



**BROAD ACRES**  

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**& COUNTRY TERRACE**

# “About Your Stay”

An Informational Handbook  
About Your Skilled Nursing and/or Rehabilitation Stay

# WELCOME

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*We would like to take this opportunity to thank you for choosing our facility and our healthcare team. Our goal is to assist you in achieving your lifestyle goals by providing the care that you need in a safe, pleasant and comfortable environment.*

In this handbook you will find helpful information about our short- and long-term skilled nursing care, rehabilitative care and the services we provide. You will also find information about resources available to you, your family and friends during your stay with us.

Our entire staff of professionals is dedicated to making your stay a positive experience. Thank you again and on behalf of our entire team, Welcome!

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*In this information book you will find the following:*

- Ensuring a Positive Experience
- Your Team of Healthcare Professionals
- About Your Admission
  - How to prepare
  - What to bring with you
- About Your Stay
- Services
- Payment Options for Your Stay
  - Medicaid/Managed Medicaid
  - Medicare
  - Insurance
  - Private Pay
- Safety Procedures
- Food Safety Policies and Guidelines
- Your Rights and Responsibilities

## **ENSURING A POSITIVE EXPERIENCE**

Whether you are coming to our facility for short-term care after an illness, injury or surgery, or you are coming to stay with us and will make this your home, we want you to feel comfortable. Regardless of the reason for your stay, our goal is to treat you well and provide you with the care you need. Communication is a key ingredient to a positive experience, therefore, we feel that it is important that you know what to expect during your stay with us.

You may be coming to our facility from home, the hospital or another healthcare setting. We understand that change can be stressful. In an effort to ensure a smooth transition, we will address common questions and concerns in an attempt to make your stay with us as comfortable as possible.

# YOUR TEAM OF HEALTHCARE PROFESSIONALS

A quality healthcare experience begins with getting to know the professionals providing your care and what their roles are as part of your healthcare team. We encourage you and your healthcare representative to communicate openly with your team about your goals and needs. We recognize that you are the most important part of this team, and we want to work with you to ensure a positive experience while at our facility.

We have included a brief description of the roles each professional provides as part of your healthcare team.

## **Physicians**

The physician you have selected will supervise your care during your stay at our facility. If your primary care physician does not provide care at our facility, you will be provided with a list of attending physicians you may choose from to supervise your care.

## **Licensed Nursing Home Administrator**

The chief executive at our facility is our Licensed Nursing Home Administrator. The Administrator provides managerial oversight of the day-to-day operations at our facility. The Administrator's hours of work are posted in our facility for your convenience.

## **Nursing**

Director of Nursing – The Director of Nursing is responsible for the oversight of the nursing care provided at our facility and works closely with all the healthcare disciplines to ensure that you receive coordinated care. The Director of Nursing encourages open communication with residents and healthcare representatives.

## **Registered Nurses, Licensed Practical Nurses & Nursing Assistants**

Our nursing staff carries out the orders of your physician under the supervision of the Director of Nursing. Our nursing team is made up of Registered Nurses, Licensed Practical Nurses and Nursing Assistants. Our Nursing Assistants have received specialized training and certification in the provision of nursing services and in some instances specialize in restorative nursing programming. Our clinical nursing team is dedicated to ensuring you receive care and services as directed by your physician.

## **Therapists**

Our therapeutic team is made up of Physical, Occupational and Speech Therapists and Therapy Assistants. Therapy can be an important factor in improving mobility, controlling pain, regaining function in areas such as joint mobility, speech and swallowing and performance of normal activities of daily living. Our team is here to assist you in reaching the health and lifestyle goals we identify as we work together during your stay. Therapy services require an order from your physician.

## **Social Services**

A Social Services Staff member will provide support for you from the day of admission through your day of discharge and can provide you with assistance related to discharge planning, availability of community resources and arrangements for your healthcare needs when you are discharged from our facility.

## **Dining and Nutrition Professionals**

The Dietary Manager works closely with a Registered Dietician and other healthcare team professionals to provide nutritious meals and education to meet your specific needs. A dietary professional will meet with you to discuss your meal preferences. Three meals are served daily in addition to snacks between meals. Alternate food choices are available at each meal, and guests may join you for meals at an additional charge.

## **Activities**

Our Activity Department provides a broad range of individualized and group activities and events for your enjoyment. Monthly calendars are provided to assist you in selecting your social activities for the month. Our goal is to provide you with individualized, life-enriching activities. If you have a specific request, we encourage you to contact our Activity Director.

## **Pharmacists**

Medications must be prescribed by your physician and will be provided by the facility contracted licensed pharmacy. You may choose to use your own pharmacy as long as they are able to comply with stocking and packaging requirements. We will notify you if the pharmacy you choose is unable to meet these requirements, and we will work with you on making a pharmacy selection that meets your needs.

## **Environmental Services**

Key members of our team include housekeeping, laundry and maintenance staff available throughout the facility providing day-to-day environmental services. This team works diligently to ensure that you have a clean, safe environment while you are at our facility.

## **Financial Services**

Our Business Office staff are key to handling an important component of your stay. Understanding insurance options and arranging for payment of services are important to you and to the facility. You and/or your healthcare representative will have the opportunity to interact with the Business Office staff on a regular basis to maintain healthcare services and assist in managing your funds if desired.

# ABOUT YOUR ADMISSION

## Our Admission Philosophy

We subscribe to a non-discrimination policy when making admission decisions. This means that each admission will be considered on a case-by-case basis on our ability to meet that individual's needs. We will not discriminate on the basis of race, color, religion, sex, sexual preference, national origin, age, mental or physical handicap or payor source.

## Admission Policies and Procedures

Some important information you will need to provide prior to admission or on the day of admission includes:

- Any healthcare related insurance cards (medical, dental, optical, pharmacy and long term care coverage)
- Ambulance enrollment information
- Social Security Card
- Checkbook, savings account, and other financial information
- Life Insurance documents
- List of current medications with dosages
- Emergency contact information
- Advanced directives and any healthcare preference documents
- Durable Power of Attorney documents
- There may be requests for other additional information

## Advanced Directives

You may have an advanced directive or other healthcare related preference document. An advance directive is a document that you create to describe the medical treatment you want to receive should you be unable to communicate your wishes. Certain healthcare directives only become operative when an end stage medical condition exists. This is a document that allows you to choose in advance what type of medical care and treatments you wish to have in the event that you are unable to communicate your wishes at any time in the future. Pennsylvania offers specific guidelines related to healthcare preferences. These guidelines will be reviewed with you and/or your healthcare representative at the time of admission.

Please provide a copy of any advanced directives or healthcare preference documents that you have so that we can properly carry out your wishes if you are unable to make decisions for yourself.

If you do not have an advanced directive, you have the right to make an advanced directive such as a living will or a durable power of attorney for healthcare. Please ask our Social Services Department for assistance with this process.

## Health Care and Treatment Choices

We provide care to all residents based on their physician's orders. Deviation from or

discontinuance of a physician-ordered care or treatment may jeopardize your health and recovery, and in some instances, may affect your insurance reimbursement. In the event there is a concern regarding your ordered treatment, clinical staff will provide you with education to assist in making safe and healthy choices. Staff will include a review of our facility-specific policies and procedures regarding healthcare and treatment choices.

## Medications

It is important that your doctor and all other health care providers within the facility know about the medications you take and any allergies. Please give your nurse a list of any medications and herbal supplements you are taking, including dosage and times. Your nurse will review these with your physician who will make a decision on which medications you should continue to take during your stay. Your nurse will bring your medication to you as ordered by your physician unless specific arrangements are made regarding self administration of medications. All medications you may have brought with you, including aspirin and other over the counter medications, should be returned home as they can interfere or interact with tests or medicines ordered for your treatment. For your safety and protection, only medicines approved by your physician and supplied by a specified Pharmacy will be given to you during your stay. Your nurse will ask you questions concerning your past responses to medications and any allergies you may have. You may be asked to wear an allergy bracelet, which alerts all caregivers to your allergies.

## GETTING READY FOR YOUR STAY

### What we have available for your use:

- Oral care products
- Denture cups
- Bathing soap
- Shampoo
- Razors and shave cream
- Deodorant
- Comb and brush
- Hospital-related night wear
- Bath linens
- Bed linens
- Bed spreads
- Pillows
- Blankets
- Room furnishings include bed, dresser/wardrobe, nightstand, and seating (chairs / wheelchairs)
- Portable phone or private phone access

### Maintaining an Inventory

To ensure the safety of your belongings, all items brought to the facility at the time of admission and ongoing throughout your stay should be properly labeled and listed on a facility inventory sheet. Please contact nursing staff to assist with maintaining your inventory sheet.

### Lost or Missing Items

If you have difficulty locating any of your belongings, please notify nursing staff of your lost or missing item. The facility will initiate their specific protocol to assist in finding your item.

## SHORT-TERM STAY

### What to Bring With You

To ensure that you have a positive experience while in our facility we want you to be prepared and know what you will need. Here are some suggestions:

- Comfortable shoes (preferably a good walking shoe)
- Socks
- Pajamas/robe
- Undergarments
- Pants/shirts
- Seasonal clothing is advised (coat/hat/gloves)
- Hearing Aids
- Glasses
- Personal care items
- Cosmetics
- Adaptive equipment such as a walker or cane
- Laptops
- Radio
- Clock

Please make sure all of your items are marked with your name and have any electronic items inspected by our maintenance staff prior to use.

### What To leave at Home

We suggest you consider leaving all valuables at home such as:

- Expensive jewelry
- Large amounts of money
- Medication
- Family heirloom and irreplaceable items

Items that are prohibited:

- Illegal substances
- Weapons
- Surge protectors/extension cords

## LONG-TERM LIFESTYLE

### What to Bring With You

To ensure that you have a positive experience while in our facility, we want you to be prepared and know what you will need. Here are some suggestions:

- Comfortable shoes (preferably a good walking shoe)
- Socks
- Pajamas / robe
- Undergarments
- Pants / shirts
- Jogging outfits
- Seasonal clothing is advised (coat/hat/gloves)
- Hearing Aids
- Glasses
- Personal care items
- Cosmetics
- Adaptive equipment such as a walker or cane
- Laptops
- Radio
- Clock
- Personal photos and memorabilia



Please make sure all of your items are marked with your name and have any electronic items inspected by our maintenance staff prior to use.

## **What to Leave at Home**

We suggest you consider leaving all valuables at home such as:

- Expensive jewelry
- Large amounts of money
- Medication
- Family heirloom and irreplaceable items

Items that are prohibited:

- Illegal substances
- Weapons
- Surge protectors/extension cords

## **Your Room**

Our staff looks forward to greeting you when you arrive in your room. You will be provided with information to help you get settled in your new environment. Room assignment and selection is based on many factors including availability, reimbursement, safety and social and healthcare needs. We try to avoid frequent room changes, but there may be a time during your stay when we will ask you to change your room to another location in the facility. We will notify you in advance to discuss any potential room changes and appreciate your cooperation as we try to accommodate the social and medical compatibility of all of our residents. In the event of a necessary room change, our staff will meet with you to discuss the new room and provide you a preview.

# **ABOUT YOUR STAY**

## **Visitors**

Visits from your family and friends are as important to us as they are to you! We encourage visitors, and they are welcome anytime. We realize that your family and friends play an important role in your emotional well being and recovery.

Some tips for your visitors:

- To protect our residents, please refrain from visiting when you have cold or flu symptoms.
- Children are welcome and should be accompanied by an adult.
- Please keep the safety and well being of our residents in mind when visiting.
- Facility visitors are welcome to join you in facility-scheduled activities and programming.
- Facility visitors that are interested in visiting during therapy programming should contact the Therapy Department.
- Visitor parking is available on the facility campus at no charge.

## **Pets**

Most pets are welcome for a visit but as always, check with the nursing staff prior to bringing in a pet. Pets must have current vaccinations and a copy provided to our Activity Director.

## **Meals**

Menus and meal times are posted in convenient locations throughout the facility.

## **Outside Food**

Before bringing in food, check with the nursing staff to verify your loved one has no special dietary requirements. Additional educational information is provided upon admission.

## **Meal Purchase**

Guests are welcome to join you for meals for a nominal fee. We request that this service be pre-scheduled. Please check with Nursing to make those arrangements.

## **Community Visiting Space**

There are various comfortable seating and visiting areas located throughout the facility. Feel free to make use of this homelike space for your visits.

## **Smoking Policies**

Please request facility-specific information about smoking from your Admission Director.

## **Alcoholic Beverages**

Some individuals enjoy the periodic consumption of an alcoholic beverage as part of their routine. The consumption of alcoholic beverages is permitted in our facility if it is approved with a written order by your physician. For the safety of all parties, alcoholic beverages must be stored and dispensed by nursing staff.

## **Bedholds**

If you must be away from the facility for more than 24 hours, bedhold arrangements are available for your consideration. You can arrange to pay for a bedhold to save your bed if your current insurance coverage does not provide this service. A bedhold will allow you to retain your belongings and retain a bed at the facility while you are away.

Typically, Medicaid patients will be offered automatic bed holds for 15 days. Please ask your admissions or business office staff for state-specific Medicaid bed hold policies.

When you are out of the facility on a hospital bedhold due to an acute illness or change in condition, our clinical team must evaluate your medical status prior to your return to verify we are able to properly treat your medical condition and that an appropriate bed is available. The safety of each resident is always our top priority.

## LEAVING THE FACILITY ON A TEMPORARY BASIS

### Day Leaves

There may be occasions where outside events require you to leave the facility for a period of time. Some examples include medical appointments and outside visits to church, family and special events, with an expected return before midnight. A day leave is a term that describes the opportunity to sign out of the facility on a temporary basis for a defined time period. Specific rules are based on insurance coverage and health and safety concerns. Individuals interested in day leaves should contact the nursing staff for specific information.

### Overnight Leaves

There may be occasions where outside events and activities require you to leave the facility for an overnight stay, such as family emergencies or special events. An overnight leave is a term that describes the opportunity to sign out of the facility on a temporary basis for an overnight stay or more than one night stay. Specific rules are based on insurance coverage and health and safety concerns. Individuals interested in overnight leaves should contact the nursing staff for specific information. If you plan an overnight leave, bed hold arrangements are available. Please contact the business office to discuss payment information.

### Privacy

Your privacy is important to us and we are committed to protecting your medical information. Upon admission, you will receive a HIPAA policy outlining the privacy policy we follow to protect your medical information. If you have a concern about patient privacy, please contact our Administrator.

## SERVICES

### Additional Services

We offer additional services for your convenience.

- Beautician / Barber
- Cable TV
- Transportation (fees may be applicable)
- Internet
- Telephone
- Newspaper

Please ask our staff if you have interest in purchasing any of these services.

### Mail

Mail will be brought to your room unless you assign a designee to receive your mail. There is staff available to assist you in opening and reading your mail if needed. There is outgoing mail services available if you wish, and after discharge all mail will be forwarded to you.

## **Laundry**

You may choose to have your personal items laundered by the staff at our facility, have your family provide laundry services for you or use our resident washer and dryer in the facility. Please ask our staff if this service is covered by your insurance or if there is an additional charge for this service. All personal items should be documented on an inventory list and labeled.

## **Equipment**

Reimbursement for special equipment needs is specific to your insurance coverage. If you have your own special equipment at home, please discuss the need for this equipment at the facility with your nursing staff. Please verify that all of your personal equipment is labeled with your identification. Equipment owned by our facility should not be removed from the facility without prior permission.

# **PAYMENT OPTIONS FOR YOUR STAY**

## **FINANCIAL CONCERNS**

### **Resident Trust Fund**

We offer a resident trust fund program which is a separate account for your personal funds. These funds may be used to pay for personal items or services. Please stop by the Business Office to discuss the details of this service.

### **Paying For Your Medical Care**

When faced with the need for medical care, many people are confused about how their care will be paid. There are several payment programs and options for payment of medical care. We participate with Medicare, Medicaid and many private insurance providers. Our business staff is well versed in the financial aspects of paying for nursing facility stays. Please feel free to contact our staff to discuss your specific needs.

### **What is Medicaid?**

Medicaid is a federally regulated insurance program, but Pennsylvania establishes its own requirements and eligibility criteria. The Medicaid program is designed to provide medical benefits to those that have low income, no insurance or are under insured. If you would like more information about Medicaid, please visit <http://www.cms.gov> or <http://www.dhs.pa.gov> for eligibility or ask our Business Office staff to assist you.

### **What is Medicare?**

Medicare is a health insurance program for people 65 or older and people under 65 with certain disabilities. Medicare does not cover all expenses and is not designed to pay for long-term custodial care. Medicare has several programs that offer different types of coverage.

## **Medicare Part A**

Medicare Part A helps pay for hospital stays, skilled nursing and rehabilitative care, home health and hospice care. Medicare helps pay for some of the costs of a skilled nursing and rehabilitative stay such as a semi-private room, meals, skilled nursing care, rehabilitation services and some medical supplies for a skilled nursing stay after a related three-day inpatient hospital stay. Medicare will pay 100% of days 1-20 of a qualified skilled nursing stay, if days were not used elsewhere, but there is a coinsurance charge for days 21-100.

## **Medicare Part B**

Medicare Part B helps pay for doctors' services and outpatient care as well as some other services such as therapy and some home healthcare services and supplies when medically necessary.

## **Medicare Part C**

Medicare Part C is a managed care benefit that a Medicare beneficiary may enroll in. This is called a Medicare Advantage plan and may have different rules than the traditional Medicare plan.

## **Medicare Part D**

Medicare Part D is a prescription Drug coverage that Medicare beneficiaries may choose to enroll in. The costs and coverage varies by plan and income levels.

Medicare's premium, coinsurance and deductible amounts change each year. Our Business Office staff can give you current rates and information or you may visit <http://www.medicare.gov> or call 1-800-Medicare for more information.

## **What is Community HealthChoices?**

COMMUNITY HEALTHCHOICES (CHC) is Pennsylvania's mandatory managed care program for dually eligible individuals and individuals with physical disabilities.

If you receive Medical Assistance and have Medicare, are in a nursing facility, or receive services at home through an Office of Long-Term Living (OLTL) waiver, you may move to CHC.

You will need to choose a CHC health plan for your Medical Assistance services. CHC WILL NOT CHANGE YOUR MEDICARE BENEFITS.

## **Private Insurance**

Each insurance plan has specific criteria for skilled nursing and rehabilitation coverage. Our facility participates with many insurers, and we are always willing to attempt to negotiate coverage for your stay if your insurance provider does not participate with us. Please check your policy or speak with your insurance agent about the details of your coverage.

## **Private Payment**

If you are paying privately for your stay, payment will be due at the time of admission for the first month.

If you are having any difficulties with your payment arrangements, please contact the Business Office.

## **SAFETY PROCEDURES**

### **Fire Safety and Evacuation**

Your safety is important to us. All facility staff receives general facility safety trainings. Fire drills are conducted on a regular basis as part of our safety program. Residents are not moved from their rooms as part of the regular fire drill exercise. Evacuation routes are posted in every resident room and in the hall ways.

In the event of a fire, whether it be in a confined specific work area or a more expansive affected area, the Administrator or the designated Safety Officer/Charge Nurse responding to the fire will make the determination of evacuation of an area. In the event of a fire, please follow staff's directions. Do not use the elevator.

Should it be necessary to evacuate residents to another facility, the following will be in effect:

- Arrangement of transportation
- Physician notification
- Emergency contact notification

# OLDER ADULTS AND FOOD SAFETY

An adage states, “With age, comes wisdom.” Hopefully that wisdom includes lots of good food safety information. Why? As we mature, our bodies change. Older adults become more at-risk for illness and, once ill, it can take them longer to recover.

Knowledge of safe food handling helps older adults stay healthy. Some older adults are homebound and must rely on delivered food. Others have minimal cooking experience. It’s important to understand the effect of pathogens and other microorganisms on elderly bodies. Practicing the safeguards necessary to avoid foodborne illness is the best way to stay healthy.

As people age, their bodies are less able to combat bacteria. For example, there is a decrease in stomach acid secretion, which is a natural defense against ingested bacteria. And over time, the immune system may become less adept in ridding the body of bacteria.

Too, the sense of taste or smell — sometimes affected by medication or illness — may not always sound an alert when meat is spoiled or milk may be sour.

## **What is Foodborne Illness?**

Foodborne illness, often called food poisoning, is any illness that is caused by the food you eat. Safe food handling can help reduce your risk of getting sick from food.

## **What are the Signs of Foodborne Illness?**

The signs and symptoms of foodborne illness range from upset stomach, diarrhea, fever, vomiting, abdominal cramps, and dehydration, to more severe illness — or even death. Consumers can take simple measures to reduce their risk of foodborne illness, especially in the home. If you experience the symptoms of foodborne illness, call your doctor or health care provider.

## **Guidelines for Safe Food Handling**

Experienced or inexperienced, it is just good sense for older cooks to follow up-to-date food safety guidelines.

1. Keep it safe; refrigerate or freeze all perishable food. Check your refrigerator and freezer temperatures with an appliance thermometer. Your refrigerator temperature should be set at 40 °F or below; freezer temperature should be 0 °F or below. Use a refrigerator/freezer thermometer to check the temperatures.
2. Never thaw food at room temperature. Always thaw food in the refrigerator, in cold water, or in a microwave. After thawing in cold water or in the microwave, you must cook the food immediately.
3. Wash hands with warm soapy water before preparing food. Wash hands, utensils, cutting boards, and other work surfaces after contact with raw meat and poultry. This helps prevent cross contamination.
4. Never leave perishable food out of refrigeration for more than two hours. If room temperature is above 90 °F, food should not be left out more than 1

hour. This would include items such as take-out foods, leftovers from a restaurant meal, and meals-on wheels deliveries.

5. Thoroughly cook raw meat, poultry, and fish (see the following chart of safe internal temperatures). Do not partially cook food. Have a constant heat source, and always set the oven at 325 °F or higher when cooking.

There is no need to bring food to room temperature before cooking.

## **USDA Recommended Safe Internal Temperatures**

Cook foods to the following safe internal temperatures as measured with a food thermometer:

<b>FOOD</b>	<b>TEMPERATURE</b>
Fresh ground beef, pork, lamb, veal	160 °F
Beef, pork, lamb and veal (roasts, steaks, chops)*	145 °F
*as measured with a food thermometer before removing meat from the heat source. For safety and quality, allow meat to rest for at least three minutes before carving or consuming. For reasons of personal preference, consumers may choose to cook meat and poultry to higher temperatures.	
Ham, cook before eating*	145 °F
Ham, fully cooked, to reheat	140 °F
Poultry, whole, parts or ground	165 °F
Fish	145 °F
Egg dishes, casseroles	160 °F
Leftovers, to reheat	165 °F
Hot dogs, luncheon meats, bologna, and other deli meats	165 °F or until steaming hot

### **Foods Purchased or Delivered Hot *Eating Within Two Hours?***

Pick up or receive the food HOT...and enjoy eating within two hours.

### ***Not Eating Within Two Hours?***

Keeping food warm is not enough. Harmful bacteria can multiply between 40° and 140 °F. Set the oven temperature high enough to keep the hot food at 140 °F or above. Check the internal temperature of food with a food thermometer. Covering with foil will help keep the food moist.

### ***Eating Much Later?***

It's not a good idea to try and keep the food hot longer than two hours. Food will taste better and be safely stored if you:

- Place food in shallow containers.
- Divide large quantities into smaller portions.
- Cover loosely and refrigerate immediately.
- Reheat thoroughly when ready to eat.

### ***Reheating?***

Reheat food thoroughly to a temperature of 165 °F or until hot and steaming. In the microwave oven, cover food and rotate so it heats evenly. Allow standing time for more even heating.



Consult your microwave owner's manual for recommended cooking time, power level and standing time. Inadequate heating can contribute to illness.

### **Foods Purchased or Delivered Cold *Keep Cold Food Cold***

Eat or refrigerate immediately. Cold food should be held at 40 °F or colder.

### ***The Two Hour Rule***

Perishable food should not be left out at room temperature longer than two hours. Discard food which has been left at room temperature longer than two hours. For temperatures above 90 °F, discard food after one hour.

## **Cold Storage Chart**

<b>PRODUCT</b>	<b>REFRIGERATOR (40 °F)</b>	<b>FREEZER (0 °F)</b>
<b>Eggs</b>		
Fresh, in shell	3-5 weeks	Don't freeze in shell. Beat yolks and whites together to freeze.
Fresh, whites	2 to 4 days	12 months
Hard cooked	1 week	Don't freeze well
<b>TV Dinners</b>	Keep frozen until ready to use	3 to 4 months
<b>Deli prepared convenience foods such as egg, chicken, ham, and macaroni salads</b>	3-5 days	Do not freeze.
<b>Hot dogs &amp; Lunch Meats</b>		
Hot dogs, opened package	1 week	1-2 months
Hot dog, unopened package	2 weeks	1-2 months
Lunch meats, opened or deli sliced	3-5 days	1-2 months
Lunch meats, unopened	2 weeks	1-2 months
<b>Soups and Stews</b>	3-4 days	2-3 months
<b>Vegetable or meat added</b>		
<b>Ground Meat and Poultry</b>	1-2 days	3-4 months
<b>Bacon</b>	7 days	1 month
<b>Sausage</b>	1-2 days	1-2 months
<b>Ham</b>		
Ham, fully cooked—whole	7 days	1-2 months
Ham, fully cooked—half or slices	3-5 days	1-2 months

PRODUCT	REFRIGERATOR (40 °F)	FREEZER (0 °F)
<b>Fresh Beef, Veal, Lamb &amp; Pork</b>		
Steaks	3-5 days	6-12 months
Chops	3-5 days	4-6 months
Roasts	3-5 days	4-12 months
<b>Fresh Poultry</b>		
Chicken or turkey, whole	1-2 days	1 year
Chicken or turkey pieces	1-2 days	9 months
<b>Meat or Poultry Leftovers</b>	3-4 days	2-6 months

## DINING AND NUTRITION PROFESSIONALS

The Dining and Nutrition Services team works closely with the Registered Dietician, a Culinary and Hospitality Specialist and other healthcare team professionals to provide nutritious meals and education to meet your specific needs. A dining services professional will meet with you to discuss menus and available menu choices. Three meals are served daily in addition to snacks between meals. Your special guests and others may join you for meals at an additional charge. We welcome your comments, please let us know how we are doing by emailing us at [CHRCulinary@chrmail.com](mailto:CHRCulinary@chrmail.com).

## OTHER NUMBERS HELPFUL TO OLDER ADULTS

**National Center for Nutrition and Dietetics Consumer Nutrition Hotline**  
1-800-366-1655

**Center for Food Safety and Applied Nutrition - Food and Drug Administration**  
1-888-723-3366

**American Heart Association**  
1-800-242-8721

**American Institute for Cancer Research**  
1-800-843-8114

Washington DC area only: (202) 328-7744

**American Diabetes Association**  
1-800-232-3472

**Centers for Disease Control and Prevention**  
1-888-246-2675

**Academy of Nutrition and Dietetics**  
[www.eatright.org](http://www.eatright.org)  
120 South Riverside Plaza, Suite 2190  
Chicago, Illinois 60606-6995  
Phone: 800/877-1600

## VISITORS GUIDE RESIDENT SAFETY

Resident safety is always a concern. The following tips are meant to educate you on facility protocols in place to achieve that goal. Please adopt these tips during your visits. In addition, please report any safety concerns you may have or see to any staff person in the facility. Together we can reduce the risk of accidents and provide a quality stay for our residents.

**Transfers** – many residents have medical conditions that require special assistance in transferring into and out of a chair, wheelchair or bed. Please do not assist any resident in transferring unless you have been specifically educated by facility staff on the proper techniques and equipment the resident requires.

**Wheelchairs** – each resident assigned a wheelchair has been evaluated by a licensed occupational or physical therapist to ensure the chair provides the appropriate support the resident requires. In most instances, this includes leg rests attached to the chair. Please do not assist residents (push, pull) in the chair if the leg rests are not attached. Residents who are able to move independently in their chairs may have the leg rests removed to provide additional freedom of mobility. If the resident requests or requires assistance, the leg rests must be placed back on the chair prior to assisting the resident. This is true even for short distances. The leg rests are stored on the back of each chair. Asking a resident to “keep their feet up” is not effective. Residents may fatigue and when they lower their foot onto the floor during transport can cause the chair to stop suddenly and the resident may fall forward out of the chair.

**Illness Prevention** – many residents have lowered immune systems due to their medical conditions. Please reschedule your visit if you are currently having symptoms of a cold or the flu.

**Nutrition** – residents love to receive treats as well as meals from home. Please check with the resident’s nursing team prior to providing any drinks, snacks or food. Some residents have food allergies that prohibit them from eating certain foods. Residents may be taking medications that require them to limit the amount of certain foods they eat as they may interfere with the effects of their medication. Other residents may have swallowing difficulties which require special alterations of their food prior to eating, fluid restriction or special liquid consistencies to prevent possible choking. Please be especially careful or request assistance from a staff person to microwave any food items or liquids for a resident. Residents may sustain a burn from hot foods or liquids while attempting to consume them before they have adequately cooled or by inadvertently spilling them.

**Medications/Supplements** – please notify the resident’s nursing care team of any medications or supplements the resident may ask you to provide. These include any creams, lotions, vitamins, nutritional oral supplements (Boost, Ensure), herbal supplements, antacids (TUMS), artificial tears, and even cough drops. Ingredients in these items can affect the efficacy of certain medications. Items that are cleared through the resident’s physician can be provided and will be added to the residents’ plan of care.

**Elopement Prevention** – please be cautious when entering or exiting the facility. Residents afflicted with memory impairment diseases may attempt to leave the facility along with you. If you question if someone is appropriate to leave the facility, please check with a staff person before allowing them to follow you out.

## RESIDENT RIGHTS AND RESPONSIBILITIES

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Our staff is committed to preserving, protecting and promoting your rights. You have a right to a dignified life, self determination and communication with and access to persons and services inside and outside the community. We have included a complete list and explanation of your rights in our admissions agreement. If you ever have questions or concerns about your rights, please speak with a staff member from the Social Service department and they will assist you.

Our healthcare environment is a community and we all contribute to a wholesome, safe environment for the collective benefit of all who live and work in our facility. Please talk with our Business Office staff about the resident responsibility section of your admissions agreement to ensure you are aware of your responsibilities while in our facility.

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**BROAD ACRES**  
**& COUNTRY TERRACE**

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Information in this booklet is provided to assist with preparing for a skilled nursing and/or rehabilitation stay and is to be utilized for the purpose of general knowledge and education.



We subscribe to a non-discrimination policy.  
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