



## **Welcome to Living Centers at Geneva – North and South**

Thank you for choosing The Living Centers at Geneva. On behalf of the staff, I would like to personally welcome you to our facility. It is our goal to exceed your expectations.

At Finger Lakes Health's Long Term Care facilities, we are committed to nurturing the human spirit, while providing high quality medical, nursing and rehabilitative long term care services in a caring and comfortable setting that promotes independence, honors individuality and enhances quality of life.

Health care services at all our long term care facilities are organized and delivered through a plan of care individually developed for each resident, combining the efforts of the attending physician with nursing and other disciplines such as pharmacy, physical therapy, nutritional services, social work and activities.

We combine our modern facilities with meaningful activities and a qualified and caring staff that are here to serve you.

Below is contact information for important members of the Living Center health care team. Please don't hesitate to contact anyone of them with your questions or concerns.

Howard Kates, Administrator

Important Members of Your Healthcare Team

North 1 Nurse Manager	787-4744
North 1 Clerk	787-4740
North 2 Nurse Manager	787-4755
North 2 Clerk	787-4750
Social Worker-North	787-4743
South 2 Nurse Manager	787-4707
South 2 Clerk	787-4703
South 3 Nurse Manager	787-4709
South 3 Clerk	787-4702
Social Worker-South	787-4734
Activities Supervisor	787-4717
Nutritional Services	787-4163
Billing	787-5405
Director of Admissions	787-4728
Director of Environmental Services	787-4145
Rehabilitation Services	787-4735
Director of Nursing	787-4722
Administrator	787-4730



## Accommodations and Decorations

### Rooms

Spacious semi-private and private rooms are offered. All are very comfortable in design, attractive in decor, and affordable in price.

### Decorations

A framed, permanently affixed, display board is provided for each resident. Framed pictures and artwork may be hung by living center maintenance staff. Please do not attach any items to the resident room doors as these are fire doors and may compromise their effectiveness in the event of an emergency.

### Television

The maximum size television that can be accommodated is 19 inch. Channels 3, 5, 9, and FOX are available at no charge. Cable options are available by calling Time Warner (315) 789-8837 or 1-800-253-8837. The resident or family/friend should supply a television stand.

### Telephone

Private telephone service is available in each resident's room. Installation arrangements are available by calling Verizon (890-7100). If a resident qualifies, Life Line is another option that is available through Verizon.

### Newspaper

The *Finger Lakes Times* is available by contacting the subscriber office at 800-388-9558, and arrangements for *The Daily Messenger* can be made at 800-724-2099.



## Services

**Rehabilitative and restorative services** including Physical Therapy, Occupational Therapy and Speech Therapy are available, as necessary, and with a physician's order.

**Maintenance Rehabilitation** is a service that may be provided by rehabilitation aides as recommended by the restorative therapists to help residents maintain abilities such as walking, range of motion or strength.

**Acute Care (Inpatient Hospital) Services** are provided at Geneva General Hospital unless otherwise specified by the resident and/or family. It is the facility's policy that residents be cared for in the most appropriate setting to effectively meet their needs. The facility's ability to effectively manage the medical condition will be determined collaboratively between the physician and nursing.

**Other services and programs** including Emergency Care, Diagnostics, Women's Health, Dialysis, Behavioral Health/Chemical Dependency, and Surgical Services are also available at Finger Lakes Health.

**Hospice Services** may be available to provide health and personal care services if the resident has a terminal illness.

An **Activities Program** provides residents varied opportunities for companionship, loving relationships and spontaneity. These activities bring joy to our residents so they feel at home. Additionally, the Life Enrichment Program (LEP) is a comprehensive therapeutic activity program for residents with a history or diagnosis of dementia, or who may demonstrate difficult to manage behaviors.

**Hairdressing services** that include a beautician and barber are available to residents. It is the responsibility of family members to ensure that money is deposited in the resident's personal account for requested hairdressing services.

**Guest meal tray service** is made available by the Nutritional Services Department for a small fee with payment due at the time of the order. A cafeteria is located in the basement of Geneva General Hospital, and vending services are also available in the basement of the Living Centers.

**Long Term Care Album** enables photos of the resident to be posted on the Finger Lakes Health secure website. This unique feature is made available to family, friends or residents who chose to utilize the service.

**Laundry, housekeeping, meal and dental services** are provided at no additional charge.

Questions regarding these services may be directed to your social worker.

## **Living Centers Staff**

**Our skilled professional health care team works cooperatively with the resident and his/her family to plan and provide services that are consistent with the resident's individualized needs.**

### **The Administrator**

- Has authority and is responsible for planning, organizing, and directing the operations of the living centers.

### **The Director of Nursing**

- Is responsible for the functions, activities and training of the nursing services staff to assure proper care of all residents.

### **Your Physician/Nurse Practitioner**

- Directs medical treatments
- Works closely with other team members regarding resident condition and progress
- May use consulting physicians on specific management aspects of resident care
- Our medical director and nurse practitioner are available for non-covering physicians

### **Your Nurse Manager**

- Plans, directs and evaluates resident services on the nursing unit
- Provides 24-hour accountability and responsibility for operations of the unit

### **Your Nurse**

- Provides health management oversight to promote positive clinical outcomes
- Promotes resident's physical, mental and spiritual well-being
- Administers medications
- Provides patient education
- Works closely with other team members regarding resident condition and progress

### **Your Certified Nurse Assistant**

- Performs individualized personal care under the direction of licensed nursing staff
- Ensures the resident's safety and promotes their dignity, respect and well-being

## **Living Center North Staff (Continued)**

### **Your Social Worker**

- Assists the resident and family in orienting to the unit
- Coordinates access to services and amenities for the resident and family
- Provides supportive counseling
- Coordinates transfers and discharge as appropriate
- Works closely with other team members regarding resident progress

### **Activities Staff**

- Provides activities that are designed to meet individual resident interests and needs
- Works closely with other team members regarding resident progress

### **Nutritional Services**

- Provides meals that are of high quality, nutritious, tasty and have a pleasing appearance to promote good nutritional intake and positive clinical outcomes
- Provides nutritional counseling, dietary instruction and education

### **Physical, Occupational and Speech Therapists**

- Provide rehabilitation services as ordered by the physician to improve resident functional independence, as appropriate to individual resident need
- Work closely with other team members regarding resident progress

### **Rehabilitation Aides**

- Provide maintenance therapy as recommended by a therapist, under the supervision of a Rehabilitation RN

### **Environmental Services**

- Cleans and maintains resident and non-resident areas
- Processes personal laundry for residents



## General Information

**Visiting Hours** are generally from 10 a.m. to 8 p.m.

**Smoking:** For the health and comfort of our customers, we are committed to having a smoke-free environment at all our facilities. Smoking is not permitted at Finger Lakes Health anywhere on the organization's campus.

**Pet Visitation** is limited to domesticated animals. A written statement from the pet's veterinarian or director of the Humane Society identifying that the animal is in good health and immunizations are up to date must be on file. Pet visitation must be scheduled in advance with the Activities Department **(787-4717)**.

**Complaints, grievances and problems** are handled in the most expedient manner possible. We encourage all individuals to seek resolution of concerns with the person(s) most directly involved. If the problem is not resolved to your satisfaction, it may also be addressed by speaking with a member of the management team or by accessing the "Resident/Family Concern Form," that is located next to the bulletin board at the entrance to Living Center North Unit 1.

**The Ombudsman Program** was created by the 1975 Older American's Act to help ensure quality of life and care to residents in nursing homes and adult homes. Ombudsmen are independent advocates that are NOT employed by the facility. They are trained and certified by New York State. To speak with an Ombudsmen call Lifespan at (585) 244-8400.

**The Living Center Geneva North Family Council** meets the first Sunday of every month from 1:30-2:30 p.m. Family and friends are invited to attend the meetings that are held in the Living Center South Basement Conference Room.

**Resident Council** meetings occur monthly and serve as a forum for obtaining information, making recommendations for improvement, and early identification of and resolution of residents' problems.

**Security officers** provide security services and are available for visitor assistance.



## Life Enrichment Program

The Life Enrichment Program (LEP) is a comprehensive therapeutic activity program that provides a safe, stimulating environment for dementia residents. The program is designed to utilize the existing strengths of the dementia resident as well as encourage socialization in a positive and meaningful way.

The Life Enrichment Program consists of modules of therapeutic activities designed to be flexible, stimulating and spontaneous. The modules include Lounge style, Therapeutic Small Groups and Soft Sensory.

The Life Enrichment Program is offered in all of our living centers and is individualized through an interdisciplinary team approach. Staffs from all disciplines receive in-depth dementia training including comprehensive hands-on instruction for each of the therapeutic activity modules.

The program's overall goal is to reduce falls and improve the quality of life for our residents through increased social interactions and feelings of usefulness and purpose.



## Financial Resources

### **Medicaid (Title XIX):**

State and Federal program that will pay most nursing home costs for people with limited income and assets. There are income eligibility requirements and an application process for Medicaid.

### **Medicare (Title XVIII):**

Federal health insurance program for persons age 65 and over (and certain disabled persons under age 65).

### **Medicare Part A:**

Covers segments of hospice care, home health care, inpatient hospital stays, short-term restorative rehabilitation services and/or skilled nursing services following a qualified stay.

### **Medicare Part B:**

Optional medical insurance that covers doctors' services, outpatient hospital care, and other medical services.

### **Medicare Part D:**

A prescription drug insurance program, which has been available since January 1, 2006.

### **HMO:**

Preferred Care, Blue Cross products and others provide a variable range of coverage depending on the policy.

### **Long-Term Care Insurance:**

A private policy. The benefits and costs of these plans vary widely.

### **Personal Resources:**

Need to be disclosed and may be used with other types of coverage or when insurance requirements are not met.

