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# Putting the Puzzle Together

*What You Can Expect at Lutheran Care Center  
(845) 486-9494*



# Mission & Vision

## Mission Statement

Lutheran Care Center is a **Ministry of Healing, Hospitality, and Community through Partnerships in Caring.**

## Vision Statement

By 2010 Lutheran Care Center at Concord Village will **TRANSFORM LONG-TERM CARE by CREATING LIFE-ENHANCING COMMUNITIES for AGING PERSONS.**



# Contact Information

**Administrator:** Gil Preira Ext 201

**Director of Nursing:** Patricia Ludington Ext. 206

**Medical Director:** Dr. Imtiaz Mallick Ext.219

**Director of Plant Operations:** Brian Mallet Ext. 222

**Director of Recreation Therapy/Volunteers:** Carolyn Brazil Ext. 230

**Director of Resident Relations/ Admissions/ Marketing:** Danielle Marxer Ext: 215

**Director of Spiritual Care:** Pastor John Heller Ext. 211

**Chief Social Work:** Martha Brammer Ext. 101

**Director of Rehabilitation:** Terry Jennings Ext. 229

**Chief Clinical Dietician:** Lisa Appolonia Ext. 235

**Director of Adult Day Health Care:** FaLisia Cotten Ext.103

**Director of Food Service/Nutrition:** Ext. 106



# Other Important Numbers

**Admissions-Ext. 234**

**Accounts Payable -Ext.216**

**Billing- Ext. 236**

**Kitchen-Ext.176**

**Medicaid Specialist -Ext. 212**

**Medical Records -Ext.105**

**Speech Pathology -Ext.261**

**Maintenance/Housekeeping-Ext.222**



# Contact Information

## Clinical Staff-2 North

**Dietary:** Ext. 235

**Nurse Manager:** Ext. 213

**Nursing Station:** Ext. 262, 263

**Rehab:** Ext 229 or 227

**Recreation:** Ext. 231

**Social Work:** Ext. 205 or 101



# Contact Information

## Clinical Staff-2 South

**Dietary:** Ext. 235

**Nurse Manager:** Ext 271

**Nurse Station:** 272, 273

**Rehab:** Ext 229 or 227

**Recreation :** Ext. 231

**Social Work:** Ext. 101



# Contact Information

## Clinical Staff-1 North

**Dietary:** Ext. 235

**Nurse Manager:** Ext. 161

**Nurse Station:** 162, 165

**Rehab:** Ext 229 or 227

**Recreation:** Ext. 231

**Social Work:** Ext. 122



# Contact Information

## Clinical Staff-1 South

**Dietary:** Ext. 235

**Nurse Manager:** Ext.171

**Nurse Station:** 172, 173

**Rehab:** Ext 229 or 227

**Recreation:** Ext. 231

**Social Work:** Ext. 122





# Feedback

*We want to hear from you..*

## ❖ Formal Process for Grievances

- ❖ Fill out a formal grievance form (See social work)
- ❖ Give to your Social Worker or the Resident Advocate

## ❖ Merit Grams

- ❖ If you want to acknowledge a staff member for something special or for any other reason fill out a Merit Gram

(Form as located at Front Desk)



# Family Council

Family Council is a forum for family and friends of the residents here to share issues, challenges, compliments, and/or ideas. It is chaired by a family member. Staff from Lutheran may be invited to participate in the beginning of the meeting to provide information regarding ongoing and/or new happenings of the facility. Family members then meet privately. Concerns are followed-up with the appropriate departments.



# Grievance Policy

**Each individual has the right to voice concerns or care needs without fear of reprisal. We are committed to providing meaningful procedures for listening and responding to your needs. We ask that complaints/grievances:**

- 1.) Be brought to the unit manager or department head within the department involved. Evening and nights, please speak with the supervisor.
- 2.) If the concern was not resolved with the above, please communicate with the Social Work department who will act on your behalf to reach a resolution. The individual who initiated the action will receive a response verbally or in writing.
- 3.) We have a Corporate Compliance Hotline number to report any type of confidential or anonymous grievance to the Administrator by calling **486-9494 then #2 then #3** or contact the administrator at extension 201.
- 4.) If the individual is not satisfied with LCC's response, they may contact the facility's appointed Ombudsman or the New York State Department of Health. Contact information is on the following form.



# Ombudsman

The New York State Office for the Aging in Dutchess County provides a volunteer Ombudsman who visits and advocates for the residents. The Ombudsman program is designed to provide you, your friends, and relatives with a voice in determining policies and practices affecting the quality of life in nursing facilities.

**You may reach the Ombudsman Program at  
(845) 452-5600**



# New York State Department of Health

If the customer is not satisfied with LCC's oral or written response,  
the resident, family, or visitor may contact:

NY State Department of Health  
Office of Health Systems Management  
New Rochelle Area Office  
145 Huguenot Street  
New Rochelle, NY 10801  
Telephone: (914) 654-7058



# Dutchess County Office for the Aging

- The Dutchess County Office for the Aging/NY Connects (CASA) plans, coordinates and provides an array of community based services to the elderly and persons who require assistance in the long term care system, in an effort to promote independence, dignity and quality of life.
- Through its distinctive role of committed advocate and community partner, the agency strives to ensure clients' needs will continue to be met now and in the future.

Main Office

27 High Street

Poughkeepsie, NY 12601

Voice (845) 486-2555 Fax (845) 486-2571

**Business Hours:** 9:00 am - 5:00 pm Monday - Friday



# The First 24 Hours

- ✓ Acclimation to your room and unit.
- ✓ A full assessment will be done by the following departments:
  - ✓ Admissions
  - ✓ Dietary
  - ✓ Nursing (body audit, medication review)
  - ✓ Physician Assessment
  - ✓ Rehab
  - ✓ Recreation Therapy
  - ✓ Social Work





# Consults

All residents, within a week will be evaluated by:

Optometrist, Podiatrist, Dentist

If there is a medical need, residents can also be evaluated  
by the appropriate Sub-Specialist

Gastroenterologist, Neurologist, Psychologist,  
Psychiatrist, Pulmonologist.



<b>Physician</b>	<b>Day of Week</b>	<b>Time</b>
	Monday & Thursday	10:00a.m.-1:45 p.m.
	Wednesday & Sunday	10:00 a.m.-10:30a.m.
	Monday (and other days called)	10:00 a.m-noon
<b>Dr. Mallick</b>	Wednesday(and other days called)	7:00 a.m.-11:00 a.m.
<b>Dr. Akhter</b>	Monday	9:00 a.m.-noon
Dr. Paul Schefflein (Psychiatrist)	Thursdays	All Day
Dr. Chandra (Psychiatry 2N & 2S)	Tuesday	Mornings
Dr. Michele Speranza (Psychology)	Monday	All Day
<b>Dr. Klein</b> (Psychiatrist)	Wednesday	Mornings



# Primary Physicians

- Will visit you within 48 hours of your admission
  - Then once every 30 days for the first 90 days,
  - Then every 60 days.

Afterwards, when medically necessary, otherwise, the clinical nurse will call the physician to determine the level of care you need.

*Please communicate your needs to your nurses.*

***THEY ARE HERE FOR YOU.***

Any questions or concerns regarding nursing services should be directed to the Clinical Manager, who is the primary person on your unit responsible for planning your care.



# Designated Representative

A **Designated Representative** is the person you choose to receive information and assist you or act on your behalf. This is the **PRIMARY** person we will contact in regards to your health and well-being. Please let your social worker know who you choose as your representative.



# Visiting Hours

Visiting is encouraged--family and friends of all ages are welcome.

The regular scheduled hours are

**10 am -9 pm**

However, visiting is accommodated at any time and we suggest you let the social worker or clinical manager know if anyone plans on coming in during other hours.

# Leave of Absence

(Anytime you leave the building, unless accompanied by LCC employee)

Residents who have the opportunity to leave the building may do so with the permission of their doctor.

- The facility requires 3-4 days notice in advance in order to obtain the proper orders and to ensure you have the proper medication to take with you.
- You must inform the unit manager, social worker, or unit nurse before you leave, so they can sign you in and out of the building.



# Meals

Nutritious menus are planned for three meals a day, serving the diverse dietary needs of all residents. Supplements and snacks are also provided.

*Alternates are available.*

## Guest Trays

Visitors desiring to have a meal at the facility with a resident may do so by informing the receptionist in the lobby. There is a fee for this service. You may purchase a meal ticket at the front desk at least two hours before each meal.



# Meal Times

## 1 North

Breakfast:8:15    Lunch:11:45    Dinner: 6:10

## 2 North

Breakfast:7:45    Lunch:11:55    Dinner:5:55

## 1 South:

Breakfast:7:55    Lunch:11:35    Dinner:5:45

## 2 South

Breakfast:8:05    Lunch:12:05    Dinner:6:05



# Personal Accounts

If you choose to have phone, cable, beauty parlor services, and/or newspaper delivery, you will need to open a personal account.

**Statements are sent to your designated representative on a quarterly basis.**

**Banking Hours are:**

Tuesdays and Fridays from 10:00 am-11:30 am

(Located in the administrative suite)

Please see your social worker or resident accounts (ext.216) in the administrative suite for assistance.





# Cable & Television

Telephone Services: \$16.00 per month

You can either bring your own phone or we can hook one up for you.

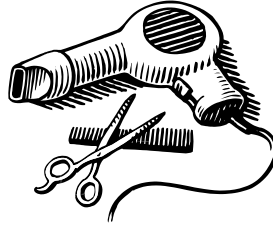
Television/ Cable: \$13.00 per month

You must provide your own television.

Please see your social worker or residents accounts (ext.216) in the administrative suite for assistance.



# Ancillary Services



## We Offer:

- Salon and Barber Services  
(See attachment )
- Poughkeepsie Journal Subscriptions at a senior rate of \$8.65 per month  
(See attachment )

See Director of Therapeutic Recreation (ext 230) for assistance.



# Laundry Services

There are two options:

1.) Family can do your laundry

2.) We can send your laundry to outside vendor

(Which is picked up on **Tuesdays** and **Fridays**)

- All clothes must be brought to the nurses' station, where it will be sent for heat applied name labels before it is put into your room.
  - All garments must be **WASH & WEAR.**
  - The facility is **NOT** responsible for **delicate** or **dry clean** items.

**Below is a list of recommended clothing to have on hand:**

10 Blouses/Shirts	10 Pants/Sweats/Skirts/Dresses	10 Undershirts
5 Bras/ Camisoles	10 Underpants/Briefs/Boxers	10 Stockings/Socks
1 Pair of Slippers	7 Nightgowns/Pajamas	1 Bathrobe
1 Coat	1 Pair of Shoes/Sneakers	Belt
Electric Shaver		



# Mail & Voting



All of your mail can be forwarded here permanently or temporarily.



You may **continue to vote** during your stay here, either through **absentee ballot** or going to the **polls** (depending on your registered location). If you are **not registered** and would like to vote, the recreation department will assist you.



# Recreation Therapy Program

7 Days a week, nights, and holidays are filled with a wide variety of enjoyable, therapeutic, and purposeful activity programs for residents at all levels of care, interests, and ages.

(A Monthly Calendar is provided in the admission packet and the 1<sup>st</sup> of every month)



# astoral Care & Religious Services

We are most fortunate to have a Lutheran Pastor on staff to attend to the needs of our entire population. Weekly Protestant services are provided by our Pastor, weekly Catholic services by a visiting Priest, and Jewish services are also held. We will try to accommodate all faiths. Please contact the recreation department if you have any requests.

The schedule for all religious activities is noted on the monthly calendar.

Pastors may be reached at extension 211.



# Advanced Directives

The decision to plan in advance, including DNR, is difficult. Sometimes because of an illness or injury, you may be unable to talk to your doctor to decide about treatment. You may wish to plan in advance to make sure that your wishes about treatment will be followed if you are unable to decide for yourself.

**Health Care Proxy**- is a form that you can complete that appoints someone you can trust to decide about medical treatment if you are unable to decide for yourself.

→My Wishes-is a part of the Health Care Proxy.

**DNR**- a Do Not Resuscitate (DNR) tells medical professionals not to perform CPR. This means the doctors, nurses, and emergency medical personnel will not attempt emergency CPR if the patient's breathing or heart rate stops.

→We can not accept DNR's from hospitals they need to be replaced with non-hospital DNR's.

**Living Will** -is a document that provides specific instructions about your health care treatment. It is generally used to declare wishes to refuse life-sustaining treatment under certain circumstances.

Please see your Doctor or someone in the social work department if you need help completing any and all of these forms.

(All forms are in the Social Work Department)



# Bill of Rights

As a Resident at Lutheran Care Center you have the right to:

- Dignity, respect and a comfortable living environment
- Quality of Care and treatment without discrimination
- Freedom of Choice to make your own independent decisions
- The safeguard of your property and money
- Safeguards in admissions, transfer and discharge
- Privacy in communication
- Participate in organizations and activities of your choice
- An easy to use and responsive complaint procedure
- Exercise all of your rights without fear of reprisals

Attachment in your Packet- Your Rights as a Nursing Home Resident





# Residents Responsibilities

We here at LCC recognize that you share responsibility with the staff for making your stay here productive and positive. LCC has the right to expect cooperation and feedback from residents and their families, which is reasonable and necessary. In turn, residents have the right to know what is expected of them by LCC.

## ❖ Respect and Consideration

- You are responsible for being considerate of the rights of other residents and staff for assisting in the control of noise and the number of visitors.
- You are responsible for being respectful of the property of other persons and of LCC.
- You are responsible for not discriminating against peers or staff on the basis of race, creed, color, national origin, handicap, blindness, sex, age, and source of payment, marital status, sexual preference, and sponsorship.



# Rules and Regulations

**You as the resident are responsible for observing all rules and regulations of LCC.**

1. **No smoking** in the building. Those who choose to smoke may do so in designated areas. Please see a staff member for assistance.
2. **Alcoholic** beverages cannot be kept in your room or consumed without a doctor's order. Those interested may contact their unit manager.
3. **Medication**, prescriptions or over-the-counter, can only be kept in your room for your personal use if your doctor and care plan team has indicated acceptable.
4. **All clothes** must be labeled by the facility.
5. **You must sign out** when leaving the building and sign in upon return.
6. **Neither residents** nor **family members** can give **gratuities** to individual staff members in the form of money or gifts.



# Discharge Planning

When a resident is admitted to LCC for a planned short-term stay, the assigned social worker is the person responsible for coordinating a safe and effective discharge plan. According to your individualized plan of care, services and equipment can be arranged to meet your needs to return home. It is important to begin this process early in your stay to ensure that everything is in place on the day of your discharge.

*Your **doctor** is ultimately responsible for your discharge.*

Applicants accepted for short-term rehab *cannot remain in the facility after they completed their course of treatment.* Those planning on alternate living situations need to make diligent efforts in **advance** to secure proper setting.

Lutheran Care Center has three long term care units and one short term rehabilitation unit. All units have 40 beds upon each. Upon completion of short-term rehabilitation, the resident will be discharged to an appropriate setting or facility.

# Rehabilitation



## Physical Therapy/Occupational Therapy/ Speech and Swallow Therapy

- Dedicated, caring, diverse rehab team
- Function-based, person-centered care approach
- Therapists are accessible to family
- Highly involved in the discharge planning/community re-entry
  - Equipment recommendations
  - Assistive technology recommendations
  - Home Evaluations
  - Follow-Up



# Dietary

- Registered Dietitians and Registered Diet Technician on site Monday thru Friday.
- Liberalized diet policy.
- Individualized nutritional assessment.
- Therapeutic dietary restrictions provided as medically appropriate.
- Modified dysphasia diets for safe swallowing are addressed by Speech Pathology in Rehab department
- Variety of oral supplements prescribed as needed.
- Three week cycle menu for Spring/Summer and Fall/Winter
  - Responsive to resident food preference.
  - Daily and weekly menu displayed in the dining room.
  - Daily menu announced overhead to inform residents of choices.
  - Alternate meals available upon request.
- Nourishment and snack pass three times a day, offering extra fluids, supplements and snacks.



# Social Work

- Will meet with you within 24 hours to address questions or concerns related to your stay.
- Help interpret resident rights to you and/or your family.
- Provide education on executing advanced directives.
- Acts as a liaison for psychiatric and/or psychological services.
- Will aid and guide you in your safe discharge plans.
  - To your home-with or with out outside assistance.
  - To assisted living
  - Back to your facility
- Offer you and your family assistance and support.
- Assist you in accessing entitlement programs or services.



# Adult Day Healthcare Program

- Open from 9:00 a.m.-3:00 p.m. Monday thru Saturday
- Full range of Medical Services:
  - Physical/Occupational Therapy, Speech Pathology, Podiatry, Optometry, Dentistry, Psychology, Nursing, Nutritionist, Respiratory, Social Work, and Therapeutic Recreation
- Meals: Continental breakfast, hot lunch, and nutritious snacks
- Religious Services and Pastoral Counseling for most faiths
- Transportation to and from the program.

**For more information, please contact:  
Director of Adult Day Health Care  
(845) 486-9494 Ext.103**



# Bedhold Policy

If you are transferred to a hospital and admitted under the doctor's order, the following is in place in regards to maintaining your bed at LCC:

- If LCC has 5% or more beds available at the time of your transfer, no bedhold is offered under the Medicaid guidelines or under private pay.
- Medicaid will reserve your bed if there is less than 5% unavailable at the time of transfer and you meet the criteria for being at LCC for 30 days. Your bed can be held for 14 days, within a 12 month period.
- Private pay residents can arrange to hold their bed at the current daily rate if there are less than 5% of beds available at LCC at the time of transfer to the hospital.
- Managed care and Medicare providers do not pay for bedhold during hospitalization. Residents may elect to hold their bed privately as above.
- If your bed is not held, LCC has the right to admit another residents to your former bed. You will be offered the next available bed, as long as LCC can continue to provide the level of care that you require.

If you or anyone has questions on the bedhold policy, please contact the Admissions Department.





# Room Changes

Lutheran Care Center is dedicated to providing the highest quality of care for its residents. To achieve this goal, room changes are medically necessary at times.

Changing a resident's room in the facility is decided by the interdisciplinary team taking into account medical issues and other factors. Residents and their designated representative are notified of room changes by their social worker prior to the transfer, except in emergency situations.



# Medicaid

## What is Medicaid?

Medicaid is a program for New York residents who cannot afford to pay for medical care. Medicaid is a joint federal-state program. Unlike Medicare, it is an entitlement program based on income and assets guidelines. However, Medicaid is also available for persons with higher income.

## How do I know if I qualify for Medicaid?

- If you have high medical bills
- If you receive Supplemental Security Income (SSI)
- If you meet certain income, resource, age, or disability requirements

## How do I apply for Medicaid?

You can write, phone, or go to your local department of Social Services at (845) 486-2555 or ask the Admissions Department/Medicaid Specialist at Ext. 212