

*Welcome*



**SUNBRIDGE**  
*Caring is the Key in Life*

# *Caring is the Key in Life*

MORE THAN JUST OUR MISSION, THIS STATEMENT REFLECTS OUR GOAL TO PROVIDE A WARM, CLEAN AND SAFE ENVIRONMENT FOR YOU. IT IS OUR FOCUS TO DELIVER HIGH CALIBER CARE TO SUPPORT YOUR RECOVERY AND QUALITY OF LIFE.

# Welcome

OUR STAFF IS PLEASED YOU HAVE SELECTED OUR CENTER TO ADDRESS YOUR HEALTHCARE NEEDS. THE GOAL OF OUR CENTER TEAM IS TO PROVIDE YOU WITH QUALITY CARE AND COMPASSION DURING YOUR STAY WITH US.

THROUGH PERSON-CENTERED CARE, WE STRIVE TO HELP YOU RECOVER AND PARTICIPATE IN DAY-TO-DAY ACTIVITIES AT YOUR HIGHEST POSSIBLE LEVEL OF INDEPENDENCE. WHETHER YOU ARE IN OUR CARE FOR DAYS, WEEKS OR LONGER, WE WANT TO BE A CARING RESOURCE FOR YOU AND YOUR FAMILY.

THIS GUIDE IS DESIGNED TO PROVIDE YOU AND YOUR FAMILY WITH INFORMATION ABOUT OUR SERVICES AND TEAM OF PROFESSIONALS. WE ARE AVAILABLE TO ANSWER ANY QUESTIONS YOU MAY HAVE DURING YOUR STAY.

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# Your Center Team

Our center is designed for patients needing short-stay care, as well as those who require residential care. We're focused on creating the right environment for you. The goal of our interdisciplinary care team is to provide person-centered care to meet your individual needs in accordance with your physician's orders. You and your family are the most important members of this team. We will work together to establish goals and expectations for your stay.

## THE MEDICAL TEAM

An independent physician provides services as a medical director to offer guidance and oversee the provision of resident care. Specialty services may include consultations by a geriatrician, rehabilitation specialist, cardiologist, orthopedist or pulmonologist. Your personal physician or assigned physician will attend to your medical needs during your stay in the center. We can work with your personal physician to arrange for continued care when the time comes for you to be discharged home.

If an outside medical appointment or test is necessary during your stay, transportation can be arranged by our staff. These services may not be part of the daily room rate. The cost involved with transportation depends on medical needs and your insurance coverage. A family member may also transport you after receiving education from our therapy department about how to safely transfer you in and out of a car.

## LICENSED AND CERTIFIED NURSING STAFF

A licensed nursing staff will participate in planning and implementing your care. Certified nursing assistants will also assist with your personal needs.

## THE THERAPY TEAM

Therapy professionals are on site to assist with your therapy needs. Physical therapists are available to help you work towards increased strength, endurance and mobility. Occupational therapists can help patients learn to care for themselves, focusing on activities of daily living, such as dressing, bathing and meal preparation. Speech pathologists are involved with cognitive training and re-education, as well as with swallowing and speech disorders. Respiratory therapists can work with patients to promote better breathing.

## SOCIAL SERVICES AND CASE MANAGEMENT

The social worker or case manager will provide information and identify resources for you throughout your stay. For short-stay patients, this team will assist with discharge planning on an individual basis, including coordination of home services, equipment and community services.

# Customer Experience

## CUSTOMER FIRST™ PROGRAM

Because the first few days of you or your loved one's stay can be overwhelming, we would like to introduce you to our Customer First Program that may help ease the transition. As part of the program, a staff member is assigned as an Ambassador to each resident. The Ambassador's role is to be your contact person while you become acquainted with the rest of the center staff. Your Ambassador will monitor the condition of your room, make sure that you are as comfortable as possible, and make sure that your questions and concerns are being addressed.

## FIRE DRILLS AND SAFETY

Regular drills are performed to practice our emergency procedures. When you hear an alarm sound, please follow our staff members' directions. This will help ensure everyone's safety in the event of a real emergency.

## HOME VISITS

During your stay, you may wish to leave our center for a holiday or to attend family gatherings. For home visits, you must have an order from your physician approving the leave of absence. Please speak with the nurse a week prior to the date to ensure that all medications and personal belongings are prepared for the trip. For those of you participating in the Medicare and Medicaid programs, some restrictions do apply regarding the length of a visit. For further information, please inquire with social services.

When actually leaving the center, check in with the staff at the nursing unit.

## PHOTOGRAPHY

To ensure your privacy and that of all of our residents, families, visitors and employees, our center has guidelines for photography and video and audio recording. We obtain your consent prior to taking and releasing your picture or recording your picture or voice.

We understand the importance of recording celebratory events such as birthdays and holidays and encourage you and your family to do so. However, since we live in a community of many residents, many of whom desire personal privacy, we ask that you and your family consult with the administrator or designated supervisory staff prior to taking photographs and video or audio recording in the center or during center outings.

## VISITING HOURS

There are no restrictions on visiting hours as long as this is not disruptive to other residents. Our visiting hours are flexible to accommodate the varying schedules of families and to promote socialization for the residents. If your visitors will be arriving after the center doors are locked, please call ahead to ensure the door will be unlocked. Well-behaved, leashed pets are always welcome with approval of our administrator.

# *What to Bring*

## CLOTHING

You are encouraged to dress in casual and comfortable clothing. Several sets of comfortable daytime clothes that include sweat pants, T-shirts, shorts or any other items that do not snap or button are recommended.

## TOILETRIES

You are welcome to bring your electric shaver, toothbrush, toothpaste, deodorant, make-up, and any other personal items to make your stay more comfortable.

## SHOES

Comfortable shoes for daily wear. Shoes that lace or sneakers are best. Shoes that slip on or those that have higher than a one-inch heel are not recommended since they could increase your risk of falling. Your therapist can assist with questions related to footwear.

## EQUIPMENT

Discuss with your therapist any equipment such as canes, walkers, wheelchairs or respiratory equipment that may have previously been used at home.

## SLEEPWEAR

If you prefer not to wear the gowns provided, bring several sets of sleepwear. Non-slip slippers are also recommended.

## TELEVISION

Some of our rooms are equipped with televisions. You may choose to bring in your personal television.

## ELECTRONIC APPLIANCES

For your safety, we ask that you notify a staff member when you bring any electronic devices to our center for your personal use. Our maintenance staff will be happy to inspect all radios, compact disc players, lamps, etc., that you may wish to have in your room.

## TELEPHONES

Some of our rooms come equipped with telephones. You may also choose to have a personal telephone installed in your room. The cost of installation and monthly service is your responsibility. The admissions or maintenance director is available to assist in scheduling telephone hook-ups. A telephone, located in a private area, is available upon request.

## PERSONAL ITEMS

Any comforting items such as photos, pillows and blankets are encouraged. We are happy to work with you to personalize your room. The center encourages valuables such as jewelry, cash, credit cards or other expensive irreplaceable items be left with the family, at home or locked in the center safe.

# *Clinical Services*

## REHABILITATION SERVICES

A team of rehabilitation professionals consisting of physical and occupational therapists, a speech pathologist, and a rehabilitation assistant will review your rehabilitation needs. This team will evaluate you and develops goals and an individualized treatment plan. The rehabilitation department's primary goal is for you to reach your full potential. You will receive therapy based on doctor's orders. In addition, home safety evaluations may be scheduled as needed.

## PLAN OF CARE

You will have an individualized comprehensive care plan. The plan of care is developed by a group of healthcare professionals that consists of the following disciplines: nursing, dietary, social service, recreation therapy, and physical, occupational and/or speech therapy. This team identifies specific concerns and writes plans designed to help maintain current health status and to address health problems. You and/or your responsible party will receive an invitation to attend the resident care plan meeting.

Our center supports your clinical services needs. Our social services directors can help you book appointments for the following services.

# Additional Services\*

## CLINICAL CONSULTANTS

Audiology, dental, optometry and podiatry consultants are available to meet your needs.

## LABORATORY SERVICE/X-RAYS

Available to you as prescribed by your attending physician, this additional service is provided by a consulting group. If your insurance requires a specific provider, please notify us in advance as we are not responsible for charges accrued.

## PHARMACY

A consulting pharmacy provides service for all residents. You may use our pharmacy or another, provided they can also meet the center service requirements, such as specialized safety packaging.

*\*These services may not be part of the daily room rate; the service provider will bill you or your insurance company directly.*

# Programs and Amenities

## ACTIVITY AND RECREATION SERVICES

Our center employs an activity director who coordinates activities for you seven days a week, including some evenings. These activities vary from large to small groups and also include one-on-one projects. In addition to regular activities, special events are also scheduled throughout the month. A monthly calendar of all of these events is posted in the center. Please feel free to join us at any and all activities. We also welcome your suggestions for new programs.

## BEAUTY AND BARBER SERVICE

A licensed beautician is available for your hair care. To make an appointment, please speak to the receptionist or the beautician.

## DINING SERVICES

You are provided with a well-balanced breakfast, lunch and dinner. Meals are individually planned according to specific diet needs or restrictions. You or your family member will meet with the food service director upon admission to discuss your individual likes and dislikes. Should you have any questions regarding meals please ask to see the food service director.

## FAMILY SERVICES/FAMILY COUNCIL

It is our goal to promote family involvement in order to maintain each resident's system of support and relationships. We do that through our social services staff which encourage family members to be involved in the person-centered care plan process along with personalization of the resident's room. We also encourage the family to visit as often as possible and participate in the resident's daily routine along with our center's Family Council. The Council provides a means of communication, education and support for family members and others involved with our residents. Families are notified in writing of the meetings and notices are posted in the center.

## FOOD AND BEVERAGE

Although meals and snacks are provided by food services, sometimes you crave something special. Our dietary department can often accommodate special requests. However, family and friends may bring in any special treats. Please check with the nurses first to ensure food complies with dietary restrictions. If you wish to store food in your room, it must be in a secured container marked with your name and the date.

## HOUSEKEEPING

Complete housekeeping services are provided for you. The housekeeping department takes pride in the environment in which our residents live. If you have any concerns in this area, please notify your nurse and she will inform the housekeeping supervisor. At times, housekeeping will schedule total room cleaning. We apologize for any inconvenience this may cause; however, it is necessary to keep our center in operating condition.

## LAUNDRY

These services are provided for you unless otherwise requested (family may do personal clothing laundry). All linens are laundered by the center. Please ensure all garments are labeled with your name to reduce lost items. See your nurse or social services if you would like to have your clothing items permanently labeled. If you have any concerns about laundry, please contact the unit nurse.

NOTE: The center cannot be responsible for items requiring dry cleaning or special care.

## LOUNGE AREAS

Our center has a lounge/dining area for you and your family to gather for visits, recreation or to watch television. The lounge areas are for the benefit of you and your guests. Other rooms may be requested for more privacy.

## MAIL

Mail is distributed daily to you by the activities department. If you need assistance in writing or mailing letters you may contact activities or social services.

## NEWSPAPER DELIVERY

If you would like a newspaper delivered to you on an ongoing basis, please let social services know.

## RELIGIOUS SERVICES

Religious services are offered on a weekly basis. Additional arrangements may be made for individual needs. Contact the director of activities or social services for further information.

## RESIDENT COUNCIL

We encourage you to offer recommendations on ways to improve the living environment in our center. We do that through our Resident Council. Council meetings are held on a regular basis and led by the Resident Council chairperson. We assign one staff member to assist in the coordination of the meetings and to provide services to record the minutes of the meeting.

# *Financial Information*

## BILLING

Account statements are mailed to you or your responsible party each month and include any ancillary charges accrued along with charges for the following month's care. These bills are payable upon receipt. Refunds due to discharge are made by the center within a 30-day period. The business office or social service departments will also assist families in filing for medical assistance (Medicaid) as needed.

## RESIDENT FUND ACCOUNT

The center has a resident fund account for you if you opt to have the center manage your funds. Payment for beauty or barber services, clothing, and incidentals may be made through this account. Stop by the business office Monday through Friday to make a deposit or withdrawal of funds, or see the weekend manager for non-business day transactions.

IT IS OUR GOAL TO EARN THE SATISFACTION OF OUR CUSTOMERS AND WE VALUE YOUR INPUT ABOUT HOW WE CAN CONTINUALLY IMPROVE. YOU'LL BE RECEIVING A SURVEY DURING YOUR STAY OR UPON DISCHARGE FROM THIS CENTER. WE THANK YOU IN ADVANCE FOR COMPLETING AND RETURNING THIS SURVEY. YOUR THOUGHTS AND COMMENTS ARE WELCOMED AND APPRECIATED.

SHOULD YOU OR YOUR FAMILY EVER NEED ASSISTANCE WITH A QUESTION OR A CONCERN THAT CAN'T BE RESOLVED BY OUR CENTER ADMINISTRATOR OR STAFF,

PLEASE FEEL FREE TO CALL OUR TOLL FREE *CUSTOMER FIRST*<sup>™</sup> LINE AT 1-800-399-2727.

A COMPANY REPRESENTATIVE WILL RESPOND TO YOUR CALL AND WILL BE GLAD TO HELP YOU.



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[www.sunbridgehealthcare.com](http://www.sunbridgehealthcare.com)



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Housing is available to all without regard to race, color, religion, gender, handicap, familial status or origin.