This booklet supplements the Veterans Affairs Medical Center handbook. All policies and regulations of the James J. Peters VAMC apply to the Community Living Center.

The James J. Peters VAMC adheres to the VA Code of Concern and the Bill of Rights of the American Hospital Association. Services provided are in compliance with standards set by the Joint Commission and other regulatory agencies.

Please keep this booklet as a handy reference for you and your family during your orientation and initial adjustment to the Community Living Center. Please feel free to ask any questions or discuss your concerns with staff members at any time.

On behalf of the entire staff of the Medical Center we welcome you to our Community Living Center.

James J. Peters VA Medical Center
130 West Kingsbridge Road
Bronx, New York 10468
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Welcome to the Community Living Center Of the James J. Peters VA Medical Center

On behalf of the entire staff, we welcome you to our Community Living Center.

Opened in March 1986, the Community Living Center (CLC) is the newest building on the grounds of this Kingsbridge site. Although the Community Living Center is physically located in a separate building, it is very much a part of the continuum of health services available to veterans at this Medical Center.

The Community Living Center is designed to provide a safe, home-like environment for veterans who have a wide variety of medical, nursing and rehab needs. Some of our specialty programs include Supportive Care, Acute Rehab (CIIRP: Comprehensive Integrated Inpatient Rehabilitation Program) GEM (Geriatric Evaluation Management) and Respite.

Planning for discharge begins upon admission as appropriate, for short stay services. Some veterans maybe entitled to indefinite stay if they meet certain eligibility requirements.
Some veterans may be subject to a daily long term care co-payment which is based on the veteran’s eligibility and income data. This daily payment will not exceed $97/day.

Whether you need short or long stay services our goal is to provide care in an environment where personal preferences are honored and a sense of community and family exists. We invite you to be an active participant in your care.

Within the first three weeks of your admission to the CLC unit, you and/or your family will be invited to meet with the interdisciplinary team to discuss your goals for your care. These goals and progress will be reviewed every 90 days or as appropriate.
YOUR ROOM AND UNIT

The Community Living Center is designed to provide a safe, home-like environment. There are 2 floors, with one, two and four bedded rooms. Your room will have a:

- Bed
- Bedside Cabinet
- Dresser
- Television
- Overbed Table
- Comfortable Chair
- Closet
- Telephone

Space in the closet is limited, therefore, all suitcases, trunks and boxes should be sent home with you family. A Nurse Call Bell is located at the head of your bed and in the bathrooms. When you ring for assistance, a light shines in the hallway, above your door, and in the nurses station.

Each room has a sink and bathroom. A separate area, containing showers, is located on each floor.
Residents are encouraged to display and have personal items in their room. We urge you to be respectful of the property of your roommates as well as others in the CLC. This is your home for the time you are with us, so personalization is encouraged.

The Unit

A nursing staff member will take you on a tour of the unit and acquaint you with all of its features. You will be introduced to the staff, your roommates, and other CLC residents.

Socialization/Sitting Areas:
These are located at the entrance to each floor and in the middle of each unit. In addition, the dining room has TV’s, pool table, library, etc. There is also an outdoor courtyard for socialization.

The Quiet Room:
The Quiet Room is located on each floor. It is used by staff for shift reports, in-services, etc. However you can use it to visit with your family. Just let the staff know at the front desk.

Smoking:
Smoking is permitted only in the designed smoking room on 1A-44. Smoking is not permitted in any other area. Visitors, staff and volunteers may not smoke in the Community Living Center.

Resident Phones:
Bed side telephones are available for residents 24/7 with free local usage. Any resident wanting to make calls outside the local area may do so at their expense by using a calling card or call collect.
Pay Phones:
Standard telephones and special telephones (modified for use by the hearing impaired) are located near the elevators.

Mail Service:
All mail is received and distributed at the nurses station. Out going mail should be left there as well. To receive letters quickly, they should be addressed as follows:

“Your Name”
Community Living Center “1A or 2A”
VA Medical Center
130 W. Kingsbridge Road
Bronx, New York  10468
Your Personal Clothing

Since this is your home, we strongly encourage you to wear your own clothes everyday.

We recommend at least 3 sets, including:

<table>
<thead>
<tr>
<th>Men</th>
<th>Women</th>
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</thead>
<tbody>
<tr>
<td>washable trousers</td>
<td>washable skirts or pants</td>
</tr>
<tr>
<td>shirts</td>
<td>blouses</td>
</tr>
<tr>
<td>undergarments</td>
<td>undergarments</td>
</tr>
<tr>
<td>socks &amp; slippers</td>
<td>stockings/socks &amp; slippers</td>
</tr>
<tr>
<td>sweater</td>
<td>sweater</td>
</tr>
<tr>
<td>outdoor jacket</td>
<td>outdoor jacket</td>
</tr>
<tr>
<td>pajamas &amp; robe*</td>
<td>nightgowns &amp; robe</td>
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<tr>
<td>firm-soled shoes</td>
<td>firm-soled shoes</td>
</tr>
</tbody>
</table>

*pajamas & robe are provided by the Medical Center.
Laundry Service

A laundry room containing a washer and dryer is available for your personal use. You should take care of your own laundry. Detergents and other laundry products must be purchased or brought in by your family. A limited supply of detergent is available from staff.

All personal clothing must be clearly labeled by you or your family member. Your own laundry bag or basket should have your name on it as well. If you are not able to do your own laundry, your soiled clothing should be placed in your laundry bag for pick up by a relative or significant other. You or your family members may arrange the dry cleaning of certain garments through the Canteen retail store. The staff and/or volunteers can assist you, if needed.

Canteen

Toiletries and other personal care items can be purchased in the retail store. In addition dry cleaning, film developing are available. Payment can be made in cash or by canteen books (coupons) purchased in the retail store.

The Barber Service provides unisex haircuts and shampoos, and is located in the Medical Center on the ground floor. The Barber also provides the service in the Community Living Center which resident must pay for.

Passes

Our policy in Community Living Center is to issue passes on a case
by case basis. All requests for passes are referred to the social worker and should be requested at least 48 hours in advance. Passes are usually issued for outings with family, special occasions, holidays, preparing for discharge home. Passes cannot be requested on weekends or holidays without prior arrangements. If a resident leaves the medical center grounds without an approved pass, administrative action will be taken including administrative discharge.

Library

A “Book-Nook” has been set-up in the back corner of the Dining Room. Residents can borrow a book or magazine to read. Talking books and large print books are available in the Resource Center on the 5th floor of the Medical Center.

Safety

Your safety and the safety of all our Community Living Center residents is very important to us. To ensure your safety, be aware of the following points:

• Learn how to use the nurse call bell at your bed or in the bathroom if you need assistance.

• Please use the handrails in the hall ways and in the bathroom when in your wheelchair alone.

• Use caution when transferring between your bed and a chair. Make sure your wheelchair is locked before standing up. If you feel dizzy or weak, sit down and call for help.
• Always wear firm soled shoes when walking; avoid wet spots or spills on the floor. Call a nurse if you see a spill or see someone fall.

• Never smoke in bed, the bathroom, in the hallways, lobbies, or in the multipurpose dining room. Smoking is only permitted in the smoking room and outside courtyard.

• Visitors are not permitted to smoke in your room or anywhere in the CLC.

• Battery operated devices are acceptable. If a family member/resident wishes to use any electrical item for personal use it must be evaluated by Engineering before it is used.

• Individual patient funds accounts can be set-up through the Agent Cashier in the Medical Center. The unit staff will assist you to withdraw money from your account if needed. The CLC cannot assume responsibility for personal valuables or money kept on the unit.

• Fire and disaster drills are an important part of the Medical Centers safety and protection program. Staff members are trained in fire and disaster procedures. In the event of a fire or disaster, the staff will instruct you what to do. Keep calm & follow instructions given by the staff.

• It is best to let the nurse in charge know if you are leaving the CLC. Passes to leave the Medical Center grounds must be approved in advance and requested through the social worker.
• Bring any concerns you may have about your personal safety or the safety of others to the attention of the nursing staff.

• If a resident’s behavior or action is determined to be unsafe and pose a safety risk to self or others appropriate, corrective action will be taken including an administrative discharge.
PROVISION OF CARE

Your medical care and rehabilitation is provided by an interdisciplinary care team of nurse practitioners, physicians, nurses, rehabilitation specialists, dietitian, pharmacists, recreation therapist, dentist, social worker and other specialists depending on your specific needs and preferences. The team will work with you and your family in setting up goals and encouraging your participation in your care. At all times your privacy, and individual preferences will be respected.

Let’s meet the members of your team:

Patient Care Center Director (PCCD)

Responsible for the overall administration and coordination of patient care activities within the CLC. The office is located on the second floor, 2B-06; extension 3410.

Medical Director

Responsible for the coordination and supervision of the medical care provided in the CLC.

Should you require evaluation and or treatment by another medical
specialty, a JJP VA Medical Specialist will be consulted. If you become ill and need acute medical, surgical or psychiatric care, you will be admitted to the appropriate service in the Medical Center. If your length of stay in the Medical Center is more than 30 days, you will be discharged from the Community Living Center. You must reapply if you would like to return.

**Program Management Officer (PMO)**

- Responsible for assisting the PCCD and Medical Director in the overall administration and coordination of the CLC. The office is located on the first floor, room 1A-55, extension 3458.

**Physicians**

- Oversee the medical care provided by the nurse practitioners and physician assistant.

**Nurse Practitioners**

- A registered professional nurse, who through advanced education, provides a wide range of health care services to our residents. They are skilled in physical examination and the treatment and management of many common health problems. They work with the physician assistant and the doctor(s).

**Physician Assistant**

- Provides medical care under MD supervision.

**Care Team Manager**

- Responsible for the management of nursing personnel in the Community Living Center.
Registered Nurses
They plan, provide and direct your nursing care. They supervise and work with Licensed Practical Nurses, Patient Care Associates and Nursing Assistants in providing comprehensive care to you.

Physical, Kinesio, and Occupational Therapy
Since rehabilitation is a major aspect of care in the Community Living Center, an individualized care plan is developed for you depending on your specific needs.

The Physical Therapist, Kinesiotherapist, and Occupational Therapist assist you in becoming as independent as possible in the activities of daily living (ADL’s); help you to increase your strength and endurance, teach you to use adaptive equipment such as walkers, canes, hand splints; and help prevent muscle deterioration through exercises.

Treatment is provide in the therapy room on the second floor (2B-04 and 2B-06) or bedside as appropriate.

Nursing rehabilitation is also provided as part of daily nursing care.

Clinical Dietitian
The Dietitian will do a complete nutritional assessment and will discuss your nutritional needs, selective menus and food preferences with you. All of the residents in CLC are encouraged to eat their mid-day (lunch) meal in the dining room located on the first floor. Meal times are:

  Breakfast ….7:00am-8:00am
  Mid-day .....11:45am-12:45pm
Supper ……5:00pm-6:00pm
However if you would like a different time for your meal please let the staff know.

Recreation Therapists
They provide a variety of diversional and therapeutic programs to stimulate your cognitive, physical and social needs. Programs are both individual and group oriented and include discussion/cognitive stimulation groups, musical programs, weekly drama group, bingo, pet therapy, art therapy. The recreation schedule is distributed and posted each month.

Pharmacist
The Pharmacist will evaluate your medication needs. Remember that your need for medication may change while you are in the CLC, so never take any other medication brought in from home or purchased in a store. The pharmacist will provide you with education regarding your medications and schedule. Your medications and any special treatment ordered by your medical provider in the CLC will be given to you by the nursing staff.

Social Worker
The Social Worker will meet with you shortly after admission. The Social Worker is available to help you with financial, legal or insurance issues. The Social Worker will assist in planning your discharge from CLC to return home or to another living arrangement. A Resident Council and Family Council meet regularly to discuss issues and we invite you and your family members to participate. A list of community resources can be provided to you as needed to help with any social service needs.
Dentist
The Dentist provides a complete oral examination and education in good oral hygiene. Treatment and/or prosthetic devices (such as dentures) are provided depending on veterans eligibility for dental services.

Health Benefit Advisor/Patient Care Associate
There is a Health Benefit Advisor (HBA or PCA) on each floor, located at the nurses station. The HBA/PCA will schedule your appointments, arrange escort service for you, distribute your mail and assist you in securing your valuables and accessing your funds.

Housekeepers
The Housekeepers are assigned to each floor in the CLC. The housekeepers work to keep your bedroom, bathroom and the rest of the CLC clean. You can help keep our CLC clean by not keeping fruit, open containers of food bedside, or stockpiling large quantities of food or personal items at the bedside.

Other services that are provided in the Community Living Center, as appropriate, include:
   Audiology (hearing problems)
   Speech Pathology (speech, language, swallowing problems)
   Podiatry (foot problems)
   Psychiatry/Psychology (coping, illness adjustment issues)
   Respiratory (breathing problems)
   Voluntary (volunteers help transport you, read to you, etc.).
ADVANCE DIRECTIVES

Advance Directives protect your right to accept or refuse medical treatment if you ever become mentally or physically unable to choose or communicate your choices due to illness or injury. You have the right to discuss with your doctor, nurse or social worker any Advance Directives or plans for health care decision making you may have written prior to admission to this Medical Center. Advance Directives can be changed, or revoked by you at any time.

Advance Directives, such as Living Wills or Treatment Preferences, allow you, in advance of illness or incapacity, to state your personal choices for starting or stopping certain medical treatments, requesting a Do Not Resuscitate (DNR) order, donating organs, or using life prolonging procedures and equipment.

Advance Directives, such as Health care Proxy (durable Power of Attorney for health care), allows you to name the person, that you wish, to make such health care decisions in your best interest, should you become unable in the future to make them for yourself.
Under New York State law you have the right to designate a Health Care Proxy. An advance Directive from New York or any state in which they are legal will be honored by this VA Medical Center and placed in your medical record. Advance Directives are in effect only after you are declared unable to make informed health decisions.

Under VA policy, you may initiate VA Advance Directives after admission to the Medical Center. Your doctor will provide any medical information you may need and other staff can provide counseling and help with any concerns you may have about writing such a directive.

If you decide to write VA Advance Directives, your social worker will assist you and the forms will be placed in your chart. VA Advance Directives are carried out only after you are declared unable to make informed health decisions.

If you do not have any written Advance Directives and you become unable to make informed decisions, all information for such health care decisions will be referred to your legal next-of-kin, legal guardian or other adult over the age of 18, appointed by you to make health care decisions in your best interest. For further information you may contact Ms. Alana Emmet at extension 3458.

**Do Not Resuscitate (DNR)**

Any patient who does not wish to have cardio-pulmonary resuscitation in the event of cardiac arrest, may request that a Do Not Resuscitate (DNR) order be written in their chart. A DNR order may be requested even if you have not written any Advance Directives.
Resuscitation involves using a variety of procedures to restore breathing and heart action after the heart has stopped. If you wish further information, speak with your doctor, other staff members or a member of the Ethics Committee. Your doctor will obtain your written, informed consent, or the consent of your legal next-of-kin, legal guardian or other adult over the age of 18 appointed by you to make such a decision. Such an order is reviewed regularly and the decision may be changed at any time.

**Organ Donation**

The VA participates in the New York organ donation program and cooperates with approved agencies such as the Eye Bank. You may choose to become an organ donor even if you have not written any Advance Directives. If you wish to give the gift of life and be considered as a potential organ donor-speak with your doctor. Your doctor will let you know if your medical condition allows you to be a suitable organ donor and will obtain your written, informed consent or the consent of legal next-of-kin appointed by you to make such a decision. The decision may be changed at any time.
COMMUNITY LIVING CENTER RESIDENTS RIGHTS & RESPONSIBILITIES

Community Living Center employees will respect and support your rights as a resident. Your basic rights and responsibilities are outlined below. Please talk with your treatment team or the Patient Advocates at x6516 or x6602, if you have any questions or would like more information about your rights.

Respect and Nondiscrimination
You will be treated with dignity, compassion and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.

You or someone you choose have the right to keep and spend your own money. You have the right to receive an accounting of VA held funds.

Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other
efforts to keep you or others free from harm have not worked.

**You may wear your own clothes and keep personal items.**

You have the right to social interaction, and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether or not to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.

You have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights.

You can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.

In order to provide a safe treatment environment for all patients and staff you are asked to respect other patients and staff and to follow the facility’s rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe. Smoke only in designated areas.

**Information Disclosure and Confidentiality**

You will be given information about the health benefits that you can receive. The information will be provided in a way you can understand.

You will receive information about costs of your care, if any, before
you are treated. You are responsible for paying for your portion of the costs associated with your care.

Your medical record will be kept confidential. Information about you will not be release without your consent unless authorized by law (i.e., State public health reporting). You have the right to information in your record and may request copies of your records. This will be provided except in rare situations where your VA physician feels the information will be harmful to you. In that situation, you have the right to have this discussed with you by your VA provider.

You will be informed of all outcomes of care, including any injuries caused by your medical care. You will be informed about how to request compensation for injuries.

**Participation in Treatment Decisions**

You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risk of treatment. You will be given other options. You can agree to or refuse treatment. Refusing treatment will not affect your rights to future care but you have the responsibility to understand the possible results to your health. If you believe you cannot follow the treatment plan you have a responsibility to notify the treatment team.

As a long term care resident, you will be provided any transportation necessary for your treatment plan while you are here.

You will be given, in writing, the name and professional title of
the provider in charge of your care. As a partner in the healthcare process, you have the right to be involved in choosing your provider. You will be educated about your role and responsibilities as a patient. This includes your participation in decision-making and care at the end of life.

Tell your provider about your current condition, medicines (including over the counter and herbals) and medical history. Also, share any other information that affects your health. You should ask questions when you don’t understand something about your care. This will help in providing you the best care possible.

You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.

You will be included in resolving any ethical issues about your care. You may consult with the Medical Center’s Ethics Committee and/or other staff knowledgeable about health care ethics.

If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.
Complaints

You are encouraged and expected to seek help from your treatment team and/or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process available to you. You may complain verbally or in writing, without fear of retaliation.
THE JOINT COMMISSION PUBLIC NOTICE

The Joint Commission, which grants accreditation to healthcare organizations, conducts regular unannounced surveys of all VISN 3 facilities including all campuses and clinics of the New Jersey Health Care System; NY Harbor Healthcare System; Northport VA Medical Center; Hudson Valley Health Care System; and the James J. Peters VA Medical Center.

The purpose of Joint Commission surveys is to evaluate organizations’ compliance with nationally established standards. Survey results are used to determine whether, and the conditions under which, accreditation should be awarded to the organization.

The Joint Commission standards deal with organization quality, safety-of-care issues, and the safety of the environment in which care is provided. Anyone believing that he or she has pertinent and valid information about such matters may contact the James J. Peters VAMC (Bronx) Patient Representative at 718-584-9000 x6602, or Community Living Center Administrator at 718-584-9000 x3418. If anyone continues to have concerns, The Joint Commission can be contacted at:
Division of Accreditation Operations
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Or
Phone 800-994-6610
Or
Email complaint@jcaho.org
We hope you find this brief introduction to the Community Living Center helpful and stimulating. We trust you and your family will participate as actively as possible in your care rehabilitation and in the many activities of the Community Living Center.

The following are telephone extensions that may be of assistance.

- Medical Director 3654
- Patient Care Center Director 3410
- Staff Assistant 3407
- Program Management Officer 3458
- Program Support Assistant 3418
- Care Team Manager 3430
- CLC 1A 3443
- CLC 2A 3427
- Attending Physician (1A) 3405
  (2A) 3404
- Nurse Practitioner (1A) 5723
  (2A) 3434

~29~
Social Worker
  (Supportive Care Unit) 1A  3401
Social Worker (CLC) 1A&2A  5722

Other Staff
  Audiology  6500
  Chaplain  5455
  Dental  6474
  Dietitian  3447
  PT/KT
    (Physical/Kinesio Therapy)  3417
  OT (Occupational Therapy)  3416
    Recreation Therapist  3448
    Speech  6504
  Voluntary Service  5473
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“The willingness with which our young people are likely to serve in any war, no matter how justified, shall be directly proportional as to how they perceive the Veterans of earlier wars were treated and appreciated by their Nation.”

- George Washington

At the James J. Peters VA Medical Center, we salute all Veterans for your service to our country. We recognize the many sacrifices you have made and we consider it our privilege to serve you in your time of need. It is our job, to deliver to you, the very highest level of health care.