

# ForestView Health Care Center Woodlands Memory Support Neighborhood

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



We are pleased that you have chosen The Woodlands at ForestView for your loved one. It is our honor to provide quality memory care and health services in an engaging and caring environment.

In addition to providing therapy, nursing, and nutritional assistance, we also strive to address the emotional and social well-being of residents and their families.

Our person-centered services are designed to make residents feel as 'at-home' as possible and provide peace of mind for their loved ones.

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

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

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

**Address:** 2301 Edinboro Road, Erie, PA 16509

Please see the following pages for detailed information. Once again, thank you for choosing The Woodlands at ForestView, where residents' well-being is our highest priority.



2301 Edinboro Rd. Erie, PA 16509  
[SpringhillErie.org](http://SpringhillErie.org)



# Frequently Asked Questions

**Care Plan Meeting:** A meeting will be scheduled for you and your primary contact within seven days of admission where we will discuss your plan of treatment. Virtual meetings are available.

**Visiting Hours:** We welcome guests 7 days a week with flexible hours. Ring the intercom and an associate will provide assistance.

**Resident Programs:** We hold small group activities addressing multiple dimensions of wellness 7 days a week. One-on-one sessions are also available. NOTE: Activities and schedules can change in accordance with state and local COVID-safety regulations.

**Appointments:** Follow-up medical appointments must be made by you or your loved one. Please notify nursing with appointment date/time.

**Transportation:** Transportation to appointments is provided by a variety of service providers. The Admissions Department can assist with this process.

**Social Services:** The Social Work Department will set up a meeting to discuss discharge, progression of rehabilitation, nursing updates, etc.

**Housekeeping:** Your room is cleaned daily. High-touch surfaces are sanitized frequently during the day.

**Leaving the Neighborhood:** Please inform the charge nurse in advance. A family member or Power of Attorney must sign out the resident before leaving. Family or staff must accompany residents at all times when off the premises.

**Telephone:** Information about charges is available from the Director of Admissions.

**Laundry:** All personal items should be marked with the resident's name to minimize misplaced items. For a nominal fee, personal laundry can be done by our staff. A washer and dryer are available near the A-wing nurses station for those wishing to do their own laundry.

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

- We follow CDC recommendations and CMS regulations to mitigate infections, including COVID-19. Based on current regional transmission rates, positive cases at our community and your possible exposure status, you may be required to take additional precautions, such as testing or masking or quarantining. Based on these factors, our team will review necessary requirements with you upon admission.
- ForestView Health Care Center works with our regional health care providers and pharmacies to offer the COVID-19 latest treatments as available and indicated. We utilize heightened infection-control and cleaning processes. Staff uses personal protective equipment when entering your room.

**Resident Mail:** Staff promptly delivers mail after receipt from the U.S. Postal Service. Social Security or pension checks, bills, etc., may be rerouted to a responsible party if desired. Outgoing mail may be sent out at the front desk.

**Personal Electronics:** Please contact us before connecting a TV, appliance or decoration into an outlet. No extension cords are permitted. A power strip is allowed.

**Internet:** Wifi is available in all rooms.

**Room Humidifiers:** The use of room humidifiers is discouraged, but if required, please inform the nursing staff to set a cleaning schedule.

**Television:** Each room has cable TV access. We offer an in-house cable option for a fee. Please see the Director of Admissions for details. Please keep TV volume at low-to-moderate levels and at low volume from 10 p.m. to 8 a.m. Federal and state Resident Rights require comfortable sound levels for all. Residents may need to use earphones if they require high volume.

**Pet Policy:** Family pets with good manners are welcome. They should be of reasonable size, clean with updated vaccinations, and free from fleas. Pets should be leashed at all times. Pets are not permitted in dining areas.

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

**Support Groups:** We work with the Alzheimer's Association and provide information on meetings available throughout the area.

**Room Furnishings:** Residents may bring personal furniture provided there is sufficient space to meet safety requirements and state regulations. Please see the Director of Admissions for specifics.

**Hiring Private Duty Staff:** Please work with the ForestView Social Service Coordinator who will provide a list of service agencies and explain policies and procedures at The Woodlands. We also offer the convenience of Asbury Home Services at Springhill, which provides vetted private duty staffing and is located on our campus.

**Hair Salon Services:** Please refer to the ancillary fee schedule for services and rates.

**Reasonable Accommodations Policy:** Asbury Springhill recognizes that residents with disabilities may require reasonable accommodations to Asbury Springhill's policies, practices, or services to have an equal opportunity to use and enjoy Asbury Springhill's Residences, common areas, facilities and services. If you require a reasonable accommodation because of a disability, please refer to the Reasonable Accommodations Policy & Request Form, a copy of which has been provided to you and which is available from Administration.



## Rehabilitation Services and Expertise

Physical, occupational, and speech therapies are provided with a doctor's orders by a highly experienced team of professionals employed by Springhill.

We provide quality rehabilitative services to get you functioning as independently and safely as possible as quickly as possible.

Our rehabilitation therapists have multiple certifications, including a CSRS-certified stroke rehabilitation specialist.

**Please contact us at ext. 7117**

# How to Contact Us

## To place a call from your room phone:

- » Press “8” after lifting receiver
- » Dial number including area code
- » For a long- distance call, press “8” and “1” then dial area code and phone number

Phone service and internet are available for an additional charge. Please see the schedule of ancillary charges for costs.

## CLINICAL/MEDICAL SUPPORT

Health Care Center .....	(814) 860-7110
Admissions.....	(814) 860-7143
Billing Specialist.....	(814) 860-7105
Director.....	(814) 860-7104
Assistant Nursing Director.....	(814) 860-7124
Dietitian .....	(814) 860-7145
Rehabilitative Therapy .....	(814) 860-7117
Resident Programs.....	(814) 860-7120
Social Services.....	(814) 860-7103
Dining Room Reservations.....	(814) 860-7100
Receptionist.....	(814) 860-7100

## ANCILLARY SERVICES

Beauty Shop .....	(814) 860-7107
Billing Office .....	(814) 860-7105
Dining Director.....	(814) 860-7005
Maintenance.....	(814) 860-7038



# Admission and Discharge Information

It is recommended that all new residents and their responsible parties meet with the Director of Admissions or the Director of Social Services on the day of admission. The team will gather information about the resident’s history and interests which will be used to structure care, social engagement, and programming. Residents are encouraged to take part in the daily routines of the neighborhood as soon as comfortably possible, and an assigned primary caregiver will provide support and assist with socializing the resident.

The Woodlands provides a safe, therapeutic environment for residents with dementia or similar disorders who are able to benefit from increased structure and supervision. Criteria for admission, continued stay and discharge are monitored on an ongoing basis by our Interdisciplinary Team (IDT). If it is determined that the resident’s care needs can no longer be met at the Woodlands, the IDT will work with the family/responsible party to ensure a smooth transition to the long-term care area of ForestView.

# Channel Guide

2	Springhill	38	Disney HD	74	IFC
3	ABC 24 Local HD	39	DIY Network	75	Lifetime Movies HD
4	CBS 35 Local HD	40	HGTV HD	76	AMC HD
6	NBC 12	41	FETV	77	Turner Classic Movies
7	WQLN-PBS 54 LOCAL HD	42	FXX	78	Encore HD
8	CNN HD	43	FYI	79	Encore Action HD
9	Fox NEWS HD	44	Great American Country	80	Encore Classic
10	Fox 66 local HD	45	Game Show Network	81	Encore Family
11	C-Span 2	46	Hallmark HD	82	Comedy Central
12	CNBC	47	Trinity	83	Encore Suspense
13	MSNBC	48	EWTN	84	Encore Westerns
14	Headline News HLN	49	UP	85	Lifetime
15	ESPN HD	50	National Geographic	86	AWE
16	ESPN2 HD	51	History HD	87	FX Movie Channel
17	ESPN News HD	52	Investigation Discovery	88	E!
18	FOX Sports HD	53	ION	89	Inspiration
19	ESPNU HD	54	Ovation	90	Daystar
20	Sports Time Ohio HD	55	OWN	91	Nickelodeon
21	Fox NEWS Pittsburgh HD	56	Oxygen	92	HSN
22	CBS Sports HD	57	QVC	93	Sports Channel
23	NBC Sports HD	58	RFD-TV	94	Springhill Channel Guide
24	NFL HD	59	Science	95	A&E HD
25	MLB HD	60	Paramount Network	96	Big Ten Network HD
26	Golf HD	61	SYFY	97	Freeform HD
27	Fox Sports 2 HD	62	TBS HD	98	American Heroes
28	Tennis Channel	63	TNT HD	99	WQLN 54-2 (Create)
29	BBC America	64	The Learning Channel	100	HBO
30	Fox Business News	65	Travel HD	101	HBO2
31	Bravo HD	66	Tru TV	102	HBO Family
32	Animal Planet	67	TV Land	103	HBO Signature
33	CMT	68	TVG Horse Racing	104	HBO Zone HD
34	FX	69	USA HD	105	MovieMAX
35	Food Network	70	WE	106	Play Back Now
36	Destination America	71	Weather Channel	107	Chapel
37	Discovery HD	72	Accuweather Local HD	108	Community Room
		73	Sundance		

# Resident & Family Education for Recommended Adult Immunization Schedule\*

\*Adapted from the CDC

*At Asbury Communities, we are committed to your health and wellness and will support you to follow the recommended adult immunization schedule. We can also provide additional info about any of the recommended vaccinations. Let us know how we can help!*

Vaccination is one of the most convenient and safest preventive care measures available. It is important for adults to keep their vaccinations up to date because immunity from childhood vaccines can wear off over time. You may also be at risk for different diseases as an adult or need additional vaccines due to health conditions, job requirements, lifestyle or travel. Talk to your healthcare professional about other recommended vaccines and which vaccines are right for you.

## **Adult Immunization Schedule Recommendations (by age)**

Vaccine	50-64 years	≥65 years
Influenza inactivated (IIV) or Influenza recombinant (RIV4)	1 dose annually	
Varicella (VAR)	2 doses	
Zoster recombinant (RZV)	2 doses	
Pneumococcal conjugate (PCV13, PCV15, and PCV20)	1 dose of PCV20 OR	1 dose of PCV20 OR
Pneumococcal polysaccharide (PPSV23)	1 dose of PCV15 followed by 1 dose of PPSV23 at least 1 year later	1 dose of PCV15 followed by 1 dose of PPSV23 at least 1 year later Reminder: No additional doses are indicated at this age if PCV15 or PCV20 were administered at a younger age.
Tetanus, diphtheria, pertussis (Tdap or Td)	1 dose at least every 10 years	

### **About the COVID-19 vaccine**

All adults are recommended to receive the COVID-19 vaccine. There are multiple options and dose recommendations vary by product and medical indication. Learn more about COVID-19 Vaccination at: <https://www.cdc.gov/covid19>.

### **General side effects of vaccinations are:**

- |   |             |                   |
|---|-------------|-------------------|
| Tiredness   | Muscle pain | Nausea            |
| Headaches   | Chills      | Allergic reaction |
| Pain, redness or swelling in the vaccinated extremity |             |                   |

Side effects are generally limited the first few days following the vaccine. To alleviate any side effects you may experience, drink plenty of fluids and move your vaccinated extremity often to prevent soreness.

Contraindications to vaccinations may be a history of a prior reaction or allergy to a component. For more info about the recommended vaccinations, please visit:

- COVID-19 Vaccination: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html>
- Vaccine information for Adults: <https://www.cdc.gov/vaccines/adults/index.html>