXX	Deluxe	52
MTV2	MTV2	Deluxe	52
MTV CLASSIC	MTVCLAS	Deluxe	52
UP	UP	Deluxe	53
NATIONAL GEO WILD	NGWILD	Deluxe	53
SMITHSONIAN CHANNEL	SMITH	Deluxe	53
VICELAND	VICE	Deluxe	54
FYI	FYI	Deluxe	54
DESTINATION AMERICA	DEST	Deluxe	54
INVESTIGATION DISCOVERY	ID	Deluxe	55
ACCU WEAHER	ACUWTHR	Deluxe	55
COOKING CHANNEL	COOK	Deluxe	55
OXYGEN	OXYGEN	Deluxe	56
WE TV	WE	Deluxe	56
POP	POP	Deluxe	56
GSN	GSN	Deluxe	57
LOGO	LOGO	Deluxe	57
DISCOVERY LIFE	DLC	Deluxe	57
BET HER	BHER	Deluxe	58
TV ONE	TVONE	Deluxe	58
BBC WORLD NEWS	BBCWLD	Deluxe	58
NICKTOONS	NIKTON	Deluxe	59
TEENNICK	TNCK	Deluxe	59
DISNEY XD	DXD	Deluxe	59
MTV LIVE	MTVLIVE	Deluxe	60
REVOLT	RVLT	Deluxe	60
FUSE	FUSE	Deluxe	60
INSP	INSP	Deluxe	61
SUNDANCETV	SUNDANC	Deluxe	61
LMN	LMN	Deluxe	62
IFC	IFC	Deluxe	62
HALLMARK MOVIES	HMM	Deluxe	63
BET SOUL	BETSOUL	Deluxe	63
PAC-12 NETWORK	PAC12	Deluxe	63
BYU TV	BYUTV	Deluxe	64
FX MOVIE CHANNEL	FXM	Deluxe	64
IMPACT NETWORK	IMPNET	Deluxe	64
DIY NETWORK	DIY	Deluxe	65
MTVU	MTVU	Deluxe	65
NEWSMAX TV	NEWSMX	Deluxe	65
BIG TEN	BIGTEN	Deluxe	66
ACC NETWORK	ACC	Deluxe	66



Room Extensions

(716) 614-1650

Room Number	Subacute Extension
103P	203
104P	204
105P	205
106P	206
107P	207
108P	208
109P	209
110P	210
111P	211
112P	212
113P	213
114P	214
115D	215
115W	315
116D	216
116W	316
117D	217
117W	317
118D	218
118W	318
119D	219
119W	319
120D	220
120W	320
121D	221
121W	321
122D	222
122W	322
123D	223
123W	323
124D	224

Room Number	Subacute Extension
124W	324
125D	225
125W	325
126D	226
126W	326
127D	227
127W	327
128D	228
128W	328
129D	229
129W	329
130D	230
130W	330
131D	231
131W	331
92D	232
92W	332
93D	233
93W	333
94D	234
94W	334
95D	235
95W	335
96D	236
96W	336
97D	237
97W	337
98D	238
98W	338
99D	239
99W	339



Dining Services

For your dining pleasure and convenience,
all meals are served on your unit.

Breakfast	7:30 am - 9:00 am
Lunch	11:30 am - 1:00 pm
Dinner	5:30 pm - 7:00 pm

Nourishments/snacks are available at your request
24 hours a day and/or based on the Dietitian's
recommendation and Physician's order.

To discuss the menu, your meal
preferences, and likes/dislikes with a
Dietetic professional, please call
extension 182

Bon Appetite!



Labeling Clothing

Dear Resident and Family Members,

Northgate Health Care Facility has purchased a machine to attach labels to Resident's personal clothing in an effort to reduce or eliminate the misplacement of items.

All clothing provided to Residents or Patients should be left at the Front Desk with the individual's name clearly marked on the front of the package to assure that clothing is labeled before being placed in the room. During business hours, the receptionist will give you a receipt for the clothing items left at the facility.

You may also apply your own labels to clothing if you wish. If you do not wish for clothing to be labeled, please be advised that the facility is not responsible for any lost clothing.

We are pleased to offer this service free of charge and hope that the issue of misplaced or lost clothing will be minimized.

If you have any questions regarding the laundry system, please do not hesitate to contact our department at (716) 694-7700 ext. 158.

Enjoy your stay!

-Housekeeping/Laundry Department



Brand Recommendations

If you would like to bring in your own television, below are a few tips regarding brands that work best in our facility.

Recommended Brands

Vizio

even the oldest models work

LG

no known issues

Samsung

no known issues

Insignia

newest models only, older models have tuning issues

Emerson

no known issues

Sony

newer models only, older models require specific channel input (i.e. 99.1 and 99 will tune analog)

Brands to Avoid

Element

new or old, not a single model functions at all

Dynex

even new models have tuning issues

Sanyo

too many issues to recommend

Sharp

must enter specific channel (i.e. 99.1, will tune analog)

Toshiba

tuners have issues with low frequencies (locals)

RCA

too many issues to recommend

Off-Brands (Apex, Airo, Squareview, etc.)

These value models are too varied in hardware and often have little to no functionality.

Savings is marginal compared to top brands known to work.



Activities

The Activities Department is open 7 days a week, including weekends, evenings and holidays.

We offer a variety of programs on and off the unit. Activities event calendars are posted throughout the facility and in rooms.

Various independent projects are available in the Activities Room or lounge with items such as cards, magazines, word puzzles, table games, crafts, videos and more!



If you have any questions regarding information that does not appear in this folder, please contact the Unit Nurse.

- **The Activities Cart is available daily with magazines, books and puzzles.**
- **Discharge time is 11 am unless you've made other arrangements with Social Work/Nursing**
- **A map of fire exits and extinguishers is posted on each unit for your safety**
- **Family and friends are welcome to visit based on the facility's visitation policy**



Local Restaurants

Franco's Pizza
(716) 692-8181

Good Guys Pizza
(716) 695-1592

Olympia
(716) 694-6969

Pane's
(716) 692-7076

Sawyer Creek Hotel
(716) 694-2168

Wurlitzer Pizza Co.
(716) 694-4799



State-Wide Quality Award

Each year, the NY State Department of Health issues a Nursing Home Quality Initiative (NHQI) that evaluates nearly 600 nursing homes in the state based on quality performance.

Northgate Health Care Facility is among an elite list of facilities state-wide to have achieved the Top Quintile Status every year since the initiative began.

The McGuire Group is the only multi-facility provider in the state to have achieved this milestone at all of its facilities!

