

CARMELITE SISTERS FOR THE AGED AND INFIRM

Mission Statement

The Carmelite Sisters for the Aged and Infirm, who operate Teresian House, were founded in New York City in 1929 by Reverend Mother M. Angeline Teresa. The philosophy of the Carmelite Sisters promotes the highest quality of care administered in a homelike atmosphere.

The following is the mission statement of the Carmelite Sisters for the Aged and Infirm:

We, the Carmelite Sisters for the Aged and Infirm, as women of the Church, inspired by Mother M. Angeline Teresa, respond with faith, courage, and love to the healing ministry of Christ. Our philosophy is steeped in her words:

“Our apostolate is not only to staff and operate up-to-date homes for the aged, but as religious, it is to bring Christ to every old person under our care. Bringing Christ means giving them His compassion, His interest, His loving care, His warmth – morning, noon and night. It means inspiring the lay people who work with us, to give the same type of loving care.”

Our mission is reflected in the philosophy of care inherent in all policies and practices promulgated within the health care facilities under our supervision, thereby charging the administration, boards of directors and medical staff with promoting the Christian mission of healing and care.

Philosophy of Care

The philosophy of the Carmelite Sisters for the Aged and Infirm was conceived and nurtured in the Charism of their Foundress, supported by God’s love and wisdom, she was inspired:

- To identify the spiritual, personal and social needs of the elderly.
- To initiate programs and services for them.
- To clasp the hand of an aged person and give meaning to the autumn of life.
- To form a religious congregation preparing the way for others who would be dedicated to the care and service of the aged.

Inspired by the Gospel message and the Charism of our Foundress, the philosophy of care of the Carmelite Sisters continues as a living reality as it is professed in:

- Our belief is that each person is special, a unique being, created by the Almighty as the object of His personal love. Since life is a gift from God, the human person is worthy of respect and dignity in all stages – from conception to death – and entitled to quality in care of the whole person, body, mind and soul.
- Our belief is that each facility should provide the environment and atmosphere of a “Home.” Personal warmth, love and care will reflect and give value and purpose to the residents’ time and length of days. The spirit of hospitality so much a part of the Charism of our Foundress, Mother M. Angeline Teresa, should be the hallmark of each facility.
- Our belief is that all who render services within the facility deserve to be treated with respect for their own personal worth and dignity. Those in managerial positions are entrusted with the obligation to provide staff opportunities for professional and personal achievement and job security through fair compensation and good working conditions based on principles of social justice.
- Our belief is that the healing ministry encourages all to acknowledge sickness, suffering and death as potential occasions of experiencing God. In these moments, we strive to offer hope, healing and comfort.
- Our belief is that the concept of total care embraces the physical, social, psychological, spiritual and emotional needs of all residents served, regardless

of age, race, national origin, creed, sex, physical handicap, financial, or social status.

- Our belief is to uphold the values and principles inherent in the teachings of Christ and in the medical and moral directives of the Roman Catholic Church as promulgated by the National Conference of Catholic Bishops.
- Our belief is that quality of operation can be maintained by the combination of religious and lay persons committed to the goals of a Christian Community. In providing compassionate care, Carmelite Sisters and all those persons complementing our ministry are accountable to strive for excellence in performance and adherence to professional and regulatory standards.
- Our belief is that we sustain each facility as a viable organization within a pluralistic society; fulfilling our social, legislative, and community obligations, and insisting as a matter of conscience, that our expressed moral positions and corporate rights be upheld.
- Our belief is that we are committed to witness to the gospel message of Jesus Christ, in that human life is precious and should be preserved whenever possible and that death is the prelude to eternal life.
- Our belief is that we have an opportunity and a responsibility to provide pastoral care for all persons associated with our health care facilities – residents, families, and staff. In the spirit of ecumenism, we respect the religious beliefs of those with whom and to whom we minister, however, we uphold our philosophy and mission.

We the Carmelite Sisters for the Aged and Infirm, affirm our philosophy of care and mission in the Church. As vowed religious, nourished and sustained by prayer, strengthened by community and committed to the Legacy of our Foundress, Mother M. Angeline Teresa, we seek to witness the healing ministry of Christ to all those entrusted to us.

WELCOME

The Carmelite Sisters and the Staff of Teresian House warmly welcome you to our family. We pledge to you our constant effort to provide the best possible

care, paying special attention to your needs, your self-esteem and your dignity. Your physical, spiritual, and emotional care is our prime concern.

Our mission is to provide holistic care to the aged and infirm in an atmosphere of Christian understanding and faith. We hold in reverential esteem the sanctity of life, believing that God has touched mankind in a personal and lasting manner by the gift of life.

In order to continue the life style to which you are accustomed, Teresian House asks that you fill out the Pre-Admissions Assessment Form. With this information, your floor staff can develop a plan of care for you that is individual, specific, and allows you to continue the activities that you previously enjoyed.

Teresian House has recently instituted a new concept of care called **“Resident Centered Care”** (RCC). Resident Centered Care is based on training our staff to respond to individual residents’ needs. Residents live in small neighborhoods, creating a feeling of comfort and security. The physical layout of the new Hubbard Pavilion and the renovation of the existing building have accommodated the creation of neighborhoods.

Teresian House serves the elderly and sick of all faiths, races and nationalities. No person is discriminated against because of age, sex, race, color, religious creed, ancestry, national origin, disability, source of payment, or sexual preference.

Teresian House is your home for as long as you reside here. As guidelines are helpful to every family, this booklet is intended to help you adjust to your new home and to the pleasant routine of life at Teresian House. This information is not intended in any way to limit your rights as an individual as set forth in “Residents Rights,” a copy of which you have been given.

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BEAUTY PARLOR AND BARBER SERVICES

You are invited to use the Beauty Shop located on the third floor core, weekdays from 8:30 a.m. to 4:30 p.m. The Beauty Shop offers full services – haircuts, shampoo and set, permanents and hair coloring. Barber services are available on the first Monday of every month.

You may arrange for your own appointment by stopping in personally at the Beauty Shop, or, you may ask the staff on your floor to make an appointment for you.

All Beauty Shop services can be paid from your personal account by signing a voucher.

As with all Teresian House employees, we ask that you do not tip the beautician or barber.

CAPITAL LOUNGE (COFFEE SHOP)

The Capital Lounge is located on the first floor near the chapel. You, your friends or relatives may meet for a snack and a cup of tea or a cocktail over pleasant conversation, (*reservations are not required*). If you wish to celebrate your birthday or a special occasion with family and friends in the lounge, you may make arrangements through the Dietary Department by calling extension 285 or 286. Lunch and dinner reservations may be made daily if you wish to share mealtimes with friends and relatives. You may phone extension 286 to reserve a table.

COUNTRY STORE

On the first floor ‘A’ wing, you will find the Country Store, where residents and visitors alike may shop. The store, which is open most days, is staffed by our dedicated volunteers, and offers a large variety of items, including postage stamps, personal care items, crafts, gifts, candy and cards. For convenience, you, the

resident, may pay cash for items purchased or pay for them from your personal account in the Business Office by signing a voucher.

CREATIVE ACTIVITIES AND RECREATION SERVICES

Our goal at Teresian House is to provide meaningful activities and recreation for each resident. These activities allow you to make your own decision as to your likes and dislikes and are diversified enough to give you free choice as to how you would like to spend your time. Various events such as musical entertainment, luncheon trips, shopping trips, Lake George cruises and exercise classes are planned during the day, the early evening, and weekends. Parties are held for special occasions, including a monthly birthday party in honor of those residents who have celebrated birthdays.

All scheduled events are posted on the Activities Bulletin Board on your floor, on the elevator bulletin board and on the Butterfly Network *channel 3 (71)*. Personal copies of the monthly schedule of activities are available in large print for easier reading at your request.

DIETARY SERVICES

The Dietary Department strives to serve you appetizing and nutritious meals, while taking into account your food preferences. A Consultant Dietitian and Diet Technicians are available to assist you in the planning of your special dietary needs, and will always try to accommodate your likes and dislikes.

Teresian House has fourteen intimate dining rooms serving the residents on each wing. Meal hours are posted in each neighborhood. Tray service is provided when necessary, and is arranged by the nurse for reason of illness.

ELEVATORS

The two elevators in the lobby and the elevator near the chapel are for your use and convenience. Please use them with courtesy, remembering to hold the door for each other and not to overload. Elevator traffic flows more smoothly if you allow those on the elevator to get off before you try to get on. For your safety and convenience, the elevators are generally operated by staff members at peak hours.

The wheel chair elevator, located adjacent to the entrance of the chapel, is most accessible and convenient for residents in wheelchairs. If you use a wheelchair, you are asked to use this elevator, for your own safety, and the safety of others.

Any difficulty which you may experience with the elevators should be reported at once to the Receptionist by opening the door in the elevator marked “phone”, and dialing “0”. If the fire alarm sounds, do not use the elevator; if you are on it, get off at the next floor.

ENERGY CONSERVATION

The heating/air-conditioning unit in your room can be individually controlled for your personal comfort. If you open your window, please have the heat or air-conditioning unit shut off. If you wish to have the unit on, please keep your window and door closed.

Kindly turn off all lights and turn off your television whenever you leave your room. Our electric bills are a continuous concern. Expenses as well as savings are passed on to you.

ENVIRONMENTAL SERVICES

Environmental Services is responsible for the upkeep of Teresian House and its grounds. A preventive maintenance program is in effect and, as a part of this program, the heater, air conditioner, and other items in your room are checked on a regular basis. All repairs are completed with as little inconvenience to you as possible.

Teresian House is not staffed to provide major or large repairs on personal property; however, some small repairs can be accommodated. When at all possible, your family or friends should make arrangements with outside vendors to have repairs done for you, or, you may ask your social worker for assistance in doing this. Requests for repair of personal items will be reviewed by the Director or Assistant Director of Environmental Services. Charges for the repair will be estimated and provided to the resident.

In accordance with fire and safety codes, and for your protection, all electrical appliances brought into Teresian House, e.g. extension cords, televisions,

clocks, radios and shavers, must first be checked by the Environmental Services Department.

Pictures promote a homelike atmosphere, and will be hung on a timely basis by the Environmental Services Department upon request.

The following rules have been established for your safety and that of your neighbor:

- Overhead lights must be kept free of any hanging articles.
- Keep liquids and inflammables away from the heater.

ETHICS COMMITTEE

Advances in medical technology have resulted in medical treatment options that were not previously available. With more health care options available, making decisions about medical treatment can become confusing. The Teresian House Ethics Committee can be a valuable resource to you and your family in making such decisions. The committee is comprised of representatives from Administration, the Medical Staff, Nursing, Social Services, Pastoral Care and Health Care Law, who provide information from their area of expertise to assist you in making an informed, ethical decision about your medical care. If you would like to meet with the Ethics Committee, you may contact either your social worker or the Resident Care Coordinator on your unit.

FAMILY CIRCLE

The Family Circle is an organization comprised of residents' families and other friends of Teresian House that work together to improve the quality of life for our residents. The Family Circle also acts as a support group for residents' families as well as giving them opportunity to give of themselves for the benefit of our residents. All family members and interested parties are encouraged to become involved in Family Circle and may do so by contacting your Resident Care Coordinator.

FINANCIAL SERVICES

The Business Office, has a satellite office in the lobby which is open for your convenience during the following scheduled hours:

Monday through Friday 10:00 a.m. to 12:00 p.m.
and
1:30 p.m. to 3:30 p.m.

The Resident's Account Bookkeeper will be happy to help you find answers to your financial questions by addressing your questions directly or referring you to the appropriate person or agency.

A personal account may be opened in the Business Office for purchases made within the facility (e.g. Country Store, Capital Lounge and Beauty Shop). For your convenience and security, no money need be exchanged for purchases in these areas. Payment is handled by signing a voucher and deducting the amount from your personal account. An explanation of services included in the daily rate and those that are not included is found in the Admissions Agreement received upon admission.

If Notary Service is needed, a Notary Public is available and can be scheduled through the Admissions Office.

FIRE AND SAFETY PROGRAM

When the fire alarm sounds, do not panic. Follow the instructions given by the staff person in charge of the area. You will not be evacuated from your room unless it is in the direct vicinity of the fire. If you are in your room and able to do so, close the window and door promptly when the alarm sounds. A staff person will do this for you otherwise.

If you should ever discover a fire, go to the nearest fire alarm pull box (there is one on the floors in every corridor), and pull the alarm. This automatically rings at the Fire Department and the fire engines will respond immediately, as we are fortunate enough to be located across the street from the Pinebush Police and Fire Department. Meanwhile, personnel on your 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 housekeeping. We make every effort to do our part; please do your part by disposing of papers properly and keeping the heating units 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 conditions be met to prevent a fire hazard.

1. The use of live Christmas trees or parts from live trees such as boughs or sprays is prohibited anywhere inside the building except in the chapel.
2. The stringing of Christmas lights in resident rooms is prohibited.
3. Small lighted ornamental fixtures, which are U.L. approved, are acceptable upon verification by the Maintenance Department.
4. Decorations must be fire-retardant or treated to render them fire retardant. When in doubt, the Director of Environmental Services may be consulted.

HOSPITALITY

A Hospitality suite for two is located on the 4th floor and is available for visiting family members should they need lodging. Breakfast and dinner are also available in the Capital Lounge if desired. Please call Admissions secretary at ext. 205 for reservations, rate and further information.

HOUSEKEEPING SERVICES

The Housekeepers on your unit are responsible for the general cleanliness and orderliness of the unit. You can expect a housekeeper to clean and freshen your room on a regular schedule. Bed linens will be changed at least weekly, and you will be provided with clean towels daily and more often, if needed.

For your safety, it is very important that you do not collect large amounts of 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 to prevent attracting “little undesirables.” After admission, please request your family to take home suitcases, storage boxes, etc.

Your bedroom was furnished and color-coordinated to provide a comfortable and pleasant environment.

KEYS

To maintain your privacy and secure your belongings, you may obtain a key to your room by requesting it through the Social Worker on your unit. You may also have locked storage installed in your room by the Maintenance Department, upon request. A small fee will be charged for replacement of any lost keys.

LAUNDRY AND DRY CLEANING

Laundry services provided at Teresian House include all bed and bath linens as well as personal laundry. All clothing should be machine washable unless you have means of arranging for cleaning of “Dry Clean Only” items. 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. If a resident wishes to do their own laundry he/she may use machines located on each floor.

To prevent loss, it is imperative that all clothing be plainly marked with name labels. Upon admission, a flat fee is charged for labeling of all clothing items. If you receive gifts of clothing throughout the year, you may arrange to have them labeled by informing either the nurse on your unit, or your social worker. If you prefer to label your own clothing, you may do so, however, it is suggested that the labels be of the sew-on variety to ensure longevity of the identification.

In addition, we recommend that all of your personal possessions, (radio, razor, etc.) be identified with your name. This is the only way we can positively identify your belongings in the event they are lost or misplaced.

LEAVING THE BUILDING

You are encouraged to enjoy a change of scenery by going out with family and friends. You are entrusted to our care, therefore it is important that we are informed whenever you go off the premises, by telling the nurse on your floor and signing out at the Reception Desk. If you plan on being away for any length of time, you may request a supply of medications to take with you, by informing the nurse on your floor at least 24 hours in advance.

LITTLE FLOWER INTERGENERATIONAL CHILD CARE CENTER

A beautiful, state of the art child care center is located on the first floor A wing in our main building. This center seeks to promote an environment in which children and residents of Teresian House can form relationships and learn and share together on a daily basis.

MAIL AND PACKAGES

United States Postal Service delivers and picks up mail daily, except Sundays and Holidays. Outgoing mail may be given to the Receptionist. You may ask for your mail at the Reception desk or have it delivered to your room.

United Parcel Service picks up and delivers packages Monday through Friday at Teresian House. If you wish to send anything by UPS, please contact the Purchasing Department at extension 319 or 208. You will, of course, be responsible for any charges incurred.

Stamps may be purchased in the Country Store or Fiscal Services Office for your convenience.

MEDICAL SERVICES

For your ongoing medical care, Teresian House provides a Medical Director and staff physicians who are available for visits and/ or consultations on a regular basis. When you are admitted to Teresian House, you may make the decision to accept assignment to a staff physician, or you may request one of the staff physicians. You may also continue under the care of any private physician at your own expense. Your attending physician is required by Federal and State regulations to see you on a regular basis, and must agree to abide by the rules and regulations governing the Teresian House Medical Staff.

Teresian House provides dental services. The dentist has office hours on Monday. Dental exams are required upon admission and annually. If you prefer, you may consult an outside dentist at your own expense.

Consultants in podiatry, ophthalmology, dermatology and other specialties are available, and arrangements for their services can be made by the nurse on your floor.

To give you the quality of care to which you are entitled, it may be necessary to transfer you to another floor, or, it may be necessary to transfer you

to the hospital. Should you prefer a particular hospital, we suggest you make this known in advance to your physician and to the Social Worker on your floor, in order that your wishes may be carried out. In the event of any transfer, input from you and your family will be elicited.

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 x-rays, laboratory tests, pacemaker checks and electrocardiograms that are arranged by the nurse as ordered by your physician.

If you have some questions or difficulties related specifically to a health problem, you may discuss it with the nurse on your floor.

MEMORIAL CONTRIBUTIONS

Many of our residents look upon Teresian House as their “home” and we’re happy to know that you feel comfortable living with us. We are the “care-givers,” the ones who daily try to meet your needs. From Pastoral Care to Social Services, Nursing, Maintenance, Physical Therapy, Housekeeping, Fiscal Services, Activities and Dietary, whatever the department, we work as a “Team” to enhance the quality of your life. We would appreciate it if Teresian House could be remembered as the recipient of your memorial gifts. Every donation, large or small, is vital if we are to continue our ministry to the elderly. All donations will be promptly acknowledged.

For further information about other ways to remember Teresian House (*e.g. Planned Giving*), please contact the Development office at extension 323 or 204.

NEWSPAPERS

The Receptionist will make arrangements for the daily delivery of local and out-of-town newspapers. For your convenience, the money will be deducted from your personal account on a monthly basis.

NURSING SERVICES

Twenty-four hour Nursing Service is provided by Registered Nurses, Licensed Practical Nurses and Certified Geriatric Technicians. In accordance with

Federal and State regulations and for your safety, the licensed nurse is responsible for the administration of your medications, unless the Comprehensive Care Plan Team has determined that you can safely self-administer your own medications.

A unit dose medication distribution system is used at Teresian House. This requires that all prescription drugs be ordered through the pharmacy contracted by Teresian House, unless your pharmacy of choice can accommodate the unit dose system.

Residents have the opportunity to participate in Drug Free Days if ordered by your attending physician. Those who take part in the program receive their medications five days each week, with two days drug free. Medications which your physician wishes you to have seven days a week are excluded from the Drug Free Day.

In order that we can render quality care, your family and friends have a responsibility to cooperate with our staff, i.e. to leave the room when requested to do so while you are receiving direct care and/or assistance from the staff.

A plan of care, which will attempt to meet your needs, requires the full cooperation of you, your family and your friends. You are encouraged to participate with the Comprehensive Plan of Care team in the development of your individualized plan of care. You and your family are encouraged to attend your annual Comprehensive Plan of Care Conference at which time your plan of care will be reviewed with you. Your annual conference is scheduled near the anniversary of your admission. Your social worker will inform you in advance of the exact date of the conference.

PASTORAL CARE

Pastoral Ministry is at the very center, radiating its energy to every dimension of care and total life, in Teresian House. A Christ-like concern influences the physical, mental, social and spiritual needs of all residents, staff, families and friends regardless of ethnic, cultural backgrounds. Teresian House is committed to making spirituality an integral part of daily life while ensuring an environment consistent with the Mission and Philosophy of the Carmelite Sisters.

Pastoral Care is ministered through, Prayer, Sacraments and Presence. The Infant of Prague Chapel is located on the first floor for church services or private visitations. There is a balcony from the 2nd floor “A” wing. Our residents are nourished and renewed in their faith, hope and love of God by availing themselves of opportunities for daily celebration of the Eucharistic Liturgy, Rosary, and various forms of private and group scriptural prayer. The Chapel provides opportunities for Inter-faith worship.

On a semi-annual basis, the Sacrament of the Sick is administered in a para-liturgical service. It is also administered at other times according to need.

Holy Communion is distributed daily to those Catholic residents who are unable to attend Mass in the Chapel and who wish to receive.

A minister provides weekly Protestant services and bi-weekly visitations. A Rabbi provides monthly Jewish services and visitation. Parish visitors and Clergy of all faiths are welcome to visit.

In Teresian House, the approach of Pastoral Care is family-centered. We listen, support and interact with staff, volunteers and resident’s families not only on a one to one, but also, in family groups. We provide Pastoral visits to residents to support their spiritual and emotional needs, whether visiting in the resident’s room, comforting in the hospital, consoling at the bedside of the critically ill or being and praying with the dying. In these ways we offer a compassionate presence.

PERSONAL ITEMS

While Teresian House assumes the responsibility of providing for your direct care, your family or responsible party has the responsibility of providing for your personal needs such as clothing, powder, lotion, and other personal items not used by our staff in your care.

Mending of your personal clothing should be done by your family, however, Teresian House does provide the services of a seamstress for a nominal fee. If you have clothing that needs to be mended, please notify your social worker who will make the proper arrangements. For your convenience, your personal account will be billed for any mending done by the seamstress.

PERSONNEL SERVICES

All employees of Teresian House are employed through the Human Resources Department. We try our best to screen all applicants to the best of our ability so that only honest, upright and sincere persons will be attending you. We attempt to select those employees who exhibit the qualities and philosophy on which Teresian House was founded.

Employees of Teresian House are not permitted to accept gratuities. The care and service you receive are your right as a resident for as long as you live at Teresian House.

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.

In addition to seeing pets brought in by family, friends, or staff the Activity coordinators arrange for other opportunities to see pets through the Humane Society.

PICTURES AND OTHER WALL HANGINGS

In order to make your room as comfortable as possible, you may, if you wish, have personal pictures or other wall hangings hung in your room by the Environmental Services Department. We request that you or your family not put nails or tacks into the door for any reason. We also ask that you not use scotch tape to adhere things to your walls or door, as it is difficult to remove.

For your safety, the lamps or lampshades should not be used to hang any items, including bows, banners, ribbons, cards, or any type of decoration, as this is a fire hazard.

RADIO AND TELEVISION

You may have your own radio and/or television installed in your room, however, these must first be checked for safety by our Environmental Services Department. For better reception, your television may be hooked up to the main

antenna for a small, one-time fee. You also have the option of having cable television installed by the company that provides service to Teresian House. Monthly cable charges will be at your own expense. We ask that you be considerate in keeping the volume of your television or radio at a level that is not disturbing to others.

REHABILITATIVE SERVICES

The Occupational Therapist, Physical Therapist and Speech Therapist 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 questions you or your family may have regarding your treatment. If you are planning to be discharged from Teresian House after rehabilitation, the therapist will instruct you and your family in follow-up exercises, etc.

RESIDENT COUNCIL

If Teresian House is your home temporarily or permanently, the Administration believes you should participate in certain decisions about your way of life here. The Resident Council which meets monthly, is an effective and meaningful method of communicating with fellow residents and with Administration, as well as a good opportunity to socialize with your peers. The Resident Council has sponsored welcome teas, fashion shows, and other popular activities. As a resident, you are invited to attend the monthly meetings. You are encouraged, if you wish, to consider becoming a Resident Council officer. Elections for Resident Council officers are held every two years.

A subcommittee of the Resident Council, the Resident Food Committee, meets the first Monday of each month to discuss food issues and to plan special dining events. Residents wanting to volunteer to serve on the Food Committee can contact the Food Service Director.

RESIDENTS' RIGHTS AND PATIENT ABUSE

Teresian House is operated with full regard for the individuality of each person who is entrusted to our care. It is our policy to carefully preserve the dignity and human rights of each resident. You are given a copy of "Teresian House Residents' Rights" for your perusal prior to admission.

One of your rights is that you be free of mental and physical abuse. If you feel that this right, or any rights have been violated, and you feel no one at Teresian House has taken steps to correct the invasion of your rights, you may report it to the New York State Office of Health Systems Management. OHSM operates a 24- hour per day, 7 day per week hotline for the reporting of physical abuse, mistreatment, or neglect. For your convenience, the hotline phone number can be found on a poster located between the Chapel and the Capital Lounge.

Another of your rights is to participate in your medical treatment, which includes your right to refuse procedures after being fully informed of the consequences of doing so. Prior to Admission, the Director of Admissions and a Social Worker will explain to you the medical procedures used in resuscitating people in the event their heart should cease to function. You will then have the opportunity to choose whether or not, under the same circumstances, you would want to be resuscitated. In addition to explaining resuscitation, the Director of Admissions and a Social Worker will review the Teresian House policy on the care of terminally ill residents, and offer you the opportunity to make decisions regarding issues such as artificial means of nutrition. You may want to discuss this with your family and make your thoughts known, by means of other advance directives, the Health Care Proxy or Living Will.

RESPITE CARE

Respite Care at Teresian House means a scheduled short-term stay in a private room with nursing care and all the amenities.

Our reputation for the highest quality of care offers comfort and peace of mind for caregivers. Caregivers deserve the chance to “Breathe Easy” and know that their love one is in capable and caring hands.

If you have a friend or relative interested in Respite Care they may call (518) 456-2000 ext. 205 to set up an appointment and receive the necessary information.

RESTRAINTS

In an effort to maintain an optimal quality of life for our residents, Teresian House strives to be restraint-free. Physical restraints will only be used on a temporary basis, in an emergency situation, and only when other methods of

maintaining safety have proven to be ineffective. Teresian House also reviews residents' medication profiles on a regular basis in an effort to keep chemical restraints to a minimum.

A family wanting a resident restrained to prevent falling will need to seek placement for their loved one in another nursing facility.

RETIRING

As Teresian House is your home, you may stay up as late as you wish, but please be considerate of others with regard to playing your radio and television.

The front door is locked at 9:00 p.m. If you are staying out late, please leave word at the Reception Desk as to the hour you expect to return. Upon returning to Teresian House, if the front door is locked and no one is in sight, you may enter the outer vestibule and use the wall phone to dial the Nurses Station on your floor. Someone will arrive shortly to admit you.

SMOKING

For your safety and the safety of every resident and employee, smoking is permitted only in the smoking lounges on the 5th and 6th floors core area. Your visitors, likewise, are prohibited from smoking in any other area including the lobby, the corridors and your room. Due to the serious implications of smoking in areas deemed unsafe for smoking, these rules are strictly enforced.

SOCIAL SERVICES

In the event that you have a concern, difficulty, problem, or request about any matter, you are welcome to seek guidance or other assistance from the Social Worker on your unit. In cases in which direct help cannot be given, it may be possible to refer you to some other person or service for help, either within or outside Teresian House.

If your funds are diminishing and you want to discuss the Medical Assistance Program, your Social Worker representative will be glad to assist you. It is most important for you to advise Teresian House several months in advance of any plans you may have to seek Medical Assistance Funding.

In order that they may be reached in case of emergency, responsible parties are asked to inform the Social Worker if they are going to be away. It is requested that they leave a phone number at which they can be reached, or leave the name and phone number of an alternate contact person. In addition, responsible parties must report any change of address or telephone number (business or home) to the Social Worker.

At the time of your admission to Teresian House, you were given a copy of “Residents Rights” and a signed copy of your Admission Agreement. If at any time you have any questions regarding these, please feel free to consult your Social Worker.

SOLICITORS

For your protection, soliciting of, and/or distribution of materials is strictly prohibited in the building or on the Teresian House premises. Please report at once if anyone approaches you selling chances, raffle tickets, or any goods.

SUGGESTIONS, COMPLAINTS, GRIEVANCES AND RECOMMENDATIONS

Federal and State regulations require the publication of our procedure on the handling of grievances and complaints. The detail of this procedure is presented here for your convenience.

1. You may at any time seek help from the Social Worker in your neighborhood.
2. If you have an issue that you would like considered by Administration, you may, if you prefer, write a suggestion, complaint, grievance or recommendation on forms supplied for this purpose. These forms may be obtained from the Receptionist. All such suggestions, complaints, grievances and recommendations will be considered by the Administrator. They can be submitted in several ways:
 - a. Submit to the Receptionist who will put it in the Administrator’s mailbox.
 - b. Submit to the Administrator or Assistant Administrator personally.

- c. Submit to the Resident Care Coordinator who will route to the Administrator.
3. To investigate and to assess the validity of the issue, all suggestions, complaints, grievances, or recommendations, written or verbal, will be discussed with you either by the Administrator, a representative of the Administrator, you're Social Worker, or your Resident Care Coordinator.
4. The method of resolution to all suggestions, complaints, grievances, and recommendations received by the Administrator will be in the form of a Personal response from the Administration after the validity of the issue has been assessed.
5. Records of suggestions, complaints, grievances and recommendations and respective actions taken are kept in your file.

TELEPHONES

Residents may receive incoming calls through our Switchboard at 456-2000. The Switchboard Operator will put your incoming call through to the phone that is located on the wing on which you live. If you do not have a private phone, your out-going calls may be made on the pay phone located in the lobby and on your floor.

Ask your family and friends to call between 9:00 a.m. and 9:00 p.m. unless you have a private phone in your room. If you wish to have a private phone installed, arrangements can be made through the telephone company by you or your family. All private telephones will be billed directly to you by the telephone company for all charges.

TIPS

While we appreciate your gratefulness for the services we offer, as was previously stated, 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

You are free to seek medical care outside Teresian House at any time, however, in such a case, we suggest you consult with your physician prior to making any arrangements, as he may have valuable input. Teresian House has a van available for transportation to such visits. A fee is charged for the use of this van.

In the event that you are handicapped but still wish to go to an outside physician your Social Worker may be helpful in assisting you to arrange outside transportation.

For your safety and protection, we strongly recommend that you arrange to be transported and accompanied by a member of your family or another responsible party any time that you leave Teresian House.

Expenses for all transportation outside Teresian House are your own responsibility except in the event of a planned social activity.

VALUABLES

For your protection, valuables should not be kept in your room. Large amounts of money, jewelry you are not using, and any other valuables should be given to your family. If this is not possible, we will assist you in the safe storage of small valuables. Teresian House accepts no responsibility for lost or misplaced money or valuables.

VISITING

Visiting is permitted at any time. Children are most welcome, as are pets. You may enjoy your visits in your own room, in any of the sitting rooms, in St. Joseph's Hall, or in the Capital Lounge. In good weather, you may want to visit the terrace adjacent to the Chapel, the Gazebo, the Avila Memorial Terrace located in the front of the building, or the gardens in the Hubbard Pavilion.

VOLUNTEER SERVICES

To give others an opportunity to serve, Teresian House has an organized Volunteer Program. Volunteers visit on a regular basis and give of their free time to bring you love, warmth and friendship.

Your family and friends may be interested in participating in the Volunteer Program and are welcome to contact the Volunteer Director.

WILLS

No matter how little personal or other property you may have, it is important that you have a Will, so that you will be assured that your property will be disposed of, as you desire. If you have not made a Will, we recommend that you do so. Any thought of Teresian House in your Will would be most gratefully appreciated.

Employees of Teresian House are not permitted to witness Wills or similar documents.

CONCLUSION

We would once again like to welcome you to our Teresian House family and hope that you find this handbook helpful and informative. If you have any questions about any items in the handbook or about Teresian House in general, please feel free to ask your social worker who will refer you to the appropriate source.