**Ozanam Hall of Queens Nursing Home, Inc. 42-41 201st St., Bayside, NY 11361**

Dear Resident, Representatives and Friends: November 23, 2021 Please note these items of importance and share this information with family, friends and other loved ones:

**Communication ** We communicate with every Resident and/or Health Care Proxy #1, in all matters. Only if a Resident lacks capacity and the HCP#1 is not accessible, would we contact Health Care Proxy #2. We understand everyone’s concerns and suggest the Resident and/or HCP

#1 keep the HCP #2 and all other loved ones informed.

**Pictures/videos:** Photos of residents/individuals without their written permission is not permitted. No “security cameras/video/audio devices” are allowed in any Resident rooms or Resident areas without prior administration approval.

**Cell Phones ** Residents with cell phones, tablets, and iPads should use them in their room and store them in their locked drawer.

**Bed-Holds** for **Hospitalization (\*\*out of facility past midnight)** Upon hospitalization you will be contacted to discuss if you wish to pay privately to hold the bed your loved one was in. If not, you will be given priority consideration to return to this facility (\*it may not be to the same room or unit). We will pack and store your belongings for 30 days after which time we would ask you to pick them up.

**Attire ** Winter is fast approaching. We request all Residents wear attire one would when in public. Please contact your Resident’s Resident Coordinator so summer attire can be packed and given to you to store until next spring and you can give clean/new warm attire the same day. We have limited space for retaining clothing and personal items and can only retain that as space permits. Any packages mailed/ dropped off here should be enclosed in a sealed package with the Resident’s full name and room number. When an individual is nicely attired, it lifts one’s spirits and self-esteem.

**Veteran Benefits** **** If Resident or spouse was a Veteran, and served at least 90 days of active military service with at least one day during war time (even if not in combat), there is a VA Pension Benefit (monies for their stay in a Nursing Home, Assisted Living, or care at home). Contact Mr. Gari Harvey, Veterans Benefits Advisor 1 for this facility c/o NYS Division of Veteran’s Affairs, 2094 Albany Post Road, P.O. Box 100 Montrose, NY 10548 at (914) 788-4367 [Gari.harvey@veterans.ny.gov](mailto:Gari.harvey@veterans.ny.gov) to apply. Benefits Information: 1-888-838-7697

**Advance Directives** **** Residents are encouraged to make Advance Directives to ensure their future treatment wishes are regarded and respected. **Residents with capacity** can appoint a Health Care Agent to make treatment decisions if ever they are unable to participate in medical decisions.

**Residents who lack capacity** without a Health Care Agent may be represented by their Court Appointed Guardian or by their closest relative according to NYS Surrogate appointment law and the issuance of related required paperwork. Speak to your Social Worker to assist you with either.

**Palliative Care** We initiate a **Palliative Care Plan** for all Residents. Palliative Care is not Hospice Care. It is does not mean your Resident is considered at the end of life, it is not a directive on treatments but an opportunity to ensure pain-free care and a time to begin discussions about your Residents future treatment wishes with the Resident, their HCP /Surrogate and/or Guardian and medical team so all are prepared to address medical decisions with full respect and recognition of a Resident’s wishes over the course of their stay here..

**Protection of Valuables ** Every Resident is offered a key to the locked drawer in their room. Please do not keep more than five (5) dollars in a room or locked drawer. To best protect valuables every Resident can open an account in our Finance office. Anyone can leave money up to $50.00 in a Resident account as a monetary gift for their Birthday, Holiday, and other occasion(s) or just have on hand.

We suggest keeping valuables at home. Residents wearing heirlooms/expensive/ sentimental jewelry in an emergency, may be sent to the hospital where valuables are removed and may not be found again. Any valuable left here –due to hospitalization and /or discharge, can only be released to the Resident or their legally authorized individual. Please return their drawer key to the Social Worker and/or Unit RN upon discharge.

**Residents Bill of Rights ** Copies are available in Regular; Large print, Braille and languages other than English through our Social Work Services Department, as well as, distributed by the NYS Dept. of Health. If you need a copy or clarification, please contact a Social Worker.

**Survey Results** – are in a binder titled “Survey Results” in the lobby area next to reception desk, on a wheelchair height accessible table.

**Ozanam Hall of Queens Website:** is updated daily, and as needed, with information and changes that are happening to keep our Residents, staff and others safe! Please check the site and encourage others to do the same to keep abreast of our daily challenges and plans and new newsworthy information.

Thank you for your understanding, patience and support during this pandemic**.** We thank you for your patience in understanding the restrictions and limitations we have to initiate and enforce as decided by regulatory agencies governing Nursing Home care in New York .

***Administration, and all Residents and Staff here at Ozanam Hall, wish you a safe and healthy Holiday Season!***

Very truly,

Carol O’Dette

Ms. Carol ODette, LCSW-R

Director of Social Work Services