



creating
a culture of
RESPECT
Hebrew Rehabilitation Center

**Staff, Resident
and Family
Member
Responsibilities**

For over 100 years, Hebrew Rehabilitation Center has provided high quality care and service in an environment in which patients are treated with dignity and respect. Our staff is committed to continuously improving quality and recognizes the important of the triad—patient, family, and staff—in ensuring an optimal experience.



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Respect is a core value of the Hebrew Rehabilitation Center ...respect for our residents, our staff, our resident families, our volunteers and our organization. Respect is displayed in many ways and it is vital that we each play a part in recognizing and appreciating the hard work that we all contribute to the organization's day-to-day operation.

As a family member, you play a special role. By taking an active role in the care process through visits to residents or other activities, you assist our caregiver team—doctors, nurses, nurse assistants, social workers, and rehabilitation specialists—in meeting resident needs. Our staff is encouraged to involve you and we welcome your participation. We ask that you recognize the responsibilities you share with us and that we form a staff-family partnership in providing resident services.



At Admission

- Share your expectations for care and treatment with us.
- Be thorough and honest about your relative's health history, including all medications being taken.
- Whenever possible, ensure that a health care proxy has been appointed and that an advanced care directive has been completed. In that way, our team will know your relative's wishes. Please provide us with a copy if you have already completed a health care proxy.
- Provide complete and accurate financial information in order for us to identify resources that may help cover medical expenses.
- Inform us if the services of a translator are required.

During The Stay

- Our employees are the heart and soul of the Hebrew Rehabilitation Center and are our most valuable asset. They are critical to the success of our organization. Residents and families are our best customers. We expect everyone to treat each other with respect and dignity.
- Just as we encourage residents and families to voice concerns about the treatment they are receiving; we encourage staff to voice concerns about inappropriate family member conduct

when there is reason to do so. Administration officials will contact you or staff members should this be necessary.

- As a resident's needs change, a different level of care might be required. If the care team feels that a move is necessary, we will discuss relocation within the Center with you. It is the Center's responsibility to determine the level of care required for your relative. We try to make moves as smooth as possible. Staff is available to provide support and assistance throughout this process.

- Teaching is an important mission of the Hebrew Rehabilitation Center. We are proud of the role we play in preparing students for health care careers. There may be occasions in which students participate in caregiving. Let us know if you have any objections. Your wishes will determine the extent to which students are involved in providing care to your relative.

- If you have any concerns regarding any aspect of the care being delivered, you should first respectfully share those with any member of the care team. If they are unable to satisfy your concern, we have a formal Concern Resolution process to resolve issues. Please follow the system we have established. A member of the care team will explain our process and provide you with the information necessary to seek resolution to an issue.

- Volunteer Services are available to assist residents. Please inform the Social Worker or contact Volunteer Services directly to discuss your family member's needs, such as a friendly visitor or transportation to an internal event. Also, please know that opportunities to volunteer exist for family members and residents either on an on-going or occasional basis. Rewarding experiences are available through a variety of activities -- ones that help you feel more connected to your family members, their neighbors and the staff on the unit. The Center community will benefit from your active participation.

We are home to the nation's largest geriatric research institute in an applied setting. Our research has helped our residents and seniors around the world in many ways: helping to reduce falls, strengthen muscles and bones, measure and improve quality of care. We take great pride in our geriatric research initiatives and your relative may be asked to participate. All studies have to be approved by our internal research review committee to ensure privacy and safety. If your relative does not wish to participate, please let the staff know and your request will be granted.

- Follow the general rules and regulations established for the Center, including parking, smoking prohibition, non-kosher food, pet visitation, etc. that are outlined in the Welcome Guidelines contained in your admission packet.

- Everyone needs to be considerate of each other and their property, including the need to be mindful of television volume and hours of use.

- Remember that all residents have a right to privacy and confidentiality of their health information.

- For residents who require acute hospitalization while they are at the Center, beds will be held for up to 10 days for each medical episode requiring hospitalization. Because the Center is not reimbursed when residents are out of the facility overnight, after ten days, an administrative fee of \$200 per day will be charged in order to hold the bed. For those who are unable, or do not wish to hold the bed beyond 10 days, every effort will be made to return the resident to the Center as soon as possible, but it is unlikely that the return will be to the same room. Of course, the Center will be working very closely with the hospital to ensure a timely discharge back. This rate will not apply for any days spent in our Recuperative Services Unit (RSU).

- We also encourage, whenever possible, that residents spend time away from the Center with families for special social and religious occasions. Residents will not be charged for up to five days per year for these absences. However, after five days, an administrative fee of \$200/day will be assessed for any overnight, non-medical absence.