



DELTA

1334 South Ham Lane, Lodi, CA 95242

P (209) 334-3825 F (209) 368-7714

WELCOME

Delta Rehab and Care Center has served as a part of the community for more than 25 years. The facility provides both short-term and long-term care services to meet the needs of diverse patients through comprehensive medical services, 24-hour skilled nursing care, and active programs in rehabilitation and restorative care.

Program Objective and Mission:

Delta Rehab and Care Center is designed to provide high quality, cost-effective care to a wide range of patients. Our skilled staff is committed to providing a supportive therapeutic environment where the focus is on meeting individual needs. A strong clinical orientation ensures a high level of medical and nursing care as well as therapeutic rehabilitation services. Our goal is to restore and maintain each patient's optimal level of functioning and independence.

This handbook has been designed to provide you and your family helpful information concerning our services, and the resources available to our residents. We invite your questions, comments and suggestions. Please feel free to contact myself or our staff with any thoughts you might have. We look forward to your stay with us.

Thank you for choosing Delta Rehab and Care Center, and on behalf of the entire staff, we look forward to serving you.

Sincerely,

Administrator

Admit
5/22/12 from
EMT. Discharged
AMA 4/21/12
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5-20-12

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HOSPITALITY GUIDE

ADVOCACY SERVICES

Delta Rehab and Care Center encourages residents and families to discuss any issues or concerns with the Administrator or staff at the facility.

All residents have the right to voice problems or concerns they might have relative to the care, treatment and environment provided to them while a resident in this nursing facility. This right shall be exercised at any time without the threat of discrimination or reprisal. All problems/concerns will be thoroughly investigated and responded to in a prompt manner.

Filing a Grievance:

Once a resident or family member makes known a concern or a problem that cannot be immediately addressed, any staff member will be responsible for initiating a Grievance Form. The completed Grievance Form will be forwarded to the Administrator to investigate and address promptly.

The Director of Social Services will maintain a log of all grievances/complaints reported and the action taken.

Resident/Family Councils:

A Resident's Council meets monthly and is open to all residents. The meeting time is posted on the Activity calendar. Complaints, concerns and suggestions may be discussed and brought to the attention of the appropriate department. Please see your Social Worker for additional information.

Ombudsman:

An "Ombudsman" is a Swedish word for "someone who helps someone else". The Ombudsman will visit residents regularly to see if any problems or concerns exist. The phone number for the Ombudsman Program is 209-468-3785.

ACTIVITIES

The Activities Department provides a daily assortment of programs to meet the social, spiritual and recreational needs of the residents. Monthly activity calendars are posted in the Activity Room as well as distributed to each resident. All residents are encouraged to participate in the various programs. An announcement is made each morning listing the day's events. Recreational games and equipment are available to all residents and are located in the Activity Room.

The Activity Room is open to all residents.

AIR CONDITIONING/HEAT VENTILATION

Our facility is fully air conditioned and all resident rooms are equipped with air conditioned ventilation. . Thermostats control different zones in the facility. We ask that you consider the comfort of everyone if a thermostat is located in your room. It is requested that the temperature remain at approximately seventy-two – seventy-eight (72-78) degrees for everyone's comfort. Any changes to this request should be brought to the attention of the Administrator.

BANKING

At your request, we can establish a Resident Trust Fund account, an interest bearing account, which allows residents easier access to their personal funds. Payments can be made by the Business Office from the resident's account. Deposits can be submitted by mail or in person during normal business hours. Account balances are maintained and the resident will receive quarterly information regarding its status.

BEAUTICIAN SERVICES

Beautician services and prices may be obtained from the facility's business office. Appointments can be made directly with the beautician, social services, business office, or nursing staff. Please remember that especially around the holidays the beautician is very busy. To avoid possible disappointment, we recommend making early arrangements. Payment can be made at the time of service or billed to a designated family member monthly.

BUSINESS OFFICE

The Business Office is open from 8:00 a.m. - 5:00 p.m. Monday through Friday. Insurance and billing questions should be directed to the Business Office Manager.

CLOTHING

We encourage residents to be up and fully dressed each day. Residents should bring 8 - 10 days worth of comfortable, easy to put on/take off clothing. Because zippers, button, and snaps can sometimes be difficult for residents to use, we recommend clothing with Velcro closing features.

The 8-10 days worth of clothing allows time for our laundry or the resident's family to clean and return clothing to the resident. Laundry done on site is picked up, washed, folded and returned to the room. It is strongly recommended that all clothing be wash and wear as no ironing is done. Because of the type of laundry equipment we have, we are unable to launder such items as wool, silk and other delicate fabrics.

For those residents utilizing the facility laundry service, items must be identified with the resident's first name initial and last name (i.e. J. Doe). Please label all clothing with sewn-in name tags or with an indelible ink laundry marker. Labeling of clothing will be done by a staff member if not already done prior to admission.

For those residents who are incontinent, the amount of clothing should be increased.

An inventory of all items will be taken at admission. Should you bring additional items at a later time, they too must be labeled with resident's name and inventoried and marked with the patient's first initial and last name. Please check with the Charge Nurse before taking such items to the resident's room.

Residents doing or having their own laundry done must also provide their own laundry bag.

Suggested Clothing Items:

Women:	Dresses or Slacks	Men:	Slacks
	Changes of Underwear		Undershirts & Shorts
	Comfortable Shoes		Comfortable Shoes
	Slippers		Slippers
	Socks or Hose		Socks
	Pajamas or Gown & Robe		Pajamas & Robe
	Sweater		Sweater
	Coat, Hat & Scarf		Coat, Hat & Scarf

We request that residents bring only the clothing that they will need and avoid bringing clothes that are out of season, as storage is limited.

CONTINUOUS QUALITY IMPROVEMENT (CQI)

Delta Rehab and Care Center is committed to excellence. Our staff members are dedicated to help Delta Rehab and Care Center become the finest facility of its kind. We have an ongoing CQI program to assure our residents and family members of ongoing attention to improvement of the quality of life for those in our care.

DENTAL, PODIATRY, OPTOMETRY AND AUDIOLOGY CARE

Residents are encouraged to seek regular visits with their regular physicians for the above services. If this is not possible or is inconvenient, Delta Rehab and Care Center can arrange regular appointments for the resident with contracted vendors on site at the facility.

On admission, we will review our relationship with contracted vendors. If these services are requested after admission, please see the Director of Nursing to arrange such services.

Please note these services are not covered under your room and board rate. The vendor providing the service will bill you or your insurance company directly.

DIAGNOSTICS, LAB SERVICES

Lab and other services are provided by appointment and can be arranged by the Nursing Unit. Rates are determined by the provider and will be billed directly to the resident or their insurance company.

DIETARY SERVICES

The Dietary Manager is available Monday through Friday for any concerns or questions as well as consultation. The daily menu is posted. An alternate to the main entree may be requested through the Nursing Department. Guest meals may be purchased through the Business Office.

Meals are served in patient rooms or the dining room, depending on the needs of the patient. Please see the Nursing Station to request seating in the main dining room.

DISCHARGE

Because of the amount of paperwork, time, and the need of a physician's order, we ask that you give us a few days' prior notice when you know that the resident is planning to discharge from the facility.

ELECTRICAL PRODUCTS

Any electrical product (including lights, TV's, radios, and other electrical appliances, etc.) must be checked in through the Director of Environmental Services. Due to state regulations the use of extension cords is prohibited. For significant safety reasons, the facility can not permit the use of electrical blankets, heating pads, heaters, or the like. Everything must be UL approved and in good condition.

FOOD CHOICES

Food is probably one of the most important items to residents. Some residents prefer food prepared one way, others like it another way. And while the facility will make every effort to accommodate individuality, it is important to remember that some residents are on special diets that prohibit or restrict the type and kind of food that is safe for them to consume. It is important to remember that not only does medication affect taste, but taste buds can be deficient from age, disease or smoking.

The facility is constantly evaluating the menus, preparation, and food service. It is an on-going process, and we appreciate your healthful suggestions.

FOOD FROM HOME

Food may be brought in from home. Non-perishable food must be stored in an air-tight container. The licensed Charge Nurse at the Nursing station should also be advised when food is brought in for the resident to ensure any dietary restrictions are safely observed.

LAUNDRY

Facility linens and towels are cleaned at our in-house or contracted laundry. Personal laundry services are also available. If families choose to launder resident's personal clothing, they may make appropriate arrangements with the Charge Nurse. For infection control purposes laundry needs to be picked up on a weekly basis, more frequently if necessary.

MAIL

Mail is delivered by the Activity Department Monday through Saturday to the resident's room. All out-going mail can be dropped off at the Business Office, where residents can also purchase stamps.

MEDICATIONS

Prescription and "over the counter" medications are ordered by the attending physician. Delta Rehab and Care Center contracts for all their pharmacy needs with: PharMerica, located at 1214 N. Market Blvd., Suite C, Sacramento, CA 95834.

Please see the Charge Nurse if other arrangements are being requested.

Residents and families are restricted from bringing in medicines from home unless approved by the Director of Nursing in advance. If residents request to self administer medication, the multi disciplinary team will assess if this is a safe practice. All medicines must be kept at the Nurses Station. There are strict guidelines regarding "over the counter" medications and toiletries such as Bengay, Tylenol, Tums and Milk of Magnesia. Please consult with the Charge Nurse regarding these medications.

NURSING SERVICES

Nursing is an integral part of the total care at Delta Rehab and Care Center. Licensed Nurses and Certified Nursing Assistants are available at all times. Each unit's Charge Nurse is available for consultation and problem-solving.

Care plan meetings are held shortly after admission and at regular intervals thereafter. The purpose of the meetings is to develop a plan of care to meet the needs of the resident. We anticipate and encourage resident and family involvement.

PARKING

Parking is available on the property, but at times can be limited requiring on-street parking. Handicapped parking is clearly marked. Please be aware of signs that identify specific parking areas.

PERSONAL BELONGINGS

All residents are encouraged to bring personal items from home as space allows, such as family pictures, room decorations or a favorite chair. Please mark belongings with the resident's name to prevent them from getting lost. All furniture must be checked in by the Director of Environmental Services. The following are general guidelines concerning a resident's possessions:

- They cannot interfere with the other residents' rights, including hearing (i.e., noise)
- They cannot interfere with the other residents' space
- They cannot be a safety problem
- They cannot create or be a part of infection control problems

Please be sure that all items are in non-breakable bottles or containers. Don't forget eyeglasses, hearing aides and hearing-aid batteries.

We strongly recommend that residents/families do not bring with them expensive jewelry or keepsake items.

Appliances with heating coils such as hair dryers, irons, and curling irons heating pads or electric blankets should not be brought into the facility.

Small rugs are hazardous and, therefore, should be left at home. All wastebaskets must be fire resistant.

We will make every effort to ensure the safety of your property and belongings, however, we cannot be held responsible for breakage, damage or loss of any personal items brought into the facility. Delta Rehab and Care Center is not responsible for the maintenance or cleaning of any personal items brought into the facility. Please leave items of significant value at home.

Upon discharge, the patient, family or responsible party will be responsible for collecting the patient's personal belongings. Those items not collected at discharge will be held in resident storage for 30 calendar days from the date of discharge. Any items remaining in resident storage after this period will be discarded or donated to charity unless other arrangements are made in advance and approved by the Director of Environmental Services.

PETS

Pets are welcome to visit if leashed and supervised. Owners should be prepared to show proof of vaccinations, if so requested. Please check with the Charge Nurse for areas where pet visits are allowed.

PHYSICIAN SERVICES

Residents have the right to choose their own primary care physician. If a family doctor will not follow the resident at Delta Rehab and Care Center, the resident will be advised of which doctors do follow so that one may be chosen. The Primary Physician is required to visit within 48 hours after admission and less frequently thereafter during the patient's stay.

PLANTS

Plants may be brought in; however, please remember the watering and nourishing of the plants is not the responsibility of the facility.

Due to fire regulations, live Christmas trees may not be brought in unless there is a tagged verification that the tree has been treated with a fire retardant.

PORTABLE EQUIPMENT

Equipment rented, leased or owned by Delta Rehab and Care Center will not be allowed to accompany any patient leaving the facility for reasons other than physician's visits or transport to another medical facility. When a patient is transported to a physician's appointment or to another medical facility by ambulance service, the ambulance service shall provide all necessary supplies, equipment and/or professional personnel, as required.

Facility rented, leased or owned equipment includes, but is not limited to oxygen, therapy equipment such as liquid portables and cylinders, wheelchairs, walkers and canes. Equipment rented directly to the resident is excluded from this policy.

It is the responsibility of the resident or family to assume any costs incurred for required portable equipment for home visits or family outings. "Required equipment" shall be determined by written physician's orders and the patient's medical necessity.

It is also the responsibility of the resident or family to notify the Charge Nurse at least 48 hours prior to the planned outing so arrangements can be made for equipment rental and payment.

REHABILITATIVE SERVICES

A comprehensive screening or evaluation is provided to all residents on admission. A rehabilitation program is developed for those residents requiring specialized services. Ongoing assessments of functional status will be conducted by the Therapy Department. Families are encouraged to participate in the rehabilitation program and support the resident in adapting to their new environment and/or preparing for discharge home.

A. Occupational Therapy

Occupational therapy focuses on helping residents improve their ability to manage day-to-day living and focus on the upper extremities. Programs are developed to improve residents' bathing, grooming, dressing and feeding skills.

B. Physical Therapy

Physical therapy includes muscle strengthening and retraining, transfer techniques, stair climbing, use of prosthesis, gait training and adaptive equipment training.

C. Speech/Language Therapy

Speech and language therapy is aimed at restoring communicative abilities and cognitive functioning. A resident's understanding and use of language, as well as speech production, voice and swallowing ability may be addressed.

RELIGIOUS SERVICES

A variety of religious services are available for residents. The schedule for these services is listed in the monthly activity calendar located on each unit.

SMOKING

Delta Rehab and Care Center is a smoke-free facility. Residents and guests are required to utilize the smoking area located on the south patio. Cigarette waste receptacles must be used at all times. Smoking is not permitted in the facility at any time under any circumstances, including but not limited to inclement weather. If a patient/resident requests to smoke, an assessment is completed in order to ascertain if the patient is competent to perform this activity. All lighting material must be kept at the Nursing Station. Smoking will be supervised and only allowed at assigned times.

SOCIAL SERVICES

The Social Service staff provides counseling to residents and families to address problems related to the residents' illness and adjustment to placement. The Social Service staff coordinates meeting with the Multi disciplinary Team, residents and their families with regard to discharge plans, home services and appropriate transfers within the facility. They also serve as an advocate for the residents' rights, needs and concerns.

SOLICITATION

Solicitation of any kind is not permitted without specific approval of the Administrator.

TELEPHONES

Delta Rehab and Care Center does not provide individual phones to residents. Telephone outlets are installed in each resident room. Arrangements may be made to activate a telephone line by contacting AT&T. They will need to know the exact room number and bed (A or B). Residents are required to provide their own telephone. AT&T will bill the resident or family member directly. Residents are required to notify AT&T to request termination upon the discharge of the resident.

TELEVISION AND RADIOS

Delta Rehab and Care Center does not provide individual television to residents. Cable or antenna outlets are installed in each resident room. Residents are welcome to bring in a radio and/or television set of a reasonable size for personal use in their room. Cable and/or antenna hookup is available. Televisions and radios must be inspected by the Director of Environmental Services prior to their use. Earphones are requested to avoid conflicts between roommates. It is also requested that the use of individual televisions be limited to the hours of 8 a.m. to 10 p.m. Residents or their family members may contact Comcast at 1-800-866-8878 to request activation or installation of the cable outlet. They will need to know the room number and bed (A or B). Comcast will bill the resident or family member directly. The resident or family member is responsible for terminating service upon discharge of the resident.

THEFT AND LOSS

An accurate inventory list is a vital element to the process. The following are helpful reminders:

- With a permanent marker, mark all personal items, using the resident's name, and not a room number
- Keep the list current.
- Dentures, eyeglasses, and hearing aids should be marked with an engraver. Please contact social services if you need assistance.
- Televisions and hearing aids should be listed with appropriate serial numbers.

TIPPING

Tipping or gratuity in general is not allowed. If a family or resident wants to do something for staff, do something in a general way so that all staff enjoys it.

TOILETRIES

All toiletries are provided by the facility. This includes: soap, shampoo, brush, comb, toothpaste, and toothbrush, deodorant and shaving materials.

TRANSPORTATION SERVICES

Delta Rehab and Care Center can arrange but not provide transportation for outside appointments. Transportation or ambulance services not covered by your insurance will be billed to the resident or their responsible party by the vendor directly.

VISITATION

Delta Rehab and Care Center encourages and promotes family and guest visitation. We offer an open visitation policy and do not restrict visitation hours. For security purposes the main entrance is locked after 8:00 p.m. To request entry, visitors are asked to use the door bell located at the front entrance. The Nursing Supervisor on duty will be signaled to permit entry.

VOLUNTEERS

Volunteers are an important part of Delta Rehab and Care Center and we welcome any interested candidates to contact the Activity Department for information. Volunteers assist with the activity programs and provide companionship.

STATEMENT

SAMPLE

Delta Rehab & Care Center
1334 S. Ham Lane
Lodi, CA 95242-3903
(209) 334-3825

Resident:
Location:
Statement Date:

ALL TRANSACTIONS PROCESSED AFTER APR 30, 2011
WILL APPEAR ON YOUR NEXT STATEMENT

1334 S. HAM LANE
LODI, CA 95242

Amount Due: \$7,599.00

PLEASE DETACH AND RETURN WITH YOUR PAYMENT

Amount Enclosed \$ _____

Delta Rehab & Care Center
1334 S. Ham Lane
Lodi, CA 95242-3903
(209) 334-3825

Resident:
Location:
Statement Date:

<u>Effective Date</u>	<u>Description</u>	<u>Units</u>	<u>Unit Amount</u>	<u>Amount</u>
	BALANCE FORWARD			\$5,564.00
6/1/2011	** Room & Board charges Jun 1-30 2011 (STD) **	-30	\$185.00	(\$5,550.00)
6/30/2011	Room & Board charges Jun 21-30 2011 (STD)	10	\$185.00	\$1,850.00
7/1/2011	Room & Board charges Jul 1-31 2011 (STD)	31	\$185.00	\$5,735.00
	BALANCE DUE			\$7,599.00

STATEMENT

SAMPLE

Delta Rehab & Care Center
1334 S. Ham Lane
Lodi, CA 95242-3903
(209) 334-3825

Resident:
Location:
Statement Date:

TRANSACTIONS PROCESSED AFTER JUN 30, 2011
WILL APPEAR ON YOUR NEXT STATEMENT

1334 S. Ham Lane
Lodi, CA 95242

Amount Due \$2,601.00

PLEASE DETACH AND RETURN WITH YOUR PAYMENT

Amount Enclosed \$ _____

Delta Rehab & Care Center
1334 S. Ham Lane
Lodi, CA 95242-3903
(209) 334-3825

Resident:
Location:
Statement Date:

<u>Effective Date</u>	<u>Description</u>	<u>Units</u>	<u>Unit Amount</u>	<u>Amount</u>
	BALANCE FORWARD			\$1,734.00
7/1/2011	Medi-Cal SOC Jul 1-8 2011			\$867.00
	BALANCE DUE			\$2,601.00