

welcome  
to



OAKWOOD  
CARE CENTER

*We are here to serve you!*

# welcome to oakwood care center

We are delighted that you have chosen us to be a part of your journey towards wellness and comfort.

Entering a new environment can sometimes be overwhelming, but please know that our dedicated staff is here to support you every step of the way. Your well-being and satisfaction are our top priorities, and we are committed to providing you with the highest standard of care and compassion.

Our facility is more than just a place to reside. It is a vibrant community where friendships flourish, and individuality is celebrated. We offer a wide range of activities and programs tailored to meet your interests and needs, ensuring that your stay with us is enriching and enjoyable.

As you settle in, please do not hesitate to reach out to our staff with any questions or concerns you may have. We are here to listen, assist, and ensure that your experience with us is positive and fulfilling.

Once again, welcome to Oakwood Care Center. We look forward to getting to know you better and providing you with the care and support you deserve.

Warm regards,  
The Oakwood Care Center Team



# dining hours

**breakfast**  
8am-9:30am

**lunch**  
12-1pm

**dinner**  
5pm-6:30pm

Our weekly menu includes a variety of soups, salads, entrees, side dishes, and desserts, plus an alternate entree.

We also provide menu choices that are always available which can be requested using our SPECIAL MEAL REQUEST FORM.

Please give your completed request form to a Nursing or Dining team member.

Family members are welcome to join their loved ones for a meal for a nominal fee. Talk to the dining team for details.

# recommended visiting hours

You are welcome to visit your loved one 24/7 but for a more meaningful visit, we suggest coming during the day. After hours, there is a code to enter the building.

# pet policy

## **PETS ARE WELCOME!**

All pets must be registered with the front desk. A copy of current vaccinations is mandatory per state law BEFORE THEY CAN VISIT. Pets must remain on a leash, be well behaved, and not interfere with resident care. Pets may not stay overnight. Pet Owner is responsible for any messes the pet may have while visiting.

# wifi service

Free Wi-Fi is available throughout the community.

Wi-Fi Network:  
Oakwood Guest

Wi-Fi Password:  
410-687-1383



## Our **PEOPLE FIRST** Philosophy

Our Keys to Excellent Customer Service

### **friendly**

We believe in creating an environment where you feel part of a close-knit community.

### **informed**

We prioritize keeping you fully informed about your care and services.

### **responsive**

We understand the importance of timely and effective communication—our commitment to being responsive means that we are always ready to assist you when you need us.

### **supportive**

Life can present unexpected challenges, and we are here to provide a helping hand.

### **transparent**

We believe in fostering a relationship built on trust and open communication.

**Want to share feedback, comments or concerns?**

Call 855-24-FIRST (855-243-4778) or email [First@HillValleyHC.com](mailto:First@HillValleyHC.com)

# visit us on facebook



DON'T  
FORGET  
TO  
LIKE US  
and  
FOLLOW

## our facebook page highlights:

Resident Activities

Resident Birthday Celebrations

Staff Highlights & Profiles

Facility News & Updates

AND LOTS OF SMILING FACES!



## be a part of the fun!

Just scan the code with your phone's camera to get started!

## visiting the area?

Scan for fun things to do,  
places to visit or where to stay



# what to bring

- Shirts, Blouses \_\_\_\_\_
- Pants \_\_\_\_\_
- Dresses \_\_\_\_\_
- Sweaters \_\_\_\_\_
- Casual Wear (sweats, t-shirts) \_\_\_\_\_
- Socks, Stockings \_\_\_\_\_
- Underwear, Bras, Slips \_\_\_\_\_
- Sleepwear \_\_\_\_\_
- Shoes and Slippers (non-slip) \_\_\_\_\_
- Jackets & sweaters for outside \_\_\_\_\_
- Personal Accessories \_\_\_\_\_
- Personal grooming items \_\_\_\_\_
- Photos, mementos \_\_\_\_\_
- Books \_\_\_\_\_
- Cell phone, radio, laptop, iPod, etc. \_\_\_\_\_

# keeping your belongings safe

- ✓ Mark personal belongings with the your name.
- ✓ Keep an up-to-date listing of the your belongings.
- ✓ Store smaller items in appropriate containers.
- ✓ Don't bring valuable items to the facility unless special arrangements can be made to keep them safe. (We can help!)
- ✓ Stay alert for items in places where they could be lost.
- ✓ Report any missing items promptly.

## resident trust fund

Upon request, we can establish a person account for residents to be used for personal items, barber/beauty services, transportation, etc. as designated in writing by resident or legal guardian. Transactions may be made during regular business hours. Interest is distributed monthly to accounts with balances in excess of \$50.00. Statements are issued quarterly.

## resident/family council

A resident's council meets monthly and is open to all residents. The meeting is posted on the activity calendar. Complaints, concerns and suggestions may be discussed and brought to the attention of the appropriate department. Please see your Activities Director for additional information. The Family Council also meets monthly in the facility and meeting times are mailed to each family member monthly.

## religious services

A variety of religious services are available for residents. Religious preference is obtained on admission in order to assist the Activities Director in arranging religious services for residents.

## mail

Mail is delivered by a designated staff member daily to resident's room. All out-going mail can be dropped off at the front office.

## beauty & barber shop

Beauty and Barber services are available by appointment only. You may obtain information regarding these services from the business office or charge nursing at the nurse's station. A list of services and charges are posted in the beauty/barber shop. Payment can be arranged through the Residents Trust Fund.

## laundry

Facility linens and towels are cleaned by a laundry service. Personal Laundry services are also available. If families choose to launder resident's personal clothing, they may make appropriate arrangements with the charge nurse. The facility is not responsible for items lost or damaged in laundry.

## transportation services

We can arrange some transportation for outside appointments. Transportation or ambulance services is not covered by your insurance and will be billed to the resident or responsible party by the vendor directly. Please see the business office manager for any questions about services may or may not be covered.

# Oakwood Care Center features the region's premier post-hospital care.

- ✓ Short-Term Rehab
- ✓ Skilled Nursing Care
- ✓ Physical Therapy
- ✓ Occupational Therapy
- ✓ Speech Therapy
- ✓ Long-Term Care
- ✓ Alzheimer's & Dementia Care
- ✓ Orthopedic Rehab
- ✓ Post-Stroke Care
- ✓ Post-Surgical Care
- ✓ Cardiac Care
- ✓ Neurological Care
- ✓ Pulmonary Care
- ✓ Respiratory Care
- ✓ Bariatric Care
- ✓ Oncology Care
- ✓ Dialysis Care
- ✓ Nutritional Support
- ✓ Wound Care
- ✓ Trach Care
- ✓ IV Therapy
- ✓ Renal - GU - GI Care
- ✓ Pain Management
- ✓ Respite Care
- ✓ Palliative Care
- ✓ Hospice Care

*Ask about our payment options, including:*  
**Private Pay | Medicare | Medicaid**  
**Most Managed Care Insurances**  
**Long-Term Care Insurance**



# your rights & protections

## What are my rights in a nursing home?

As a nursing home resident, you have certain rights and protections under Federal and state law that help ensure you get the care and services you need. You have the right to be informed, make your own decisions, and have your personal information kept private.

The nursing home must tell you about these rights and explain them in writing in a language you understand. They must also explain in writing how you should act and what you're responsible for while you're in the nursing home. This must be done before or at the time you're admitted, as well as during your stay. You must acknowledge in writing that you got this information.

At a minimum, Federal law specifies that nursing homes must protect and promote the following rights of each resident. You have the right to:

- **Be Treated with Respect:** You have the right to be treated with dignity and respect, as well as make your own schedule and participate in the activities you choose. You have the right to decide when you go to bed, rise in the morning, and eat your meals.
- **Participate in Activities:** You have the right to participate in an activities program designed to meet your needs and the needs of the other residents.
- **Be Free from Discrimination:** Nursing homes don't have to accept all applicants, but they must comply with Civil Rights laws that say they can't discriminate based on race, color, national origin, disability, age, or religion. The Department of Health and Human Services, Office for Civil Rights has more information. Visit [www.hhs.gov/ocr](http://www.hhs.gov/ocr).
- **Be Free from Abuse and Neglect:** You have the right to be free from verbal, sexual, physical, and mental abuse. Nursing homes can't keep you apart from everyone else against your will. If you feel you have been mistreated (abused) or the nursing home isn't meeting your needs (neglect), report this to the nursing home, your family, your local Long-Term Care Ombudsman, or State Survey Agency. The nursing home must investigate and report all suspected violations and any injuries of unknown origin within 5 working days of the incident to the proper authorities.
- **Be Free from Restraints:** Nursing homes can't use any physical restraints (like side rails) or chemical restraints (like drugs) to discipline you for the staff's own convenience.
- **Make Complaints:** You have the right to make a complaint to the staff of the nursing home, or any other person, without fear of punishment. The nursing home must address the issue promptly.
- **Get Proper Medical Care:** You have the following rights regarding your medical care:
  - To be fully informed about your total health status in a language you understand.
  - To be fully informed about your medical condition, prescription and over-the-counter drugs, vitamins, and supplements.
  - To be involved in the choice of your doctor.
  - To participate in the decisions that affects your care.
  - To take part in developing your care plan. By law, nursing homes must develop a care plan for each resident. You have the right to take part in this process. Family members can also help with your care plan with your permission.
  - To access all your records and reports, including clinical records (medical records and reports) promptly (on weekdays). Your legal guardian has the right to look at all your medical records and make important decisions on your behalf.
  - To express any complaints (sometimes called "grievances") you have about your care or treatment.
  - To create advance directives (a health care proxy or power of attorney, a living will, after-death wishes) in accordance with State law.
  - To refuse to participate in experimental treatment.
- **Have Your Representative Notified:** The nursing home must notify your doctor and, if known, your legal representative or an interested family member when the following occurs:
  - You're involved in an accident and are injured and/or need to see a doctor. Your physical, mental, or psychosocial status starts to get worse.
  - You have a life threatening condition.
  - You have medical complications.
  - Your treatment needs to change significantly.
  - The nursing home decides to transfer or discharge you from the nursing home.
- **Get Information on Services and Fees:** You have the right to be told in writing about all nursing home services and fees (those that are charged and not charged to you) before you move into the nursing home and at any time when services and fees change. In addition:
  - The nursing home can't require a minimum entrance fee if your care is paid for by Medicare or Medicaid.
  - For people seeking admission to the nursing home, the nursing home must tell you (both orally and in writing) and also display written information about how to apply for and use Medicare and Medicaid benefits.
  - The nursing home must also provide information on how to get a refund if you paid for an item or service, but because of Medicare and Medicaid eligibility rules, it's now considered covered.
- **Manage Your Money:** You have the right to manage your own money or to choose someone you trust to do this for you. In addition:

- If you deposit your money with the nursing home or ask them to hold or account for your money, you must sign a written statement saying you want them to do this.
- The nursing home must allow you access to your bank accounts, cash, and other financial records.
- The nursing home must have a system that ensures full accounting for your funds and can't combine your funds with the nursing home's funds.
- The nursing home must protect your funds from any loss by providing an acceptable protection, such as buying a surety bond.
- If a resident with a fund dies, the nursing home must return the funds with a final accounting to the person or court handling the resident's estate within 30 days.
- **Get Proper Privacy, Property, and Living Arrangements:** You have the following rights:
  - To keep and use your personal belongings and property as long as they don't interfere with the rights, health, or safety of others.
  - To have private visits.
  - To make and get private phone calls.
  - To have privacy in sending and getting mail and email.
  - To have the nursing home protect your property from theft.
  - To share a room with your spouse if you both live in the same nursing home (if you both agree to do so).
  - The nursing home has to notify you before your room or your roommate is changed and should take your preferences into account.
  - To review the nursing home's health and fire safety inspection results.
- **Spend Time with Visitors:** You have the following rights:
  - To spend private time with visitors.
  - To have visitors at any time, as long as you wish to see them, as long as the visit does not interfere with the provision of care and privacy rights of other residents
  - To see any person who gives you help with your health, social, legal, or other services may at any time. This includes your doctor, a representative from the health department, and your Long-Term Care Ombudsman, among others.
- **Get Social Services:** The nursing home must provide you with any needed social services, including the following:
  - Counseling.
  - Help solving problems with other residents.
  - Help in contacting legal and financial professionals. Discharge planning.
- **Leave the Nursing Home:**
  - **Leaving for visits:** If your health allows, and your doctor agrees, you can spend time away from the nursing home visiting family or friends during the day or overnight, called a "leave of absence." Talk to the nursing home staff a few days ahead of time so the staff has time to prepare your medicines and write your instructions. Caution: If your nursing home care is covered by certain health insurance, you may not be able to leave for visits without losing your coverage.
  - **Moving out:** Living in a nursing home is your choice. You can choose to move to another place. However, the nursing home may have a policy that requires you to tell them before you plan to leave. If you don't, you may have to pay an extra fee.
- **Have Protection Against Unfair Transfer or Discharge:** You can't be sent to another nursing home, or made to leave the nursing home, unless any of the following are true:
  - It's necessary for the welfare, health, or safety of you or others.
  - Your health has improved to the point that nursing home care is no longer necessary. The nursing home hasn't been paid for services you got.
  - The nursing home closes.You have the following rights:
  - You have the right to appeal a transfer or discharge to the State.
  - The nursing home can't make you leave if you're waiting to get Medicaid.
  - Except in emergencies, nursing homes must give a 30-day written notice of their plan and reason to discharge or transfer you.
  - The nursing home has to safely and orderly transfer or discharge you and give you proper notice of bed-hold and/or readmission requirements.
- **Form or Participate in Resident Groups:** You have a right to form or participate in a resident group to discuss issues and concerns about the nursing home's policies and operations. Most homes have such groups, often called "resident councils." The home must give you meeting space and must listen to and act upon grievances and recommendations of the group.
- **Have Your Family and Friends Involved:** Family and friends can help make sure you get good quality care. They can visit and get to know the staff and the nursing home's rules. Family members and legal guardians may meet with the families of other residents and may participate in family councils, if one exists. Family members can help with your care plan with your permission. If a family member or friend is your legal guardian, he or she has the right to look at all medical records about you and make important decisions on your behalf.