

RESIDENT HANDBOOK



THE LADIES' HOME OF OSWEGO, INC
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WELCOME TO THE LADIES HOME

We would like to extend our warmest welcome to you and your family and assure you that your health and comfort are our prime consideration. We are glad to have you join our family and hope you will feel at home.

We are dedicated to serving your needs, answering your questions and helping you (help yourself) in any way we can. Your comfort is our greatest pleasure.

All the staff at the Ladies' Home encourages your independence. We will be happy to also lend a helping hand when it is needed.

This booklet was designed to help you and your family understand the home, and how it is maintained.

STAFF

The staff is available twenty-four hours a day to assist you. Please let us know if there is any way we can help you to make your stay as pleasant as possible. Administration is on call to their staff at all times.

- **Administrator**-- has charge of the Home and observes that all Department of Health regulations are being upheld. The Administrator works under the direction of the Ladies' Home Board of Directors. The Administrator is available weekdays to answer any questions or help solve problems you, your family or staff may have.
- **Assistant Administrator**-- runs the kitchen, orders supplies and supervises staff and maintenance. Duties include training all staff, make sure all safety checks are complete, double checks medications and charts for accuracy. Will stand in the administrator's absence.
- **Head Resident Care Aide (HRCA)**-- duties include your medical and medication management and assisting the resident care aides. They contact your doctor of any changes in your health. Contact the Head Resident Care Aide if you feel you need assistance in any of these areas. The HRCA is on call twenty-four hours a day / seven days a week.
- **Resident Care Aides (RCA)** -- shifts are 7am-3pm, 3pm-11pm and 11pm-7am. They hold current First Aid Certification and have been trained to

assist you with your medications and your bathing. They are directed to help you help yourself, 24 hours a day. They change your linen and wash your laundry.

- **Activities Coordinator**-- arranges activities for the residents. The Activities Coordinator maintains the Personal Allowance Accounts and will help with your shopping and making arrangements for the hairdresser. The Activities Coordinator is also the volunteer coordinator.
- **Cooks** -- are here from 7am to 7pm to prepare food for the diet ordered by your physician.
- **Housekeeper** -- vacuums and dusts your room. Your room will be "spring cleaned" every six months.

NO TIPPING

New York State mandates and prohibits the solicitation or acceptance of tips or gratuities either in cash or kind by any employee from any resident, their family or friends. Please do not put our staff on the 'spot' by offering tips or gifts; they can lose their jobs if they accept.

BEFORE YOU MOVE IN

You have made quite a decision! We know it was not easy but please be assured that we are here to help you through the transition. Please ask questions, we would be more than happy to help in any way we can. Please be assured that everyone who has moved into the home over the years has had similar feelings to yours now. The residents you are joining all have had a transitional period. Like you, they felt a little unsure of themselves and what they would encounter. If you ask any one of them today, they would say that it is their home and they are very comfortable.

Some important papers need to be signed before you move in. When signing these documents, most new residents feel more comfortable to have an interested family member or close friend with them, perhaps the person who may help you with your finances.

TELEPHONE & CABLE

You may wish to install a telephone in your room. Most rooms have a telephone jack so it's just a matter of you or your family calling the phone company to hook up, you may even be able to keep the phone number you have now. The phone company will need to know your room number.

If you need the phone infrequently, you may consider using our phone for occasional calls. Please remember that the Ladies' Home phone is a business phone and needs to be kept clear during business hours. You may be charged for your long distance calls.

You may have your own television in your room. Please call the local cable company if you wish to contract with cable for reception. We have a large television that is on cable in the parlor for your pleasure also.

CHANGE OF ADDRESS

You will need to change your address. The post office has forms that are easy to fill out and send. It is important to remember to notify the Social Security office also, even if your social security check is directly deposited into your bank account.

MEDICATIONS

Your medication needs to be packaged on blister cards that will fit in our medication cart. This includes your current medications from home. Blister packs help us keep track of your medication, helping us avoid medication errors. It is very important for your doctor to be aware of all medications you are taking, including over the counter ones. Family and friends are not to bring you any medication or nutritional supplements after your initial admission.

YOUR ROOM

You are encouraged to decorate and furnish your room to your liking with fire codes in mind. All rooms are to be kept orderly by the resident. The resident will put their clothes away or in their hamper and make their bed daily if able.

Please ask the aide if you need assistance. The housekeeper will vacuum and dust regularly.

Feel free to entertain in your room. You may not block your door; staff must have access to you in the event of an emergency. You may lock your room when you leave it. We will be glad to hold the key you room so it won't be misplaced. Lockable storage is available in each resident's room.

MOVING IN

It is preferable that you move in early in the week. We have full staffing on weekdays and we will be able to address those little things that come up. We will be able to fill prescriptions and contact the doctor if we have any question.

Arrangements can be made for your family or moving service to move the bulk of what you would like to bring over the weekend. They can use any entrance that would be convenient and the elevator will be made available

WHAT TO BRING

Your room measures approximately ten feet by twelve feet. It will typically hold a single bed, your favorite easy chair, a dresser or two, a small table, a lamp and a small chair. Please feel free to bring your pictures for the walls to hang on nails. Please do not bring more than what will fit in your room*

- Washable clothing that has been marked with your initials. Seven or eight outfits are sufficient.
- A warm coat, boots, hat, scarf and mittens or gloves.
- Slippers and shoes should have hard bottoms and closed toes and heels.
- Linens (towels, bedding) if you wish.
- Shampoo, non-medicated powders and lotions, soaps, teeth cleaning supplies and something to bring these items to the bathroom.
- A laundry basket.
- Television set, radio, clock, electric fan and telephone.

** If you are lacking in some of these things, the Ladies' Home has items stored for your use. Ask staff if you need anything.*

DO NOT BRING

- Any over the counter medications such as Roloids, corn plasters, medicated powders and ointments from home, etc. All medications need doctor's orders. Arrangements can be made to package your prescriptions in blister packs by a local pharmacy.
- Do not bring slipper socks, soft-soled or slide slippers due to falls they may cause.
- Excessive amounts of clothing (7 - 8 outfits is good).
- No throw rugs on carpeted floors.
- No electric blankets, space heaters, cooking devises, extension cords over six feet and no multiple adapters. Heating pads need a doctor's order.
- No food is to be kept in rooms (bugs & vermin).
- No large amounts of cash and / or valuables.
- No suitcases.

SAFETY

- Throw rugs over rugs are prohibited.
- Excessive accumulations of combustible materials are prohibited. Combustible materials are not to be stored over the radiators.
- Cords and telephone lines are not to cross over walkways.
- One extension cord per resident is allowed. This extension cord must be UL approved, no longer than six feet and only one cord in length (you may not plug one extension cord into another). Extension cords must not be run through holes in walls, ceilings or floors; through doorways, windows or similar openings; attached to building surfaces; or concealed behind or under walls, ceilings floors or floor coverings. **No more than one appliance may be plugged into an extension cord at any time.**
- Power strips similar to those used for computers may be used in lieu of extension cords but no more than four items may be plugged in. **Only four items may be plugged into one power strip.**
- Multiple adapters may not be used at any time.
- The Home reserves the right to inspect any electrical appliance for safety prior to resident's use. Hazards will be pointed out and corrected. Portable electric heaters (includes electric blankets) are prohibited.
- Exits, including windows are not to be obstructed at any time. You may not block your door when you are in your room. "Plastic storm windows" are not allowed.

- Monthly Fire Drills are conducted at the home. It is very important that residents participate in the drills so that if there is an emergency all residents and staff know what is expected of them.
- Smoking is permitted only in designated areas. Resident smoking is allowed only under the direct supervision of staff. All cigarettes and lighting devices are kept in a locked cabinet and dispensed by staff.
- Call bells are accessible at all times in resident's rooms and bathrooms for the event of an emergency and are to be used only in an emergency.
- Water temperature may go as high as 120 degrees Fahrenheit in some areas of the Home. All showers are supervised and the aide will help you adjust the water temperature.
- In the event of a power outage, the Home remains functional with heat, lights and emergency systems. If we need to evacuate the Home because of an incident that affects only the Home, residents will be moved next door to the Church or to the Church of Christ on 481 until emergency services clears the Home as safe. We will try our best to keep families informed.
- In the event we have a city or countywide incident that requires total evacuation of the Home, we have an agreement with another adult home in Ithaca called Longview. Residents will be housed there and our staff will continue to provide personal care until other arrangements can be made. We will do our best to keep your family informed.
- Cleaning supplies are not allowed in resident rooms.

PERSONAL CARE & SERVICES

PERSONAL HYGIENE

We will schedule you for a weekly bath or shower and shampoo. We can arrange a day or time that will be convenient for you. You must take your bath or shower on your scheduled day unless the Administrator or the nurse determines it that it would be ill advised. You may have more frequent showers if you desire. Please let the aide know your wishes.

The aide will assist you with bathing including adjusting a comfortable water temperature for you. Our water temperature is 120 degrees or lower. The aide will help you if you would like reminders for other personal care needs such as caring for your teeth or personal cleanliness items.

BEAUTY SALON

Your hair may be washed in the shower or you may wish to take advantage of the services of the hairdresser who visits the home weekly. The Activities Coordinator will help you make arrangements for an appointment.

BATHROOMS

Bathrooms are for all the residents use. There are a total of four, two upstairs and two downstairs. You may use any bathroom that is convenient for you. There are private areas to wash up in each bathroom. The aide will assist you with your shower or bath but you may wash up whenever it is convenient for you.

Visitor's bathroom is available on the first floor.

LAUNDRY

All worn washable clothing and linens will be collected by the aide on your scheduled bath / shower day for laundering. Though all your laundry is washed separately from other resident's, it is important that all your articles of clothing be marked with your initials; perhaps your family can help you with this. The aides will wash, dry and fold your laundry and put fresh linens on your bed weekly. You will put your clean laundry away if you are able.

Dry cleaning is available. The aide can assist you contacting the dry cleaner that will pick up and deliver your clothing for a fee.

ELEVATOR

The elevator is attendant operated, as the fire door to the hall is very heavy. The aide is available at regular intervals to assist you with the elevator. All residents who reside upstairs are required to walk down the stairs weekly with assistance as needed by staff.

TRANSPORTATION

Please ask staff to help you arrange for transportation. The Activities Coordinator sets up transportation for activities held away from the Home. We do not have parking available for resident's vehicles. Handicap ramp and parking is in the back of the Home.

SMOKING

Residents may smoke under the supervision of staff in the designated smoking area outside by the back ramp. This is the only designated smoking area for this facility. Residents may go outside to smoke **ONLY UNDER THE SUPERVISION OF STAFF**. All cigarettes, lighters and matches will be attended or secured by staff at all times. We ask that visitors smoke outside. A cigarette disposal urn is located outside by the back ramp.

YOUR HEALTH

YOUR PHYSICIAN - You may maintain the services of the physician of your choice. Blood work and other diagnostic testing, x-rays and are also offered at the Home.

Each resident is required to have a physical examination by a physician at least yearly and within thirty days of admission. A required state form needs to be completed by a physician.

You must inform us when you have a doctor's appointment. The resident (or their representative) and the Ladies' Home staff work closely together when doctor's appointments are made. We need to be sure the required paperwork is ready for your visit. This paperwork needs to be returned to the Home and is kept with your chart.

We will be in contact with your physician if we feel you have a problem that needs to be addressed or if you need your prescriptions to be ordered. Please let the staff know if you feel you need to see your doctor. Let us assist you and advocate for your continued good health.

OTHER SERVICES

- The HRCA monitors blood pressures and weights of all residents monthly or as the doctor orders.
- Fingernails are trimmed monthly.

MEDICATIONS

There will be no medications (prescription or over the counter) or nutritional supplements allowed in any resident's room unless you have written permission from your physician. Neither shall any be purchased or brought into the home by the resident, members of the family, or friends without a written prescription from the resident's physician. All medications are to be dispensed by the Homes' staff with exception of those medications, lotions or drops in which a physician permits in writing for a resident to administer themselves or if the resident is on leave.

If the physician permits you to administer your own medication, you need to inform the staff what you have taken and when. This medication needs to be kept locked in a secure place provided in your room. Most residents opt for the staff's assistance with their medications, that way they are assured of getting it properly and it being stored appropriately.

Medications and other supplies are ordered weekly from our pharmacy of choice and delivered to the Home. Do not ask the aide or the housekeeper to do your shopping.

MEALS

All residents must attend all meals in the dining room. Residents may attend breakfast in their housecoats or robe, but must be properly dressed for dinner and supper. Residents who are ill, as assessed by the HRCA or Administrator, may be excused.

Food in rooms is discouraged. Improperly stored foods will cause illness if ingested and may attract vermin. If family or friends would like to bring you a special treat, request that they bring it directly to the kitchen so that it may be stored properly. Notify staff when you would like it.

All meals are prepared on the premises.

There are four Dietitian and Physician approved diets offered. All are served at a consistency tolerated.

- House Regular
- House Low Calorie /Consistent Carbohydrate

Specially ordered diets from a physician must be followed accurately. Foods brought in or purchased by family or residents must comply with the ordered diet.

Weekly menus are posted in the dining room. The daily dinner and supper menu is on the table tent every day.

Meal Times are as follows

- Breakfast 7:30
- Dinner 11:45 (main meal)
- Supper 4:30
- Dietitian approved snacks are available at 10 a.m., 2 p.m., 8 p.m.

You may request an occasional change for a meal from what is posted on the menu. Tell staff you would like an alternate choice by 10 am for dinner and 3pm for supper to allow adequate time to prepare your meal.

Coffee and tea is available for you and your guests in the dining room. Please ask for assistance if you need it.

Resident's Birthday is a special day at the Ladies' Home. The resident plans the dinner meal and dessert for their special day and is also encouraged to invite two guests for dinner.

Please inform us if you will not be at the Home at mealttime.

FAMILY & FRIENDS

Your family and friends are encouraged to visit you as often as they like any time they like. You are free to go visit them also.

Family and friends should refrain from visiting the Home if they are sick.

It is preferred the family remain involved in with the medical aspects of the residents care. Most physicians require someone accompany the resident to their appointments. Transportation to and from doctor's appointments by the

resident's representatives would be appreciated or a taxi can be secured. We can secure transportation for Medicaid recipients through Oswego County Opportunities at no cost to the resident.

LEAVE OF ABSENCE

Residents may enjoy a leave of absence. We request you let the staff know when you will be leaving and when you expect to return. Please give some notice, as the aide may need to prepare medications for you to take during your absence. You or your responsible party will be asked to sign a release of responsibility form upon your departure. Please stop at the aide's desk prior to leaving to let us know your intent. **You need to inform a staff member whenever you leave the home.**

Resident's planning a leave of absence away from the Home for prolonged periods of time and / or requiring air travel and / or prolonged periods of land travel may require:

- A medical release by their doctor completed within one week of departure to assure the safety and well being of the resident.
- Medical information will be forwarded to the physician chosen by the resident in that locale prior to departure. We will need the name address and phone number of that physician.
- The resident's emergency contact and Power of Attorney will be informed of the departure and return dates prior to departure if that contact is not accompanying that resident.
- The name, address and phone number, relationship and qualification of the party responsible for the resident's care while away
- The resident to inform the administrator of the departure and return date as soon as possible for the Home to make arrangements for adequate medication and medical supplies for the duration of the trip.

ACTIVITIES

All residents are *strongly* encouraged to participate in activities at the Ladies' Home. Activities vary according to what the current residents enjoy. The Activities Coordinator will make special visits with you to learn about your interests and inform you of the activities that are available. See the Activities

Calendar posted in the dining room. You will also be personally invited to attend each activity offered.

Residents able to leave the home are also encouraged to participate in community activities. All activities offered by the Ladies' Home are posted on the calendar in the dining room.

Residents are able to volunteer to help with cooking and household duties. (Ask the Activities Coordinator how you can be involved and help.)

CHURCH SERVICES

Multi- denominational religious services are available weekly. (See Activities Calendar posted in the dining room).

VOLUNTEERS

Volunteers are always welcome to brighten up our resident's days. Residents are also welcome to volunteer in many capacities. Please contact the Activities Coordinator for further information.

FINANCES

If you have an interested family member or friend who helps you with your finances, perhaps it would be best to have your bills sent directly to them. We can also forward those bills and other mail that would need their special attention.

If you need occasional help with your finances, please feel free to ask the Administrator for assistance.

RENT

Room and Board is due on the first of the month with a five-day grace period. No statements will be sent and rent is expected to be timely. It is best to mail a check directly to the Administrator, or give it to the aide who will keep it in a secure place until it can be given to the Administrator.

VALUABLES

Residents are encouraged not to retain anything of value in their rooms. Cash on hand should be kept to a minimum, as the Ladies' Home cannot be held responsible for money unless it is held in a Personal Allowance Account.

PERSONAL ALLOWANCE ACCOUNTS

It is understood that it is difficult sometimes for families or friends to keep track of the resident's funds needed for hair appointments, personal items, lunches, etc. We can help by offering Personal Allowance Accounts to all residents. Funds are put into this special account by residents or their representatives and are dispensed as needed by the Activities Coordinator. (See the notice in the dining room for the current times your funds are available).

We maintain complete records on your personal allowance account. Quarterly or upon request, we will review with you and your representative of choice an itemized statement of all your deposits, withdrawals, and the balance in the account. The Activities Coordinator will let you or your representative know when your balance gets low or if additional funds are needed.

RESIDENT RIGHTS, **PROTECTIONS AND RESPONSIBILITIES IN** **CERTIFIED ADULT CARE FACILITIES**

(10-02)

The Social Service Law gives you certain rights as a resident in an Adult Home.

YOU HAVE THE RIGHT:

- to receive courteous, fair and respectful care and treatment at all times, and not be physically, mentally or emotionally abused or neglected in any manner.
- to exercise your civil rights and religious liberties, and to make personal decisions, including your choice of physician, and to have the assistance and encouragement of the operator in exercising these rights and liberties.
- to have private written and verbal communications or visits with any one of your choice, or to deny or end such communications or visits.
- to receive and send mail or any other correspondence unopened and without interception or interference.
- to present grievances or recommendations on your own behalf or the behalf of other residents to the Administrator or facility staff, the State Department of Health, other government officials, or any other parties without fear of reprisal or punishment.

- to join other residents or individuals inside or outside the facility to work for improvements in resident care.
- to confidential treatment of personal, social, financial and health records.
- to have privacy in treatment and in caring for personal needs.
- to receive a written statement (admission agreement) of the services regularly provided by the operator, those additional services which will be provided if needed or requested and the charges (if any) of these additional services.
- to manage your own financial affairs.
- to not be coerced or required to perform work; and if you choose to work, to receive fair compensation from the operator of the facility.
- to have security for any personal possessions if stored by the operator.
- to have recorded on the program's accident or incident report your version of the events leading to the accident or incident.
- To object if the operator terminates your admission agreement to your will.

IN ADDITION, LAW AND REGULATIONS PROVIDE OTHER PROTECTIONS. THESE IMPORTANT PROTECTIONS INCLUDE REQUIREMENTS THAT THE OPERATOR, ADMINISTRATOR, STAFF OR OTHER AGENTS OF THE OPERATOR:

- to provide to you, before or at the time of the admission interview, a copy of the Admission Agreement, a copy and explanation of resident rights and protections, the listing of legal services and advocacy agencies made available by the Department, and a copy of any facility rules relating to resident activities, and tell you of your obligation to comply with these rules.
- provide to you at least 30 days advanced notice of any change in the facility's rate or charges for supplemental services.
- provide to you, your next of kin or representative of your choice at least 30 days advanced notice of the facility's intention to terminate your Admission Agreement. The notice must indicate: the reason for termination; the date of termination; that you have the right to object to the termination of the admission agreement and discharge; that if you object, you may remain in the facility and the operator, in order to terminate, must begin a court proceeding; that you will not be discharged against your will unless the court rules in favor of the operator. At the time of notice, the operator must give

you a list of agencies providing free legal and advocacy services within the local area of the facility.

- allow you to end your Admission Agreement, subject to the conditions for notice established in your Admission Agreement.
- guarantee that you keep, from any Supplemental Security Income (SSI) or Safety Net (SN) payments you receive, a personal needs allowance to buy any items the operator is not required to provide to you.
- offer each SSI or HR recipient the opportunity to keep personal allowance funds in an account maintained by the facility.
- maintain complete records on your personal allowance account and upon request, or at least quarterly, show or give you a statement that has all deposits, withdrawals, and the current balance in the account.
- allow you to review upon request Department-issued inspection reports, excluding any confidential attachments, for the most recent two-year period.
- encourage and assist residents in organizing and maintaining committees, councils or such other self-governing body as the resident may choose.
- maintain a system for accepting and responding to grievances and recommendations for changes or improvement in facility operations.
- allow you privacy in your room, subject to reasonable access by facility staff.
- allow you privacy in caring for personal needs
- neither physically restrain you nor lock you in your room at any time.
- allow you leave and return to the facility and grounds at reasonable hours.
- neither require from you nor accept from you any gratuity (i.e. tip or gift) in any form for services provided or arranged for in accordance with law or regulations.

IF YOU FEEL THAT ANY OF THESE RIGHTS AND PROTECTIONS ARE BEING VIOLATED you may file a complaint with the NYSDOH Office of Health Systems Management, Division of Home and Community Based Care at **1-866-893-6772 (toll free)**:

Central New York Regional Office

Department of Health
217 South Salina Street
Syracuse, NY 13202
1-866-893-6772 (toll free)

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RESIDENT COUNCIL

The residents of the Ladies' Home are offered a Resident Council for the purpose of, but not limited to:

- Review and assist in planning menus.
- Review, offer suggestions, and assist in planning activities.
- Review and discuss house rules and procedures.
- Review and discuss safety rules and practices.
- Present to Staff Advisor complaints and grievances.

The Resident Council will meet in private with the Activities Coordinator, the appointed staff advisor. The frequency of these meetings is to be determined by the residents and posted on the Activities Calendar in the dining room.

The staff advisor will take all suggestions, complaints and planning to the Administrator, for review and resolution.

The staff advisor and/or the Administrator will report back to the resident committee on how the suggestion or grievance will be resolved.

GRIEVANCE PROCEDURE

Staff persons to receive grievances and recommendations are posted in the dining room. Grievances and recommendations may be made in writing or orally, depending on the resident's preference. A grievance or recommendation may be given to the staff advisor, or the Administrator.

The staff advisor and the Administrator will review and evaluate all grievances and recommendations. Action to rectify the grievance or recommendation will be initiated within 48 hours. All residents are to be informed of the action taken in person, by the staff advisor and/or the Administrator, within 48 hours. **All residents' rights will be protected during this procedure.**

If the residents are not satisfied with the resolution, the grievance will be brought before the President of the Executive Committee of the Board of Directors by the Administrator for resolution. All residents will be informed of the action taken in person by the staff advisor and/or the Administrator within 48 hours.

OMBUDSMAN PROGRAM

Volunteer Ombudsman are available to receive, investigate and resolve complaints made by or on behalf of residents in long term care facilities if and when the operator fails to correct a problem as pointed out by the resident or their representative. Call New York State Office of the Aging at **1-800-342-9871** or write:

Long Term Care Ombudsman Program
New York State Office of the Aging
2 Empire State Plaza
Albany, N.Y. 12223-0001.

CONFIDENTIALITY

Please do not ask staff for information regarding other residents. They are under an oath of confidentiality and cannot divulge that information. Your family should be aware that specific information about you may not be divulged by staff either without your and your physician's written request for that information.

Information in the resident's charts is not accessible to the public and is treated confidentially. Residents and family members interested in reviewing information from the Ladies' Home charts may do so only with the written consent of the resident and their physician. The chart will be reviewed in the presence of the Administrator during the Administrator's hours.

If the information requested originates from another facility, a release form must be completed by the resident specifying what information is desired. The person seeking this information may be referred back to the physician and the originating facility for that information.

Copies will be made available if requested on the release form by the resident at a cost of \$1.00 a page.