

Normandie Ridge Health Care Center

Welcome Packet and Frequently Asked Questions for Residents and Family



Dear New Resident,

Welcome to the Normandie Ridge Rehabilitation and Health Care Center!

We are pleased that you have chosen our community for your recovery. Normandie Ridge Health Care Center is a *U.S. News & World Report* 2024 "Best Nursing Home" for Short-Term Rehabilitation. 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: _____

My Baseline Care Plan Meeting Date: _____

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



1700 Normandie Dr., York, PA 17408

NormandieRidge.org



How to Contact Us

To place a call from your room phone:

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

CLINICAL/MEDICAL SUPPORT

Administrator	717-718-0993
Admissions.....	717-718-0953
Nursing, Director	717-718-1571
Nursing Station	717-718-0996
Dietitian	717-718-1573
Rehabilitative Therapy	717-718-0709
Resident Programs.....	717-718-1026
Social Services.....	717-718-0936

ANCILLARY SERVICES

Beauty Shop	717-718-1590
Billing Office	717-718-1051
Dining Director.....	717-718-0939
Maintenance.....	717-718-1951

Channel Guide

2	WITF-SD	243	WMPB-Kids
3	WGAL-SD	245	WHTM-Grit
4	HSN	246	WHTM-Laff
5	WPMT-SD	247	WPMT-AntTV
6	WHTM-SD	248	WGAL-MeTV
7	WLYH-SD	283	SHOPHQ
10	WHP-SD	287	DAYSTAR
12	WMPB-SD	295	INSP
13	WHP-CWSD	799	WMPB-TwoHD
14	QVC	800	HSN HD
15	EWTN	802	WHP-HD
16	PEG	803	WITF-HD
18	PEG	804	WPMT-HD
19	WHP-MY	805	WHP-CWHD
20	CSPAN	807	WHTM-HD
25	JEWELRY TV	808	WGAL-HD
76	ION	809	WLYH-HD
88	HSN2	811	QVC HD
89	SHOPHQ	812	WMPB-HD
104	CSPAN2	1094	LEASEACC
184	JEWELRY FL	1095	LEASEACC
186	PCN	1096	LEASEACC
190	LEASEACC	1097	LEASEACC
191	LEASEACC	1098	LEASEACC
192	LEASEACC	1099	LEASEACC
239	WITF-Kids	1127	PCN
242	WMPB-NHK		

Frequently Asked Questions

Baseline Care Plan Meeting: A meeting will be scheduled for you and your primary contact to take place within 48 hours 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 daily 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: 8:00 AM
Lunch: 12:00 PM
Dinner: 5:00 PM

Guest Meals: Friends and family are welcome at any meal. Please see a staff member to place an order.

Appointments: Follow-up appointments will be scheduled by a staff member.

Transportation: Transportation to appointments is provided by a variety of service providers and charged to the resident at the rate of \$38.48 per trip.

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

Leaving the Health Care Center: Your safety is very important. Please notify the nurse and sign out the resident before leaving the building.

Programs: We offer a wide range of programs and activities addressing all components of wellness designed by a full-time therapeutic recreation staff. Activities may be limited to one-to-one interactions and outdoor gatherings as required for COVID-19 safety.

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.

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: Included for short-term rehabilitation residents.

Telephone: Billed separately to your room charges.

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 NormandieRidge.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.

Reasonable Accommodations Policy: Normandie Ridge recognizes that residents with disabilities may require reasonable accommodations to Normandie Ridge's policies, practices, or services to have an equal opportunity to use and enjoy Normandie Ridge'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 Normandie Ridge. We provide quality rehabilitative services to get you functioning independently as safely and as quickly as possible.

If you are a resident of the Normandie Ridge retirement community or Personal Care, we offer outpatient therapy services on site.

To reach our therapy department, call 717-718-0709.

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>