

ABSOLUT CARE OF AURORA PARK *living legends*



**Welcome to the subacute rehabilitation program at
Absolut Care of Aurora Park.**

**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.





Welcome!

**Your room number
will be assigned
upon admission.**

Facility Phone Number

716-652-1560

**Cell phones can be used in our
facility, or call Spectrum Services
to set up regular phone service in
your room:**

888-406-7063

Internet Access

**Absolut Care of Aurora Park offers
complimentary Guest Wi-Fi:
username: RCA Guest
password: Rca!Guest**



What To Expect During Your Stay

We offer complimentary cable television, individualized telephone and Wi-Fi (Password: Rca!Guest).

Our nursing department will review your medical information and coordinate your care along with our medical staff. We have RNs, LPNs and CNAs to address any of your care needs.

Our therapist will evaluate you and work with you to become as independent as possible to safely return to your prior living arrangement. You may receive physical, occupational and speech therapy daily to meet your goals.

Our chef will prepare your daily meals according to your dietary needs. You will have several options available to you. Depending on your time of arrival, you may be offered a snack or a meal.

Our activities department offers spiritual, educational and social activities that you may choose to participate in.

Our business office is located in the Hubbard building. They are available Monday through Friday, 8:30 am – 4:30 pm for billing or insurance questions or to set up a personal account.

Our social workers will coordinate your care by working with each department. They will ensure all of your needs are met during your stay along with your discharge plans.

Your clothes will be labeled by the laundry department. If by chance unlabeled clothing is laundered in our facility there is a lost and found located on the unit.

During normal business hours, your social worker is available to answer any of your questions or address concerns. To reach the nursing staff, you can dial x3080 from your bedside phone. During off-hours and on weekend, please contact our nursing supervisor by calling (716) 652-1560.

Enjoy your stay.



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.**

**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.**



Television Channels

Channel Name	Channel #
Spectrum News	1
NBC – WGRZ Buffalo	2
PBS - WNED	3
CBS – WIVB (Buffalo)	4
WBBZ	5
Fox 29 – WUTV (Buffalo)	6
ABC – WKBW (Buffalo)	7
My TV – WYNO (Buffalo)	8
Spectrum News	9
EWTV	10
WNLO	11
WNYB	12
CTV - CFTO	15
CBLT	16
WPXI51 (Buffalo)	18
TBS	23
TNT	24/103
Sports Network (NY)	25
ESPN	26
ESPN2	27
MSG	28
Lifetime Television	29
CNN	30
Headline News	31
Fox News	32
CNBC	33
MSNBC	34
NBCSN	35
USA Network	36/101
TV Land	37
Science Fiction Channel	38

Channel Name	Channel #
TLC	39
Discovery Channel	40
History Channel	41
A&E	42
Freeform	43
Nickelodeon	44
Disney Channel	45
Cartoon Network	46
Animal Planet	47
AMC	48
Weather Channel	49
Food Network	50
HGTV	51
CMT	52
BRAVO	53
E!	54
Spike TV	55
TCM	56
FX	57
C-Span	58
BET	59
MTV	60
VH-1	61
Spike TV	62
NGC	68
Hallmark Channel	63/123
YES Network	65
Oxygen	66
NGC	68
Golf	69

Channel Name	Channel #
C-Span 2	73
TruTV	74
WGNA	76
BBCA	78
FBN	80
FSI	82
NYSLC	83
IDDISC	87
SEC	88
SNLIFE	89
LISA	101



Dear Family of Absolut Care Residents,

Each and every resident is provided a copy of their rights when entering the facility. We post these rights throughout the building and provide annual education regarding them to staff as well as residents through resident Council.

One of the resident rights is having an Ombudsman assigned to the facility that will present grievances on your behalf and/or on the behalf of other residents to the administration or facility staff, the Department of Health, or the Ombudsman program without fear of reprisal.

Our facility Ombudsman is a dedicated and certified volunteer whose primary concern is to improve the quality of life for Absolut Care residents by acting as an advocate. As the mediator, he/she will bring together all parties and assist in developing a compromise or agreement. The Ombudsman works with you and is involved in a wide range of issues concerning resident care, quality of life, lost property, physical environment and social issues. Residents are encouraged to express their concerns to the Ombudsman.

The Ombudsman is someone who is concerned about you and is here to assist you. You can reach him/her by calling (716) 817-5626.

Sincerely,

Social Work Department



Your Rights

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.)

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 own 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



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 & 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

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 resident's 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



Labeling Clothing

Dear Resident and Family

Absolut Care of Aurora Park 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.

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 ext. 3110

Enjoy your stay!

Housekeeping/Laundry



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 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!**

**Please inquire with the Activities staff
regarding masses, rosary services and
individual priest visits.**

