

## WHAT TO EXPECT ON THE FIRST FEW DAYS



### **Welcome...**

Welcome to Daughters of Israel. We know that beginnings can be difficult and it is our goal to make your transition into the Home smooth and pleasant. Upon your arrival, you will be greeted by the Admissions Director or a member of the Social Service department who will escort you to your room. If you need a wheelchair at that time, one will be provided, as well as a cart for you to move in any personal belongings. We encourage family members to stay with you throughout the day.

### **Your Nurses...**

Once on your unit, you will meet your Nurses and your Certified Nurse Aide. Your Nurse will check your blood pressure, pulse, temperature and weight. The Nurse will also obtain a medical history from you or your family member and will ask about your daily routine and personal likes and dislikes. This is the time to address any special concerns or needs including dietary restrictions and allergies.

### **Necessities...**

Upon admission, we will provide you with any necessary toiletries such as toothbrush, toothpaste, mouthwash, denture cup, hairbrush and comb, soap, facial tissues, bedpan and washbasin.

### **Personal Items...**

You are encouraged to bring any items from home that will help to personalize your room. Please note that there are some restricted items listed in this handbook, such as scatter or area rugs. Any electrical appliances must be inspected and tagged by the Maintenance Department at the time of admission, and prior to being placed in the resident's room. Please check with your social worker if you have any questions.

### **Meals...**

At mealtime we will assist you to the dining room.

### **Your Doctor...**

Within 48 hours you will meet your Doctor. You will receive a physical examination at this time and any medications that you need will be ordered for you. You should also receive a post-admission dental exam within your first two weeks.

### **Rehabilitation Therapy...**

A representative from our Rehabilitation Department will meet with you during your first 24 hours to evaluate any assistive and adaptive equipment you may need such as a wheelchair, walker or cane, and further determine any rehabilitation therapy you may require.

### **Dietary...**

You will receive a visit from a Dietitian who will ask you about your food preferences and discuss any food allergies or dietary restrictions and provide you with our weekly menus.

### **Activities...**

You will meet your Activity Therapist who will provide you with our monthly calendar of events and activities and will explain the various programs we have available. The therapist will discuss with you your interests, hobbies and how you spend your free time, and give you an overview of our religious programs and services.

**Social Worker...**

Within a few days of your admission, your Social Worker will meet with you and perform a psychosocial assessment. The purpose of this interview is to gather social history and ascertain how you are adjusting and coping with your stay. During this meeting, we also begin the process of discharge planning for short-term rehab clients, to prepare for when that time comes, and ensure you are ready to go home. First and foremost, we are here to advocate for you and ensure your needs are met, both physically and emotionally.

**Companions...**

All families/residents hiring companions must hire these individuals from an approved licensed agency. If you have hired a private duty companion to assist you, it will be necessary to pre-register the companion with the Personnel department at the time of admission. The companion will be required to wear a photo I.D. The I.D. badge and a handbook regarding the policies and procedures of the facility will be issued to the companion within the first few days. The companion will then be scheduled to attend a required orientation to review the policies and procedures. More details are outlined in this Handbook later on.

**Your Plan of Care...**

After two weeks for long-term residents, and after one week for short-term rehab clients, our Care Plan Team will meet with you and/or your family members to discuss and evaluate your progress and needs and determine an appropriate plan of care with you. This team is made up of your nurse, social worker, dietitian, activity therapist, your physician, and/or the rehabilitation therapist.

**Reasonable Expectations...**

Daughters of Israel is staffed 24 hours per day, seven days per week. Nursing staff is assigned to provide reasonable nursing and personal care. However, no nursing home, even Daughters of Israel, can provide 24-hour, one-on-one, seven days per week personal monitoring of residents. Daughters of Israel will make every effort to provide routine services to our residents but the services provided by Daughters of Israel cannot protect residents from the normal risks and responsibilities of living such as: accidents, weight loss and/ or dehydration due to refusal to partake in food or water, refusal of medications, treatments, therapies and/or refusing to comply with physician's orders. Daughters of Israel shall in no way be responsible for the outcomes associated with a resident's refusal of services. The resident and family are strongly encouraged to participate in the planning of the resident's care to set reasonable expectations of routine services and care.

**Settling In...**

It takes time to adjust to living in a new home. We will make every effort to help you adjust to your new environment quickly and comfortably. You will likely have many questions during your first few days, so please feel free to ask them. To get acquainted with daily life at Daughters of Israel and the services available, please review the information outlined in this handbook.

If you have additional questions, or if you simply need someone to talk to as you adjust to your new home and routine, your social worker is available to assist you and your family, or to guide you to a specific staff member to answer questions. We wish you a happy, healthy and busy time during your residency at Daughters of Israel. Our primary concern is for your health, welfare and comfort.