



 *Marwood*  
NURSING AND REHAB

A SUBSIDIARY OF  
 **McLaren**  
PORT HURON

**RESIDENT HANDBOOK**

# Phone Directory

<b>Main Line .....</b>	<b>982-9500</b>
<b>Accounts Payable .....</b>	<b>966-5399</b>
<b>Activities Director .....</b>	<b>966-5452</b>
<b>Admissions.....</b>	<b>966-5380</b>
<b>Billing .....</b>	<b>966-5437 or 966-5432</b>
<b>Building Supervisor .....</b>	<b>966-5494</b>
<b>Dining Services .....</b>	<b>966-5395</b>
<b>Housekeeping &amp; Laundry Services .....</b>	<b>966-5402</b>
<b>Human Resources .....</b>	<b>966-5392</b>
<b>Maintenance .....</b>	<b>966-5404</b>
<b>Medical Records .....</b>	<b>966-5409</b>
<b>Rehabilitation Services .....</b>	<b>966-5414</b>
<b>Social Work .....</b>	<b>479-8961</b>



## Welcome

Thank you for choosing Marwood Nursing & Rehab for your healthcare needs. At Marwood, we work closely with local hospitals, community colleges and other health care agencies to utilize resources that meet the needs of our residents and to support our mission to provide quality resident care. We have been recognized in the industry as a leader in quality improvement and continue to strive for clinical excellence.

### INTRODUCTION

This handbook has been designed to help answer questions you may have during your stay. We hope that it will be of great value to you. If you have any questions about the information contained in the handbook, please contact one of our staff members for further clarification. If you would like a copy of the documents contained in this guide, please see the receptionist or your social worker.

# General

## ADMISSION INFORMATION

### VISITING

Our reception staff is available seven days a week from 8:30 a.m. through 6:00 p.m. For those that wish to visit before 8:30 a.m. or after 6:00 p.m., please use the doorbell at the main entrance.

Children under 14 years old should be escorted by an adult when visiting. If you wish to bring a pet for a visit, the pet must be on a leash not longer than 5 feet, and under the control of the owner at all times, and should not visit other residents in the facility. Shot records must be up-to-date and a copy should be given to the receptionist prior to the visit, along with filling out a pet visit agreement.

Any one of the lounge areas can be used for visiting. Lounge areas can also be reserved for special celebrations. Due to space limitations, groups of 15 or more cannot be accommodated. If you are interested in reserving a room, contact the receptionist at **810-982-9500**. Rooms are reserved on a first-come, first-serve basis.

Residents may leave the building for outside activities. Please let your nurse know in advance if you are planning an outing so that we can assist in making necessary arrangements with the physician, dining services department, etc. The Resident/Responsible Party must sign out at the nurse's station when leaving the building and when returning. In some cases medications will be sent along, so remember to see the nurse on duty before leaving. Residents utilizing a Medicaid benefit are subject to "overnight stay" guidelines. The billing office will assist you in understanding the latest requirements.

## **PUBLIC INFORMATION**

Public information is located on a bulletin board the main hallway by reception. This information is also available in a binder in the reception area and in various sitting areas throughout the facility.

## **DEPARTMENT OF HEALTH AND HUMAN SERVICES**

Marwood has a Department of Health and Human Services (DHHS) representative on site that will help with the Medicaid application process. Please see your Social Worker for more information.

## **TRANSPORTATION**

Depending on a resident's insurance, transportation to and from appointments may be the resident's responsibility. If the resident or family is unable to arrange transportation to medical appointments, the facility can assist. Blue Water Area Transit buses and Council on Aging transportation services are available if needed. Please make arrangements directly with the provider.

## **ROOM DECOR AND FURNISHINGS**

Residents are permitted to bring in special mementos from home. Please see your nurse to add items to your inventory log. Photos and paintings may be required to be hung by the maintenance department. To ensure fire safety, please contact the office before bringing in furniture or seasonal items.

## **RESIDENT COUNCIL**

Marwood has a Resident Council that is designed to act as a forum for Residents and families to offer suggestions and to discuss items of interest and future activities, etc. Family members are invited to attend.

## **RESIDENT-CENTERED CARE PLANNING**

On a quarterly basis, key members of our nursing team and other disciplines meet to review goals and plan of care for each Resident. We invite and encourage you to participate either in person or by written suggestion. Meetings are scheduled through the receptionist.

## **DINING SERVICES**

Diets are planned by the attending physician to meet the needs of each Resident. In addition to the daily menu, an alternate option is available for each meal. Our dietitian ensures that meals are prepared according to physician recommendations. A Resident Food Council is held on a monthly basis to discuss menu items and to share comments or concerns. Family members are invited to attend.



## **GUEST TRAYS**

Trays must be ordered no later than one (1) hour before the meal. Trays will consist of the regular diet planned for that meal. Arrangements and payment are to be made in advance through reception.

## **MEAL AND SNACK TIMES**

Information regarding meal times is posted on each neighborhood. If perishable items are brought in for a Resident, please arrange for the items to be kept in the kitchen. Refrigerated food must be dated and must have the resident's name on it. All refrigerated items are disposed of after 3 days. Non-perishable items can be given to the nurse's station or placed in a covered container in the Resident's bedside stand.

## **CLOTHING**

All clothing should be labeled with the residents first and last name. Closet space is limited, therefore, rotating seasonal clothing is recommended. For safety reasons, slipper (grip) socks and shoes and slippers with rubber soled bottoms are recommended. If new clothing items are brought in, please leave at reception with resident's name and room number so items can be labeled and added to belongings list.



## **LAUNDRY SERVICES**

If requested, laundry can be done in-house by the Marwood's laundry staff. It is delivered daily and is free of charge. All items should be labeled with the residents first and last name to assist in identification if the item is misplaced. Please see a staff member for assistance in labeling your items.

## **STORAGE OF BELONGINGS**

If a Resident is discharged to the hospital and does not hold the bed, their belongings will be packed and stored for safekeeping until the Resident returns. If the Resident will not be returning, arrangements must be made to pick up the belongings within 30 days as our storage space is limited. Items not picked up after 30 days will be donated.

## **PERSONAL BELONGINGS**

All valuables should be marked with first and last name. These items must also be logged in the Resident's chart by the nurse. If at any time, additional personal items are brought in by family or friends, be sure to notify the nurse so the item(s) can be added to the resident's inventory log.

## **PHYSICIAN SERVICES**

Marwood has several credentialed physicians that practice at our facility. Prior to admission, you will select a physician to care for you. Your physician will be available by phone 24 hours a day, 7 days per week. The assigned physician will not visit on a daily basis but will be in every 30 days or sooner if medically necessary. The nursing staff keeps in close contact with your physician to ensure that he/she is kept informed of any status changes, recent test results, etc.

## **ANCILLARY MEDICAL SERVICES**

Dental, optometry, audiology, podiatry and x-ray services are available on-site. These services are available to all Residents. An authorization form will be reviewed upon admission. Depending on insurance and coverage, some fees may apply.

## **SMOKING POLICY**

Marwood Nursing and Rehab is a smoke free campus. Smoking is strictly prohibited in the facility and anywhere on Marwood property. Smoking paraphernalia is not allowed to be stored in resident rooms. This includes vape pens and e-cigarettes.

## **BEAUTY AND BARBER SALON SERVICES**

Hair care services for men and women are provided on a scheduled basis at a nominal cost. Appointments are scheduled via the receptionist. Payment is required when the appointment is made.

## **ROOM MOVES**

On occasion, the nursing department must move Residents to different areas within the facility. These moves are generally done for medical needs or reasons of compatibility. Your cooperation in easing the transition is appreciated. When a resident is here for skilled therapy and needs to stay long term, the resident will be moved from our Rehab Unit to a long term care neighborhood.

## **FINANCIAL/INSURANCE COVERAGE OR CHANGES**

Any changes in either financial status or insurance must be brought to the attention of the billing department as soon as you are aware. (e.g. Medicare, Medicaid, Blue Cross, Long-Term Care Insurance, etc.) This is critical to allow us to help you coordinate your benefits to prevent any loss of coverage.

For questions related to your health benefits or eligibility, please contact a Billing Representative. The Billing Representatives are located in main hall near the beauty shop. Office hours are Monday through Friday from 8:00 a.m. – 4:30 p.m.

## **RESIDENT TRUST FUND**

A Resident Trust Fund is handled through the business office. Residents may choose to have funds on deposit. To open an account, visit the reception area to sign a Resident Trust Fund form and make a deposit. Residents may draw against this account for incidental purchases. Marwood is accountable for all such funds and routine posting and receipts are maintained. Residents are not advised to accumulate large amounts of cash on their person or in their room. \$5.00 or less is adequate. Larger amounts may be withdrawn as needed for specific purposes. A 24-hour notice is requested to accommodate withdrawals of \$100.00 dollars or more. Upon discharge, monies will be applied toward any outstanding balance owed to Marwood before a refund is issued.

## **LITTLE STORE ON WHEELS**

The Little Store on Wheels is stocked with items that residents enjoy such as candy, snacks, and more. It's run by Marwood Auxiliary Members and is available based on volunteer availability.

## **SPIRITUAL CARE SERVICES**

Catholic communion is offered to residents in their room one time per week. We are happy to facilitate pastoral visits upon request.

## **SOCIAL ACTIVITIES**

Activities play an important role in our facility. We have a full-time activity staff, complimented by volunteers. A wide variety of activities are available. The daily activities calendar is posted on Channel 20.

## **COURTYARDS**

Courtyards are available for resident and visitor use. All courtyards, with the exception of the Independence Pointe courtyard, require a pass card to exit and enter. Please see a staff member for access.

## **MAIL**

Residents receive their mail daily. If needed, help with reading and writing will be provided. Families are welcome to send cards, letter and packages, etc.

## **ELECTRONIC DEVICES**

Resident rooms are equipped with a television. Residents should be considerate of television viewing choices, volume and hours of the day and evening when viewing occurs. Televisions are also available in our public spaces and in lounges.

Phones, Radios, iPads, etc. should be labeled with the Resident's name. Electronic equipment volume and hours of operation must be such that it does not disturb others. Headphones are available upon request.

## **SECURITY**

All Residents are assigned an identification bracelet to help guard against medication errors and to assist with dietary and transfer precautions.

## **FIREARMS**

Firearms are strictly prohibited on the premises of Marwood Nursing & Rehab.

## **FIRE SAFETY**

Fire drills are conducted on a regular basis. If you hear a fire alarm, please stay in your room. The door of your room will be closed until each area of the facility is inspected. In the case of an actual fire, the facility is constructed of fire-resistant materials and the staff is trained in safety techniques.

## PAIN MANAGEMENT

We ask that you assist the doctors, nurses and other staff in measuring your pain. If you are experiencing consistent pain, please alert your nurse.

## RESTRAINT USE

Marwood operates as a restraint free facility. However, there are circumstances where restraints may be medically necessary. A determination to use a restraint is made by the physician treating the resident at Marwood. For any resident who requires such a device, our goal is to discontinue using them as soon as it is safe to do so. Our healthcare team will teach the resident and family the skills needed to eliminate the restraint.

## PHOTOGRAPHS/CELL PHONES AND VIDEOTAPING

In an effort to protect our resident's privacy, the use of cell phones for photographs and audio or video recording is prohibited. Those who capture video or audio recordings without permission will be asked to delete such recordings from any device used. When taking photographs, do not post or share pictures on social media, email, etc. of residents other than your loved one.

## COMPUTER/INTERNET ACCESS

Several computers are available within the facility for resident or family use.

## GRATUITIES

Employees are strictly prohibited from accepting gratuities or gifts from Residents and families.

## SERVICE CONCERNS

Your concerns are important to us. If at any time you have a request or need, any one of our staff members can assist you. If necessary, a staff member can notify the nurse manager or the building supervisor on your behalf. The building supervisor is available 24 hours a day, seven days a week by calling **810-966-5494**.

## NON-DISCRIMINATION

It is the policy of Marwood Nursing & Rehab to admit and treat all Residents without regard to race, color, national origin, sexual preference, or handicap. There is no distinction in eligibility for, or in the manner of providing, any Resident service provided by the nursing home or by others in or outside of the home.

## ABUSE

If a resident has a concern regarding abuse, neglect, misappropriation of resident property in the facility they should file a complaint. Please contact the Nursing Supervisor immediately by calling **810-966-5494** or The Abuse Hotline at **1-800-882-6006**.





## A CITIZEN'S GUIDE TO FILING A COMPLAINT AGAINST A LICENSED HEALTH CARE FACILITY

The Michigan Department of Community Health (MDCH) investigates complaints against health care facilities that fail to deliver services as required by federal and state laws. The types of facilities covered by the Bureau of Health Systems (BHS) are listed below. Examples of allegations investigated include physical, mental, or sexual abuse of a resident or patient; neglect of a resident or patient; misappropriation of property; failure to provide adequate care or in accordance with a physician's order; unsanitary conditions; inadequate staffing to meet resident or patient care needs.

All nursing homes are required to post the name, title, location, and telephone number of an individual in the nursing home that is responsible for receiving complaints and conducting complaint investigations. Someone in the nursing home should be on duty 24 hours a day, 7 days a week to respond to complaints. You may wish to contact the facility representative or administrator before filing this complaint.

### FILING THE COMPLAINT

BHS must have the following minimum information to open a complaint:

- Complainant's name, address, and telephone number
- Facility's name and location
- Resident/patient name and location
- Nature of complaint/Date of Incident

Anyone may file a complaint against a licensed or certified health care facility by:

- Submitting the BHS Online Complaint Form at <https://www.michigan.gov/bhs> clicking "Health Systems & Licensing" button and then "Featured Services"
- Completing and mailing a Nursing Home Complaint Form (BHS-OPS-361a) – for nursing homes only
- Submitting a letter with at least the required complaint information shown above to:

**Michigan Department of Community Health  
Bureau of Health Systems, Complaint Investigation Unit  
P.O. Box 30664, Lansing, MI 48909**

**Fax: 517-241-0093**

**Call the toll-free Complaint Hotline at 1-800-882-6006**

NOTE: *The name of the complainant and a resident named in a complaint are not disclosed to a nursing home during an investigation unless the complainant or resident consent in writing. However, the investigation can proceed more quickly if the complaint can be discussed at the time of the investigation.*



## OTHER AGENCIES THAT HELP WITH CITIZENS WITH HEALTH FACILITY COMPLAINTS:

- **Citizens for Better Care (CBC):** An advocacy group for nursing home residents & families: 1-800-833-9548 or <http://www.cbcmi.org>
- **Centers for Medicare & Medicaid Services (CMS):** The official US Government site for people with Medicare, including nursing home comparisons and inspection reports and other information: <https://www.medicare.gov/>
- **Department of Attorney General (AG):** Investigates elder abuse and Medicaid fraud: 1-800-99NOABUSE (996-6228) or <https://www.michigan.gov/ag/> (to file an online complaint with AG)
- **Michigan Department of Labor & Economic Growth, Bureau of Construction Codes, Office of Fire Safety:** Investigates complaints concerning health care facility physical plant problems: 1-517-322-1162
- **Department of Human Services (DHS):** Investigates complaints against Homes for the Aged: 1-866-856-0126
- **Michigan Department of Community Health, Bureau of Health Professions (BHP):** Receives complaints against individual health care professionals, such as doctors, nurses, social workers and nursing home administrators: 1-517-373-9196 or <http://www.michigan.gov/healthlicense>
- **Michigan Protection & Advocacy Service (MPAS):** Tells you who you should call to report abuse/neglect, helps you file a complaint or investigate an abuse/neglect allegation: 1-800-288-5923 or <https://www.drmich.org/>
- **State Long-Term Care Ombudsman:** Will help identify, investigate and help resolve complaints of residents of licensed long-term care facilities through its network of local ombudsmen: 1-866-485-9393 | 15851 S. US 27, Suite 73, Lansing, MI 48906
- **Medical Services Administration:** Reporting problems with Medicaid bills or payments: 1-800-642-3196  
P.O. Box 30479, Lansing, MI 48909-7979
- **Elder Law of Michigan, Inc:** 1-866-400-9164
- **Medicare-Medicaid Assistance Program (MMAP):** 1-800-803-7174
- **Legal Hotline for Michigan Seniors:** 1-800-347-5297

## Rehabilitation SERVICES

## REHABILITATION SERVICES OVERVIEW

At Marwood, we want your transition from hospital to home to be a pleasant experience. Independence Pointe is a rehabilitation unit that provides services to individuals who are recovering from acute situations such as stroke, heart conditions, hip replacements, joint surgeries, back injuries, etc. Residents are assigned to this unit based on a pre-admission assessment and medical needs. You will be treated by a comprehensive healthcare team consisting of a: physician, nurse, nursing assistant, physical therapist, speech therapist, occupational therapist, dietitian, and social worker.

When you arrive at Marwood, you will be evaluated by several team members to better determine your plan of care. In the first few hours of your admission, we recommend that you have a family member or friend present to assist with the information that will be requested and provided. The amount of therapy you receive will depend on your medical needs. Your therapy sessions may be spent with a physical therapist, occupational therapist or a speech therapist. Rest periods are built into your therapy schedule so that you do not get overtired. During your stay, our interdisciplinary team (nursing, therapy, dietetics, activities and social services) will work in collaboration with you to discuss goals, plan of care, and discharge planning. A “care conference” will be held within the first fourteen days of your stay to update you on your progress as well as your discharge plans. Family members are welcome to attend care conferences as well. Once a discharge date is determined, our social worker will coordinate any services and education that you may need for your return home. The discharge time is 11:00 a.m. After 11:00 a.m. you will be charged privately for that day.

## THERAPY GUIDELINES

Any equipment that you used at home prior to coming to Marwood such as a walker, wheelchair, cane or adaptive equipment for bathing or dressing, splints or braces, should be evaluated for safety and appropriateness by your therapist. Please have a family member or friend bring the item to the facility so the item can be properly assessed. Family members are encouraged to participate in therapy sessions. Regardless of the attendance of a family member, we strongly encourage your participation in therapy as scheduled. For your safety, resist allowing a friend or family member to transfer you from a bed or wheelchair. It is important that a trained staff member assist in all transfers to prevent injury. Please do not enter the gym area after hours. A therapist must be present at all times.



## GENERAL INFORMATION

While in rehab, it is important that you plan to dress every day. We suggest that you bring a five to seven day supply of comfortable clothing that is loose fitting and easy to get in and out of. In addition, you may also want to bring items from home that will make your stay more pleasurable but we ask that you don't bring in valuables. Remember to mark all of your personal items with your first and last name to assist us in identification if the item is misplaced. We suggest the following items: pullover shirts, socks, undergarments, rubber soled shoes, toiletries you use on a regular basis (i.e. shampoo, deodorant, make-up, etc.), any special equipment or supplies that you use on a regular basis, pictures of family and friends, a favorite blanket/pillow, electric razor, etc.

## DINING SERVICES

A dietitian will be assigned to you upon admission to Independence Pointe. Many residents have special dietary needs. Your dietitian will ensure that your meals are prepared according to the recommendations made by your physician. Meals are served at approximately 7:30 a.m., 11:30 a.m., and 5:00 p.m. in the Independence Pointe dining room. Residents are encouraged to eat in the dining room with other therapy participants. If you would like to have a family member join you for any one of your meals, you can order a guest tray by calling the receptionist at **810-982-9500**. Requests must be made one hour prior to the meal time. The guest tray must be paid for in advance.

## FALL PREVENTION

Most often, residents who are admitted to Independence Pointe have just come from a hospital setting and may be weak, have difficulty with balance, or be uncertain of their physical abilities. To prevent injury and to ensure that your recuperation is not delayed, all residents are assigned a wheelchair upon admission. Once you have been evaluated by the appropriate therapists, a determination will be made whether you should continue to use the wheelchair for mobility.

## SAFETY TIPS

Always use your call light when you need assistance. Whether it is getting into or out of bed, getting into or out of a wheelchair, or to use the restroom, please allow a staff member to help you. Wear rubber soled or non-skid shoes when participating in therapy. This will assist with balance and prevent slipping or sliding on non-carpeted surfaces. Keep items that you use often within reach, i.e. the call light, a telephone, television remote control, etc.

## MEDICATION SAFETY

To improve the accuracy of medication administration, Marwood implemented a paperless electronic medication administration record. This system allows our nursing staff to better track current medications that residents are taking, dosing information, as well as any medication that has been discontinued. This electronic process helps ensure accuracy and consistency of care. All medications, including over-the-counter items, must be prescribed by a physician. **PLEASE DO NOT BRING MEDICATIONS FROM HOME.** No such items should be kept at your bedside at any time.

If you wish to have an over-the-counter medication prescribed, please tell your nurse so that a physician order can be requested. Medications will be obtained and dispensed only under the direction of a physician and administered by a licensed nurse.



## RESIDENT-CENTERED CARE PLAN

Upon admission, a comprehensive care plan will be prepared by the interdisciplinary team caring for you which includes your physician, nurse case manager, social worker, and dietitian. The care plan will provide you with an overview of the services that will be provided, your goals for admission, desired outcomes and preferences for discharge.

## NURSING SERVICES

Independence Pointe consists of Registered Nurses (RN's), Licensed Practical Nurses (LPN's) and Certified Nursing Assistant (CNA's). A Nurse Manager is assigned to your unit and is available Monday – Friday from 8:00 a.m. – 4:30 p.m. A Nursing Supervisor is available after normal business hours and on weekends as well. Our nursing staff will monitor your medical condition as well as your overall health. The staff will also provide ongoing education about your medications, medical treatments, and your general health.



## PHYSICIAN SERVICES

Marwood has several credentialed physicians that practice at our facility. Prior to admission, you will select a physician to care for you. Your physician will be available by phone 24 hours a day, 7 days per week. The assigned physician will not visit on a daily basis but will be in every 30 days or sooner if medically necessary. The nursing staff keeps in close contact with your physician to ensure that he/she is kept informed of any status changes, recent test results, etc.

## SOCIAL SERVICES

A Social Worker will be assigned to you upon admission to Independence Pointe. During your stay, your Social Worker will act as a liaison between you, your family, and the healthcare team. In preparation for your discharge, the Social Worker will coordinate in-home services, durable medical equipment needs, and alternative living placement such as an assisted living facility or senior housing. The Social Worker can be contacted by any staff member and is available to assist you Monday through Friday from 8:30 a.m. – 5:00 p.m.

## NURSE PRACTITIONER SERVICES

Marwood employs a full-time Nurse Practitioner that works on-site to support and collaborate with physicians and our nursing staff. The Nurse Practitioner manages acute and chronic medical conditions through on-site physical exam and is able to assist in the facilitation of diagnostic tests and medical treatments needed for residents.

## REHAB NURSE CASE MANAGER

A Rehab Nurse Case Manager will be assigned to you upon admission to Independence Pointe. During your stay, your nurse case manager will help plan, coordinate, and evaluate services and resources needed for you during your stay.

## PHYSIATRIST SERVICES

A Physiatrist is a physical medicine and rehabilitation specialist that works to enhance and restore function and quality of life. Our Physiatrist, works with the resident's physician, therapist and nursing staff to optimize their recovery through exercise, pain management and therapeutic strategies.

## ANCILLARY SERVICES

During your stay, you may need to attend a doctor's appointment or be seen for other services. At Marwood, we offer several ancillary services on-site such as podiatry, dental, and vision. Depending on insurance and coverage, some fees may apply.

Resident transportation to doctor appointments, home, etc., is the family's responsibility. The Blue Water Transit and Council on Aging transportation services may be able to assist if needed. Please make arrangements directly with the provider.

## SOCIAL ACTIVITIES

When you are not participating in rehab, Marwood has a full calendar of events that you can participate in throughout the building. Copies of the facility activity calendar can be obtained from an Activity staff member.

## TELEVISION, TELEPHONE, AND NEWSPAPERS

Televisions are in resident rooms and can be found in various lounge areas throughout the facility.

A telephone can be installed in your room for a nominal fee. Please let the receptionist know if you are interested in connecting a phone. Cell phones are permitted. If a resident doesn't have their own personal phone and would like to make a private phone call, arrangements will be made.

Newspaper subscriptions are available through the Detroit News and the Times Herald. Residents must call and arrange subscription services.

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PORT HURON

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810-982-9500 | [mclaren.org/marwood](http://mclaren.org/marwood)