

# Asbury Place Health Care Center

## Welcome Packet and Frequently Asked Questions for Residents and Family



### *Welcome to Asbury Place Maryville Health Care Center and Chestnut House*

We are pleased that you have chosen our community for your recovery. We are proud to provide quality health services.

During your stay here at Asbury Place, an important part of your recovery is participating in rehabilitative therapy sessions – as is doing all that we can to maintain your emotional and social well-being.

Your preferences and your comfort are equally important to us; we will work with you to deliver person-centered services that make you feel as ‘at-home’ as possible.

**Room Number:** \_\_\_\_\_ **Room Phone Number:** \_\_\_\_\_

**Social Worker:** \_\_\_\_\_ **Nursing:** \_\_\_\_\_

**My Care Plan Date:** \_\_\_\_\_

**Address:** 2648 Sevierville Rd., Maryville, TN 37804

Please see the following pages for detailed information regarding your stay.

# How to Contact Us

## CLINICAL/MEDICAL SUPPORT

Administrator, Health Care Center .....	(865) 984-1660
Admissions.....	(865) 738-2828
Nursing, Director .....	(865) 738-2839
Assistant Nursing Director.....	(865) 738-2802
Dietitian.....	(865) 738-2836
Rehabilitative Therapy.....	(865) 738-2807
Resident Programs.....	(865) 738-2852, (865) 738-2841
Social Services.....	(865) 738-2844, (865) 238-8315

## ANCILLARY SERVICES

Hair Stylist.....	(865) 738-2805
Billing Office .....	(865) 738-2838
Dining, Director.....	(865) 738-2835
Maintenance.....	(865) 738-2854

# Hair Salon Services

The Asbury Place hairdresser is pleased to provide a full range of salon and barber services. Services are by appointment-only and may be made personally or by a member of our staff. Call (865) 738-2805 to schedule an appointment.

## Women's

Dry cut only .....	\$15
Shampoo & cut .....	\$20
Shampoo, cut & blow-dry.....	\$30
Shampoo, cut & roller set .....	\$40

## Men's

Dry cut only .....	\$12
Shampoo & cut .....	\$15
Shampoo, cut & blow-dry.....	\$18
Beard & mustache trim .....	\$10

## Styling

Iron work only.....	\$10
Shampoo, blow-dry, iron work.....	\$25
Shampoo, blow-dry .....	\$20
Shampoo, roller set .....	\$25

## Texture

Basic perm .....	\$50 and up*
Basic perm/cut .....	\$65 and up*

\*Length and thickness extra

## Color Services

Color rinse.....	\$5*
Single process .....	\$45 and up*
Single process & cut.....	\$60 and up*

\*Length and thickness extra

## Foils

Accent foils, up to 4 foils.....	\$20
Partial foils, up to 12 foils.....	\$45
Full-head foils.....	\$70 and up
Full-head foils & cut .....	\$85 and up
Cap highlights .....	\$55
Cap highlights/cut.....	\$70

## Waxing Hair Removal

Eyebrows .....	\$8
Lip.....	\$4
Chin.....	\$4
Face.....	\$10

## Other Services

Shampoo only.....	\$10
Conditioning treatments .....	\$10
Wig & hairpiece sets .....	\$20

# Channel Guide

0 TB Interactive Guide	24 STYLE	48 National Geographic
1 Charter on Demand	25 Lifetime	49 Travel Channel
2 WKOP PBS	26 LTC	50 Food Network
3 Educational Access	27 TBS	51 HGTV/Home & Garden TV
4 WPIX ION	28 TNT	52 Animal Planet
5 Educational Access	29 USA	53 ABC Family
6 WVLR Christian Television	30 FX	54 The Disney Channel
7 WMAK Ind	31 ESPN	55 Nickelodeon East
8 WVLT CBS	32 ESPN 2	56 Cartoon Network
9 WBIR NBC	33 FS South	57 TV Land
10 WAGV IND	34 Charter Sports Southeast	58 AMC
11 WTNZ Fox	35 Golf Channel	59 Turner Classic Movies
12 WBXX CW	36 Speed Channel	60 Hallmark Channel
13 WATE ABC	37 SportSouth	61 Oxygen
14 QVC	38 The Weather Channel	62 Bravo East
15 WVLT-DT2 (MyTV)	39 CNBC	63 SyFy
16 Charter Main TV	40 MSNBC	64 Spike TV
17 Jewelry Television by CAN	41 CNN	65 Comedy Central
18 Home Shopping Network	42 HLN	66 MTV
19 Local Origination	43 Fox News Channel	67 VH-1
20 Government Access	44 History	68 CMT
21 CSPAN	45 TruTV	69 BET
22 WGN	46 A&E	85 CSPAN
23 E!	47 The Discovery Channel	

# Dining Services

## Guest Meals

Friends and family are welcome at any meal. Charges are billed through the monthly service fee to the host resident or a guest meal ticket may be purchased at the office. Please make a reservation at least 1.5 hours prior to meals by calling (865) 738-2748. Prices are as follows:

**Breakfast \$8 | Lunch \$9 | Dinner \$9 | Holiday Meals \$13**

## EVERYDAY OPTIONS MENU

**Soups:** Tomato, Cream of Mushroom, Chicken Noodle and Vegetable

**Salads:** Mixed greens, Caesar, Chef

**Sandwiches:** Chicken Salad, Tuna Salad, Pimento Cheese, Ham, Turkey, Roast Beef, Peanut Butter & Jelly

**Vegetables and sides:** Mixed California, Corn, Green Beans, Peas, Carrots, Baked Potato, Mashed Potatoes, Slice Tomatoes, Cottage Cheese

**Entrees:** Cheeseburger, Hamburger, Hot Dog, Baked Pork Chop, Salisbury Steak, Chicken Breast

**Dessert:** Ice Cream, Jello, Fruit Cocktail, Fresh Fruit, Pudding, Chocolate Chip Cookie

# Frequently Asked Questions

**Care Plan Meeting:** A meeting will be scheduled for you and your primary contact to take place within seven days of admission where we will discuss your plan of treatment. The meeting may take place in person or virtually depending on preference.

**Visiting Hours:** Guests are welcome seven days a week with flexible hours of visitation. Well-behaved pets are permitted.

**Dining & Hours:** You will be given a menu on Wednesday and Saturday to choose your meals in advance. Residents who would like something different may order from a menu of Everyday Options for lunch or dinner. Please see page 3 for Everyday Options Menu.

**Dining Room Hours:**

- Breakfast: 7:45 AM
- Lunch: 11:45 AM
- Dinner: 4:45 PM

**Guest Meals:** Friends and family are welcome at any meal. Charges are billed through the monthly service fee to the host resident or a guest meal ticket may be purchased at the office. Please provide two hours advance notice as a courtesy.

**Resident Programs:** Currently, there are small group resident programs/activities. One-on-one sessions with our Activities Department are available.

**Appointments:** Follow-up appointments are made by Social Services in conjunction with recommendations by nursing.

**Transportation:** Social Services arranges transportation for all outside appointments. Their services include obtaining insurance authorizations for transport, when applicable.

**Social Services:** The Social Work Department will work with you and your loved one to set up a care plan meeting to discuss discharge, progression of rehabilitation, nursing updates, etc.

**Leaving the Health Care Center:** Your safety is very important. Please notify your nurse before leaving the building.

**Laundry:** All personal items should be marked with the resident's name to minimize misplaced items. Personal laundry is done by our staff without charge. Please consult with admissions for more information.

**Resident Mail:** Staff promptly delivers mail after receipt from the U.S. Postal Service. Outgoing mail may be sent out at the front desk.

**Television/Telephone/Internet:** Provided at no cost to residents.

**Tipping:** Our associates appreciate compliments but may not accept tips and gifts.

**COVID-19 Safety & Updates:** For COVID-19 updates, please enroll in our Family emails at [AsburyPlaceMaryville.org/ Events & Resources/ Family & Friends](https://AsburyPlaceMaryville.org/Events&Resources/Family&Friends).

- » In addition to our own infection prevention measures, we follow CDC recommendations and CMS regulations to mitigate COVID-19. Based on current regional transmission rates, positive cases at our community, your vaccination status and possible exposure status, you may be required to quarantine for up to 10 days upon admission and/or receive a COVID-19 test. Based on these factors, our team will review necessary requirements with you upon admission. In addition, all residents are required to wear a mask in public and practice physical distancing.



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[AsburyPlaceMaryville.org](https://AsburyPlaceMaryville.org)