

GARVEY MANOR



RESIDENT HANDBOOK

**1037 South Logan Boulevard
Hollidaysburg, PA 16648
(814) 695-5571 - Fax (814) 695-8516
www.garveymanor.org**

GARVEY MANOR NURSING HOME NON-DISCRIMINATION STATEMENT RELATED TO SKILLED NURSING CARE SERVICES

Garvey Manor complies with all Federal civil rights laws and does not discriminate on the basis of ability to pay, race, color, national origin, familial status, religious creed, ancestry, age, handicap/disability (including persons requiring assistance of support animals as a result of such handicap or disability/handlers or trainers of support animals), sex, sexual orientation, gender, gender identity or gender expression. Garvey Manor Provides free aids and service to people with disabilities to communicate effectively with us, such as:

* Qualified sign language interpreters, * Written information in other formats (large print, audio, accessible electronic and other formats); * Provides free language service to people whose primary language is not English, such as: - Qualified interpreters; - Information written in other languages.

If anyone needs such services they should contact Garvey Manor Civil Rights Coordination, which is handled through the Social Service Department by calling 814-695-5571.

If you believe that Garvey Manor has failed to provide these services or discriminated in another way based on ability to pay, race, color, national origin, familial status, religious creed, ancestry, age, handicap/disability (including persons requiring assistance of support animals as a result of such handicap or disability/handlers or trainers of support animals), sex, sexual orientation, gender, gender identity or gender expression you can file a grievance in person or by mail, fax or email with The Administrator or the Social Service Department at Garvey Manor. If you need help filing a grievance, The Garvey Manor Social Service staff is available to help you by calling 814-695-5571.

You can also file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights, Electronically at Office for Civil Rights Complaint Portal <http://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave, SW Room 509F, HHH Building
Washington, D.C. 20201 Phone: 1-800-368-1019 or 1-800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 814-695-5571.

Chinese 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 814-695-5571. **Vietnamese** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 814-695-5571.

Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 814-695-5571 телетайп

PA Dutch Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff Call: 814-695-5571.

Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

814-695-5571 번으로 전화해 주십시오.

Italian ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 814-695-5571.

814-695-5571 بوال Arabic: نوات رال لغوة الام ساعدة خدمات ن ان ال لغوة، انك رن نحدث ك بت انا م لحظة (نوات بكم ال صم هان ف -814-695-5571 ب رقم ات صلا

French ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 814-695-5571.

German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 814-695-5571.

Gujarti યન: જો તમે જરાતી બોલતા હો, તો િન: હુ ભાષા સહાય સવાે ઓ તમારા માટુ ઉપલબ્ધ છ. ફોન કરો 814-695-5571.

Polish UWAGA: Jeżeli mówisz po polsku, możesz skontaktować się z bezpłatną pomocą językową. Zadzwoń pod numer 814-695-5571.

French Creole ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 814-695-5571.

Mon-Khmer Cambodian វាយ័ត្រុន៖ បើសិនជាអ្នកកនិយាយភាសាខ្មែរ, យើងផ្តល់ជូនសេវាភាសាប្រយោជន៍ឥតគិតថ្លៃ លើអ្នកប្រើប្រាស់ភាសាខ្មែរ ច្បាប់ ៩៧ ៩៧ ៩៧ 814-695-5571.

Portuguese ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 814- 695-5571.

Garvey Manor Nursing Home Resident Handbook

DISCLAIMER

Time and effort have gone into the creation and revisions of this Handbook. We intend it to be accurate and reflective of the situations that are part of everyday life of residents of Garvey Manor. The various sections and topics of the Handbook are to provide information to acquaint residents and their families about life within our community. It also should serve as a reference after admission, if questions arise about any particular topic.

We review and make changes, when needed, in order to keep the Handbook as up-to-date as possible. While our goal is to be as comprehensive and accurate as possible, situations change and circumstances arise that may alter information that is in the Handbook. Services/amenities may be added or deleted during the course of a resident's stay with us. If we have not included something of importance, or if there are questions or concerns about anything in the Handbook or about life at Garvey Manor Nursing Home, please contact Social Service to discuss the matter.

At times, we may have to suspend, change, eliminate, add service(s) or an amenity (amenities) without prior notice. Some reasons may be:

- in response to immediate internal or external emergency or potential threatening situations,
- in order to address or protect the health, welfare or well-being of any or all residents,
- because of operational or environmental (internal or external) circumstance,
- to adhere to regulatory guidance issued by the Center for Disease Control (CDC) the Federal Center for Medicare and Medicaid Service (CMS) the Pennsylvania Department of Health, the local Department of Health, Blair County Emergency Management or any other authoritative agency with jurisdiction over operation of our facility,
- to adapt services to comply with changes, recommendation and restrictions relating to matters associated with extraordinary circumstances that may exist at any given time,
- to modify operations, services and programs that can be met by staff on duty, based on priority of residents' need for care and service.

Should segments of significant or permanent change occur, we will try to make timely and appropriate change. Residents and their primary Resident Representative will be notified of such.

We want the stay of each and every Resident at Garvey Manor to be a positive and life enriching experience. We will continue to strive to keep the residents safe, informed, engaged, active, comfortable and happy and to have families experience the same sentiments. We appreciate the fact that individuals are entrusted to our care in a time of need. Please keep open communication with us so that we can support you throughout your life experience with us.

Thank you and God bless you.



Administrator

GARVEY MANOR RESIDENT HANDBOOK TABLE OF CONTENTS

| | | | |
|---|-----|---|----|
| Welcome | I | Medical Record | 13 |
| Learn About Our Continuing Care Retirement | | Medications and Treatments | 13 |
| Community: | II | Mobility Aid | 14 |
| Garvey Manor Mission Statement | II | Motorized Mobility Aids | 14 |
| Garvey Manor Staff Commitment to Ministry | II | Newspaper | 14 |
| Our Philosophy of Care | II | Notices/Bulletins/Calendars/Newsletters | 14 |
| Our Core Values | III | Nursing Service | 15 |
| Levels of Service: | IV | Our Lady of the Alleghenies Residence (OLAR) | 15 |
| Garvey Manor Nursing Home | IV | Parking Facilities | 16 |
| Our Lady of the Alleghenies Residence | IV | Pastoral Services | 16 |
| Marian Heights Senior Living Community | V | Pets | 16 |
| Access to the Facility During Normal Hours | | Photography/Videography | 17 |
| and After Hours | 1 | Physicians | 17 |
| Activities | 1 | Plants and Fresh Flowers | 17 |
| Advance Healthcare Directives | 1 | Privacy Practices and Confidentiality | 17 |
| Agreement | 2 | Private Duty Caregivers or Companions | 18 |
| Alcoholic Beverages | 2 | Procedure to Report Suspected Abuse, Neglect, Involuntary Seclusion, Exploitation, and Misappropriation of Property | 18 |
| Beauty/Barber Shop | 2 | Rehabilitation/Restorative Services | 19 |
| Bed Hold Policy | 2 | Resident Council | 19 |
| Birthday Meals | 5 | Resident Funds | 19 |
| Cable Access | 5 | Resident Plan of Care | 19 |
| Café | 5 | Residents' Rights | 20 |
| Closets | 6 | Restraints | 20 |
| Clothing | 6 | Room Changes | 20 |
| Contact Numbers for State Agencies and Advocacy Groups | 32 | Rules and Regulations | 21 |
| Corporate Compliance | 6 | Safety | 21 |
| Decision Making | 6 | Signing Residents In and Out | 21 |
| Dietary Department | 7 | Smoking Policy | 22 |
| Discharge | 7 | Social Service | 23 |
| Emergency Preparedness Plan | 8 | Special Function Rooms | 23 |
| Family Groups | 8 | Staff | 23 |
| Financial Arrangements for Payment | 9 | Stairways | 23 |
| Fire and Emergency Drills | 9 | State Survey Results | 24 |
| Food in Rooms | 9 | Storage of Resident's Personal Belongings | 24 |
| Furniture/Fixtures | 10 | Summary of the Scope of Services | 24 |
| Gift Shop | 10 | Support Services for Disabilities | 35 |
| Grievances | 34 | Telephone Service | 26 |
| Guest Dining | 10 | Televisions | 26 |
| Guest Sign-in | 11 | Tips/Gratuities | 26 |
| Laboratory and X-Ray Service | 11 | Transportation | 27 |
| Language Services | 11 | Valuables and Personal Items | 27 |
| Lost and Found | 11 | Use of Video and/or Voice-Controlled Devices | 27 |
| Mail | 11 | Visitation Policy | 29 |
| Maintenance/Repairs | 12 | Volunteers | 30 |
| Marian Center for Dementia Care | 12 | Wireless Internet Access (WI-FI) | 31 |
| Married Couples | 12 | | |
| Medical Assistance Applications | 13 | | |

WELCOME

It is our pleasure to welcome you to Garvey Manor. As a resident or the family of a resident, you are becoming part of the legacy of caring started in 1965. We hope that we will be able to make your life more meaningful, comfortable and fulfilled because of the care and service you receive. We want you to feel at home in this, your new home.

This handbook will give you some pertinent information about life at Garvey Manor. While we have tried to include many topics that touch daily life in the Home, there may be questions or concerns that arise. Please feel free to ask the Social Service department staff if you have questions or need more information about anything. They can refer you to key persons in various departments of the Home. Through sharing of ideas, concerns and comments we will seek to keep improving our facility. Your involvement in the Home, its programs, activities and functions are an important part of life at Garvey.

Living in a congregate setting necessitates that guidelines be established and followed so that the daily flow of life can proceed in the smoothest possible manner; respecting the rights of all the residents, the staff, the facility and the general public. Your cooperation in following these guidelines is appreciated. If changes should occur, you will be notified.

At the time of admission, there are many people to meet, information to obtain, and adjustments to be made. Our staff is committed to assist in this process. Again, we want you to feel at home here at Garvey Manor. The Carmelite Sisters for the Aged and Infirm, who serve in ministry here and all the staff will do anything that we can to assist you in the adjustment so that you feel more at home.

*Garvey Manor Nursing Home
Our Lady of the Alleghenies Personal Care Residence
Marian Heights Senior Living Community*

LEARN ABOUT OUR CONTINUING CARE RETIREMENT COMMUNITY

Garvey Manor has served the elderly since 1965. The present building complex opened in 2003. Under joint sponsorship of the Diocese of Altoona-Johnstown and the Carmelite Sisters for the Aged & Infirm, the facility is a not-for-profit organization incorporated in the Commonwealth of Pennsylvania as Garvey Manor Nursing Home, Inc. The designation as a Continuing Care Retirement Community was issued by the Pennsylvania Department of Insurance in 2009.

The primary mission of the facility is residential care and services for the elderly. The Carmelite Sisters who serve in ministry, together with professional and ancillary lay staff, strive to make the philosophy of care a vital part of everyday life at the facility.

Our Mission: To promote and provide personal and professional quality of care and service in an atmosphere which reflects Christ's compassion, love and concern for the elderly.

The words of Mother Angeline Teresa McCrory, Foundress of the Carmelite Sisters ...*'to clasp the hand of an aged person and give meaning to the autumn of life'* summarize the charism behind the philosophy.

GARVEY MANOR STAFF COMMITMENT TO MINISTRY

We, the employees of Garvey Manor, have been chosen to share the love of Christ with our residents. By offering our love, concern and hope with them, and to each other, we show our dedication to respect the value and dignity of life.

Quality of life and quality of care are guided by the values of the Christian faith in the Carmelite tradition. God has blessed us with a gift and a responsibility – a ministry of love and kinship. We are rewarded with smiles, laughter, affection, wisdom, appreciation and personal fulfillment. We believe our services have become a ministry, renewing us to return God's riches in the work of our hands.

Our Philosophy of Care

The Philosophy of the Carmelite Sisters for the Aged and Infirm, as expressed in the Core Values, is the Philosophy of Garvey Manor, Our Lady of the Alleghenies Residence, and Marian Heights. The Philosophy impacts all aspects of administration and services provided. Our approach is holistic care – meeting the needs of the whole person, not just their physical needs. This palliative approach seeks to determine and relieve, on an ongoing basis, any distress the person has within the five domains of pain from which a person can suffer:

physical, emotional, spiritual, social, and familial. From the time of admission through discharge our goal is to individually improve the quality of each resident's life.

The Sisters and all staff strive to integrate the Philosophy's Core Values into all aspects of daily life.

Our Core Values:

SANCTITY OF LIFE – we believe that all life is a gift of God, sacred at all stages from conception through death. We advocate especially on behalf of the elderly who are frail and we witness to the gospel message of Jesus Christ and the teachings of the Roman Catholic Church. We acknowledge the importance of palliative care, which seeks to address and alleviate all domains of pain; physical, social, familial, spiritual, and psychological from the time of a resident's admission through discharge. Our healing ministry recognizes that sickness, suffering and death are potential occasions of experiencing God and we strive to support residents and their families through these experiences.

HOSPITALITY – providing a welcoming, person-centered, home-like environment and atmosphere is a hallmark characteristic. Showing personal warmth, love and caring reflect and give value and purpose to each resident's life. Providing Wholistic care means we encompass physical, social, psychological, emotional and spiritual needs. Guided by the tradition that views Catholic health care as an extension of the healing ministry of Jesus Christ, the physical and spiritual life journey through all stages for each resident and their family members is supported.

COMPASSION – since each person is created in the image of God, as an object of his personal love, our mission is to be genuinely loving and understanding as we bring hope, healing and comfort to all we encounter in our ministry. In the words of Mother Angelina Teresa, Foundress of the Carmelite Sisters for the Aged and Infirm, we strive to be "kinder than kindness itself."

SHARED COMMITMENT – quality care and service are a commitment of the team. The Sisters, staff, volunteers and associates share a sense of achievement, accountability, ideas, insights and wise-stewardship of resources and our legacy. Treating one another respectfully, with dignity and justice as we join together in our common Mission, enables us to move forward ever striving for excellence.

Garvey Manor is a Catholic facility. At the center of the complex, located in the main lobby, **Saint Joseph Chapel** offers a place for personal prayer and community worship. Mass is ordinarily celebrated daily and other Eucharistic devotions are held regularly. Protestant Ecumenical services are scheduled regularly. A religious atmosphere is evident throughout the facility. Persons of all faiths are welcome and each person's religious preference is respected.

The exterior of the complex includes landscaped yards and gardens with outdoor seating areas, walking paths and ample parking. The spacious, attractively decorated and furnished interior has wide hallways, comfortable common gathering spaces, a full-service beauty/barber salon,

café, and gift shop. The facility also has a large, multipurpose room known as Carmel Hall where special programs, entertainment, community events and many other functions take place. Residents' accommodations in all parts of the complex include individual heat/air condition control and window treatments. At the entrance of each resident's room, suite or apartment is a locked curio cabinet which allows residents to personalize their entrance with memorabilia or seasonal decorations. These and other amenities provide an atmosphere that enhances the residential character of the facility that is dignified and home-like.

While the physical structures are exceptionally attractive, people are the most important part of the community. Throughout the complex, mission-driven, dedicated and caring staff maintain focus knowing, the residents are not living in our facility...we are providing care and service to the residents in this, the resident's home.

LEVELS OF SERVICE

As a Continuing Care Retirement Community, we offer multiple levels of service. An advantage of being in a facility such as Garvey Manor is that residents have priority admission status into alternate levels of services if care needs dictate a change. Knowing the facility, its character, operation and staff makes it easier when transition is necessary. This adds a sense of security and peace of mind for residents and their families.

Garvey Manor Nursing Home is a skilled nursing facility licensed by the Pennsylvania Department of Health. We are certified for Medicare and Medicaid and also participate in some Health Maintenance Organization (HMO) contracts. Residents are admitted to the facility based on the need for either short-term rehabilitation or long-term care. Residents' rooms are grouped into 6 neighborhood nursing units. With the exception of three double rooms in the facility, all rooms are private and have either a private or shared half bathroom. Room size is generous, allowing residents to personalize their space with items as they wish. The atmosphere is home-like and dignified. Meeting the residents' physical, social, spiritual, and psychological needs is an ongoing, coordinated team effort. Multi-disciplinary professional and ancillary staff participates with each resident in planning care as a team. Dignity, hospitality and compassion are hallmark values staff strives to achieve.

The **Marian Center for Dementia Care** is part of the nursing facility. Two specially designed units offer person-centered care in a home-like atmosphere. The staff is trained to care for persons with dementia and provide the needed care. A comprehensive activity program helps to meet the special needs of persons with various types of dementia.

Our Lady of the Alleghenies Residence houses both the Personal Care Home and the Residential Living Apartments. The Residence is spacious, hospitable, attractive and dignified. It offers privacy, yet socialization in a community setting.

Personal Care Residence - The Residence is licensed by the Pennsylvania Department of Human Services. Eighteen individual private suites include a full private bathroom, kitchenette and spacious closets in either a studio or one-bedroom layout. Suites range from 380 to 500 square feet. Most suites can accommodate couples. Staff's attention to personal care needs of the residents supports each resident's abilities to participate in their activities of daily living

with the highest degree of independence. The common areas include a spacious lobby, an elegant dining room, a great room complete with full kitchen. These gathering spaces, plus the planned activities, foster socialization.

The **Loretto Terrace** section of the Personal Care Residence houses 12 residents in private rooms with private half bathrooms. Rooms range from 265 to 314 square feet. The more intimate design of the Terrace includes its own living room, country kitchen style dining room, common gathering area, enclosed patio and bathing spa. The Loretto Terrace staff provides assistance, supportive services, and supervision to meet individual needs.

Marian Heights Senior Living Community at Garvey Manor is an extension of Garvey Manor's Mission of caring for seniors through the development of an Independent Living Community. As a Senior Independent Living Continuing Care Retirement Community, residents are couples and individuals aged 60 and above.

Residential Living Apartments - Efficiency apartments are located within Our Lady of the Alleghenies Residence. Apartments comfortably accommodate an individual or a couple. Residents of the apartments can avail themselves of the services that are offered in the community setting, including 24-hour emergency staff response, planned activities, and access to other amenities of the Garvey Manor complex. Meal plans and housekeeping service options are available.

Marian Heights Cottages offer one-and two-bedroom cottage designs. The fully-equipped, spacious kitchens and living spaces provide ample room. One-and two-car garages, porches, and lawn areas offer the space to pursue hobbies, activities, and relaxation. The location allows convenient access to area attractions, stores, and health care services.

Marian Heights Cottages offer independent living in a private, Christian environment. Homes are designed to promote total independence, and individuals can avail themselves of the services that are offered in the community setting including Mass and other regular scheduled religious services, arranged takeout meals, and gift shop. Marian Heights is an excellent choice for the active senior who is looking for a home that will allow them to continue to live the lifestyle they desire while experiencing the comforts and security of a premier retirement community. Cottage services available include: annual housecleaning, maintenance of grounds, 24-hour emergency response, and planned activities.

Residents of Marian Heights receive priority admission to other levels of the Continuing Care Community, should a higher level of care be needed for a short- or long-term stay.

ACCESS TO THE FACILITY DURING NORMAL HOURS AND AFTER HOURS

Ordinarily, the main entrance is accessible 6:00 A.M. to 9:45 P.M., when the receptionist is on duty. To enter at other times, enter through the manual door at the main entrance. Once in the foyer, there is a doorbell with a camera and intercom on the right wall. Ring the bell and wait for staff response. All unattended doors are locked for safety and security. Staff and visitors are asked not to let other persons in when they are entering or leaving the building.

ACTIVITIES

Activity staff is ordinarily on duty seven days a week. An activity staff member is assigned to the residents on each unit, but all staff is aware of residents' needs and the variety of activities available.

The Activities department provides leisure opportunities to meet the individual resident's interests and needs. Included are materials for independent leisure activities. Common use smart televisions for resident enjoyment are located in the family room on each unit. iPads are available for resident use. Virtual visitation can be set up with the activities department. Residents have access to programming via our closed-circuit TV, channel 99. Special events and activities are displayed periodically on our Garvey Manor message channel, channel 98.

An individual activity assessment and program is established for each resident as part of the Plan of Care. The residents are offered an opportunity to explore, expand, and enjoy their interests and abilities through the use of various social, physical, intellectual, educational, and spiritual activities in creative and coordinated programs. Friends and relatives are cordially invited to attend all scheduled activities. Activities schedules are posted throughout the Manor. A monthly calendar is distributed to residents and available at the Care Base or Reception Desk for visitors. The activities calendar may also be viewed on our website, www.garveymanor.org, under the Skilled Nursing menu.

ADVANCE HEALTHCARE DIRECTIVES

As a Catholic long-term care facility, Garvey Manor has specific policies regarding care and treatment options, including end of life care decisions that are in keeping with Catholic values. Our Advance Directive Packet outlines Garvey Manor's moral and ethical positions and provides important information about advance directives such as a living will or designating a health care power of attorney. This packet is given to all residents/resident representatives prior to or at the time of admission. It is important that each resident/resident representative is aware of Garvey Manor's Advance Directive Policies, including our Resuscitation Policy. We advise that residents and their families periodically review this document and address any questions or concerns to the Social Service Department.

The Home will comply with a living will and the health care decision of a resident or resident representative to the extent that such directives are permitted by law and do not conflict with the ethical, moral, and religious directives and positions of the Catholic Church and the Carmelite Sisters for the Aged and Infirm. In the event the Home is unable to comply with a directive, the Home will assist in efforts of the resident and/or representative to transfer the resident to another facility.

AGREEMENT

The formal Admission Agreement, signed prior to admission, gives details on many aspects of residents' rights/responsibilities. Please keep a copy of this document in a safe place and refer to it if questions or concerns arise. Some topics covered in the agreement are also highlighted in this handbook. The Application for Admission, Admission Agreement, and other related documents signed prior to or at the time of admission constitute the Admission Agreement.

ALCOHOLIC BEVERAGES

Because of possible complications with medications and medical conditions, residents should not receive alcoholic beverages without staff awareness and a physician's order. Visitors are not permitted to bring alcoholic beverages into the facility for personal or resident's private use. Residents who wish to have alcoholic beverages and who have a physician's order must supply the beverage, which must be locked in the Nurse Supply Room and administered by the nurse. Occasionally, wine is served with meals by the facility.

BEAUTY/BARBER SHOP

Licensed beauticians provide service for female and male residents in our Beauty/Barber Shop. Service is provided by appointment only. Due to the volume of appointments, walk-ins typically cannot be accommodated. Appointments can be scheduled through the Team Leader or with the Beautician. Standing appointments can be arranged. Payment for services is charged through the Business Office on the resident's monthly statement. Ordinarily, the shop is open Monday-Friday. Tipping the beautician is not permitted.

BED HOLD POLICY

I. Bed-Hold Policy

1. If a resident will be absent from Garvey Manor for a period of time (at least overnight), Garvey Manor will provide the resident's responsible party with a letter explaining Garvey Manor's bed-hold policy as well as a Bed-Holding Agreement/Release of Bed Space document to review, sign, and return. The signed document will be filed in the resident's medical record. Generally, if the absence is for hospitalization, the documents will be sent via certified mail, or if for a therapeutic leave (family visits overnight or longer, vacations), the documents will be provided by a Nursing representative with the care instructions.

If the resident is paying privately, the Business Office will also promptly and verbally contact the resident's responsible party in person or by telephone to determine if the bed will be held. If necessary, the Business Office will leave a message at the phone number(s) provided by the responsible party. In this case, the responsible party will be instructed to contact the Business Office promptly at (814) 695-5571 (extensions 2132 or 2129) to indicate his or her wishes with regard to holding the bed for the resident. The responsible party can leave a voice mail indicating his or her wishes if they call after normal Business Office hours (M-F; 8:00 am – 4:30 pm). If the responsible party does not respond in person, by phone, or on a message

within 48 hours, Garvey Manor reserves the right to assume the bed is released and the resident is discharged.

The Business Office is responsible for ensuring that signed forms are returned.

2. In the event that a resident, who is responsible for his/her own medical and financial issues, is admitted to the hospital, a Social Services Representative will contact the resident to receive verbal authorization from the resident to hold or release the bed space. Documentation of the verbal authorization to hold or release the bed space will be recorded on the Bed-Holding/Release of Bed Space document and in the Social Service progress note in the resident's medical record.

If the resident is not capable to make a decision during the time of his/her hospitalization and the resident has no other designated person to make financial decisions on his/her behalf, then the bed space will be released based upon his/her payment status as described below. Documentation of this occurrence will be recorded on the Bed-Holding Agreement/Release of Bed Space document and in the Social Service progress note in the resident's medical record. Garvey Manor will allow the resident to return to the first appropriate, available bed in a semi-private room, as long as the facility can meet his/her care needs.

3. If the responsible party or resident chooses to hold his or her bed and the facility can continue meeting his/her care needs after the leave of absence, the resident will return to the same bed. The policy for billing bed holds is for:
 - A. Residents Paying Privately
 - Garvey Manor will bill the resident at the stated private-pay rate for all days of the hospitalization.
 - B. Residents Receiving Medical Assistance Benefits
 - Garvey Manor will bill Department of Human Services (DHS) for the first 15 days of the leave of absence. DHS will provide reimbursement at 1/3 of the Medical Assistance rate for these days.
 - From day 16 through the end of the absence, Garvey Manor will bill the resident at the Medical Assistance rate for these days.
 - A resident must reside in the facility for at least 24 hours between hospitalizations to begin another 15-day period as described above.
4. If the responsible party or resident chooses not to hold his or her bed, the policy for:
 - A. Residents Paying Privately
 - Garvey Manor will discontinue billing the resident as of the date of the hospital admission.

- Garvey Manor may inventory, pack, and place the resident's personal items in storage.
 - If the family / responsible party does not want Garvey Manor to pack the room, billing and payment will continue until the family / responsible party vacates the room.
 - Garvey Manor may admit another person to the released bed.
 - Garvey Manor will allow the resident to return to the first appropriate, available bed in a semi-private room, as long as the facility can meet his/her care needs.
 - B Residents Receiving Medical Assistance Benefits
 - Garvey Manor will discontinue billing Medical Assistance and, if applicable the resident portion, as of the date of the hospital admission.
 - Garvey Manor may inventory, pack, and place the resident's personal items in storage.
 - Garvey Manor may admit another person to the released bed.
 - Garvey Manor will allow the resident to return to the first appropriate, available bed in a semi-private room, as long as the facility can meet his/her care needs.
5. Generally, the process described in items 3 and 4 above will be followed in therapeutic leaves with the following exceptions:
- A. Ordinarily, therapeutic leaves of absence are scheduled in advance. Therefore, the letter explaining Garvey Manor's bed-hold policies as well as the Bed-Holding Agreement/Release of Bed Space document will be provided to the responsible party (or resident, if self-responsible) by a Nursing representative with the care instructions prior to the resident leaving the facility. The responsible party (or resident, if self-responsible) shall review, sign, and return the Bed-Holding Agreement/Release of Bed Space document.
 - B. Residents receiving Medical Assistance benefits are entitled up to 30 therapeutic leave days per calendar year. Although the Program will pay for these days, the resident is still responsible for any resident portion due as determined by the County Assistance Office.
6. The Business Office will track the receipt of signed forms and will forward them to the Admissions Secretary for filing on the resident's medical record. No activity (billing or inventory/storing personal items) will take place until a signed form is received.

II. Notification of Bed-hold Policy

1. As part of the admission process, the resident/responsible party receives documents regarding Garvey Manor's bed-hold policy. Re-issuance of the bed-hold policy will be made if the policy under the State's Medicaid plan or the facility's policy changes.
2. In compliance with the Federal regulations, when hospital transfers are necessary, Nursing staff will send written notification of the bed-hold policy with the transfer papers accompanying the resident to the hospital.
3. After a resident is admitted to a hospital, a Bed-Holding Agreement/Release of Bed Space document will be sent by certified mail from the Business Office to the resident's responsible party so that he/she can indicate, in writing, the desire to either hold or release the bed space. A copy of the signed document will be filed in the resident's medical record.
4. If the resident is responsible for his/her own medical and financial issues and is hospitalized, he/she will be contacted by a Social Services Representative, via verbal communication, to determine his/her desire to hold or release the bed space.
5. Prior to the resident leaving the facility for therapeutic leave, Nursing staff will give the resident or responsible party a letter explaining Garvey Manor's bed-hold policies as well as a Bed-Holding Agreement/Release of Bed Space document to review, sign, and return. A copy of the signed document will be filed in the resident's medical record.

BIRTHDAY MEALS

Each resident may have two guests join him/her for a meal on his/her birthday, at no cost. At least one-day advance notice is requested. Requests/reservations should be made to the Team Leader on the unit where resident resides.

CABLE ACCESS

Residents' rooms are equipped with an access port for TV cable. There is an activation fee in addition to a nominal monthly fee for those who request cable TV service. Our Maintenance staff can hook the cable to most televisions. Televisions should be cable-ready with a digital tuner. (Refer to "TELEVISIONS" in this handbook). Please contact the Social Service staff or the Admissions Coordinator if you wish to have cable access. Only Maintenance staff can initiate cable service.

CAFÉ

The Manor Café is located off the lobby, and is ordinarily open daily for snacks, beverages, and light meals. Refer to the bulletin board near the Café for hours of service. An array of candy and other snack items are also available for purchase. Residents, visitors and staff are welcome in the Café. Residents who have a Personal Fund Account in the Business Office may charge purchases.

CLOSETS

All resident rooms contain a closet for storage of the resident's clothing and other personal items. Please be aware that when storing items on the closet shelf **there must be 18 inches between the items and the sprinklers** (located on the ceiling). Each closet contains a label indicating the 18-inch mark. Please do not exceed this mark when storing items on the shelf in the closet. Items exceeding the 18" mark will be removed for safety reasons. The closet floor should be used for shoes and slippers. Excess boxes should be removed.

CLOTHING

Depending on a resident's condition, we encourage residents to be up and dressed daily. Residents should have adequate comfortable clothing for several changes. It is suggested that all clothing be durable, washable (besides coats), fit properly, and be appropriate for the season. Because of limited closet and drawer space, families are asked to take home excessive clothing or items for alternate seasons.

In order to identify each resident's clothing, a heat-sealing label system is used to mark clothing. Please bring all new clothing to the nurse on the unit so that it can be labeled. Clothing items found in Laundry or elsewhere in the facility without name labels, or otherwise unidentifiable, are maintained in a lost and found closet for a period of six months. Residents and/or family members are able to view the items in the closet in attempts to locate missing clothing items. The Unit Coordinator can assist in this process.

Ordinarily, clothing sent to the facility laundry is returned within 24-36 hours. If a family wishes to do the personal laundry for a resident, they must inform Social Service or Nursing staff and a sign will be placed in the resident's room. A hamper or laundry bag must be provided by the resident/family. Soiled clothing left in the room too long so as to smell offensive will be sent to the facility laundry. Garvey Manor discourages dry clean only or delicate hand wash only clothing and is not responsible for these items if ruined by accidental laundering.

CORPORATE COMPLIANCE

Garvey Manor promotes full compliance with all legal responsibilities applicable to it. Its Administration fosters and assures ethical conduct, and provides guidance to each employee and agent for their conduct. A Corporate Compliance Plan has been developed to help prevent accidental or intentional non-compliance with applicable laws, to eliminate the possibility of Medicare or Medicaid billing errors, to detect non-compliance if it occurs, to discipline those involved in non-compliant behavior, and to prevent future non-compliance. Concerns regarding compliance should be directed to the Corporate Compliance Officer.

DECISION MAKING

If the resident is deemed capable of decision making, the resident's input will be sought for personal decisions and signing of forms unless the resident has delegated that responsibility to another person. If the resident is determined by a Physician to be incapable of making decisions, decisions and signing of forms will be deferred to the resident representative; however, the resident's wishes regarding care, treatment, and daily routine will be considered to the degree practicable. Verification of the authority of a person to act as the resident representative is required. Social Service can assist with information regarding the process of assuring a resident has a representative.

DIETARY DEPARTMENT

A resident's diet is an important part of the overall Plan of Care. Our goal is to create dining experiences that are comparable with eating at home, while providing a wide variety of menu choices. The Attending Physician must give an order for the type of diet the resident should receive; however, we involve the resident and/or resident representative in making decisions. Meal and snack options are available 24 hours a day through our Anytime Dining Program. Menus are planned and posted in the dining room two weeks in advance. Special occasion menus are posted as they occur.

The Dietitian and Director of Dietary welcome comments to help enhance meal preparations and service. Ordinarily, the Director of Dietary or designee attends monthly Resident Council meetings or other resident meetings to address any food related concerns. Comments are encouraged at this time. A professional Dietitian is on our staff. If you wish to see the Dietitian to discuss your diet or other concerns regarding nutrition, please notify the Team Leader and your request will be attended to at the earliest opportunity.

Anytime Dining – 24 hours a day / 7 days a week – Limited Menu

MEAL TIMES:

C1/D1/C2/D2 Dining Room – Breakfast: 7:45 A.M. – 8:30 A.M.

Lunch: 12:00 P.M. – 12:45 P.M. Supper: 5:30 P.M. – 6:00 P.M.

Marian Center E1 Dining Room – Breakfast: 7:45 A.M. – 8:15 A.M.

Lunch: 11:45 A.M. – 12:15 P.M. Supper: 5:15 P.M. – 6:00 P.M.

Marian Center E2 Dining Room – Breakfast: 8:00 A.M. – 8:30 A.M.

Lunch: 12:00 P.M. – 12:30 P.M. Supper: 5:25 P.M. – 6:00 P.M.

Room Trays: Served immediately following dining room service.

Copies of menus for residents are available upon request. Menu changes will be posted on menu boards in dining rooms.

DISCHARGE

In order to properly plan for discharges, the Social Service department should be notified by the resident or resident representative when there is intent to discharge from the facility. At least seventy-two (72) hours notice prior to the date of discharge is required to prepare necessary discharge plans and ensure a safe and adequate discharge. As stated in the Admission Agreement, resident/resident representative is expected to take all personal belongings at the time of discharge. Items not taken at that time will be placed in storage at the Home's expense (excluding insurance) for a period of 30 days. For further details, refer to Storage of Resident's Personal Belongings outlined in this document and in the Admission Agreement.

EMERGENCY PREPAREDNESS PLAN

As required by regulations, Garvey Manor has a comprehensive Emergency Preparedness Plan (hereinafter referred to as “Plan”) that addresses how the facility will respond in the event of a facility or community emergency or disaster. The Plan is reviewed annually and updated as needed. In any emergency, all present in the facility must cooperate with directions and information relayed by staff or first responders.

Key components of this plan include the following:

- **All-Hazards Risk Assessment:** A committee, comprised of representatives from key departments, identifies hazards or risks that are likely to occur in the facility or geographic area. Policies and procedures are developed for such hazards/risks. Employees have access to a Quick Reference Guide that details what immediate actions are required. Depending on the type of emergency, the response would be to either:
 - **Shelter-in-place,** remaining in the facility, even if relocation to other sections of the facility is necessary for some or all residents, or,
 - **Evacuate** due to extreme conditions rendering the facility unsafe. Residents would be transferred to other health care facilities with essential items.
- **Communications:** The facility’s communication plan identifies the tools available to use and the key parties with whom we need to communicate, including, but not limited to, emergency services, residents and families, employees, physicians, vendors/suppliers. If the facility’s telephone system is not functional, communications may occur through Remind (an app which is available to residents’ families), e-mail, the website (www.garveymanor.org), and/or social media (Facebook).
- **Collaboration:** Garvey Manor is a member of a regional coalition, through which we participate in a mutual aid agreement with local and state-wide agencies for emergency support services.
- **Training and Testing:** Garvey Manor provides training to all employees upon hire, annually, and as needed. Drills/exercises are conducted regularly to practice and test the Plan. Residents and visitors may be asked to participate as able.

At all times, our primary focus is the safety of our residents, employees, and all others in the facility.

FAMILY GROUPS

On occasions, informational programs, community sponsored events or support groups are offered within the facility for family members to attend. Information is posted or sent prior to these events. We encourage families to attend programs that foster awareness of and involvement in the life of the residents at Garvey Manor. Residents and families also have the right to participate in resident and family groups in the facility. Garvey Manor will provide private space for meetings as requested.

FINANCIAL ARRANGEMENTS FOR PAYMENT

A payment source must be established prior to the time of admission and, though the payment source may change during the course of a resident's stay, a payment source must be assured throughout the resident's stay.

Information about Medicare and Medicaid eligibility is available from the Admission Coordinator and the Business Office. Residents/resident representatives who have questions about a change in financial status or the Medicaid application process should contact the Business Office. Specific criteria apply regarding financial coverage of a person's stay by Medicare Part A and items covered by Medicare Part B. Case Management/designee will contact the resident/resident representative if coverage applies or is to be discontinued and therefore will not be covered. The rights to appeal the decision when Medicare coverage is discontinued will be explained.

For a person who pays privately, room and board payments must be made in advance by the tenth day of each month. Monthly invoices are sent for room and board which includes general nursing care and basic hygiene supplies. The monthly invoice also includes charges incurred during the preceding month not covered in the basic room and board rate or not covered by Medicare or Medicaid. These charges may include personal purchases, medical supplies not otherwise covered, personal care items, beauty/barber shop services, personal dry cleaning, toll telephone calls, cable television, and direct service fees by ancillary providers not otherwise covered. Room and board rates and a supplemental charge list detailing items not covered in the basic room and board rate are provided to all residents. A 60-day notice will be given for a change in room rates or charges for items issued by Garvey Manor.

Payments for residents' charges must be made directly to the Business Office or by mail. A locked box is located on the wall outside the Business Office where payments may be securely deposited. Payments should not be left at the nursing unit, given to any employee (other than Business Office employees), or left at the Reception Desk. **Questions or concerns regarding your billing statement should be referred to the Business Office staff.** Normal hours are between 8:00 A.M. and 4:30 P.M., Monday through Friday.

FIRE AND EMERGENCY DRILLS

Fire drills are conducted at Garvey Manor on a regular basis in accordance with Federal and State Guidelines. These drills test the fire alarm system and provide continuing education of the staff and residents. Visitors who are in the building at the time of a fire or a drill are asked to remain with the resident they are visiting and follow the directions of the staff. Every precaution will be taken to provide for the safety of both residents and visitors. Residents are required to participate in the drills by following the directions given by staff.

FOOD IN ROOMS

Residents should not have food or beverages brought in without awareness of the nurse on the unit as some residents are on special diets and/or following physician's orders. Perishable food is not permitted to be stored in the residents' rooms but, with permission, may be stored in the Country Kitchen refrigerator. Items must have resident's name and date, and must be appropriately contained. Spoiled items will be disposed. Administration reserves the right to limit the amount and type of food/beverages a resident has in the refrigerator. Residents' items in refrigerators will be disposed after three days. Snack items and candy kept in

residents' rooms must be sealed or in an air-tight container. Residents and visitors may purchase food items from the Manor Café located in the lobby. Vending machines on the Concourse level are available. Open food or beverages should not be carried through the halls.

FURNITURE/FIXTURES

Garvey Manor provides a bed, dresser, nightstand, and chair for each resident room. The nightstand has an attached lamp and a drawer with a lock. The nightstand cannot be removed from the resident's room as it meets State/Federal regulations. The hospital bed in each room also meets regulation and cannot be removed. Due to fire and safety standards, we request that you check with the Maintenance department before bringing in additional furniture or electrical fixtures, such as a television, fan, lamp, etc. **All corded electrical devices must be inspected by the maintenance department prior to use in any area of the facility.**

Televisions must fit securely on the furniture provided by the facility or the resident/family. For safety purposes, larger size televisions may require the pedestal or feet to be secured to the furniture. (Refer to "TELEVISIONS" in this handbook). Residents should use earphones if the use of the TV or radio volume interferes with the privacy, comfort or rights of other residents.

The Maintenance department must hang any pictures on the wall. Excessive number of items and very heavy items cannot be hung. Due to limited space, we ask that suitcases and/or boxes not be left in the residents' rooms. Items cannot be stored under the bed or under furniture. During the Christmas season, a small artificial Christmas tree or other holiday ornaments are permitted. No live Christmas trees or wreaths are permitted. We ask that items are able to fit on the top of the dresser or nightstand. **In accordance with Federal and State Life Safety Codes, extension cords, power strips, or outlet enhancers are not permitted at any time.** Life Safety Codes, also, prohibit the use of plug-in air fresheners in the nursing home because they generate heat, resulting in the potential for fire safety concerns. Please contact the Maintenance Department should you have any questions.

GIFT SHOP

Our Gift Shop is located in the front lobby and is open daily for resident/visitor purchases. A variety of gift items, a variety of greeting cards and seasonal items are available. Residents who have a Personal Fund Account in the Business Office may charge purchases.

GUEST DINING

Family members and friends may dine with the residents, space permitting, if arrangements are made in advance with the Team Leader or the Dietary department. Space availability limits the number of guests who can be accommodated at any meal. Ordinarily guests are served in the same dining room where the resident usually has his/her meals. The number of guests a resident may have for a meal is limited to two (2) unless special arrangements are made with Administration. A fee is charged for guest meals served. One day advance notice is requested. Holiday meals require one week's reservation. Spouses of residents may dine for one meal a day at no fee, but prior arrangements are still needed. Reservations and payment for guest meals can be made at the Reception Desk or charged to the resident's account.

GUEST SIGN-IN

All visitors and business persons are asked to sign-in at the electronic kiosk upon entry and to sign out when leaving the building. The electronic kiosk requires the visitor's name, telephone number (cellular phone numbers preferred), answers to screening questions (as needed), and resident/employee being visited. This information is accessed in the event of an emergency requiring evacuation to identify individuals who are present in the building.

LABORATORY AND X-RAY SERVICE

We have laboratory services available to collect specimens on the premises, as ordered by your physician. A mobile x-ray service can do many x-rays and other tests within the facility. If a test cannot be performed in the Manor, arrangements will be made for transport to a hospital or other facility where it can be performed. Fees for services are billed directly by the provider.

LANGUAGE SERVICES

Garvey Manor is committed to providing the highest quality of care and service, including effective language assistance services. Applicants and residents with limited English proficiency have the right to receive, accurate and timely, interpretation services, free of charge. The privacy of the individual will be maintained. Such services include qualified interpreters and qualified translators for translation of written content in paper or electronic form. Interpretation services may be provided through qualified bilingual/multilingual staff, phone interpretation services and video remote interpretation service. Social Services can provide assistance should an applicant or resident require such services.

LOST AND FOUND

Items found are held at the Reception Desk for a limited period of time. Some valuables may be secured in the administrative lockbox until they can be placed in the business office during normal business hours. Valuables are kept in the Business Office for a **limited period of time**. If you lose items, other than clothing, you may check with the Receptionist, Business Office, or Social Service Department.

MAIL

Mail is delivered in bulk to the facility by the U. S. Postal Service. Mail is sorted within a reasonable time and distributed by staff to residents in their rooms. Outgoing mail can be deposited into a locked mail drop box located in the front lobby. The Postal Worker empties the box when mail is delivered to the facility. Small packages with postage affixed can be left at the Reception Desk for pick up when the mail is delivered. First class postage stamps are available for sale at the Reception Desk or in the Gift Shop. Residents or resident representatives requesting mail to be forwarded will be billed for related costs.

MAINTENANCE/REPAIRS

Our Maintenance staff can perform simple repair and routine maintenance of residents' personal items with permission of the resident/resident representative. The Unit Coordinator or Team Leader should refer items in need of repair to the Social Service Department to receive verbal authorization for the Maintenance Department to repair the item. Garvey Manor is not responsible to service or repair personal electrical items owned by residents, including televisions, telephone, radios, etc., though simple checking and adjusting may be possible. The facility has limited resources available for service or repair of personal electronic devices such as cellular phones, tablets, and computers. Requests for such service should be directed to the Social Service staff to determine if our staff has the expertise and knowledge to address the concern. Cost of repair by outside contractors is the responsibility of the resident. Batteries replaced in personal items will be charged to the resident.

MARIAN CENTER FOR DEMENTIA CARE

It is the philosophy of the Marian Center to admit residents who are experiencing various stages of dementia. A warm, home-like environment along with compassionate and professional staff offers an atmosphere of security, hospitality and loving attention. Person centered care including nursing care, psychosocial services, and therapeutic activity programs, enhance the quality of life and self-esteem of residents. Families are an integral part of the interdisciplinary team, which addresses the needs of each resident in a wholistic manner.

The resident will be monitored for continued appropriateness for the Marian Center. As dementia progresses, resulting in cognitive, physical, emotional and psychosocial changes, the Marian Center environment and special activity program may no longer be beneficial for a resident. At that time, the resident representative will be contacted to discuss a transfer of the resident from the Marian Center to another unit of Garvey Manor. The resident representative signs the Marian Center Acknowledgement form at the time of the resident's admission to the unit. This form explains the purpose of the unit and the potential for the resident to be transferred off the Marian Center when he/she no longer requires such unit. Behavioral changes may occur that place the resident or others at risk for injury. Should this occur, the Interdisciplinary Team will assess and may determine that relocation of a resident to another area of Garvey Manor is necessary. The Global Deterioration Scale for Assessment of Primary Degenerative Dementia along with the professional assessments of the Administrative Staff may be used to determine appropriateness of placement.

MARRIED COUPLES

Unless it has been determined to be medically contraindicated by the resident's Attending Physician, husband and wife (when both are residents of the facility) may share a double room if both spouses consent and a room is available. When the Attending Physician determines that it is medically contraindicated for husband and wife to share a room, the reason will be documented in the medical record of each spouse and separate arrangement will be made as soon as possible. When a spouse visits, every effort will be made to provide privacy when requested.

MEDICAL ASSISTANCE APPLICATIONS

The Medical Assistance (MA) application process can be complicated and processing time can be lengthy. Garvey Manor staff can be of great assistance in the application process. Please notify the Business Office at least six weeks prior to the need for Medical Assistance benefits, so that the application process can be initiated.

MEDICAL RECORD

The Medical Record of each resident is the collective set of documents outlining the summary of all care and services provided during a resident stay at Garvey Manor. The privacy of the medical record is maintained under the guidelines established by HIPAA (Health Insurance Portability and Accountability Act). The resident/resident representative may review the medical record upon request. Adequate notice must be provided with this request and release of information must be in compliance with facility policy. Because the resident medical record maintained at Garvey Manor is the property of Garvey Manor, review of the record must be under the supervision of a staff member. Should a copy of all or part of the medical record be requested by the resident or resident representative, authorization must be obtained and conditions of the release of information will be reviewed with the party requesting the information. A search and retrieval fee, as well as a per page fee, for copies of records is applicable in most circumstances. Records that belong to another entity, such as an acute care hospital or a consultant physician office, must be acquired from that entity. Garvey Manor is not permitted to release those records as they are not property of Garvey Manor.

MEDICATIONS AND TREATMENTS

All resident care, including administration of medications and treatments, are provided at the direction of the resident's Attending Physician in compliance with facility policies and routine practices. Medications are ordered from a pharmacy that complies with all state and federal requirements for the distribution of drugs and biologicals. Once delivered, these medications are placed in a locked medication unit and dispensed as directed by the physician. Because there are state and federal regulations that certain standards of practice be followed in the storage, labeling, and distribution of medications, medications brought in from home or brought in by family members will not be accepted for use in the facility if the label and dosage does not match the current physician order. At the time of admission special circumstances will be considered regarding previously filled prescription medications. Residents have the right to obtain their medications from a pharmacy of their choice as long as the pharmacy can comply with the expectations as listed in Garvey Manor's Alternative Pharmacy Services Policy (information reviewed upon request).

Residents have the right to refuse a medication, treatment or procedure. Education on the potential outcomes of such decisions will be provided as appropriate. The Attending Physician will be notified of these decisions and the refusal will be documented in the resident's medical record. If a resident wishes to self administer medications and is capable of doing it safely, the request must be approved by the Attending Physician.

Garvey Manor's Consultant Pharmacist reviews the medication regimen of each resident on a monthly basis to ensure federally mandated standards for medication administration in long-term care facilities are maintained.

MOBILITY AID

Residents who are not able to walk, or who cannot walk long distances, usually require a wheelchair. Residents who use a wheelchair on a regular basis should have their own chair. Chairs must be fitted to the resident's size and specific needs. If a resident owns a wheelchair, staff will check it for appropriateness for use. If the resident does not own a chair but needs one, Nursing or Restorative staff will assist with procuring or issuing one for use. Garvey Manor is required to provide wheelchairs to residents receiving Medical Assistance benefits. Residents who are privately paying are responsible for purchasing their own wheelchairs (which may not be covered by their Medicare coverage). Residents who are receiving therapy services may be temporarily issued a facility wheelchair for short-term use if an appropriate chair is available. Transport chairs are available on each unit for residents who only need occasional wheelchair transport. These chairs must be returned to a common area after use so they are available for others.

MOTORIZED MOBILITY AIDS

Residents may utilize motorized mobility equipment (scooters or wheelchairs) as means of locomotion within the facility so long as the rules of operation are followed, the operation of the equipment does not impose on the health and safety of the resident or others, and use of the equipment does not impose undue financial or administrative burden on the facility. All residents requesting to utilize motorized mobility equipment must agree to participate in a 'Motorized Equipment Safety Orientation.' The facility reserves the right to restrict or limit use of motorized mobility equipment in certain locations or circumstances if the resident demonstrates unsafe operation or does not follow the rules of operation. Purchase, maintenance and repairs to motorized mobility equipment are the responsibility of the resident and/or their resident representative. Any damage to the facility property or other individual's property incurred from the operation of the motorized equipment must be paid for by the resident operator or resident representative. Inquiries into the use of such equipment should be directed toward Nursing Administration or the Social Worker.

NEWSPAPER

The *Altoona Mirror* is delivered to Garvey Manor every day. Residents who wish to subscribe can make arrangements directly with the *Altoona Mirror* or may request the assistance of Social Services. The newspaper bills the resident/family directly for subscriptions. Delivery of other publications is usually through the U.S. Mail.

NOTICES/BULLETINS/CALENDARS/NEWSLETTERS

Administration approval is required for the posting or distribution of notices, bulletins, calendars or newsletters. Various items are posted or available throughout the facility for resident, family, and staff information/interest. Required notices are posted on the first floor of the Nursing Home, beside the Social Service office. The Residents' Bill of Rights is posted on each unit, as are activity calendars and special notices. Information regarding employment and staff notices is posted in the Human Resources office or in the dock area at the employee entrance. Most recent state survey results are available in the Main Lobby and at the entrance to the C-1 Unit.

NURSING SERVICE

Nursing staff is on duty 24 hours a day. The Nursing department consists of several components combined to create a team to best meet the residents' overall needs. The Nursing staff consists of the following:

- Director of Nursing and Assistant Director of Nursing are responsible for oversight of all aspects of the Nursing department.
- Clinical Care Coordinator is responsible for the overall coordination of care on the Nursing units.
- Nursing Supervisor is responsible for physician contacts, emergency care, family contacts and overall staff supervision.
- Team Leader is the nurse assigned to each unit. The Team Leader dispenses medications, completes treatments, oversees the routine aspects of care, and supervises direct care staff.
- Certified Nursing Assistant (CNA) is the resident's primary caregiver. Each resident is assigned to the care of a primary aide who is responsible for the care of residents on each shift. Alternate and relief aides cover assignments when primary aides are off duty.
- Skin Care Coordinator is the registered nurse responsible for evaluating and managing issues regarding resident skin care.
- Restorative Nurse is the registered nurse responsible for assessing resident physical functioning and managing programs that address those needs.
- Registered Nurse Assessment Coordinator (RNAC) / Licensed Practical Nurse Assessment Coordinator (LPNAC) works with the physician, staff, residents and families to develop the plan of care through a comprehensive assessment process.
- Unit Coordinator assists residents and families with the organization of the residents' rooms and personal affects, labels clothing, and performs other services.
- Unit Secretary schedules appointments and testing for residents, arranges transportation, and coordinates and maintains the order of the medical record.
- Care Helper assists on the units, but does not provide direct care. Assist with wheelchair transport, bed making, meal service, activities, etc.

Together, the nursing team, under the guidance of the Director of Nursing and the Assistant Director of Nursing, strive to provide the highest quality of care for each resident. Care and attention to the personal needs of each resident in a dignified, professional, yet loving manner is a hallmark at Garvey Manor.

OUR LADY OF THE ALLEGHENIES RESIDENCE (OLAR)

While all parts of the facility are interconnected and provide a wonderful indoor walking/touring environment for residents and families when strolling, some portions of Our Lady of the Alleghenies, especially the large sitting rooms and other common areas, are intended for use by residents living in that portion of the complex. Any nursing home resident requesting to visit in OLAR, independently, will be individually assessed for appropriateness and safety. Residents of OLAR receive priority admission to other levels of the Continuing Care Community, should it be needed for a short- or long-term need.

PARKING FACILITIES

The parking lots closest to the building afford parking spaces for visitors. Handicapped parking spaces are designated. The area in front of the main entrance is for pick-up and discharge only. We ask that vehicles are not left unattended at the entrance. Visitors park at their own risk and vehicles left over night or longer without prior Administrative knowledge are subject to being towed at the owner's expense.

PASTORAL SERVICES

Garvey Manor strives to provide psychosocial and spiritual care to its residents through Pastoral Services. The Chaplain, Carmelite Sisters, and other Pastoral Services staff assist in pastoral services by visiting residents, especially when they are ill, and provide spiritual support by their presence and prayers. Parish Priests, Ministers, and Rabbi are welcome to visit residents to offer additional pastoral support.

St. Joseph's Chapel is located off the Main Lobby. As well as being a place for liturgical services, it is a place available for quiet prayer for anyone who wishes to visit. Services are scheduled in the chapel only with the approval of Administration. Residents, of any faith, are welcome to attend services in the chapel. Families of the residents are welcome to attend services, provided space is available. Space may be limited by the number of residents attending a particular function.

Ordinarily, the Sacraments of the Catholic Church are reserved for residents who are of the Catholic faith. Mass and reception of the Eucharist for those who are able to attend Mass are ordinarily available daily. The Eucharist is available for those who do not attend Mass. The Sacraments of the Sick and Reconciliation are scheduled at various times as noted in the weekly Bulletin or can be arranged upon individual request.

Other Catholic liturgical and paraliturgical services are held on a regular basis. A schedule for Recitation of the Rosary, First Friday devotions, Eucharistic Adoration, Holy Hour and other special devotions are announced and listed in the weekly Bulletin. Ecumenical Services for residents who are not of the Catholic faith are regularly scheduled in the Chapel, as listed in the weekly Bulletin. Other functions, such as Bible Study are also scheduled.

Channel 99 on all televisions in the facility is dedicated to the continual chapel broadcast via closed circuit television.

PETS

Residents are not permitted to keep pets in their rooms for health, safety, and sanitation reasons. Pets may visit, accompanied by a friend or family member. Pets may not walk freely while in the facility, but must be under control of a responsible person when visiting. Noisy or aggressive pets are not permitted in the facility. Any pet accidents in the building or on the grounds, created by pets, must be cleaned by the responsible person bringing the pet to the facility. Garvey Manor retains the right to refuse to let a pet in and/or to request a pet be removed. Pets coming into the facility must be properly immunized. The owner must present immunization records upon request of Administration. No pets are permitted in the dining rooms or Café.

PHOTOGRAPHY/VIDEOGRAPHY

Garvey Manor and Our Lady of the Alleghenies Residence respect our residents' right to privacy and dignity and maintain compliance with all state and federal laws and regulations governing such.

We will not post pictures/videos of our residents in any printed publication or on any social media outlet without their express, written permission.

We ask that anyone who visits our facility comply and not take and/or post photos/videos of residents to whom they are not related, even if the unrelated resident appears only in the picture background. In addition, if you wish to utilize personal technology such as Face Time, Skype, etc. during a visit with your family member, we ask you ensure no other residents are within view.

PHYSICIANS

Each resident must have an Attending Physician who agrees to follow the care of the person while a resident of the Manor. Attending Physicians must obtain privileges to practice at Garvey Manor and must agree to follow the established guidelines for physician services to residents as required by the Pennsylvania Department of Health, Medicare regulations, and Garvey Manor's policies. Garvey Manor does not retain staff physicians. A Medical Director is retained for oversight of the medical care rendered and as an advisor to Administration on medical services. If a resident wishes to change his/her Attending Physician, the Social Service Department can provide a list of physicians credentialed at Garvey Manor from which the resident can choose, and personally contact the physician. There cannot be lapse in coverage by a physician.

Garvey Manor permits the use of Resident Physicians (Medical Students) under the supervision of the Attending Physician. The use of Physician Assistants or Nurse Practitioners is also acceptable, within the limitations of their practice.

A physician's order is required for a consulting physician to see a resident in or out of the facility.

PLANTS AND FRESH FLOWERS

Plants and fresh flowers are permitted in resident rooms, but because of limited space, they must be able to be appropriately placed on furniture or a stand. Plants/flowers should not be placed on the floor. Items that may be considered poisonous if ingested or hazardous to confused/disoriented residents may be removed from rooms by staff; these include but are not limited to poinsettia and daffodils. Residents or families are responsible for the care of plants. Staff will dispose of dead flowers and plants. Live wreaths and live Christmas trees are not permitted.

PRIVACY PRACTICES AND CONFIDENTIALITY

In the course of associating with other residents, residents and families may become aware of personal, medical, and other information relating to residents here at Garvey Manor. This information must be kept confidential. Regulations require us to protect the personal health information of the residents; therefore, staff cannot give information about residents to anyone, unless that person is authorized to receive that information. Issues of confidentiality

prohibit the release of personal or medical condition to those without a right to know based on the limitations of the Health Insurance and Portability and Accountability Act (HIPAA). Questions or issues concerning residents should be referred to the RN Supervisor, Team Leader, or the Social Service Department. Nursing Assistants or other staff should not be questioned regarding a resident's condition.

If it is desired that a particular person(s) have access to a resident's protected information, the resident (who is deemed competent by the attending physician), or the resident representative, must complete an *Authorization to Use and Disclose Health Information* form. This form identifies persons who are permitted to receive information, but it does not authorize those persons to dictate care in any way. Garvey Manor staff is not permitted to provide information to anyone other than the resident's representative and those persons listed on the authorization form. Names can be added and deleted from the form throughout the resident's stay; contact Social Service in this regard. A copy of our Privacy Policy is provided to the resident upon admission and is available upon request.

PRIVATE DUTY CAREGIVERS OR COMPANIONS

Private companions for residents are permitted as long as the established guidelines are followed and they do not interfere with residents' rights, care or safety. Prior to being used, arrangements for the use of private companions must be made through the Social Service department and coordinated with the Nursing department. An *Acknowledgement of Receipt of the Guidelines for Private Companions* must be documented. Although private companions are permitted, they are not permitted to provide care in any way. The purpose for the use of private companions is for companionship for the resident. Please note that Garvey Manor is held to standards as set forth by the Health Insurance Portability and Accountability Act (HIPAA) regarding maintaining the confidentiality of the resident records. Access to this information is therefore protected and not necessarily shared with the designated private companions.

Garvey Manor will not be responsible for the payment or scheduling of the private companions. The private companions are subject to supervision and direction by Garvey Manor Nursing and Administrative staff.

PROCEDURE TO REPORT SUSPECTED ABUSE, NEGLECT, INVOLUNTARY SECLUSION, EXPLOITATION, AND MISAPPROPRIATION OF PROPERTY

Garvey Manor is dedicated to the protection of the rights of all residents. This includes the right to be free from any form of abuse, neglect, involuntary seclusion, exploitation, or misappropriation of property. The facility shall ensure each resident's right in a three-part program of: 1) prevention 2) detection and 3) investigation.

Any person observing or suspecting any type of abuse (including staff, families of residents, visitors, contractors, or private companions) should report the issue immediately. Reports of alleged abuse, neglect, involuntary seclusion, exploitation, or misappropriation of property should be directed to the Nursing Supervisor or the Social Service department. The person reporting the incident should do so without fear of reprisal.

REHABILITATION/RESTORATIVE SERVICES

Physical Therapy, Speech Therapy, and Occupational Therapy are available in the facility when prescribed by the Attending Physician. The therapist must determine if a resident is a candidate to receive therapy. Restorative Nursing programs are available upon assessment of the resident's needs. In order to maintain the privacy of the residents, observation of therapy sessions by resident representative/family members can be arranged by appointment only.

RESIDENT COUNCIL

Garvey Manor recognizes Resident Council as an important resident group, promoting self-worth and self-determination. Resident Council provides residents the opportunity to voice ideas, suggestions, and concerns and to contribute to the operation of the facility. Ordinarily, Resident Council meetings occur once a month in Carmel Hall or in another private area of the facility as warranted. Notice of the meeting is posted on each unit via the activity calendar with the approval of the group. A representative from the Social Service department, approved by the group, serves as the facilitator for the meeting. If approved by the group, any staff, visitors, or other guests may attend the meetings.

RESIDENT FUNDS

A resident who is capable of making his/her own decisions may select how he/she will manage personal funds. If the resident or responsible party chooses to deposit personal funds in the facility, the funds will be held, safe guarded and managed as follows:

1. Funds are placed in the Resident Fund Account, which is separate from the facility funds. Resident funds are not commingled with any facility funds.
2. Separate records are kept of each resident's funds in accordance with generally accepted accounting principles. This individual financial record is available to each resident and/or his/her responsible party upon request. Pro-Rata interest is credited to each account.
3. The facility will notify the resident and/or responsible party when the amount in the resident's account reaches \$200.00 less than the dollar amount determined by the State eligibility plan and of the fact that the amount may cause the resident to lose eligibility for State funding, if such is applicable.
4. Upon discharge or death of a resident with such an account, the facility will convey the resident's personal funds and a final accounting of such funds to the individual administering the resident's estate within 30 days.
5. No charges are imposed against the personal funds of a resident for any item or service for which payment is made under the Medicare or Medicaid program.

RESIDENT PLAN OF CARE

The Plan of Care (or the Care Plan) is the formal, written program, which outlines the needs and interventions for each resident. Multiple disciplines work in conjunction with the physician to assess each resident and identify ongoing needs and issues in the development of an individualized Care Plan. The Care Plan is established on admission and a copy of this initial Care Plan is sent to the resident and/or the resident representative soon after admission. The Care Plan is expanded with ongoing evaluation of the resident's condition following the

resident's admission, and revised at least every three months or sooner as dictated by the resident's condition. The review of the Care Plan is discussed at the prescheduled Care Plan Conference. Resident and family participation are vital; therefore, they are invited to attend and participate in this process. The resident's representative will receive notification via mail of the scheduled date for the Care Plan Conference. Any resident or family concerns that arise between scheduled conferences should be addressed immediately with the RN Supervisor, as the time devoted to the resident at the Care Plan Conference may not be appropriate and may interfere with the time reserved to address the resident's condition and the formal Plan of Care. Some issues are difficult to address if not taken care of at the time of the concern, so we encourage ongoing communication with the RN Supervisor.

RESIDENTS' RIGHTS

Every resident has certain rights guaranteed by State and Federal regulations. A copy of these rights is given at the time of admission, posted on each nursing unit, and available from Social Service upon request. Resident Rights and associated policies are reviewed at Resident Council meetings. Residents/resident representatives are notified of changes to the rights.

RESTRAINTS

This facility, in accordance with Federal and State laws, has adopted a stringent policy regarding the use of physical and chemical restraints on residents. Our philosophy is to provide residents with the highest possible quality of care and independence by being permitted to take "the normal risks of everyday life". Restraints used in an attempt to remove normal risks violate the rights of residents; greatly reduce their quality of life and present significant physical and psychological risks themselves. In some cases, equipment, reclining chairs, or otherwise commonly used supplies can be identified as a restraint depending on an evaluation of the resident's current condition and the equipment in question. The facility may identify equipment as not appropriate (based on the finding it is a restraint for that resident), and therefore may decline use of the equipment in the Plan of Care. Refer to the Restraint Policy Statement provided at the time of admission.

ROOM CHANGES

During the course of a resident's stay it may be necessary to make a room change due to various reasons. The resident and/or resident representative will be notified as soon as possible before a change in room assignment is made. Written notice, including reason for the room change will also be given as soon as possible. Requests for a room change should be directed to the Social Service department. Residents who occupy a private room with a private bath may be required to move in order to accommodate a resident with special needs requiring such accommodations. At the time of completion of admission paperwork, all residents/resident representatives will sign a form acknowledging understanding that the Pennsylvania Medical Assistance (MA) per diem provides for semi-private room accommodations (unless a private room is medically necessary). They are informed that if the resident is residing in a private room and receiving MA benefits, the facility may request a room transfer to a semi-private room. Should the resident/resident representative choose to remain in the private room they will be responsible to pay the daily difference in room charges between private rooms and semi-private rooms. This form is also given to the resident/resident representative at the time of application for MA.

RULES AND REGULATIONS

By becoming a resident, you, your representative, or responsible party agree that the Home may, to maintain orderly and economical operations, adopt reasonable rules and regulations to govern the conduct and responsibilities of the residents, staff and visitors. The resident and his/her representative or responsible party, agree to follow those rules and regulations and hereby acknowledge that he or she has been given a written copy of such rules and regulations in the form of the Resident Handbook. It is understood that the Resident Handbook may be amended from time to time as the Home may require. Any changes to the rules and regulations shall be given to the resident in writing.

To preserve the value of the Home's property for future residents' use, the resident agrees to use due care to avoid damaging the Home's property and premises. The resident shall be responsible for the costs of repair or replacement of the Home's property damaged or destroyed by the resident. However, the resident shall not be responsible for such damage as is to be expected from ordinary wear and tear.

The Home encourages the resident to have a home-like environment and will attempt to accommodate all reasonable requests to individualize resident rooms. For safety reasons, the Home must approve the use of any electrical devices, any addition or rearrangement of furniture, hanging of anything on the walls or other similar activities.

SAFETY

Our residents' safety is a prime concern of everyone at Garvey Manor. To help prevent accidents, always call a member of the Nursing staff for assistance. Do not attempt any action that may result in an accident. Family members and friends are asked not to transfer residents to or from bed, chair, wheelchair or toilet. Our staff has been educated to perform these duties. Unsafe conditions, hazards or other safety concerns should be brought to the attention of the staff. Residents/families may be asked to refrain from some practices that may be safety hazards.

The Safety Committee, made up of representatives of various departments, reviews issues related to resident, visitor and staff safety. Concerns related to safety or any environmental hazard can be referred to the committee through the Social Service department.

SIGNING RESIDENTS IN AND OUT

For safety, security and care related reasons; staff must know the whereabouts of each resident. Residents must have a physician's order to leave the premises for an outing. The Team Leader must be informed in advance of intentions to take residents out of the building, so that proper arrangements can be made, Leave of Absence (LOA) form completed, and medications administered if necessary. When a resident leaves the facility on an outing, please inform the Team Leader at the time the resident is leaving the unit, also sign the LOA form and sign the resident out and in (upon return) on the form provided at the Reception Desk. The responsible person must receive education regarding the resident needs, medications, and limitations (and will sign and receive an instruction sheet regarding this education) before taking the resident from the facility. Overnight visits must be arranged in advance, as a physician's order must be obtained and medications must be prepared for administration during the absence. No overnight outings are permitted if a resident is receiving skilled

services, being covered under Medicare Part A, or an HMO skilled services plan.

Staff must know if any resident leaves the building, even only to sit outside or walk on the property. A resident who leaves the premises or a safe area without authorization of a staff member is considered to have eloped: a condition reportable to the Department of Health and subject to citation of deficiency of the facility for failure to maintain safety of residents. In order to avoid any problems in this regard and to assure the safety of our residents when they leave the building, the following procedure is to be followed:

- Families who take residents outside must inform the nurse on the unit and the receptionist, when on duty. He/She should also be informed when the resident comes back in. The receptionist should be given the resident's name when leaving the facility and upon return.
- If family members accompany residents out to doctor visits, etc., the person must sign the resident out at the front desk as they are leaving, and sign the person in when returning.
- Residents transported by ambulance or ambulance van services are not signed in or out. In these cases, the nurses on the units are responsible for awareness of residents' absences from the building.

SMOKING POLICY

Garvey Manor is a smoke and tobacco-free building and the exterior is smoke-limited. Provisions for those residents who use smokeless tobacco or smoke cigarettes, cigars, pipes or electronic cigarettes are provided at designated places outside the facility. Residents who smoke are expected to abide by this facility policy and by posted notices.

Residents who wish to smoke or use smokeless tobacco must agree to follow the facility's rules regarding smoking/tobacco use at the facility. The residents who wish to smoke must read, sign, and abide by the smoking agreement. This agreement requires the facility to perform a comprehensive assessment on the resident's abilities and limitations regarding the activity of smoking. Restrictions to smoking may be imposed based on the findings of the assessment.

Residents may smoke in the following designated smoking areas:

- For residents:
 - Enclosed Courtyard near C-1 dining room (not during winter weather)
 - Off the front porch across driveway at bench
 - Far side of the front porch (during inclement weather only, designated by sign)
 - Far side of the Main Courtyard at designated place
 - Smoking in the Marian Center Courtyard (only if a resident of the Marian Center)
- For visitors:
 - Bench near ash receptacle across driveway from main entrance
 - Main Courtyard where ash receptacles are provided

Those residents who are assessed capable and responsible to do so may smoke unsupervised in a designated smoking area. Smoking material and lighting devices will be held under lock and key for residents who are assessed as requiring supervision. Staff person will assist resident to light smoking device and will then collect items after use to be secured. When a resident who requires supervision requests to smoke, he/she will be taken by a staff person at reasonable intervals to a designated smoking area. (At night and during inclement weather, the staff person may choose to take the resident outside and then remain inside the

building to observe the resident who is outside smoking.) Residents must be appropriately attired when going out to smoke. All persons who smoke are expected to properly dispose of ashes, butts, and matches and to consider the non-smokers would be present in any given area. The cooperation of residents, visitors, and staff in the implementation of this smoking policy will assist Garvey Manor to be successful in maintaining a smoke-free/tobacco free building.

SOCIAL SERVICE

Garvey Manor provides medically related social services to help residents attain or maintain the highest practicable physical, mental and psychosocial well-being. The primary role of the Social Service Representative is to act as a liaison between the staff and resident and/or family, in matters such as counseling, adjustment, personal relationships, financial and legal matters, discharge planning, etc. The Social Service staff is ordinarily available Monday through Friday, 8:30 A.M. to 4:30 P.M.

SPECIAL FUNCTION ROOMS

On occasion, residents' families may wish to use a room within the Garvey Manor complex for a special family function. Several rooms are ordinarily available. If a family member wishes to arrange a special function, inquiries can be made through the Director of Activities. Space limitations and date availabilities may limit use of the Manor. Garvey Manor does not provide private catering; however, families can make arrangements with an outside caterer if desired.

STAFF

Garvey Manor employs a wide range of qualified staff in various departments to serve residents' needs and maintain the operation of the facility. Staff is screened prior to hire, trained and receives orientation appropriate for their positions and levels of responsibilities. Direct Care and Maintenance/Security staff is on duty 24 hours per day. The following is a list of the various departments:

| | | |
|---|-----------------------------|----------------------|
| Administration | Activities | Admissions |
| Beauty/Barber Shop | Business Office | Dietary Service |
| Housekeeping/Laundry | Human Resources (Personnel) | Infection Prevention |
| Maintenance/Security | Nursing Service | Social Services |
| Quality Assurance/Performance Improvement/Staff Development | | Volunteer Services |

STAIRWAYS

Ordinarily, residents are not to use stairways. Residents who are able and wish to use the stairs should discuss this with the Nursing Supervisor. The doors to our staircases are equipped with a keypad control system for the safety of our residents. Visitors who are able and wish to use the stairs can acquire the code from a staff member. In the event of a fire or other emergency, which activates the emergency alarm system, the door will automatically unlock.

STATE SURVEY RESULTS

The most recent Department of Health Survey results are available for review in a designated place in Lobby and across from C-1 Care Base. Any surveys, certifications, and complaint investigations from the three preceding years are available for individual review upon request. If you have questions about the survey results, please ask a member of the Social Service staff to assist you.

STORAGE OF RESIDENT'S PERSONAL BELONGINGS

In the event of transfer, discharge, eviction, or death of a resident, the resident or resident representative is contacted within 24 hours to arrange the inventory and retrieval of the resident's personal belongings. If the resident's personal property is not claimed or removed at the time, the Home will place the personal property into storage. After completing an inventory, the home will place the Resident's property in storage for a period of 30 days at the Home's expense (excluding insurance). After 30 days, the Home will send a notice to the Resident's representative via certified mail informing the representative that if the items in storage are not removed within 14 days of receipt of the letter, the Home may dispose of the Resident's property. (See the Admission Agreement for additional details).

SUMMARY OF THE SCOPE OF SERVICES

Garvey Manor determines the scope of services it provides. As a skilled care facility, we provide 24-hour care, which includes routine nursing care measures under the direction of the resident's attending physician and the plan of care developed in conjunction with the resident/resident representative and the interdisciplinary team. Routine nursing care includes those measures that are considered part of the course of daily living and also special treatments, medical management, various levels of rehabilitation and restorative care, pain management, and palliative care. Care and services are given by a team comprised of nursing personnel; Registered, Practical Nurses, and Certified Nursing Assistants, and multidisciplinary staff which includes professional, paraprofessional, and nonprofessional staff.

Garvey Manor admits persons it is reasonably certain it can care for to meet their physical (nursing/medical), social, spiritual, and psychological needs. In order to properly plan for the care of each resident, current medical information and a complete medical history must be obtained from the attending physician and possibly from other health care providers. Full disclosure of the medical and psychiatric history is required. Failure to disclose information can result in breach of the Admission Agreement and result in the resident's discharge.

Garvey Manor contracts with a hospice provider. A person seeking admission, or a current resident or resident's representative may request services of a hospice provider; however, certain criteria set by Medicare regulations and by particular hospice providers, must be met before a person can be considered eligible and placed on hospice benefits. To receive more information or to request an evaluation for possible hospice services, please contact Social Services. Garvey Manor does not provide ventilator or respiratory care. We are not able to care for persons who have bariatric conditions that require special equipment or devices that are beyond the weight limitation of the Manor's equipment or fixtures. The Manor has limited abilities to care for persons with psychiatric conditions or conditions that result in behavioral manifestations that are excessively disruptive or can become a danger to the resident or to others.

A person with a disease in the communicable stage may not be able to remain at the Manor. Professional assessment of a resident's condition, including consultation with physicians and persons with experience in infection control, may result in the need to transfer the resident to an acute care setting for the duration of the communicable stage of the condition.

Some other limitations of care may exist. Administration of the Manor must be reasonably certain it can meet each resident's care needs without risk to the resident, to other residents and/or to staff. Communication with all of a resident's health care providers is crucial to the coordination of care. Nursing Administration must be informed prior to a change in the service a resident is to receive, especially if a resident is planning to return to Garvey Manor after a stay at the hospital or other acute care facility. If a resident requires, or desires care or a service that Garvey Manor does not provide, Social Service staff will make every effort to assist the resident to transfer to another facility where the service can be provided.

Providers of Service – Required use of contractual providers

As a Medicare/Medicaid certified facility, the Manor has contractual agreements for the provision of services by ancillary providers that may be billed to Medicaid or Medicare under Medicare's consolidated billing requirements. By choosing Garvey Manor, the resident/resident representative acknowledges that the right of choice of providers is determined by the ancillary providers the Manor has chosen. Residents/resident representatives cannot privately arrange for providers to render services to residents while at the Manor. The contractual providers at Garvey Manor currently include, but are not limited to: **Flagship Rehabilitation** for skilled therapy and **UPMC Altoona** for in-house specimen collection/processing. Specific providers are also contracted for mobile x-ray imaging for diagnostic testing and oxygen therapy. Residents will be informed if there are changes in Garvey Manor's contractual providers. Specific questions regarding the provision of services should be addressed prior to readmission to the Manor after a hospital or rehabilitation center stay. A resident has the right to choose a pharmacy provider as long as the pharmacy meets the criteria outlined in our pharmacy services policy. Garvey Manor contracts with and recommends the use of **Thompson's Pharmacy** for pharmacy service since this is the pharmacy that conducts required monthly review of medication regimen and supplies emergency medications. Garvey Manor contracts with **Pinnacle Hospice** for hospice services. If a resident or resident's representative wishes to use a different hospice service, prior authorization must be obtained by administration.

Providers of Service – Optional use for health care services

Garvey Manor offers the option for residents to receive service in-house by some health care providers who have arrangements with the Manor to render their services to residents within the facility. These providers will bill the residents or, if applicable, Medicare or other insurance directly for their services. These services include: Podiatry, Dental, Vision, Audiology, Psychology, and Psychiatry. If a resident chooses not to use the health care providers who come to the facility, they may receive these services from a variety of providers at their offices in the local community. The RN Supervisor must be informed before a resident receives service from a health care provider. An order from the Attending Physician is required. It is important that proper documentation is maintained in the resident's medical record for any service the resident receives from a health care provider.

Medicare HMO Contracts

Garvey Manor maintains agreements with **Security Blue** and **UPMC Health Plan** as Medicare HMO's. Other HMO Agreements may be in place. We advise that residents make it known if they participate in a Medicare HMO or are considering changing insurance coverage as this may affect their choice of Garvey Manor as their long-term care facility.

TELEPHONE SERVICE

Telephone service is available in all resident rooms. An activation fee is charged for those who request phone service. Residents are responsible for providing their own telephone. All calls are made and received through the Garvey Manor phone system. Calls can be made directly by dialing the number "8" before the phone number. All incoming calls come through the switchboard from 6:00 A.M. to 10:00 PM. The Nursing staff answers and will transfer calls received at other times. The staff can arrange access to a phone for private conversation, if a resident does not have phone service in his/her room. Social Service can provide assistance should a resident require the use of auxiliary aids such as Telecommunications Relay Services (TRS). Residents are subject to charges for toll calls.

TELEVISIONS

Residents who wish to have a television must supply their own unit. The Maintenance staff must inspect televisions for safety, prior to use and must attach the television to the cable. (Refer to "CABLE ACCESS" in this handbook).

Televisions must fit securely on the furniture provided by the facility or resident/family. For safety purposes, larger size televisions may require the pedestal or feet to be secured to the furniture. Televisions cannot be wall or ceiling mounted.

Please be cautious when selecting televisions for resident use. Most televisions available for purchase are "smart" TVs, which connect to Wi-Fi and have access to cable, applications, and streaming services (which require account log-ins). Some residents have difficulty navigating the use of "smart" TVs. Our IT Technician can assist with connecting such devices to our Wi-Fi, but any access to accounts that require a username and password is the responsibility of the resident and/or the resident representative.

Residents must be considerate of others when using televisions. If volume is loud enough to be heard and be a disturbance to others, the door to the room must be closed and/or a hearing device, purchased by the resident, must be used to provide the resident with headphone sound.

Televisions for common use are available in the Family Rooms. Residents and families must be considerate of others present in the Family Rooms if these televisions are used for personal station choices.

TIPS/GRATUITIES

Staff receives fair compensation for services rendered. We ask that tips, gratuities, or loans not be offered. Staff is obligated to report gifts and monies received. Failure to do so can result in staff disciplinary action up to termination. Small tokens of appreciation can be given at Christmas or on special occasions and only with prior approval of administration. We ask that if a resident or family wishes to acknowledge the staff, they provide a special treat for all staff on the unit rather than giving individual gifts.

TRANSPORTATION

Occasions arise when a resident leaves the facility for a personal outing or for a medically related appointment. When residents are able, families may transport residents in private vehicles. The resident must be able to stand in order to transfer to the vehicle seat.

When a resident does not require the services of an ambulance, but is wheelchair dependent, transportation can be arranged by various means, including wheelchair accessible van transport provider. The Unit Secretary should arrange van transportation for medical appointments. Whenever possible, family members should accompany a resident for appointments outside Garvey Manor. Staff is not always available to escort and most residents need to have someone with them on van transport trips. Transportation for special family occasions should be arranged through the Team Leader, RN Supervisor, or Social Service.

When a resident is medically in need or, in the opinion of the Nursing staff, cannot be transported by other means, ambulance transport will be required. When possible, the transport will be by the service for which the resident has a membership, but on occasion, another service may be necessary. In a medical emergency, 911 emergency transports will be requested; however, the responding ambulance service may not be the company for which the resident has a membership.

VALUABLES AND PERSONAL ITEMS

It is recommended that large sums of money and valuables not be kept in residents' rooms and any money/valuables kept in the room are secured. Each resident room has a nightstand with a locked drawer. Upon admission the Social Service representative or designee will offer a key to the nightstand to those residents who are capable of understanding the purpose of and how to use the key to the locked drawer. When the key is not in use, it will be secured in the lock box in the medication room on the unit. The resident will have 24-hour access to the key and his/her personal belongings. It is the responsibility of the Team Leader or R.N. Supervisor to retrieve and secure the key. Should the resident decline to secure the key in the lock box, he/she may keep the key on his/her person. One key to each drawer is issued. If the key is lost and must be replaced, a fee may be charged. Emergency access to the drawer can be provided by the Maintenance Department. In some instances, residents may be offered an additional lock box to secure items should they desire. Emergency access to the additional lock box can be provided by Administration only. Residents also have the opportunity and are encouraged to place money in the resident fund account in the Business Office.

USE OF VIDEO AND/OR VOICE-CONTROLLED DEVICES

The facility recognizes each resident's right to utilize video and/or voice-controlled devices while living within our facility. It is the facility's intention to provide residents with the ability to use such devices, while maintaining a living and work environment that provides confidentiality, privacy, compliance with regulations and laws, and safety/security.

This policy applies to all residents who use or intend to use a video and/or voice-controlled device on facility premises. Further, the facility shall comply with all regulations and laws in its use of facility-owned devices.

Voice-controlled devices (hereinafter referred to as device or devices) include any device, including smartphones, or application (currently developed or which is developed after the implementation date of this policy) that can record and/or transmit data when activated. This

includes, but is not limited to, digital assistants (such as Dot or Echo hardware using Alexa software, HomePod using Siri, Facebook Portal with Alexa built in, etc.); voice-controlled devices and smartphone applications (such as Siri, Google Now [“Ok Google”] or Alexa on phones, tablets, etc.); internet-connected toys that might record and transmit; operating systems/applications (such as Windows 10, Cortana, etc.) that allow voice commands and/or have video capability.

The facility recognizes and notes that some cellular phones/smartphones have the capability to record and/or transmit data like a device as described herein. Residents and/or their legal representatives are notified that, if the resident possesses and intends to use his/her cellular phone/smartphone in a manner similar to such a device, he/she is required to comply with this policy in the use of such cellular phone/smartphone.

Residents residing in Garvey Manor (also referred to as “facility”) intending to use video and/or voice-controlled devices must comply with the facility’s requirements using these devices and ensure that use of the devices comply with local, state, and federal laws and regulations.

Typically, such devices are to be used only in the resident’s room. On occasion, circumstances may warrant the use of a device in a common area. In such situations, staff will ensure, to the degree possible, the resident’s right to privacy and dignity. If concerns arise regarding residents’ use of devices, Garvey Manor will consider the following:

- Whether the use of these devices violates laws or regulations. Most states, including Pennsylvania, have wiretap laws which prohibit the knowing or intentional recording of a person’s voice or disclosure of the recording of a person’s voice without their consent. These laws are addressed by informing affected individuals that such a device may be in use. Capturing a person’s image without the person’s knowledge or consent, may also be against the law depending on reasonable expectations of privacy and the interest of the person taking the image;
- Whether the use of such devices compromises the privacy, confidentiality, or right of other residents; and,
- If the use causes undue burden.

Garvey Manor reserves the right to revoke the use of such devices if used in a manner not in compliance with laws, regulations, or facility policies. Residents will be notified in writing of the facility’s decision to deny the continued use of such devices, including the reason for denial.

Residents may not use video and/or voice-controlled devices in a shared living space unless both residents agree to the use of the device and the device is used in a manner that is sensitive to the roommate’s care needs and right to privacy and confidentiality. Residents shall be prohibited from utilizing a video and/or voice-controlled device to record audio.

Facility-owned devices, which require a password to access the camera function, are used upon admissions to capture photos for identification, safety, and security purposes. Such devices also may be used for activity purposes and for therapeutic interventions for individual residents (or their representative) who have acknowledged and agreed to such use. When facility-owned devices capture images or video of the resident, facility staff (IT Technician or Activities staff) will be responsible to ensure that only residents who have granted permission will be photographed or recorded and to delete images or recordings on a regular basis, preferably immediately after the activity or permanently at least after 30 days.

Garvey Manor will display written notification in areas where video and/or voice-controlled devices are in use. Notification will inform guests and staff that video and/or voice-controlled devices are in operation.

Garvey Manor will notify employees, contractors, and volunteers upon hire and during training sessions that the facility permits residents to use video and/or voice-controlled devices, and as such, they may be video recorded by such devices during the course of their employment/service.

Resident concerns related to the use of such a device should be directed to the Social Service staff. Information regarding the use of video and/or voice-controlled devices is included within the Notice of Privacy Policy.

VISITATION POLICY

This Policy conforms to the Mission and Philosophy of Garvey Manor and the Carmelite Sisters for the Aged and Infirm and specifically reflects the philosophy values of hospitality and compassion. Garvey Manor recognizes that each resident has the right to receive visitors of his/her choosing 24-hours a day.

The facility recognizes the importance of maintaining residents' contact with family, friends, clergy, and the community. Therefore, each resident has the right to receive visitors 24 hours a day, as he/she permits, unless medically contraindicated to protect the health of all residents, staff, and visitors. In such circumstance, the degree of visitation restrictions will be dependent upon the scope and severity of the infection/disease.

Garvey Manor will provide immediate access to any resident by:

- Any representative of the Secretary of State
- Any representative of the State
- Any representative of the Office of State Long Term Care Ombudsman
- Individual physicians
- Any representative of the protection and advocacy systems, designated by the State, and as established under the Developmental Disabilities Assistance and Bill of Rights Act of 2000
- Any representative of the agency responsible for the protection and advocacy system for individuals with a mental disorder established under the Protection and Advocacy for Mentally Ill Individuals Act of 2000
- Resident representative

Garvey Manor will provide immediate access to a resident by immediate family and other relatives of the resident, subject to the resident's right to deny or withdraw consent at anytime.

Garvey Manor will provide reasonable access to a resident by any entity or individual that provides health, social, legal, or other services to the resident, subject to the resident's right to deny or withdraw consent at any time.

Unless otherwise permitted by the resident, in order to protect the resident's dignity and privacy, visitors may be required to wait while the resident (or roommate) is receiving treatment, undergoing examinations, and/or receiving personal care.

Each resident has the right to visit in his/her own room unless the visitation would infringe on the rights of his/her roommate. The facility reserves the right to change the location of a visit if such visit infringes upon the rights of other residents in the facility.

Various areas are available throughout the facility for visitation.

Each resident has the right to refuse visitors. Such documentation will be recorded in the resident's medical record should a resident or resident representative express a desire to deny visitation by person(s) and a *Person of Interest* form may be completed and appropriate

disciplines made aware.

Should a visitor become disruptive, the appropriate disciplines and/or administration will address such incident(s) with the visitor, the resident (if capable) and the resident representative (if not the disruptive visitor). Attempts will be made to resolve any issues without further infringement on visitations. Protective Services may be contacted should there be concern for the resident's safety or wellbeing. Garvey Manor's solicitor may also be consulted. Law enforcement may be called.

Garvey Manor reserves the right to deny access or provide limited and supervised access to a visitor if it has been determined that he/she:

- has abused, exploited, or coerced a resident;
- has committed criminal acts such as theft; and/or
- is under the influence of drugs and/or alcohol and behavior is disruptive

Any incidents of a visitor's disruptive behavior will be documented in the resident's medical record.

Each resident or resident representative is informed of the visitation rights, including the right to receive visitors whom he/she designates including, but not limited to a spouse (including same sex spouse), a domestic partner (including same-sex domestic partner), another family member, or a friend as well as the right to deny or withdraw consent at any time.

Each resident or resident representative is informed of his or her visitation rights and Garvey Manor's policy and procedures, including any clinical or safety restrictions or limitations on such rights consistent with Federal/State Regulations when he/she is informed of resident rights at the time of admission.

The main entrance is accessible between the hours of 6:00 am and 9:45 pm. After hours, visitors will need to ring the front door bell and an employee will provide access.

All visitors must sign and out at the electronic kiosk located in the main lobby.

Adequate space is available in the nursing home and main lobby for visiting. Residents living in the nursing home and their guests are encouraged to visit in these areas. Common spaces in Our Lady of the Alleghenies Residence (OLAR) are generally for the use of personal care residents and guests. Any nursing home resident requesting to visit in OLAR, independently, will be individually assessed for appropriateness and safety.

For guests visiting from out of town, certain area hotels and motels may offer a special rate for visitors of Garvey Manor residents. These rates are available by reservation only. Please contact the local hotels for information.

Any limitations or restrictions on visitations as a result of clinical or safety reasons will be communicated to the resident(s) or resident representative(s) in a manner easily understood.

Inquiries concerning visitation and access to the facility should be referred to the Social Service Director or the Administrator.

VOLUNTEERS

Garvey Manor is fortunate to have very dedicated volunteers. Senior and junior volunteers serve in many capacities to help enhance residents' services. Family members are encouraged to volunteer; helping especially with activities and outings. If you desire the help of a volunteer or wish to become a volunteer please contact the Volunteer Coordinator.

WIRELESS INTERNET ACCESS (WI-FI)

Garvey Manor provides wireless internet access free of charge for those residents and visitors who have computers or devices that support wireless technology. Settings for access to this service can be obtained from the staff. Residents are responsible for any computer equipment in their room, including hardware and software installation, repairs, and support. Residents are strongly encouraged to obtain and keep current virus protection for their computer/device and to use the Internet appropriately, avoiding any use of socially inappropriate sites that could compromise the facility's network. Garvey Manor reserves the right to block sites that are illegal in nature under state or federal laws or regulations or which may create a security concern for the facility's network and to discontinue this service availability at any time.

This free service is an open network provided for your convenience and its use is at the user's own risk. It is available to the general public, and is NOT INHERENTLY SECURE. The facility cannot and does not guarantee the privacy of the user's data and communication while using this service.

CONTACT NUMBERS FOR STATE AGENCIES AND ADVOCACY GROUPS

The resident and/or resident representative should be aware of the telephone numbers of Local and State services:

PA Department of Health
Johnstown Field Office
184 Donald Lane #1
Johnstown, PA 15904
814-248-3129

Quality Assurance Complaint
Hot-line 1-800-254-5164
Email: c-ncomplai@pa.gov

Adult Protective Services
Blair Senior Services
1320 12th Avenue, Altoona, PA 16601
814-946-1235 1-800-245-3282 814-949-4856 (TDD)

Disabilities Rights Pennsylvania
Pittsburgh Office
429 4th Avenue
Suite 701
Pittsburgh, PA 15219
412-391-5225 412-467-8940 (TDD)
Email: drnpa-pgh@drnpa.org

Pennsylvania Protection and Advocacy, Inc.
301 Chestnut Street
Suite 300
Harrisburg, PA 17101
1-800-692-7443
Direct number: 717-236-8110
Email: drnpa@drnpa.org

Pennsylvania Aging and Disability Resource Center Help-line
1-800-753-8827

Medicaid Fraud Control Unit Hotline
866-379-8477

Department of Human Services Helpline
866-286-3636 814-946-7111

Blair County Ombudsman Program
Blair Senior Services
1320 12th Avenue
Altoona, PA 16601
814-946-1235 1-800-245-3282 814-949-4856 (TDD)
Direct number: 814-296-6336

Office of the State Long-Term Care Ombudsman
Pennsylvania Department of Aging
555 Walnut Street
5th Floor
Harrisburg, PA 17101-1919
717-783-8975

Blair County Mental Health/Behavioral
Health/Intellectual Disability Programs
423 Allegheny Street
Suite 441B
Hollidaysburg, PA 16648
814-693-3023, Ext. 1480

Home and Community Based Services Waiver for Individuals 60 years and older

- Blair Senior Services
1320 12th Avenue
Altoona, PA 16601
814-946-1235 1-800-245-3282
- Office of Long Term Living Bureau of Participant Operations
1-800-753-8827

Midpenn Legal Service
171 Lakemont Park Blvd.
Altoona, PA 16602
814-943-8139

GRIEVANCES

Any resident, resident representative, family member or resident advocate may voice a grievance regarding care and treatment which has been given as well as care and treatment that has not been given, the behavior of staff and other residents and other concerns regarding the resident's stay in the facility without fear or threat of reprisal in any form. A complaint may be filed with the State Survey Agency concerning any suspected violation of state or federal nursing facility regulations, including but not limited to resident abuse, neglect, exploitation, misappropriation of resident property in the facility, non-compliance with the advance directives requirements and requests for information regarding returning to the community. Residents have the right to file grievances orally (meaning spoken) or in writing. Grievances may be filed anonymously.

Grievances may be filed with Garvey Manor's Grievance Officer:

- Beth McCalpin, Director of Social Services & Marian Center
814-695-5571 1037 S. Logan Blvd., Hollidaysburg, PA 16648
Email: bmccalpin@garveymanor.org
- Alicia McCulley, Social Service Representative
814-695-5571 1037 S. Logan Blvd., Hollidaysburg, PA 16648
Email: amcculley@garveymanor.org

Grievances will be reviewed within two business days of being filed (subject to extension due to facts and circumstances of complaint).

Residents have the right to obtain a written decision regarding the grievance.

Independent entities you may file a grievance with:

- Pennsylvania Department of Health Johnstown Field Office
184 Donald Lane, #1, Johnstown, PA 15904
814-248-3129
Quality Assurance Complaint Hot-line 1-800-254-5164
Email: c-ncomplai@pa.gov
- Office of the State Long-Term Care Ombudsman
Pennsylvania Department of Aging
555 Walnut Street, 5th Floor, Harrisburg, PA 17107-1919
717-783-8975
- Blair County Long-Term Care Ombudsman
Blair Senior Services
1320 12th Avenue, Altoona, PA 16601
814-946-1235 1-800-245-3282 814-949-4856 (TDD)
Direct number: 814-296-6336

- Adult Protective Services
Blair Senior Services, 1320 12th Avenue, Altoona, PA 16601
814-946-1235 814-949-4856 (TDD) 1-800-245-3282 (24hrs/day)
- Disabilities Rights Pennsylvania Pittsburgh Office
429 4th Avenue Suite 701, Pittsburgh, PA 15219
412-391-5225 412-467-8940 (TDD)
Email: drnpa-pgh@drnpa.org
- Pennsylvania Protection and Advocacy, Inc.
301 Chestnut Street, Suite 300, Harrisburg, PA 17101
1-800-692-7443
Direct number: 717-236-8110
Email: drnpa@drnpa.org

SUPPORT SERVICES FOR DISABILITIES

If you have an intellectual disability, a physical disability or other disability that **occurred before the age of 22**, you may be eligible to receive support services that would help you to live with your family, in your own apartment or in another community setting. You may also be eligible for specialized services. **If you have an intellectual disability call 717-772-6507 for more information. If you have another disability (other than an intellectual disability or mental illness) call 717-397-1841 for more information.**

If you have mental illness (**other than dementia**) and you **do not** need nursing facility services, you may be eligible to receive support services that would help you to live in your own apartment, in a group home or another community setting. **For more information call 717-772-7617 or 1-877-356-5355.**

If you are not satisfied with the response you receive, you may contact **Disability Rights Pennsylvania (Pittsburgh Office)** at **412-391-5225 412-467-8940 (TDD)** or email: [**drnpa-pgh@drnpa.org**](mailto:drnpa-pgh@drnpa.org).

PERSONS YOU SHOULD KNOW

Administrator – ext. 2108
Assistant Administrator – ext. 2107
Mission Effectiveness Coordinator – ext. 2109

Admission Coordinator – ext. 2110

Activity Director – ext. 4007
Assistant Activity Director / Volunteer Coordinator – ext. 4009
Activity Staff – C1/D1 – ext. 3170
 C2/D2 – ext. 3226
 E1 – ext. 5146

Beauty/Barber Shop – ext. 3006

Chaplain

Chief Financial Officer – ext. 2131
Bookkeeper – ext. 2132
Reimbursement Specialist – ext. 2129
Reimbursement Advocate – ext. 2128

Clinical Care Coordinator – ext. 3267

Corporate Compliance Officer – ext. 2131

Director of Dietary – ext. 2023
Dietitian – ext. 2012

Development Director – ext. 2123

Director of Housekeeping & Laundry – ext. 2032

Human Resources Director – ext. 2010

Infection Control Nurse – ext. 3233

Director of Nursing – ext. 3135
Assistant Director of Nursing – ext. 3265

Maintenance Director – ext. 2029

Director of Quality Services & Staff Development / HIPAA Officer – ext. 4015

Pastoral Care Coordinator – ext. 2135

Resident Assessment Coordinator – C1/D1/E1 – ext. 3266
 C2/D2/E2 – ext. 3298

Restorative Nurse – ext. 4014

Social Service and Admissions Director / Marian Center Director / Grievance Officer – ext. 5220
Social Worker – C1/C2/D2 – ext. 3149
Social Service Representative / Grievance Officer – D1/E1/E2 – ext. 5219

Unit Coordinator – C1/D1/E1 – ext. 3170
Unit Coordinator – C2/D2/E2 – ext. 3226

Unit Secretary – ext. 5120

Please contact the Receptionist or view the facility's website (www.garveymanor.org) for names of key personnel.