

Resident Handbook

Skilled Nursing & Short-Term Rehabilitation



Welcome

Our Mission:

*To be a family of exceptional people caring
for and about each other.*

Our Vision:

*Loretto will always be the best place to live
with purpose, wholeness and dignity.*

Our Values:

Trust *Honesty and respect are essential to trust. We will always work to earn and maintain the faith and confidence of those around us.*

Kindness *Kindness is at the core of how we care for everyone around us. We will do our best to provide truly loving care and will honor the rights and traditions of all people.*

Teamwork *The greatest accomplishments are achieved through teamwork. We will work together toward our common goal of delivering extraordinary care.*

Leadership *We are all leaders, which means being proactive and taking responsibility. We will lead through continuous improvement and by innovating to find better ways to deliver exceptional service.*

Welcome to Loretto Health & Rehabilitation

Loretto is a community-based, not-for-profit organization. We have an unfaltering commitment to those in need in our community and have developed a myriad of programs to address the wide variety of needs presented by those we care for.

Our number one priority is to ensure both the quality of our services and your satisfaction with the care you receive.

Our administrative staff is always available to you. If at any time you have a question or need assistance, our administrative offices are located on the 2nd floor of Loretto Health & Rehabilitation. Thank you for entrusting your care to us. We are confident that you will be happy with your selection of Loretto Health & Rehabilitation at our main campus in Syracuse.

Phone Directory

Main Number(315) 469-5570

Fahey Unit Phone Numbers:

Second Floor(315) 413-3300, (315) 413-3301

Third Floor(315) 413-3337, (315) 413-3522

Fourth Floor(315) 413-3327, (315) 413-3516

Cunningham Unit Phone Numbers:

Third Floor(315) 413-3210, (315) 413-3445

Fourth Floor(315) 413-3342, (315) 413-3343

Fifth Floor(315) 413-3232, (315) 413-3215

Sixth Floor(315) 413-3310, (315) 413-3350

Seventh Floor(315) 413-3228, (315) 413-3307

Eighth Floor(315) 413-3312, (315) 413-3436

Ninth Floor(315) 413-3315, (315) 413-3317

Tenth Floor(315) 413-3260, (315) 413-3322

Eleventh Floor(315) 413-3332

Twelfth Floor(315) 413-3737, (315) 413-3730

Thirteenth Floor(315) 413-3910

Other Phone Numbers:

Admissions(315) 413-3400

Bank (Residents).....(315) 413-3267

Finance/Billing.....(315) 413-3205

Gift Shop.....(315) 413-3637

Housekeeping(315) 413-3196

Information/Customer Service.....(315) 413-3200

Maintenance (duty beeper).....(315) 499-8280

Rehabilitation.....(315) 413-3227

Therapeutic Recreation.....(315) 413-3272

Protestant Chaplain(315) 413-3611

Catholic Deacon(315) 413-3295

Front Desk Security(315) 413-3200

Please see our website at: www.lorettozny.org

Table of Contents

Your Treatment Team	5
Nursing	5
Rehabilitation Therapies	6
Medical, Nursing, Daily Care Concerns	7
Rehabilitation Services	9
In-Patient Rehabilitation	9
Permanent Assignments	9
Therapeutic Recreation	10
Floor Programming.....	11
All House Programming.....	11
Community Outings	11
Locations of Programs	12
Schedule.....	12
Sign-Up for Community Outings.....	12
Family Functions.....	12
Social Work	13
Nutrition	14
Nutrition Offerings	14
Residential Services	15
Dining Services	15
Facility Use of Feeding Assistants	15
Move-In Assistance	16
Decorating.....	16
Personal Items.....	16
Front Desk	16
Security.....	17
Visiting Hours.....	17
Mail Services	17
Transportation.....	17
Parking.....	17
Fire Drills.....	17
Smoking.....	17

Pet Visitation.....	18
Billing.....	18
Banking.....	18
Television.....	19
Cameras.....	19
Grievances.....	20
Unisex Hair Salon Services.....	20
Gift Shop	20
Pastoral Care Services	20
Newspaper	21
Maintenance	21
Housekeeping.....	21
Laundry.....	21
Personal Laundry	21
Resident Council.....	22
Family Council	22
Ombudsman Program	22
Residential Rights & Responsibilities	23
Introduction	23
Resident Rights	24
Admission Rights	25
Protection of Legal Rights.....	26
Rights to Privacy	29
Right to Clinical Care and Treatment.....	30
Residential Rights	31
Financial Rights.....	32
Transfer and Discharge Rights	34
Resident Responsibilities.....	37

Your Treatment Team

Your Treatment Team consists of healthcare professionals experienced in meeting the various needs of our residents. Medical Services include, (MD, NP, and PA) Nursing, Rehabilitation Therapies, Pastoral Care, Nutritional Services, Therapeutic Recreation, and Social Work with Clinical Psychology and Psychotherapy available. The team coordinates care through the development and modification of individualized resident care plans.

Nursing

The nursing department, provides all clinical care with a focus on preserving and improving each residents quality of life.

Types of Staff:

Nurse Manager

Leads the delivery of nursing services and is responsible for the overall 24-hour operation of the nursing unit.

Clinical Coordinator

Responsible for clinical oversight of all three shifts on each unit.

Nursing Supervisor

Present on evening (3 p.m. - 11 p.m.) and night shifts (11 p.m. - 7 a.m.) and weekends (7 a.m. - 3 p.m.) to ensure continuity of care, act as a resource to staff, and communicate with physicians and families as the need arises.

Assistant Director of Nursing

Assists the Director of Nursing in supervising, managing and assuring quality care on assigned units.

Director of Nursing Services

Responsible for provision of quality nursing care and service to the residents of the facility and management of trained competent staff to provide services.

Medical Director

Our Medical Director oversees the medical treatment for every resident under our care. In addition, each unit has a physician assigned that sees the patient at the time of admission, every 60 days and as medically necessary.

Physicians Assistants and Nurse Practitioners

Are available to provide clinical oversight on a daily basis.

Certified Nurse Assistant (CNA)

CNAs receive New York State certification based on training and must meet written and clinical requirements.

Loretto's skilled nursing program uses the team-based nursing model of care. Registered Nurses (RNs) assess, plan, implement, evaluate, and direct the overall care of the residents. Certified Nurse Aides (CNAs) provide the basic care needs of the residents. RNs and Licensed Practical Nurses (LPNs) assist in the delivery of care by administering medications and treatments, in addition to evaluating each patient's progress toward care plan goals. Enhanced communication between nurses allows for clinical changes to be implemented on a timely basis.

Charge Nurse (Assistant Nurse Manager)

An RN or LPN is in charge of patient care on a specific shift. They are responsible to resolve issues if they occur and direct care.

Rehabilitation Therapies

The rehabilitation floors are divided into teams. Whenever possible, the staff is assigned to the same clinical team for consistency and continuity in resident care. Through the Minimum Data Set (MDS) process, residents are routinely assessed and their needs and progress are evaluated. The goal is to help each resident reach his/her maximum potential for wellness and independence.

Medical, Nursing, and Daily Care Concerns?

If any concerns should arise, please let us know right away. We recommend the following:

1. Speak to the CNA providing care if the issue involves daily care provision. They will report the concern to the Charge RN/LPN as well as the Nurse Manager.
2. If the issue is not resolved contact the Nurse Manager directly.
3. If you feel your concern is not resolved contact either the Administrator or the Director of Nursing for further resolution.

Rehabilitation Services

Short-term rehabilitation is located on our main campus at Loretto Health & Rehabilitation. Services include Physical Therapy, Occupational Therapy, Speech/Language Pathology, Respiratory, Wound Care, Physician Services, Nursing, Nutrition, Therapeutic Recreation, and Social Work with Psychological services. All programs are tailored to individual needs.

Therapy is provided by licensed professionals 6 to 7 days per week, depending on the needs of the resident.

All patients admitted to Loretto's skilled nursing program are assessed to determine the potential benefits of rehabilitation services. Therapies are then included in each resident's interdisciplinary care plan as indicated.

In-Patient Rehabilitation

Residents are assessed within 24 hours of admittance (typically on the day of admission) to determine their rehabilitation needs. This includes a variety of disciplines, depending on the individual needs of the resident. Patients are assessed and therapy goals developed based on patient/family and therapy evaluation.

Permanent Assignments

CNAs are assigned permanent patient teams to provide consistency and improve quality of daily care. The CNAs become well acquainted with the patients' needs and abilities.

Therapeutic Recreation

The Therapeutic Recreation department integrates person first care into daily life. By knowing the person's story and the things that have been meaningful to them throughout their life, our staff will offer a variety of programming that give residents a sense of purpose, whether it's having quiet time, interacting with others in various social activities, visiting pets, attending services of worship, even just sitting in the sun. We try to incorporate one's daily routine into the flow of their day i.e. reading the headlines, prayer, etc. Person-First Care creates an environment that supports individuality, autonomy, choice and the opportunity for growth. It is caring with respect for the lives of those we serve and allowing them to be as independent as possible.

Person-First Care is rooted in relationship-based care. Person-First Care is about engagement and taking part in the things that have always shaped who the person is. Person First Care is driven by the person receiving the care and their input. The goal is to identify programs of preference and pursuits that are life enhancing. The Therapeutic Recreation (TR) Team is dedicated to providing diversional and therapeutic leisure pursuits to positively influence the resident's physical, cognitive, emotional and spiritual well-being. Our residents are provided opportunities to maintain and /or enhance creative expression, social interaction, personal fitness, cognition and their spiritual life.

The recreation program is designed to assist our residents in reaching their highest potential by utilizing meaningful activity to augment their quality of life. The program is comprised of individual, small and large group activities, as well as special events and community outings designed to meet the needs and interests of those in our care.

Floor Programming:

- Fitness/exercise
- Cognitive activities
- Discussion groups
- Creative writing programs
- Community connection programs
- Art/hobby skills group
- Intergenerational programs
- Relaxation/stress reduction
- Health/wellness education
- Stretching and strengthening activities
- Horticulture
- Pet visitation
- Music programs
- Movies
- Cooking/baking
- Social programming
- Educational programming

All House Programming:

- Bingo
- Entertainment/dance demonstrations, bands, concerts
- Oasis-Social hour
- Holiday celebrations
- Theme parties
- Birthday Celebrations
- Flavor of the Month

Community Outings:

- Lunch at local restaurants
- Outdoor activities including picnics, fishing and more
- Trips to professional baseball games
- Visits to local museums, outdoor fairs, parks, libraries
- Shopping at local malls
- Drives to see holiday lights

Location of Programs

The recreation department offers diversified, unit-based programming consisting of individual, as well as small and large group activities.

These take place in:

- Recreation, music, dining, TV rooms & lounges.
- Special events will take place in the auditorium (2nd floor of the Cunningham building).
- Outings will vary and sign-up is required.

Schedule

Weekly and Monthly recreation calendars are posted on each unit as well as delivered to residents' rooms. This is to promote awareness and active participation in all our scheduled programs. As always, families are welcome to attend programs with their loved ones.

Sign-Up for Community Outings

To attend any community outings, sign up with your recreation specialist or associate. If you have a family member that would like to attend with you, just let your recreation worker know. Due to limited space, family members will be expected to provide their own transportation.

Family Functions

Family parties may be arranged by contacting the **Therapeutic Recreation Office at (315) 413-3272**. We can reserve a room for your event and assist in arrangements. There's space available in the floor lounges, dining rooms, Chapel, auditorium and lobby.

Social Work

All residents have a social worker assigned to them. Social Work services include assessment, supportive counseling, discharge planning, one-on-one support for families and residents, assistance with advance directives and financial arrangements, resident and family meetings, resident and family orientation and advocacy.

Within two business days of arrival, a Social Worker will meet with the resident and family to discuss services available, address expectations and discuss advanced directives.

The Social Worker will then assess the placement and rehabilitation needs of the resident, begin discharge planning, complete necessary paperwork and meet with the residents & family members to discuss progress.

Social Workers observe residents for changes in cognition and emotional state, following up with families as needed to keep them informed of any changes in the functional status of their loved ones.

Nutrition

We hope for everyone's story to begin and end with health – that's why nutrition is a vital part of Loretto's proven care plan. We have one of CNY's largest and most diverse staff of Registered Dietitians, and strive to provide the same level of personalized attention to each individual. We work side-by-side with other departments sharing our knowledge and ensuring a continuum of health with our Registered Dietitians, Dietetic Technicians and Diet Clerks.

Nutrition Offerings

During the first few days of admission, the patient, family and/or representative will meet with a Registered Dietitian or Dietetic Technician who will assess your nutritional status and plan nutritional goals based on medical history, laboratory data, and individual needs and preferences.

The Registered Dietitian, assisted by the Dietetic Technician, coordinates all phases of your nutrition care including nutrition assessment, care planning, monitoring, and education.

The Nutrition team provides an individual meal plan, to follow the diet ordered by your physician and provide you with nutrition information to make appropriate choices for your treatment plan. Patients or family members can **contact the Nutrition team anytime Monday – Friday or through the Nursing Supervisor on weekends** with any issues or concerns.

Residential Services

Dining Services

Resident Meal Service:

- Each floor features a beautiful & spacious dining area.
- Breakfast is served from **8 to 9 a.m.**
- Lunch is served from **Noon to 1 p.m.**
- Dinner is served from **5 to 6 p.m.**

A menu is posted on each floor.

Facility Use of Feeding Assistants

Loretto Health & Rehabilitation uses trained, licensed/certified staff to provide supplemental feeding assistance to facility units and programs as deemed necessary by the facility.

Meals to Go/Snacks:

Residents who have an appointment outside the building and are going to miss a meal will have a bag lunch sent to them prior to leaving the facility. Snacks are available at any time in accordance with the resident's nutrition plan.

Cafeteria:

The Cafe on the 1st floor of the Fahey building is open to residents, visitors and staff from **11 a.m. to 1:30 p.m.** In addition, there is a Fresh Express self-service café available 24 x 7 with snacks, sundries, freshly made salads and sandwiches, some frozen foods and prepared meals for purchase.

Catering:

Catering of events is available; 48 hours notice is requested. Contact **Catering at (315) 413-3311**.

Kitchenette:

A kitchenette area is available to residents and their families on each floor. This area features a refrigerator, freezer, ice maker, coffee maker and microwave oven. Family visitors may bring in food, but it must be

labeled with the resident's name, the name of the item and the date.
The food must meet the consistency orders for the residents ordered diet.

**Refrigerators are not allowed in patients rooms.*

Move-In Assistance

Loretto provides residents with moving carts or dollies and assists with move ins (see decorating).

Decorating

Rooms are fully furnished, but residents may bring their own items as space permits. Maintenance can assist in the hanging of pictures. Rooms can be personalized to each resident's taste with personal belongings in both the Fahey and the Cunningham buildings.

- **Draperies are provided by Loretto to ensure compliance with fire-safety standards.**
- **The use of refrigerators in residents' rooms is prohibited.**

For everyone's safety, Loretto reserves the right to conduct inspections of any electrical equipment. All inspections will be conducted by Loretto's maintenance department. If electrical equipment is brought in on move in day it must be evaluated and labeled by maintenance prior to use.

Personal Items

The facility is not responsible for the personal items of residents including such items as glasses, dentures, hearing aids, cell phones, electronic equipment like iPads and clothing. All rooms come equipped with a lockable nightstand drawer but we recommend any valuables such as jewelry should be retained by family.

Front Desk

The front desk is located at the main lobby entrance of Loretto Health & Rehabilitation. All visitors are required to check in at the front desk upon arrival and sign out upon departure.

Security

After 3 p.m. daily, the only access to Loretto Health & Rehabilitation will be at the main lobby entrance. The Fahey entrance will be closed after 3 p.m. A security guard or receptionist will be stationed at the front desk, and all other entrances are locked until 6 a.m. the next morning.

Visiting Hours

Preferred visiting hours are 10 a.m. to 9 p.m. However, you may visit at any time.

Mail Services

Mail is delivered daily to the residents by the Loretto staff. To send mail, deposit mail at the centralized location on each floor or the U.S. Post Office box located at the 2nd floor main lobby elevators.

Transportation

Residents can arrange for transportation by contacting their Social Worker or Nurse Manager. Scheduled appointments will have transportation arranged by the nursing unit.

Parking

Parking for visitors and guests is available directly in front of the main lobby entrance and there are available lots on both sides of the facility.

Fire Drills

For your safety, Loretto holds at least one drill a month. In addition, we participate in all community wide mutual aid drills for disaster response.

Smoking

The Loretto Main Campus is SMOKE FREE and not permitted in the facilities or on the grounds. Smoking includes: e-cigarettes, vaping, and all other uses of tobacco products or illegal drugs.

Pet Visitation

Pets are welcome to visit residents. If you choose to have a pet visit, the visitor must bring the pet's current shot/immunization records in and provide them to our security desk. We ask that all pets be on a leash.

Billing

Bills are generated monthly and sent to the responsible party. Any questions on billing, insurance claims, etc., can be directed to the finance office (315) 413-3205.

Banking

Residents and/or family members make the initial deposit into a resident's personal allowance account, which can be created at the time of admission. Withdrawals and deposits are made by residents for outings, hairdresser, phone bills, etc. No check cashing services are available.

Located on the 2nd floor off the main lobby.

Hours are 10 a.m. to 4 p.m. Monday through Friday

Call: (315) 413-3267. The bank is closed from 12 p.m. until 1 p.m. daily Monday – Friday.

The Facility is responsible to hold, safeguard, manage and account for any funds the resident wishes to deposit into his or her personal fund. Personal funds deposited are held in a collective interest bearing account. Quarterly statements are issued to the resident and/or responsible party. Residents are provided receipts for all deposits and withdrawals. Written authorization by resident/responsible party is required for disbursement requests to be honored.

The facility will not impose a charge against the personal funds of a resident for any item or service for which payment is made under Medicaid or Medicare (except for allowable deductible and coinsurance amounts).

Television

Loretto has arranged for special cable TV pricing. Residents can receive the same great Spectrum service for half the cost.

More than 50 channels, including:

- American Movie Classics
- Lifetime Network
- Discovery Channel
- CNN
- ESPN
- Headline News
- The Sports Channel
- The Weather Channel
- TNN Nashville Network
- Eternal World TV
- Black Entertainment TV
- And More!

Cost: \$1.00 per day and \$20.00 per month [rates may be adjusted with any change from the provider]

Setup: For installation of cable, contact your Social Worker or call the Front Desk at (315) 413-3200.

Cameras

In order to avoid taking pictures of residents without their consent, no photographs or video recordings of events or celebrations in common areas of Loretto facilities may be taken without prior authorization. Please contact the building Administrator to request permission.

Residents may not install or use any video surveillance equipment in their rooms, except with the prior approval of the Administrator. Approval will be granted in accordance with our Policy on the Installation and Use of Video Monitoring Equipment by Residents and/or their Legal Representatives or Guardian. You may request a copy of the policy from your Social Worker.

Grievances

Loretto encourages residents and their families to provide feedback about their experiences at Loretto. To file a grievance, complaint, concern or recommendation with the facility, contact your Social Worker or Nurse Manager. We will respond in a timely manner in whatever manner you request.

Unisex Hair Salon Services

Four licensed cosmetologists provide beautician and barber services including haircuts, shampoos, sets, tints, and permanents. To make an appointment see your Social Worker or Unit Secretary.

Payment: Payment is authorized by the resident and deducted from his/her Personal Allowance Account. NO TIPPING PLEASE!

Gift Shop

Loretto does have a gift shop staffed by volunteers on the 2nd floor just past the main lobby. Hours do vary. Announcements are made when the Gift Shop is open, and features a variety of sundries such as candy, snacks, magazines, greeting cards, postage, gift items and more.

Pastoral Care Services

Pastoral Care Visits are available.

Religious services are held regularly in the Loretto chapel on the 2nd floor just past the main lobby, and on individual units.

- **Protestant:** Sunday at 11 a.m. in the Chapel
- **Roman Catholic:** Sunday at 10:15 a.m. In the auditorium
- Eucharistic Services are available on Thursday at 11:00 a.m. in the Chapel.

The Chapel is available for Funerals and Memorial Services. To arrange, contact Pastoral Care:

- (315) 413-3611 for Protestant
- (315) 413-3295 for Catholic
- Or call Brenda McCutcheon, VP of Mission at: (315) 413-3364

Newspaper

If you wish to receive a newspaper, please let your Social Worker know and the delivery will be arranged for you. The newspaper will be charged to your Loretto personal bank account on a monthly basis.

Maintenance

Maintenance emergencies are addressed immediately. Other service requests are prioritized and addressed within 48 hours. A Loretto staff member initiates the process by filling out a computerized work order. Residents are responsible for the repair of personal belongings: e.g. personal TV, VCR, recliners, etc.

Housekeeping

Provided daily, housekeeping services may include cleaning bathrooms, making beds, wet mopping and changing linens according to each resident's personal needs.

Linens/Towels – Loretto provides bed linens and towels. You may choose to bring your own bedspread/comforter.

Laundry

Laundry is collected on a routine basis, is completed, folded, and put away in the resident's room within 48 hours.

Personal Laundry

Laundry staff will label clothing. To do so please bring items to the front desk of Cunningham. LABELING IS NECESSARY TO ENSURE THE RETURN OF PERSONAL CLOTHING TO THE APPROPRIATE RESIDENT. Clothing must be wash and wear (no dry cleaning facilities are available).

A washer & dryer are available on the 1st floor of the Fahey Building for use by residents and/or family members. Laundry baskets are available.

Families may do resident's laundry. A sign will be posted by the nursing staff indicating that family will do laundry.

Resident Council

The Resident Council is an excellent forum for issues of concern. The Resident Council is run by and for the residents. The Council reviews policies and procedures of the facility, offers suggestions for ways to improve quality of life and satisfaction. It also provides the elders, as a group, with a voice that will be heard. Staff representatives act as liaisons to meet the needs and concerns expressed by the Council. You are encouraged to attend as your individual opinion is very important.

Family Council

The Family Council is for family members and/or representatives of Loretto Health & Rehabilitation residents. It is a forum for your family members/friends to discuss overall facility policies and procedures, and to offer suggestions to improve quality of life in a constructive manner. Various department heads attend the meeting to answer general questions. The Family Council is held monthly with the Ombudsmen in the auditorium.

Ombudsman Program

The LTC Ombudsman program is an advocate and resource for persons who reside in long-term care facilities such as a nursing home, assisted living and adult care facilities. Ombudsmen help residents and families understand and exercise their rights and responsibilities.

Resident Rights & Responsibilities

Introduction

As a resident of a Skilled Nursing & Short-Term Rehabilitation facility you have certain rights that are protected by Federal and State laws.

At Loretto's skilled nursing facility we view the provision of health care as a partnership. It is important that we all understand our rights as well as our responsibilities. This booklet is intended to inform you of your rights and what you can expect from our facility as well as to inform you of your responsibilities to yourself, to other residents, and to our staff.

If you have any questions you may contact your Social Worker or call the main Social Work office (315) 413-3348.

This handbook was prepared by the Loretto staff to help inform residents of their rights in compliance with Federal and State codes, rules, and regulations. Also, it will acquaint you with the many services available to make your stay with us pleasant.

On December 1, 1991, a Federal law, The Patient Self-Determination Act (PSDA), went into effect. It allows you to accept or refuse medical treatment, as well as decide ahead of time how, and by whom, medical decisions will be made on your behalf if the time comes when you can no longer communicate your wishes.

In New York State, you may appoint a Health Care Proxy to make decisions for you in the event you lose your capacity to do so. You may also complete an advance directive to indicate under what circumstances you would like to receive life sustaining treatment, if you are unable to communicate your wishes.

If you would like more information about the PSDA please contact your Social Worker.

Resident Rights

As a resident of our facility you have the right to a dignified existence, self-determination, respect, full recognition of your individuality, consideration and privacy in treatment and care for personal needs and communication with and access to persons and services inside and outside the facility. Loretto is committed to and must protect and promote your rights as a resident.

- You have the right to exercise your rights as a resident of the facility and as a citizen or resident of the United States.
- You have the right to be free of interference, coercion, discrimination, or reprisal from the facility in exercising your rights.
- You have the right to choose activities, schedules and healthcare consistent with your needs, interests, assessments and plan of care.
- You have a right to receive services in this facility with reasonable accommodation of your needs and preferences as long as it does not endanger the health or safety of other residents.
- You have the right to receive an ongoing program of activities designated to meet your interests and your physical, mental and psychosocial well-being.
- You have the right to receive medically-related social services for the purpose of attaining or maintaining your highest practicable physical, mental and psychosocial well-being.
- You have the right to have provided to you or your designated representative upon request the facility's policies and procedures.

In case of a resident being declared incompetent under the laws of a state by a court of competent jurisdiction the rights of the resident are exercised by the person appointed under state law to act on the resident's behalf.

Admission Rights

As a facility we:

- Must not require a third party guarantee of payment to the facility as a condition of admission, expedited admission or continued stay in the facility.
- Must not charge, solicit, accept or receive in addition to any amount otherwise required to be paid under the State plan, any gift, money, donation or other consideration as a precondition of admission or continued stay in the facility.
- Must not require residents or potential residents to waive their rights to Medicare or Medicaid.
- Must not require oral or written assurance that residents or potential residents are not eligible for or will not apply for Medicare or Medicaid benefits.
- Must obey all pertinent state and local laws which prohibit discrimination against individuals entitled to Medicaid benefits.
- May require an individual who has legal access to a resident's income or resources available to pay for care, to sign a contract, without incurring personal financial liability, to provide facility payment from the resident's income or resources.
- May charge a resident who is eligible for Medicaid for items and services the resident has requested and received and that are not specified at the time of admission as included in basic nursing home services.
- May solicit, accept or receive a charitable, religious or philanthropic contribution from an organization, a person unrelated to the resident or a potential resident to the extent that the contribution is not a condition of admission, expedited admission or continued stay in this facility.

Protection of Legal Rights

As a resident, you have a right to:

- Vote, with access arranged by the facility.
- Voice grievances with respect to treatment or care that is, or fails to be, furnished without discrimination or reprisal for voicing the grievances.
- Prompt efforts by the facility to resolve grievances you may have, including those with respect to behavior of other residents.
- Action for damages or other relief for deprivations or infringements of your right to adequate and proper treatment and care.
- Recommend changes in policies and services to facility staff and/or any outside representatives.
- Inspect your medical record within 24 hours of a request to the facility. You may also request a copy of your medical record, for which we may charge a reasonable fee. All requests are handled by our Medical Records department, whose business hours are Monday through Friday, 8 a.m. to 4:30 p.m.
- Examine the results of the most recent survey of the facility conducted by Federal or State surveyors including any statement of deficiencies, any plan of correction in effect with respect to the facility and any enforcement actions taken by the Department of Health.
- Receive information from agencies acting as client advocates and be afforded the opportunity to contact these agencies.
- Be free from verbal, sexual, mental or physical abuse, corporal punishment and involuntary seclusion.
- Be free from any physical restraints imposed or psychoactive drug administered for the purpose of discipline or convenience and not required to treat your medical symptoms.

- Exercise your civil and religious liberties, including the right to independent personal decisions and knowledge of available choices.
- Request, or have your designated representative request and be provided, information regarding your specific assignment under the Resource Utilization Group (RUG-II) classification system.

As a facility we must:

1. Furnish a written description of the legal rights which includes:
 - The manner of protecting personal funds and resident property.
 - Your right to file a complaint with the New York State Department of Health concerning resident abuse, neglect and misappropriation of resident property in the facility.

The name, address and telephone number of the office that receives complaints is:

**Office of Health Systems Management
Department of Health
217 South Salina Street
Syracuse, NY 13202
Phone:1-888-201-4563**

The name, address and telephone number of the State Office for the Aging Ombudsmen Program is:

**NYS Long Term Care Ombudsman
2 Empire State Plaza
Albany, NY 1223-0001
Phone: 1-855-582-6769 or (315) 671-5108 (Locally
through Arise)**

2. Promptly notify you and your designated representative when there is:
 - A change in room; (see section on Transfer and Discharge Rights for additional information).
 - A change in roommate assignment which shall be acceptable, where possible, to all affected residents.
 - A change in resident rights under Federal or State law or regulations.
3. Record and periodically update the address and phone number of your designated representative.
4. Provide immediate access to you by the following:
 - Any representative of the Secretary of Health and Human Services.
 - Your individual physician.
 - Ombudsmen who are duly certified and designated by the State Office for the Aging.
 - Representatives of the Commission on Quality of Care for the Mentally Disabled.
 - Immediate family or other relatives of yours, subject to your right to deny or withdraw consent at any time.
 - Others who are visiting with your consent, subject to reasonable restrictions and your right to deny or withdraw consent at any time.
5. Provide reasonable access to you by any entity or individual that provides health, social, legal, or other services to you, subject to your right to deny or withdraw consent at any time.
6. Inform you of our visiting hour policies.

Right to Privacy

As a resident, you have the right to:

1. Personal privacy and confidentiality of your personal and Clinical records, including:
 - A. Accommodations, medical treatment, written and telephone communications, personal care, associations and communications with persons of your choice, and visits and meetings of family and resident groups.
 - B. Approve or refuse the release of personal and clinical records to any individual outside the facility, except when:
 - I. You are transferred to another health care institution; or
 - II. Record release is required by law or third party contract.
2. Privacy in written communications, including the right to:
 - A. Send and receive mail promptly that is unopened;
 - B. Have access to stationary, postage and writing implements at your expense.
3. Regular access to the private use of a telephone that is wheelchair accessible and usable by hearing impaired residents.

Right to Clinical Care and Treatment

As a resident, you have the right to:

1. Adequate and appropriate medical care.
2. Be fully informed by a physician in a language or in a form that you can understand of your total health status, including but not limited to your medical condition, including diagnosis, prognosis and treatment plan. You have the right to ask questions and have them answered.
3. Refuse to participate in experimental research and to refuse medication and treatment after being fully informed and understanding the probable consequences of such action.
4. Choose a personal attending physician from among those who agree to abide by all federal and state regulations and who are permitted to practice in the facility.
5. Be fully informed in advance about care and treatment and of any changes in that care or treatment that may affect your well being.
6. Participate in planning care and treatment or changes in care and treatment.
7. If approved by the interdisciplinary team, residents may self-administrator their medications.
8. Seek a second opinion if you disagree with the diagnosis or treatment being provided and call in a specialist selected by you or your designated representative.

As a facility, we must:

1. Inform you of the name, specialty, office address, and phone number of the physician responsible for your care.
2. Except in a medical emergency, consult with you immediately and notify your physician and your designated representative within 24 hours when there is:

- A. An accident involving you which results in injury to you requiring professional intervention;
- B. A significant change in your physical, mental or psychosocial status;
- C. A need to alter treatment significantly;
- D. A decision to transfer or discharge you from the facility.

3. Provide all information you or your designated representative may need to give informed consent for an order not to resuscitate.

Residential Rights

As a resident, you have the right to:

1. Refuse to perform services for the facility.
2. Perform services for the facility, if you choose with appropriate approvals and compensation as included in your plan of care. The plan must specify the nature of the services performed and whether the services are voluntary or paid.
3. Retain, store securely, and use personal possessions, including some furnishings and appropriate clothing as space permits, unless to do so would infringe upon the rights or health and safety of other residents.
4. Share a room with your spouse, relative, or partner when you live in the same facility and both consent to the arrangement.
5. Participate in the established resident's council.
6. Meet with and participate in activities of social, religious, and community groups at your discretion.
7. Receive, upon request, kosher food or food products prepared in accordance with the Hebrew Orthodox religious requirements when you, as a matter of religious beliefs, desire to observe Jewish dietary laws.

As a facility, we must:

1. Provide or assist in the arrangement of storage for possessions after discussion with you, the resident council, or interdisciplinary care team.
2. Provide you with locked storage space in your room.
3. Assure you of privacy for visits when your spouse, relative, or partner resides in a location out of the facility.
4. Post the results of the most recent survey in a place readily accessible to you.

Financial Rights**As a resident, you have the right to:**

1. Manage your financial affairs and the facility may not require you to deposit your personal funds with the facility.
2. Authorize in writing the facility to manage your personal finances.

As a facility, we must:

1. Inform you if you are entitled to Medicaid benefits, in writing, at the time of admission to the nursing home or when you become eligible for Medicaid of:
 - A. The items and services that are included in nursing home services under the State plan and for which you may not be charged.
 - B. Those other items and services that the facility offers and for which you may be charged and the amount of those charges for these services.
 - C. The clear distinction between items and services as specified in (A) and (B) above.
 - D. Changes that are made to items and services as specified in (A) and (B) above.

2. Inform you verbally and in writing before or at the time of admission and periodically during your stay, of services available in the facility and of the charges for those services, including any charge for services not covered by sources of third party payment or by the facility's per diem rate.
3. Display prominently in the facility, written information and provide to you and potential residents, oral and written information about how to apply for Medicare and Medicaid benefits and how to receive funds for previous payments covered by such benefits.
4. Upon your written authorization, hold, safeguard, manage, and account for your personal funds deposited with the facility and:
 - A. The facility must deposit your personal funds in excess of \$50.00 in an interest bearing account (or accounts) that is separate from any of the facility's operating accounts, and that credits all interest earned on the account.
5. Establish and maintain a system that assures a full, complete, and separate accounting, according to generally accepted accounting principles, of your personal funds entrusted to the facility on your behalf and:
 - A. The system must preclude any combining of resident funds with facility funds of any person other than a resident.
 - B. The individual financial record must be available on request to you and your designated representative.
 - C. The facility will provide a statement, no less than quarterly, of your transactions.
6. Notify you if you receive Medicaid benefits:
 - A. When the amount in your account reaches \$200.00 less than Social Security Insurance (SSI) resource limit for one person.
 - B. That if the amount in the account in addition to the value of your other nonexempt resources reaches the SSI resource

limit for one person, that you may lose eligibility for Medicaid or SSI.

7. Convey promptly your funds deposited with the facility and a final accounting of those funds upon your discharge or death to you or the individual administering your estate.
8. Purchase a surety bond or provide self-insurance to assure the security of all your personal funds deposited with the facility.
9. Not impose a charge against your personal funds for any item or service for which payment is made under Medicare or Medicaid.

Transfer and Discharge Rights

As a facility, we must:

1. Permit you to remain in the facility and not transfer or discharge you from the facility unless such transfer or discharge is made in recognition of your right to receive considerate and respectful care, to receive necessary care and services, and to participate in the development of the comprehensive care plan and in recognition of the rights of other residents in the facility.
2. Assure that you are transferred only when the interdisciplinary care team, in consultation with you or your designated representative, determines that:
 - A. The transfer or discharge is necessary for your welfare and your needs cannot be met in the facility.
 - B. The transfer or discharge is appropriate because your health has improved so you no longer need the services provided by the facility.
 - C. The safety of the individuals in the facility is endangered.
 - D. The health of individuals in the facility would otherwise be endangered.

E. You have failed after reasonable and appropriate notice to pay for (or to have paid under Medicare or Medicaid) your stay at the facility. (For a resident who becomes eligible for Medicaid after admission, the facility may charge the resident only allowable charges under Medicaid).

3. Provide sufficient preparation and orientation to you to ensure safe and orderly transfer or discharge from facility.
4. Must before transfer:
 - A. Notify you and your designated representative in writing, in a language, and manner you understand of the transfer or discharge and the reasons.
 - B. Record the reasons in your clinical record.
5. Must make notice of the transfer or discharge at least 30 days beforehand when the safety of the individuals in the facility is not endangered.
6. May make notice as soon as practical before transfer or discharge when:
 - A. The safety of individuals in the facility would be endangered.
 - B. The health of individuals in the facility would be endangered.
 - C. Your health improves to allow a more immediate transfer or discharge.
 - D. An immediate transfer or discharge is required by your urgent medical needs.
 - E. The transfer or discharge is being made in compliance with your request.
7. Must include the following in the content of the notice of transfer or discharge:

- A. The reason for transfer or discharge.
- B. The effective date of transfer or discharge.
- C. The location to which you are being transferred or discharged.
- D. A statement that you have the right to appeal the action to the State Department of Health.
- E. The current phone number of the Department of Health which can be used to initiate an appeal.
- F. The name, address and telephone number of the State Long Term Care Ombudsman.
- G. The mailing address and telephone number of the Commission on Quality of Care for the Mentally Disabled.

As a resident appealing a transfer or discharge to the Department of Health you have the right to:

- 1. A pre-transfer on-site fair hearing provided you appeal within 15 days of the notice.
- 2. Remain in the facility pending an appeal determination.
- 3. A post-transfer hearing within 30 days of transfer if you did not request a hearing prior to transfer.
- 4. Return to the facility to the first available bed if you win the appeal.
- 5. Examine your medical records within 24 hours of notice to the facility.
- 6. Have a decision rendered by the Department of Health within 15 days of the request.
- 7. Be readmitted to the facility prior to any other person if an appeal decision rendered after discharge finds the transfer or discharge to be inappropriate.

As a facility we must:

- 1. Provide written information to you and your designated representative at the time of admission and again at the time of transfer that specifies:
 - A. The duration of the bed-hold policy during which you are permitted to return and resume residence in the facility.
 - B. The facility's policies regarding bed hold periods.
- 2. Provide written notice to you and your designated representative at the time of transfer of you to a hospital or for therapeutic leave, which specifies the duration of the bed hold policies.
- 3. Establish and follow a written policy under which a hospitalization or therapeutic leave that exceeds the bed hold period will allow you to be readmitted to the facility immediately upon the first availability of a bed in a semiprivate room if you:
 - A. Require the services provided by the facility.
 - B. Are eligible for Medicaid nursing home services.
- 4. Establish and maintain identical policies and practices regarding transfer, discharge and the provision of all required services for all individuals regardless of source of payment.

Resident Responsibilities

It is understood that the rights of one resident do not supersede the rights of any other resident or staff member. Therefore, in order to ensure the rights of all residents, the following responsibilities lie with each resident:

Responsibilities to yourself:

- 1. To provide accurate medical, physical, and social history so that a therapeutic care plan may be formulated by the health care team.
- 2. To communicate honestly with staff regarding changes in your condition so that adequate and necessary care may be given.

3. To cooperate with the prescribed plan of care.
4. To accept responsibility for your actions if you refuse to follow other instructions given by the healthcare team.
5. To make it known whether or not you clearly understand a suggested treatment and what is expected of you.
6. To explore the limits of your potential for personal growth in terms of interpersonal relationships, opportunities for service, and opportunities to revitalize old skills or develop new ones.

Responsibilities to other Residents:

1. To be respectful and considerate of the rights of other residents in your behavior toward other residents.
2. To be non-critical and tolerant of others' handicaps or disabilities.
3. To allow free expression of the opinions or feelings of other residents.
4. To respect the rights of other residents.
5. To keep your personal living space in a healthful and neat condition.
6. To avoid disturbing other residents by keeping noise to a minimum, especially at night.
7. To ensure that the rights of your roommate, if you share a room, are not infringed upon by your furnishings, clothing or other personal possessions.

Responsibilities to the staff and the facility:

1. To cooperate with the staff's efforts to help you as they provide care and treatment.
2. To be respectful of the rights of staff members in your words and actions.

3. To report unsafe or unsanitary conditions immediately so that they may be corrected quickly. To protect and preserve the furnishings and equipment owned by the facility for your use.
4. To obey all regulations of the Residential Health Care Facility.
5. To inform staff immediately of any problems or concerns.
6. To let staff know when you are appreciative of their efforts to provide assistance.
7. To meet your financial obligations to the Facility in a timely manner.

Handwriting practice lines consisting of 20 sets of three horizontal lines (top, middle, and bottom) for letter formation.

The Loretto Foundation

The Loretto Foundation is a not-for-profit organization established to advocate for elders, and to raise funds to help sustain Loretto's role as an innovator in long-term care. The Foundation also strives to heighten community awareness of Loretto, its programs and services and the needs of older adults.

Many families often ask us how they can show gratitude for the care their loved one has received. Through the Foundation, there are a number of ways families can give back, including:

- **A Tribute Gift** – Give a gift in honor or in memory of a loved one through our Wonderful Life Tribute Program and be recognized on our tribute trees.
- **Memorial Donation Requests** – The Foundation web site makes it very easy for anyone to make a memorial donation in honor of a loved one who has passed.
- **Capital Campaign/Special Projects** – The Loretto Foundation leads major fundraising initiatives for specific programs to support the needs of our CNY community, such as expanding services for those with Alzheimer's and dementia.

Details can be found on the Foundation's web site:

lorettocny.org/foundation

Or by contacting the Foundation office at: (315) 413-3830.



www.lorettocny.org