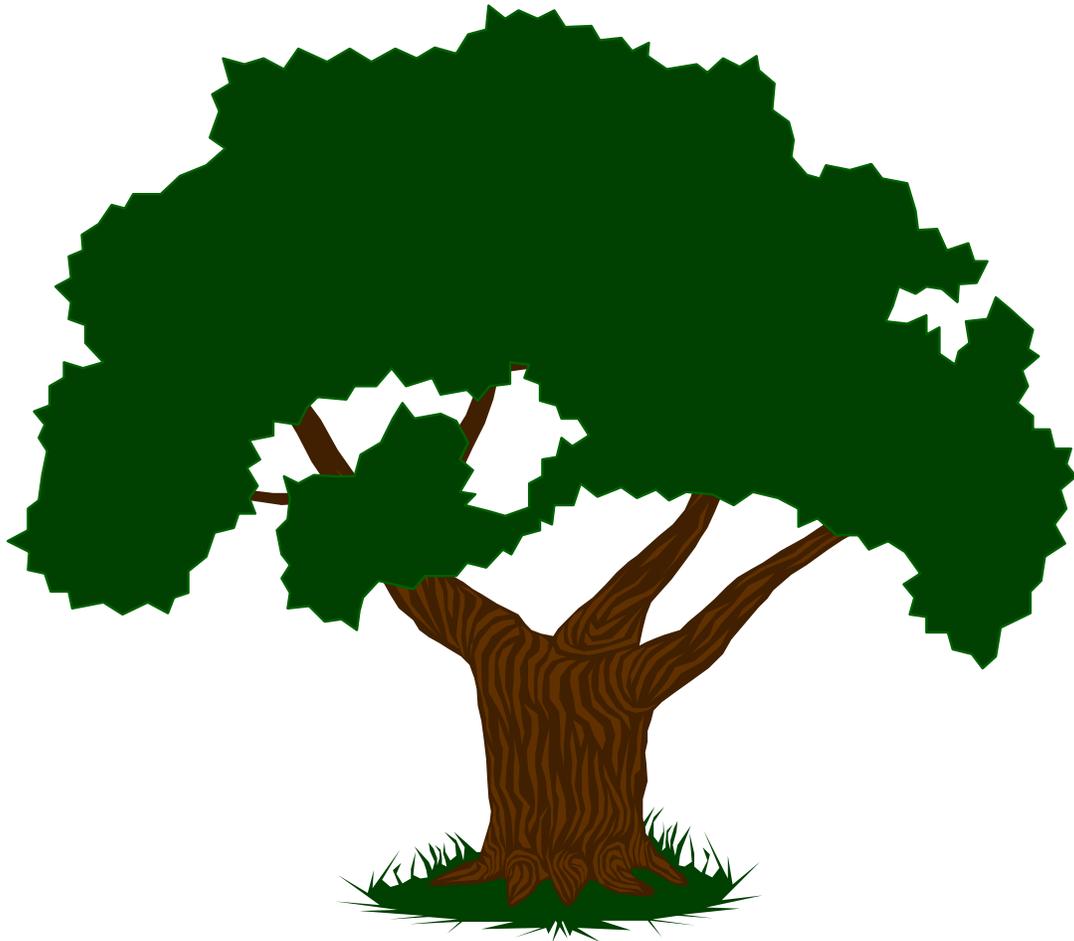


SARATOGA COUNTY MAPLEWOOD MANOR
149 Ballston Avenue
Ballston Spa, New York 12020
(518) 885-2288



***...dedicated to providing superb physical care,
while preserving human dignity and meeting
the total needs of every resident***

***The employees at Maplewood Manor
consider this facility as your home
and we work for you.***

***As a resident of Maplewood Manor,
you have responsibilities too.
You should treat other residents and staff
in the same manner in which
you expect to be treated;
you must be respectful to others;
and assist staff in keeping a
sanitary and safe environment.***

***With both residents and staff working together,
this will ensure the continued
high standards of living
that Maplewood Manor exemplifies.***

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Activities and Recreation Services:

The goal of the Activities Department is to provide an ongoing program of activities designed to meet the interests and the physical, mental, and psychosocial well-being of each resident. These activities are diversified, allowing you to participate in programs of your choice, based on your own interests and preferences. Various events such as musical entertainment, bingo, luncheon trips, and shopping trips are planned during the day, the early evening and weekends. Parties are held for special occasions.

Certain activities are scheduled for a specific unit, and others are designed for all residents. The Main Activity Room on the 1st floor and the Resident/Family Sitting Room on the 2nd floor are available for everyone. If you are interested in reserving the Resident/Family sitting room for a specific time to meet privately with family/friends, please contact the Activities Department at extension 4562.

Off-site activities (e.g. luncheon trips, shopping trips, and some special events) are scheduled on a regular basis. Residents are selected to go on outings on a rotating basis. Only a few residents can go on each scheduled outing due to transportation limitations and needed staffing.

All scheduled events are posted on the bulletin boards throughout the facility. A personal copy of the monthly schedule of activities is delivered to each resident. Copies are available in large print for easier reading.

Assessment/Observation Rooms:

Assessment rooms are temporary single rooms located next to the nurses' station. They are frequently used upon admission or at any point in a resident's stay when the resident requires reassessment or has special needs.

There are a few permanent private rooms available on our 1st floor. Private rooms are assigned based on need, availability and seniority on the private room waiting list. Please contact your social worker if you would like to be placed on the waiting list.

Complaints, Concerns, Grievances, and Recommendations:

You may at any time voice a concern to your social worker, head nurse, or any staff member you feel comfortable with. The staff member, if he/she is unable to resolve your concern, will assist you in completing a written complaint form that will be forwarded to the director of social work. You will be notified of the resolution to your suggestions, complaints, concerns, grievances & recommendations within 21 days. Records of suggestions, complaints, concerns, grievances, recommendations and respective actions taken are kept on file in the Social Work Department.

Contact information for other agencies designed to help meet the needs of nursing home residents can be found on the final page of this handbook.

Comprehensive Care Plan Committee:

The Comprehensive Care Plan Committee includes representation from all departments providing direct care to residents (i.e., Nursing, Physical Therapy, Occupational Therapy, Social Work, Activities, and Dietary). The team meets upon a resident's admission, quarterly, and as needed determined by State and Federal Regulations. A comprehensive care plan is formulated for each resident. It is our policy to invite every resident and/or designated representative to attend initial, yearly and significant change care plan meetings.

Dietary Services:

The Dietary Department strives to serve appetizing and nutritious meals while taking into account your food preferences. The dietician will work with you to assist in the planning for your special dietary needs and will always try to accommodate your likes and dislikes.

Weekly menus are posted on each nursing unit and in the dining rooms. Meals are announced daily. If you are unhappy with the planned menu for the day, alternatives are available upon request.

To protect our environment, food cannot be stored in your room unless it is placed in an airtight container with a tight fitting lid. The amount of food stored in the room must be reasonable.

Meals are served as follows:

Breakfast:

Between 7:00 AM and 8:00 AM

Lunch:

Between 12:00 PM and 1:00 PM

Dinner:

Between 5:00 PM and 6:00 PM

Financial Services:

The Business Office is open for your convenience Monday through Friday from 9:00 AM to 4:30 PM.

A personal account may be opened initially with the admissions coordinator or in the Business Office with the patient agent to cover your purchases. If you choose to deposit your money with the patient agent, your funds will be safe and available for your use. A financial statement will be given to you or the person you designate every three months and as requested. We strongly encourage you to not keep large sums of money in your room. The Business Office has developed a voucher system for residents with personal accounts at the facility, thus eliminating the need to carry cash. If you do choose to keep money in your room, please consider seeing the unit clerk about obtaining a key that will allow you to lock the top drawer of your nightstand.

The patient agent is also available to shop for residents who do not have a family member or friend to do such. To request the patient agent's assistance for shopping or accessing your money, you simply make a request to your head nurse or unit clerk. The patient agent shops approximately once a week.

Fire and Safety Program:

When the alarm sounds, do not panic. Follow the instructions given by the staff person in charge of the area. Unless you are in the immediate vicinity of the fire, you will not be evacuated from your room. If you are in your room when the alarm sounds close the window and door promptly if you are able to do so. Otherwise, a staff person will do this for you. Please be aware that we regularly have fire drills to assure staff preparedness should a real fire occur.

If you should ever discover a fire, go to the nearest fire alarm pull box located at each stairwell and pull the alarm. This automatically rings off-site and the firemen will respond immediately. Meanwhile, personnel on your own floor will respond to the scene of the fire and assist until the fire fighters arrive.

The most important factor in fire prevention is good house-keeping. We make every effort to do our part; please do your part by disposing of paper properly and keeping your room free of clutter.

While we encourage you to decorate your room festively for the holidays, we have also made a commitment to protect you; therefore, we ask that certain decorations known to be a fire hazard not be used. You will be advised during the holidays of those decorations that are appropriate for adorning your room safely.

In accordance with fire and safety codes, and for your protection, all electrical appliances brought into the facility (e.g. televisions, clocks, radios, lamps, and shavers) must be brought to reception so that a safety check can be completed prior to the appliances being brought to the unit.

Gift Shop:

There is a gift shop located on the first floor next to the Main Activity Room. Hours vary depending on availability of volunteers. The gift shop has handmade items, small gifts, crafts, cards, candy, gum and chips.

Hair Salon and Barber Services:

You are invited to use the Hair Salon/Barber Services located on the first floor across from the Main Activity Room. You may set up a schedule with the admissions coordinator or arrange your own appointment by speaking with the unit clerk on your unit. If you do not have a personal account with our patient agent, you must pay at the time services are provided.

Housekeeping Services:

The Housekeeping Department is responsible for the general cleanliness and orderliness of the facility. You can expect a housekeeper to clean and freshen up your room on a regular schedule.

For your safety, it is very important that you do not collect food, newspapers, magazines or unnecessary clothing, because these items can become a serious sanitation and/or fire hazard. Food should be stored in covered containers. After admission, please request that your family or friends take home suitcases, storage boxes, etc.

We encourage the personalizing of your room, but your personal belongings must not infringe on your roommate or interfere with emergency movement of equipment. You may keep a reasonable amount of personal items in your room, but the room must be kept in a sanitary, safe condition.

Cartons cannot be stored on the floor. If you have too many belongings, you may be asked to store the excess at a family member's home.

Wall hangings must be kept to a reasonable amount, and must be hung by our Maintenance Department.

Any furniture (i.e., TV stand or dresser) you bring into the facility must be sturdy and in good condition. To enable Housekeeping Staff to clean your room, your furniture must have legs that raise it six inches off the floor, or be on casters, or sits completely flat on the floor. When furniture is brought in, inform the receptionist that it is here so that assistance can be provided, if necessary, and the furniture may be checked for safety.

Laundry:

Laundry services provided include all bed and bath linens as well as personal laundry. All clothing should be durable and machine washable unless you have means of arranging for specialty cleaning. It is your responsibility to arrange for and assume the cost of your dry cleaning.

If you prefer, you may have family or friends take your laundry home to wash. In this case, you must inform the head nurse on your unit, and purchase a hamper with a cover. Please mark the hamper with your name. The person who has agreed to launder your clothing must remove soiled clothing at least twice weekly.

All clothing will be marked with your name upon admission. If you receive or purchase clothing after admission, please be sure to give it to a staff member to have labeling arranged.

Leaving the Building:

Whenever you go off the premises, we ask that you inform the nurse on the floor and sign out. If you plan on being away for any length of time, we request at least 48 hours notice to arrange for needed supplies or medications and to cancel any meals.

In good weather, residents are encouraged to use our back courtyard. The back courtyard is frequently staffed during good weather to provide residents with beverages and socialization opportunities.

In order for you to independently go out and sit in the front of our building, you will need to be evaluated by our Comprehensive Care Plan Committee to ensure that you are safely able to do so.

Mail:

Mail is delivered daily, except for Sundays and holidays. Outgoing mail may be given to a staff member or deposited directly in the mail slot at the reception desk. Incoming mail will be delivered to you by the staff on your unit. Stamps and stationery can be purchased through the patient agent in the Business Office or in the Gift Shop.

Maintenance:

The Maintenance Department is responsible for the upkeep of the facility and its grounds. A preventive maintenance program is in effect and, as part of this program, the heat, air conditioning and other items in your room are checked on a

regular basis. All repairs of facility equipment are completed with as little inconvenience to you as possible.

Medical Services:

For your ongoing medical care we provide a medical director and physicians who are readily available for visits and/or consultations. As a resident, a physician will see you every 30 to 60 days. Of course, if you experience an acute illness a nursing assessment will be made with physician follow-up. Your attending physician is available to meet with you and/or your designated representative upon request. Appointments are generally scheduled in the mornings. Your head nurse can assist you in making such appointments.

Our nursing staff will make arrangements for consults in dentistry, podiatry, ophthalmology, dermatology and other specialties as deemed necessary by your physician.

In an effort to make medical procedures as convenient for you as possible, certain diagnostic tests are available without the need for you to leave the building. These tests include certain laboratory tests and x-rays.

Registered nurses, licensed practical nurses and certified nurse aides provide twenty-four hour nursing service. The Nursing Department will continually assess your medical needs and arrange for/provide the care you require.

Newspapers:

The admissions coordinator or the patient agent can assist you in making arrangements for the daily delivery of local and out-of-town newspapers.

Ombudsman:

The purpose of the Long Term Care Ombudsman Program is to organize community-based assistance whereby complaints about the quality of care and life in skilled nursing homes, health related facilities and residential care facilities for adults can be received, investigated and resolved.

The ombudsman for Maplewood Manor can be contacted by calling the Saratoga County Office for the Aging at 884-4100.

Pets:

In recognizing the therapeutic benefits that animals can provide, pets are permitted in the building. Pets in arms or on leashes may visit in your room. All pets must have their shots up to date and must be free of parasites. Documentation of shots must be provided and kept on file in the Receptionists' Area.

A few staff members and volunteers occasionally bring in their dogs. Please let your head nurse know if you do not want animals to visit your room.

Rehabilitative Services:

Occupational therapy, physical therapy, speech therapy and nursing rehab work together with physicians, nurses and other team members in a coordinated effort designed to restore or maintain you to your fullest potential. Each of the therapies is performed or supervised by a qualified therapist who is especially interested in your rehabilitation. Feel free to ask the therapist any question you or your family may have regarding treatment.

Religious Services:

The schedule of all the religious services is listed on the bulletin board outside of the Activities Department on the first floor as well as on the upper floors at the nurses' stations. All residents are welcome and encouraged to attend the services of their choice.

There is an Interfaith Meditation Room located on the third floor directly across from the elevators that is available to all residents.

Resident Association:

All residents of Maplewood Manor are considered members of the Resident Association. The Association operates independently but in partnership with administration. The purpose of the Resident Association is to serve as a vehicle for residents to exercise their rights and protect their interests by participating fully in the decisions and tasks which affect their every day lives, both in the facility and the community at large.

The Resident Association currently meets at 2:15 PM in the Main Activity Room on the 2nd Tuesday of each month.

The Resident Association funds are private funds with no financial connections with the Saratoga County Maplewood Manor. Members of the Resident Association vote on the dispersal of funds. Donations can be made to the Resident Association Fund by contacting the resident advisor/director of social work or one of the elected resident officers.

Resident Rights and Responsibilities:

Upon admission, each resident is given the brochure “Your Rights as a Nursing Home Resident – A Summary”. For a more thorough explanation of your rights, please ask your social worker for the booklet “Your Rights as a Nursing Home Resident in New York State”.

One of your rights is that you be free from abuse. If you feel that this right, or any of your rights have been violated, and no one at Maplewood Manor has taken steps to correct the invasion of your rights, you may report it to the New York State Patient Care Hotline. The Hotline number is 1-888-201-4563.

As a resident of Maplewood Manor you also have some responsibilities. You are expected to be considerate to and of other residents, staff members, and visitors. Verbal or physical abuse from residents will not be tolerated and may result in discharge from the facility.

You are also expected to attempt to maintain a good relationship with your roommate. If you are in a semi-private room, you are expected to share your room equally with your roommate. As Maplewood Manor is your home, you may stay up as late as you wish, but please be considerate of others with regard to playing your radio or television. If problems between you and your roommate do arise, you are asked to contact your social worker.

Residents are prohibited from keeping any weapons designed to do bodily harm (i.e., gun, knife, razor blade, stick, scissors, etc.) in their possession.

Residents and visitors are expected to follow instructions issued during a fire/disaster drill.

Smoking:

Effective January 1, 1999 Maplewood Manor became a SMOKE FREE facility. Only non-smokers are admitted into the facility. For your safety and the safety of every resident and employee, smoking is not permitted in the building. Your visitors, likewise, are prohibited from smoking in any area. Due to the serious implications of smoking, these rules are strictly enforced.

Social Work Services:

There is a social worker assigned to each unit. Your social worker is your advocate. In the event that you have a concern, difficulty, problem or request about any matter, you are welcome to seek guidance and/or assistance from the Social Work Department. The Social Work Department is designed to help you better meet your psychosocial needs (helping with your adjustment to the facility, assisting you to cope with losses, protecting your rights, providing education on advance directives, connecting you with supportive organizations, services, etc.)

Telephone:

You have the right to have a personal telephone in your room at your own expense. Verizon provides phone services. The admissions coordinator, unit clerk or patient agent can assist you in contacting Verizon and contracting for services.

Television:

If you wish to bring in a television for your room, please see the admissions coordinator, unit clerk or patient agent about arranging for cable hook up. The approximate monthly charge

for cable is between \$8.00 and \$10.00 depending upon the number of residents subscribing to cable at the time.

All televisions must be accompanied by a TV stand. All TV stands must be assembled, sturdy, in good condition, and in compliance with regulations outlined under Housekeeping Services.

Tips:

While we appreciate your gratefulness for the services we offer, there is absolutely **no tipping of employees**. Your cooperation in this matter is most appreciated. If you feel that an employee expects a tip from you for service performed, please contact your social worker.

Transportation:

Transportation to outside medical appointments will be arranged through the Nursing Department and be provided by the Maplewood Manor van. Transportation to local physicians will be arranged for. If you choose to see a physician outside of Saratoga County (when a comparable physician is available within the county) transportation to the appointment will be your responsibility.

Transportation to scheduled facility outings will be provided by the Activities Department as available.

Transportation to any other destination will be the responsibility of you or your designated representative. Please contact your social worker if you need help in identifying appropriate transportation resources.

Utilities:

Whenever you leave your room, kindly turn off all of your lights and television.

Valuables:

Saratoga County Maplewood Manor is not responsible for any lost, damaged, or stolen articles. We ask that you refrain from keeping any valuables or large amounts of money in your room. There is a safe available to residents in the Business Office. If you need assistance in obtaining a safe place for your valuables, please request a visit from your social worker. If you find that your rings no longer fit securely, please consider giving your rings to a family member for safe keeping or make arrangements to have them resized. The top drawer of each resident's nightstand is equipped with a lock. If you would like a key, the unit clerk can provide you with one.

If you are missing an item, please seek the assistance of a staff member in obtaining and completing a "Missing Item Tracking Report".

Volunteer Services:

Your family and friends may be interested in participating in the Volunteer Program, and should therefore be encouraged to contact the director of activities at extension 4562.

Visiting:

You may receive visitors any time. However, please respect your roommate's privacy. Our doors are locked between 8:00 PM and 7:00 AM. To obtain entrance to the facility during these hours please use the front doorbell to obtain staff assistance.

All visitors are expected to sign in and out of the facility in the front lobby. In addition, all visitors are expected to behave appropriately.

ADVANCE DIRECTIVES

Many people, especially the elderly and chronically ill, become concerned that their dying and perhaps their suffering, will be unnecessarily prolonged. They fear a loss of control over their medical treatment and ultimately, over their living and dying.

The PATIENT SELF-DETERMINATION ACT OF 1990 refers to the right of competent adults to make their own medical treatment decisions and includes the right to complete advance directives, saying how and/or by whom decisions should be made in the future in the event the person becomes incapacitated and unable to make his or her own decisions.

ADVANCE DIRECTIVES include any written directives – such as the Health Care Proxy Form and the Do Not Resuscitate (DNR) Form. These are legal documents that help people to make known their wishes about medical treatment if they should be unable to express their wishes because of unconsciousness or mental incapacity.

Decisions about medical treatment can be very difficult to make on your own. Even if you decide not to use an advance directive, talking things over with others can help you to make better decisions and communicate your wishes more clearly. Your clergy person may help you to clarify your own values concerning life and death. Make your family, especially your closest relatives, aware of your values, your wishes and your feelings about medical treatment.

Making life and death medical decisions can be very difficult. You may feel a great deal of anxiety when you think about serious illness and/or death, but at the same time, reflecting upon your attitudes and beliefs about medical treatments, examining advance directives and talking about these important decisions, can give you clarity of thought if and when you must make hard decisions. Knowing that your wishes can be followed if you are ever unable to express them can bring you much peace and comfort.

RESIDENT ADVOCATE LISTING

Local Social Security Office

For information concerning application for and use of Medicare benefits
One Broadway Center – 8th Floor, Schenectady, NY 12301
Toll Free 800-772-1213

Local Department of Social Services

For information concerning application for and use of Medicaid benefits
152 West High St., Ballston Spa, NY 12020 518-884-4148

Patient Abuse Hotline

For reporting incidents of abuse or complaint investigation
1-888-201-4563

The Ombudsman

For investigating resident/family complaints
Saratoga County Office for the Aging
152 West High St., Ballston Spa, NY 12020 518-884-4100

NYS Dept. of Health – Office of Health Systems Management

For facility licensing & certification and for filing resident complaints
Corning Tower, Empire State Plaza, Albany, NY 12237
518-474-7028; 518-402-1040

Medicaid Fraud Unit

For reporting misuse of Medicaid funds or facility overcharges
1801 Sixth Ave., Troy, NY 12180 518-270-8622

Peer Review Organization

For complaints regarding quality of care issues for Medicare residents
1-800-331-7767

Medicaid Help Line

1-800-541-2831

Medicare Information

For information about your rights, protection and appeals
1-800-633-4227