

Bethany Village Health Care Center

Welcome Packet and Frequently Asked Questions for Residents and Family



Dear New Resident,

Welcome to the The Oaks Health Care Center at Bethany Village!



We are pleased that you have chosen our community for your recovery. The Oaks at Bethany Village is a *U.S. News & World Report* 2022-2023 Best Nursing Home for Long-Term Care! We are proud to provide quality health services.

Your preferences and your comfort are important to us; we will work with you to deliver person-centered services that make you feel as “at-home” as possible. Here is some information that we hope you will find helpful:

Room Number: _____ Room Phone Number: _____

Social Worker: _____ Nursing: _____

My Care Plan Date: _____

Address: 325 Wesley Dr, Mechanicsburg, PA 17055

Please see the following pages for detailed information regarding your stay. Once again, welcome to the The Oaks at Bethany Village, where your well-being is our highest priority.



325 Wesley Dr, Mechanicsburg, PA 17055
BethanyVillage.org

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How to Contact Us

To place a call from your room phone:

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

CLINICAL/MEDICAL SUPPORT

Administrator	717-591-8003
Admissions.....	717-591-8544
Nursing, Director	717-591-8006
Nursing, Assistant Director	717-591-8490
Social Services.....	717-591-8082
Resident Programs & Activities ...	717-591-8064

ANCILLARY SERVICES

Billing Office	717-591-8029
Dining Services.....	717-591-8020
Laundry	717-591-8528
Housekeeping.....	717-591-8024
Maintenance.....	717-591-8074
Chaplain	717-591-8005

Channel Guide

2 WHP CBs	28 Univision	49 JTV	71 Own
3 WGAL NBC	29 CNN	50 TBS	72 MASN2
4 C-Span	30 ESPN	51 Syfy	73 GSN
5 WPMT Fox	31 ESPN2	52 Comedy Central	74 PCN
6 WITF PBS	32 USA Network	53 FX	75 Fox News
7 WGCN Ind	33 TNT	54 Hallmark Channel	76 Esquire Network
8 The Comcast Network	35 Comcast SportsNet	56 EWTN	77 Food Network
9 WHTM ABC	36 The Weather Channel	57 E!	88 HSN 2
11 QVC	37 A& E	58 Bravo	89 EVINE Live
12 WPHL	38 Discovery Channel	59 Big Ten Network	438 450 Music Channels
13 WLYH	39 Disney Channel	60 NBC Sports	560 Xfinity Latino
18 HSN	40 Nickelodeon	62 ION television	561 Univision
19 WHP (My)	41 VH1	63 Animal Planet	567 Galavision
20 Government Access	42 Lifetime	64 TCM	711 Big Ten Network Overflow
21 Government Access	43 History	65 HGTV	712 Big Ten Network Overflow
23 BET	44 Freeform	66 Golf Channel	956 Bethany Village Channel
24 HLN	45 TLC	67 Cartoon Network	
25 AMC	46 MSNBC	68 TV Land	
26 CNBC	47 MASN	69 Fox Sports 1	
27 MTV	48 ROOT Sports Pittsburgh	70 TruTV	

Frequently Asked Questions

Care Plan Meeting: A meeting will be scheduled for you and your primary contact 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. Ring the intercom upon your arrival and an associate will provide entrance and exit assistance. 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 other options for lunch or dinner.

Dining Room Hours:

- Breakfast: 7:45 AM – 8:45 AM
- Lunch: 11:45 AM – 12:45 PM
- Dinner: 4:45 PM – 5:45 PM

Frequently Asked Questions

Guest Meals: Friends and family are welcome at any meal. Charges are billed through the monthly service fee to the host resident.

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 scheduled by The Oaks associates.

Transportation: Transportation to appointments is provided by a variety of service providers. The transportation department can assist with choosing the appropriate method of transportation and vendor.

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: Laundry services are available and are included in the daily rate. If you wish to have Bethany Village do your laundry, please bring all personal clothing in need of labeling to your nurse/caregiver. A laundry professional will label each piece of your clothing (including socks and undergarments) and return them to you within 24 hours. Soiled laundry is picked up daily from each neighborhood, clean laundry is delivered to The Oaks on Tuesday and Thursdays.

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.

Television/Telephone: Provided in all health care rooms.

Internet: WiFi is available in all rooms. Please connect to BVGUEST Network. No password is required.

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, which you can access at [BethanyVillage.org/ Events & Resources/Family & Friends](http://BethanyVillage.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.

COVID Vaccine & Treatment: If we are offering a clinic during your stay with us you will be able to receive the COVID-19 vaccine. We work with healthcare providers to offer the latest COVID-19 treatments as available and indicated.

Reasonable Accommodations Policy: Bethany Village recognizes that residents with disabilities may require reasonable accommodations to Bethany Village’s policies, practices, or services to have an equal opportunity to use and enjoy Bethany Village’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.

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>