



Welcome to the Community Living Center

Resident centered skilled nursing care
in a home setting

Welcome

VA **Community Living Centers**

(CLCs) are located at the Albany, Batavia, Bath, Buffalo, Canandaigua and Syracuse VA Medical Centers. We offer 24 hour skilled nursing care to residents who need a short inpatient stay or longer. The Community Living Center provides a holistic approach to care that includes the mind, body and spirit of a person.



The Community Living Center is for Veterans with chronic, stable health problems (including dementia) and for Veterans who need rehabilitation or short term specialized services (such as respite, intravenous therapy, or comfort/end-of-life care). Community Living Centers strive to restore each resident to his or her highest level of independence, prevent further decline, and provide comfort care to those in need. Most VA CLCs are able to provide short-term, restorative and rehabilitative care for up to 100 days. Care can be extended to Veterans who meet eligibility criteria.

To find out if you are eligible to be a resident at a VA Community Living Center, contact your local Veterans Service Center or call the Veteran Service Contact Center's toll free number at 1-888-823-9656.

The staff at VA medical centers in upstate New York have been serving Veterans for over 75 years. We understand Veterans health care issues because over a third of our employees are Veterans themselves.

All of our Community Living Centers have Joint Commission accreditation.



Admissions

For a Veteran to be accepted into the Community Living Center he or she must:

- Require monitoring and/or restorative rehabilitation
- Require skilled nursing services as determined by testing
- Be medically stable, as determined by a medical work-up and laboratory results
- Be unable to care for him or herself
- Is mentally stable
- Have completed the financial paperwork and accepts the maximum co-payment responsibility
- If you are not eligible for CLC admission, our VA staff will assist you in making a discharge plan to the community

Your Home

Each resident has their own personal living space. We aim to provide our residents with private or semi private rooms when available.

Each resident has his or her own:

- Bed
- Night stand
- Dresser
- Closet
- Call buttons to the nursing station
- Daily housekeeping and laundry service
- Mail delivery
- Cable TV
- Fire detection and alarm systems



Staying Independent

Throughout their stay residents are encouraged by staff to be independent and stay active. Residents are able to make decisions about their daily routines. They can choose when to go to sleep, what to eat, select hobbies they enjoy and outings. Residents have the use of a fully equipped kitchen except at the Bath VA. Loved ones can bring in food to prepare or have the resident prepare the food. Food can be kept in the refrigerator up to 48 hours and frozen food in the freezer up to 30 days. All food items need to be dated. The Community Living Center offers daily activities and social outings to residents.



Residents are encouraged to make their rooms like home. You can work with your housekeeper to keep your room free of clutter to prevent falls and be safe.

Community Living Center staff include:

- Board certified physicians
- Nurse practitioners
- Registered nurses
- Licensed practical nurses
- Nursing assistants
- Social workers
- Pharmacists
- Ophthalmologists
- Dentists
- Podiatrists
- Recreational therapists
- Physical therapists
- Occupational therapists
- Wound care specialists
- Hospice specialists

Other support services

Sometimes a community nursing home placement may be necessary if you need rehabilitation, skilled care or require total assistance to manage your daily care needs. The Community Nursing Home program assists Veterans with these plans. Your VA social worker will work with you and loved ones if this service is needed.



Other amenities include:

- A large living room with comfortable chairs and television set
- Kitchen (the Bath VA has a pantry)
- Hair salon
- Food and retail store
- Laundry service or residents can choose to do their own laundry or have a loved one do it for them using one of VA's laundry rooms found in the Community Living Center except at the Bath VA.
- Chaplain services
- Reading materials
- Choice of meals
- Holiday parties
- Special occasion meals
- Resident and family council meetings
- Pet visits - if you would like your pet to visit, you will need to register with Voluntary Service and provide the recreational therapist with a copy of your pet's vaccine records.



When accepted into the Community Living Center your care will be monitored by your health care team. They will make sure that you receive the proper immunization including TB skin test, influenza (flu), tetanus diphtheria and pneumonia vaccines.



Staying Healthy/Help Control Infections

There are certain types of bacteria, viruses and infections that may incur in the CLC that a resident may get during their stay. Staff encourages residents and their loved ones to wash their hands with soap and water for 15-20 seconds, or to use the alcohol based hand cleansers available through out the CLC to help control Multi Drug Resistant Organisms (MDROs) hospital infections. These infections which include Methicillin-



Resistant Staphylococcus Aureus (MRSA), C. difficile (C.diff) are difficult to treat and require antibiotics. To stay healthy you and your loved ones should wash your hands when entering and leaving your room; before eating; after coughing, sneezing; using the restroom; or touching visiting pets.

MRSA can be found on the skin, in the nose and live on surfaces. There is a simple test that can be done to detect if a person is carrying the MRSA bacteria. Every Veteran will be offered the MRSA test on admission to the Community Living Center.

We ask that visitors stay home if they are ill.

If you should get sick

If a resident does become sick due to one of these infections staff will wear gowns, gloves and sometimes a mask when they care for you. This way it will not be carried to other rooms and to other residents. A sign will be posted outside your room to alert staff to wear protective covering when they care for you. If visitors provide personal care for the resident; they will be given protective covering to wear.



Rights and Responsibilities of VA Patients and Residents of Community Living Centers

The Veterans Health Administration (VHA) is pleased you have selected us to provide your health care. We will provide you with personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make your experience as positive and pleasant as we can. As part of our service to you, to other Veterans and to the Nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient or resident of a Community Living Center (CLC). Your basic rights and responsibilities are outlined in this document. You will receive this information in your preferred language. Please talk with the VA treatment team members who are providing your care or to a patient advocate if you have any questions or would like more information about your rights and responsibilities.

1. Nondiscrimination and Respect

- You will be treated with dignity, compassion, and respect as an individual. Consistent with Federal law, VA policy, and accreditation standards of The Joint Commission, you will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- You will receive care in a safe environment free from excess noise, and with sufficient light to ensure comfort and safety.
- You have a right to have access to the outdoors.
- We will seek to honor your cultural and personal values, beliefs, and preferences. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any funds that VA is holding for you.



Rights and Responsibilities (continued)

- We will respect your personal freedoms in the care and treatment we provide you. This includes trying to accommodate your normal sleep and wake cycles, food likes and dislikes, and other personal preferences.
- In the CLC, you have the right to be free from chemical and physical restraints. In the inpatient acute care setting (hospital), and only in rare cases, the use of chemical and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- In the CLC you may keep personal items and are expected to wear your own clothes. As an inpatient, you may wear your own clothes depending on your medical condition.
- You have the right to keep and use personal items as long as they are safe and legal.
- You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center or in the CLC.
- You have the right to communicate freely and privately. You will have access to public telephones and VA will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.
- When a loved one is involved in support and care of a VA patient or CLC resident, VA considers a patient or CLC resident's family to include anyone related to the patient or CLC resident in any way (for example, biologically or legally) and anyone whom the patient or CLC resident considers to be family. If you are an inpatient, any persons you choose can be with you to support you during your stay. Medical staff may restrict visitors for inpatients if medical or safety concerns require it. You will be told promptly about any visitor restriction and the reason for it.



Rights and Responsibilities (continued)

- In order to provide a safe treatment environment for all patients or CLC residents and staff, you and your visitors are expected to avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

2. Information Disclosure and Confidentiality

- Your privacy will be protected.
- You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care (for example, co-payments), if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your health record will be kept confidential. Information about you will not be released without your authorization unless permitted by law (an example of this is State public health reporting). You have the right to have access to or request a copy of your own health records.
- Please respect the privacy of other patients and CLC residents and do not reveal their health information that you may overhear or otherwise become aware of.

3. Participation in Treatment Decisions

- You have a right to express your preferences concerning future medical care in an advance directive, including designating a health care agent to make health care decisions on your behalf when you can no longer do so.



Rights and Responsibilities (continued)

- You, and any person(s) you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment in your preferred language. You will be given other options. You can agree to or refuse any treatment. You will be told what is likely to happen to you if you refuse a treatment. Refusing a treatment will not affect your rights to future care but you take responsibility for the impact this decision may have on your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. This will help us provide you the best care possible.
- You will be given, in writing, the name and title of the provider in charge of your care. You have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students and other trainees. Providers will properly introduce themselves when they take part in your care.
- You will be educated about your role and responsibilities as a patient or CLC resident. This includes your participation in decision making and care at the end of life.
- If you believe you cannot follow the treatment plan, you have a responsibility to tell your provider or treatment team.
- You will be informed of all outcomes of your care, including any possible injuries associated with your care. You will be informed about how to request compensation and other remedies for any serious injuries.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

Rights and Responsibilities (continued)

- As an inpatient or CLC resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. If you have ethical issues or concerns, you may speak with the Medical Center's Ethics Consultation Service for help.

4. Concerns or Complaints

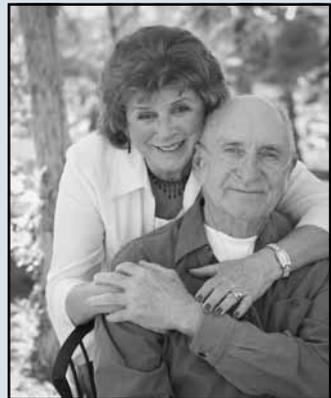
- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the facility Privacy Officer. You will be given understandable information about the complaint process in your preferred language. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or your family member has been neglected, abused or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact the Joint Commission's Office of Quality Monitoring at 1-800-994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at 1-800-488-8244 or email vaoin hotline@VA.gov.



Additional Rights and Responsibilities of Community Living Center Residents

Because the CLC serves as your home for short or long-stay services, you have the following additional rights and responsibilities as a CLC resident:

- Staff will knock on your bedroom door prior to entry.
- You have the right to receive care from the same staff member everyday to the extent that consistent assignment is possible.
- You may have visitors at any time of the day or night provided visitors are respectful of you, your need for privacy and the privacy of others. You may refuse visitors at any time.
- You have a right to conjugal visits and you have a right to privacy during those visits.
- Your care will be delivered in a setting that resembles home. Therefore, you will be invited to have your meals in a designated dining area and you will have access to those activities that contribute to meaningful use of time.
- In preparation for being discharged to your own home, you and or your care giver may be invited to participate in activities that prepare you to go home such as self administration of medications and treatments.
- You and your care givers have a right to attend treatment planning meetings and participate in household or resident council.



Our Community Living Center offers a comfortable, home like setting.

Visit us

We would be happy to provide you a guided tour of the Community Living Center. You can contact:

Albany Stratton VA

Barbara Darling

Barbara.Darling@va.gov or

(518) 626-6037

Bath VA Medical Center

Beth Lumia

Beth.Lumia@va.gov or

(607) 664-4603

Canandaigua VA Medical Center

Brian Westlake

Brian.Westlake@va.gov or

(585) 393-7497

Syracuse VA Medical Center

Kenneth Piazza

Kenneth.Piazza@va.gov or

(315) 425-3751

VA Western New York Healthcare System (Buffalo & Batavia)

Kim Kwietniewski

Kim.Kwietniewski@va.gov or

(716) 862-3297

Or visit us at **Community Living Center** at
[www.va.gov/GERIATRICS/Guide/LongTermCare/
VA_Community_Living_Centers.asp](http://www.va.gov/GERIATRICS/Guide/LongTermCare/VA_Community_Living_Centers.asp)





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- Super Daily Special(s) available online only, while supplies last
- Online Savings Club's exclusive coupons

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1-800-745-9707
to place an order.



We encourage your loved ones to visit.



Caregiver Support

1-855-260-3274

For help with caring for a disabled Veteran

www.caregiver.va.gov

Health Information on the Web

www.myhealth.va.gov

National Call Center for Homeless Veterans Hotline

1-877-4AID-VET / 1-877-424-3838

TelCare

1-888-838-7890

24-hour, toll-free medical advice for enrolled Veterans

Veterans Crisis Line

1-800-273-8255 press "1"

www.veteranscrisisline.net

Veterans Service Contact Center

1-888-823-9656

For information on eligibility, VA health care benefits, enrollment,
or questions on your billing statement

E-Donate

www.visn2.va.gov

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Reaching Us Is Easy

VA Medical Centers

Albany

113 Holland Avenue
Albany, NY 12208
(518) 626-5000

Batavia

222 Richmond Avenue
Batavia, NY 14020
(585) 297-1000

Bath

76 Veterans Avenue
Bath, NY 14810
(607) 664-4000

Buffalo

3495 Bailey Avenue
Buffalo, NY 14215
(716) 834-9200

Canandaigua

400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000
(800) 204-9917

Syracuse

800 Irving Avenue
Syracuse, NY 13210
(315) 425-4400

Community-Based

Outpatient Clinics

Auburn

Auburn Memorial Hospital
17 Lansing St.
Auburn, NY 13021
(315) 255-7002

Bainbridge

109 North Main Street
Bainbridge, NY 13733
(607) 967-8590

Binghamton

425 Robinson Street
Binghamton, NY 13901
(607) 772-9100

Catskill

Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
(518) 943-7515

Clifton Park

1673 Route 9
Clifton Park, NY 12065
(518) 626-5205

Coudersport Satellite Clinic of Wellsville

24 Maple View Lane, Suite 2
Coudersport, PA 16915
(814) 260-9342

Dunkirk

Valor Health Center
166 East 4th Street
Dunkirk, NY 14048
(800) 310-5001

Elmira

Health Services Building
200 Madison Avenue
Suite 2E
Elmira, NY 14901
(877) 845-3247 ext. 44640

Fonda

Camp Mohawk Plaza
2623 State Highway 30A
Fonda, NY 12068
(518) 853-1247

Glens Falls

84 Broad Street
Glens Falls, NY 12801
(518) 798-6066

Jamestown

608 West 3rd Street
Jamestown, NY 14701
(716) 338-1511

Kingston

63 Hurley Avenue
Kingston, NY 12401
(845) 331-8322

Lackawanna

Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
(716) 822-5944

Springville Satellite Clinic of Lackawanna

27 Franklin Street
Springville, NY 14141
(716) 592-7400



Lockport

5883 Snyder Drive
Lockport, NY 14094
(716) 438-3890

Malone

3372 St. Rt. 11, Main Street
Malone, NY 12953
(518) 483-1529

Mansfield Satellite Clinic of Elmira

63 Third Street
Suite 104
Mansfield, PA 16901
(570) 662-0507

Massena

1 Hospital Drive
Massena, NY 13662
(315) 769-4253

Niagara Falls

2201 Pine Avenue
Niagara Falls, NY 14301
(716) 862-8580

Olean

465 North Union Street
Olean, NY 14760
(716) 373-7709

Oswego

437 State Route 104E
Oswego, NY 13126
(315) 207-0120

Plattsburgh

80 Sharron Avenue
Plattsburgh, NY 12901
(518) 561-6247

Rochester

465 Westfall Road
Rochester, NY 14620
(585) 463-2600

Rome

Griffiss Park
125 Brookley Road,
Building 510
Rome, NY 13441
(315) 334-7100

Saranac Lake

33 Depot St.
Saranac Lake, NY 12983
(518) 626-5237

Schenectady

1322 Gerling St.
Sheridan Plaza
Schenectady, NY 12308
(518) 346-3334

Tompkins/Cortland County

1451 Dryden Road
Freeville, NY 13068
(607) 347-4101

Troy

295 River Street
Troy, NY 12180
(518) 274-7707

Watertown

19472 U.S. Route 11
Watertown, NY 13601
(315) 221-7026

Wellsville

3458 Riverside Drive, Route 19
Wellsville, NY 14895
(877) 845-3247 (Bath)

Westport/Elizabethtown

7426 NYS Rte. 9N
Westport, NY 12993
(518) 626-5236