Welcome to Eskaton

Your Guide to Care and Expectations

Eskaton Care Center Guide

A leading nonprofit provider of aging services in Northern California since 1968
ESKATON CARE CENTERS
Rehabilitation and Skilled Nursing

Eskaton Care Center Fair Oaks
11300 Fair Oaks Boulevard
Fair Oaks, CA 95628
916-965-4663 PH
916-961-4347 FX
License # 030000190

Eskaton Care Center Greenhaven
455 Florin Road
Sacramento, CA 95831
916-393-2550 PH
916-393-1706 FX
License # 100000158

Eskaton Care Center Manzanita
5318 Manzanita Avenue
Carmichael, CA 95608
916-331-8513 PH
916-331-6918 FX
License # 030000153

Eskaton Village Carmichael Care Center
3847 Walnut Avenue
Carmichael, CA 95608
916-974-2060 PH
916-974-2106 FX
License # 030000466

Eskaton Admissions Center
[Referrals to Skilled Nursing Care]
5105 Manzanita Avenue
Carmichael, CA 95608
916-334-1087 PH
916-338-1435 FX
WELCOME TO ESKATON. Our goal is to make your experience here as positive and productive as possible. Your health progress and return to independence relies upon establishing a personal relationship between you, your family, your physician and our team of healthcare professionals.

Eskaton Care Centers serve a dual purpose — providing short-term rehabilitation for our patients and long-term care nursing for our residents.

Whether or not this is your first time at one of our Care Centers, we appreciate that you will likely have many questions about your individual care and services. Please feel comfortable and confident asking any member of the Eskaton team for assistance.

To view our “Welcome to Eskaton” video, go online to eskaton.org/CareCenters.
The Eskaton Experience

Individuals who are new to Eskaton join the thousands of people we serve each day. And though Eskaton is this region’s largest nonprofit aging services provider, it is each and every one of you, our extended family, who count most to our 1,800 dedicated employees. The goal of our varied community living options, including our Care Centers, and our comprehensive Home Support Services is to help you live as independently as possible.

The Eskaton Experience represents our commitment to quality service, compassionate care and welcoming environments for our residents, patients and home support participants. Our professional team is dedicated to nurturing personal relationships, encouraging individual choices, and respecting the dignity of the diverse population we serve. This person-centered culture is the Eskaton Experience — the standard of service that distinguishes Eskaton today, as it has for the past five decades.

Our culture

Consider the following professional tenets that define The Eskaton Experience as our pledge to you:

WITHIN ESKATON COMMUNITIES, you will experience healthy, attractive and vibrant living environments.

WITH YOUR CARE, you will experience personal and flexible choices; supportive independence; and innovative practices and advanced technology.

AT YOUR SERVICE, you will experience compassionate and respectful professional staff.
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Admissions Coordinator — Coordinates the admission process and signing of all documents

Business Office Manager — Assists with all business and financial arrangements and assists with telephone and other service arrangements

Case Manager / Discharge Planner — Assists with insurance coverage and coordinates the services you receive while you are a resident; coordinates discharge planning and plans for care after discharge

Charge Nurse — Implements physician orders, administers medications and treatments and supervises non-licensed nursing staff

Dietary Manager — Coordinates dietary orders, menu changes, snacks and nourishments

Director of Environmental Services — Manages the physical plant, equipment repairs and community safety codes; directs laundry and housekeeping services

Director of Nurses — Manages nursing services

Director of Social Services — Directs services and programs in response to the social and emotional needs of residents

Director of Staff Development — Provides staff orientation and in-service education; oversees infection control

Executive Director — Manages the Care Center (community) and its services

Health Information Manager — Manages the medical records department

Life Enrichment Director — Develops individual plans of recreational activities, including group and individual activities, calendar events, outings and special events, religious programs, newspaper delivery and in-room visits
Rehabilitation Manager — Coordinates physical therapy, occupational therapy and speech therapy treatments

Unit Manager — Supervises the care for residents in specific nursing units or areas
Admission day
Following your admission, our staff will welcome you. A nurse will perform a health assessment and communicate the results to your doctor. If you have a special medical request, the nurse can let the doctor know at this time. Shortly after your admission, the admissions coordinator; the dietitian or dietary manager; life enrichment director; case manager/discharge planner; and the director of social services will visit you and complete assessments for your individualized plan of care.

Activities of daily living (ADLs)
You will hear the abbreviation ADLs. This refers to “activities of daily living” such as bathing, using the bathroom, dressing, grooming and eating. Care Center staff is available at all times to assist you with any of these needs.

Beauty and barber shop
A licensed cosmetologist provides beauty and barber shop services for our residents. Business hours and prices are posted outside the shop. For your convenience, charges for the beauty or barber shop can be added to your monthly bill. Manicures and massage therapy may also be available on request.

Clothing
All clothing, footwear and other personal items must be identified with your name. Use of an indelible ink marker is preferred because it will last through launderings and/or normal wear. Clothing should fit comfortably and be easy to get on and off. Soft sneakers are preferred for most patients, and regular clothing for everyday dress is encouraged. Five full changes of clothing are recommended, as well as pajamas, robes and non-skid slippers for night time. Your nursing assistant can assist you with marking these items and will provide you with a personal inventory receipt.

Communication and monitoring
Communication among you and your family members with the Care Center staff is important and can contribute to your care progress and well-being. Call systems and monitoring devices facilitate this process. Also, you are encouraged to ask about our policies and programs. Please inform the social services department, Business Office or nursing staff of any significant change related to your family that may affect your care. Keeping us informed of emergency telephone numbers is essential.
Computers and Wi-Fi
You are encouraged to bring your personal computer to the Care Center for Internet access and to stay connected with friends and family; and to take advantage of Eskaton’s complimentary Wi-Fi. Eskaton also offers patients and residents discounted computer support services through Eskaton Technology Services (916-339-5686).

Concerns, comments, compliments
If you have a concern, comment or a compliment about any experience, procedure or treatment, we want to know. Contact the director of nurses or unit manager for any nursing or personal care concerns. Other questions and comments should be directed to the executive director. If you feel your question or concern has not been answered satisfactorily, you are encouraged to contact Eskaton’s chief operating officer (916-334-0810). We constantly look for ways to improve our services. All suggestions are welcome.

Decision-makers
You have the right to make decisions about your healthcare. Sometimes this right may be delegated to another person. Ways of delegating decision making are described below.

- Responsible Party is the individual who guarantees your bill will be paid.
- Power of Attorney is a document authorizing another person to act as your agent. It may be general, giving that person unlimited power to act as your agent; or it may be special, giving a person power to take specific healthcare or financial actions and enter into contracts on your behalf.
- Durable Power of Attorney for Healthcare or Advance Directive is a document authorizing another person to make healthcare decisions for you when you are no longer able to give your informed consent on these matters.
- POLST (Physician Orders for Life-sustaining Treatment) is a form that states the type of medical treatment an individual wants toward the end of his or her life. POLST helps give an individual more control over end-of-life care. The document is printed on bright pink paper, and signed by both the individual and his or her doctor.

If you have any questions on this information, our social services staff can provide assistance. Eskaton also offers palliative services and hospice care on request.
Doctor visits
A doctor, physician assistant or nurse practitioner will visit you within 72 hours after admission and, at minimum, monthly thereafter. In addition, your assigned doctor will be notified of health status changes. Doctors do not maintain offices at the Care Center.

Fire protection
Fire and disaster drills are conducted on a regular basis to ensure the safety of our residents. All fire alarms, sprinklers, the emergency generator and other safety systems are checked and tested routinely. These tests, while sometimes inconvenient, are necessary for your safety and protection.

Laundry
Bed and bath linens are provided as a part of our basic service. (For long-term residents, if you desire, our staff will also handle your personal laundry for a small charge.) Washable, permanent-press clothing is preferred. The extremely hot water and heavy-duty detergent used in our laundries is important for infection control, but can damage some fabrics. Please do not have valuable clothing, wool items, silk fabrics or delicate items laundered at the Care Center. If personal clothing is to be laundered by your family, please provide a small, fire-resistant, covered hamper to place in your closet. It is important that your clothing be clearly marked with your name.

Celebrating another centenarian birthday at Eskaton Care Center Greenhaven
Long-term care and acute care comparisons
There are some very important differences between skilled nursing care and acute care hospitals. The following list, while not complete, describes some of the major differences between the two levels of care:

Long-term care (skilled nursing care)
- Your physician, a physician assistant or nurse practitioner visits within the first 72 hours of admission and, at minimum, monthly thereafter
- Certified nursing assistants (CNAs) provide daily care under the supervision of registered nurses (RNs) and licensed vocational nurses (LVNs)
- Planned daily activities
- Telephone and television availability, specific to each Care Center, is usually provided at no charge. (For long-term care, cable service is free; while the television, telephone and telephone service are the responsibility of the resident.)

Acute care (hospitals)
- Doctor visits daily
- RNs and LVNs provide daily care
- No planned activities
- Television and telephone provided by the hospital

Eskaton Life Enrichment
Eskaton’s commitment to the well-being of Care Center patients and residents extends beyond daily services and care. You can, for example, enjoy thrills, celebrate centenarian birthdays, recognize military service, help cultivate our “urban garden”, and make friends with a new class of youngsters with Eskaton Kids Connection. Check eskaton.org or ask Care Center staff about these engaging activities.
Mail
Personal mail is delivered to you Monday — Saturday, excluding federal holidays. If you would like help reading or writing letters, our activity staff is available to assist you. Stamps may be available for purchase at the Business Office.

Maintenance
Before bringing any appliance or equipment (including computers), please ask about size limits and safety requirements. Appliances must be listed on the personal inventory record available at the nurses’ station, and maintenance staff must check all appliances (e.g., clocks, radios, etc.) for electrical safety prior to their use. For safety reasons, heating pads, electric blankets, candles and decorative holiday lighting may not be used.

Medications
Because only your doctor can prescribe medicine, we cannot accept any medicine from home. This includes over-the-counter medications such as Tylenol, Rolaid, Pepto-Bismol, etc., as well as prescription drugs. If you need a specific medication, ask the nursing staff to notify your doctor. The Care Center does not have a pharmacy on site. Delivery of medications verified and ordered from an outside pharmacy may take several hours. Licensed nurses will coordinate ordering physician-prescribed medications.

Newspapers
Newspapers can be delivered to you on a daily basis. You may contact the circulation office at the newspaper. Be sure to include your name along with the Care Center’s mailing address. A daily newspaper is also available in the main lobby area or dayroom. Social service or Business Office staff can assist you with ordering newspapers.

Nutrition and dining services
Your physician prescribes your diet. Our dietary manager will discuss your food preferences and the dietary restrictions your physician has ordered for you. Any food brought from outside the Care Center must be stored in plastic containers, labeled with your name and date, and authorized by Care Center staff. Guests are welcome to join you for meals at a small charge. Please notify the receptionist — at least two hours prior to the meal being served — that you would like a guest meal.
Outings and leaves of absence
Your healthcare insurance plan and / or your doctor can authorize short visits or overnight stays, in some cases, away from the Care Center. The nursing staff can assist you in making these arrangements. The nursing staff will also prepare medications to send with you.

Payment of bills
We respectfully request that bills be paid promptly and according to the terms of the admission agreement. Payments are due within 10 days of receipt of the monthly statement and will be considered late if not paid by the 20th of the month. Depending on insurance coverage, a co-insurance deposit is often required at the time of admission.

Personal possessions — protection against loss or theft
You are encouraged to personalize your room whenever possible. Family photographs, prints and mementos add personality to your room. Personal wheelchairs, walkers, canes and medical items, as well as any items you bring from home, must be clearly marked with your name and listed on the personal inventory record. Dentures, hearing aids and eyeglasses also need to be marked. At your request, the nursing staff will label these items for you. Because it is not possible for us to monitor all personal belongings, do not bring valuable items, jewelry or cash to the Care Center. Should you wish to keep a small amount of money available for incidental items, a trust account can be set up by the Business Office.

Privacy
Your personal privacy and the privacy of your medical records are a priority at all times. The abbreviation “HIPAA” refers to official privacy guidelines that limit access to medical records to only those professionals responsible for your care. Even family members must be authorized by you or your responsible party to have access to your medical records. On a related note, it is equally important to respect the privacy of others. Personal use of computers, cell phones and cameras should be conducted with discretion. Approval to take any photographs within the Care Center must be approved in advance by the executive director, director of nursing or unit manager.
Professional services
Eskaton contracts with a number of healthcare professionals to provide services to residents upon request or referral. These individuals will bill you or your health plan directly for any service they provide. If you need additional explanations of your health coverage, our Business Office manager will be happy to assist you.

Recreational services
The life enrichment director will plan and organize an activity program that is suited to your interests, abilities and needs. Activity assessments are completed upon admission, and quarterly reviews are conducted to ensure that a variety of activity options are provided. Activities are held seven days a week. Activity calendars outlining daily programs are posted throughout the Care Center.

Resident Council
Each Eskaton community has a Resident Council. Membership is open to all residents and meets regularly for open discussions on issues and activities.

Room assignments
Medical needs are considered first when making your room assignment. Guidelines established by Medicare and other health plans are also used in determining room assignments. There are times when we may need to move residents based on their progress, changing needs, and/or compatibility with fellow residents. Whenever possible, we consider personal preference.

Smoking
Eskaton is committed to providing a healthful environment for all our residents. Therefore, our Care Centers have been designated “non-smoking” buildings. Smoking or any other form of tobacco use is limited to designated outdoor smoking areas only.

Social services
Our director of social services can assist you with personal adjustment issues and with social, emotional or financial needs. The social services staff ensures that your individual needs (e.g., advocacy, financial issues, religious needs, maintenance of personal property, dental care, eye care, adaptive equipment, clothing and footwear needs) are met. Information about services and community resources
is available to you or your family through our social services department.

**Spiritual services**
Eskaton provides chaplain services. Religious services are held in our Care Center, and, if you desire, individual religious counseling and prayer can be arranged. Contact the activity or social services staff for more information.

**Telephones**
Depending on location, telephones may be provided to short-stay patients without charge (except for long-distance calls). For long-term residents, telephones may be provided by the Care Center for a daily charge or connect fee, or you can work directly with the telephone company. Our staff can help with these arrangements. Public telephones are available within the Care Center. You may be reached at any time by callers, but keep in mind that, while all calls are welcome, meal periods are particularly difficult times to communicate messages. Cell phones are, of course, welcome and recommended.

**Televisions and radios**
Televisions and similar personal entertainment equipment needs should be discussed during the admission process. Current regulatory restrictions may limit size, quantity or availability in some rooms. Television is available in common areas.

**Therapy services**
Eskaton Care Centers provide in-house physical, occupational and speech therapies throughout the week. Treatment schedules and sessions are tailored to your needs to maximize the positive outcome. Outpatient rehabilitative services are also available. Therapy is provided under the order of a physician.

**Visiting hours**
Visiting hours are open. The best time to visit is in the early afternoon or early evening. In the mornings, residents are often busy with therapy, bathing and other treatments. Our Care Center has living room areas that are comfortable and relaxing for visitors and residents. Pets are welcome when on a leash. Special occasions like holidays, birthdays and anniversaries are meaningful to our residents, and recognition of these special days means a great deal to the resident’s physical recovery and emotional well-being.
It is your (or your representative's) responsibility to:

1. Provide to all healthcare providers treating you in the Care Center accurate and complete information about past or current history or changes in condition.

2. Please let us know if you do not understand any part of your care plan being carried out in the Care Center.

3. Follow the entire care plan and instructions given by Eskaton Care Center staff, your physician and other healthcare providers. (This does not deny you the right to refuse any treatment or medication.)

4. Fully participate in communications with your physician regarding the risks and benefits of your medications and medical orders to acknowledge your consent.

5. Accept full responsibility for your actions if you choose to refuse any treatment or medication.

6. Inform the nurse if you have any medication (whether over-the-counter or prescription) in your room.

7. Ensure that your financial obligations to the Care Center are met.

8. Be considerate of the rights of other residents, guests and staff:
   - Limit the number of room visitors to two people at a time. The lobby, living or dining rooms can be used for larger groups.
   - Limit the time visitors are in your room so roommates will have time for privacy.
   - Smoke only in designated outdoor areas. Lighters must be stored at the nursing station.
   - Consume alcoholic beverages only if allowed by your doctor.
   - Alcoholic beverages must be stored at the nurses’ station.
- Refrain from loud or abusive language.
- Turn off televisions and radios at a reasonable hour. Use ear phones when others are inconvenienced.

9. Respect the property of other residents, the Care Center and guests:

- Do not open the drawers or closets of other residents.
- Do not store sheets, towels, pillows or other Care Center property in closet areas. These are readily available from staff.
- Do not put items on the walls which are breakable or will deface the wall. (Small nails or tacks are acceptable.)

10. Sign in and out at the nurses’ station whenever leaving the premises. (We need to know where you are in case of any emergency and to prepare any medications you will need while you are away.)

11. Recognize that the Care Center will not permit any resident to re-enter as a resident if he or she leaves against medical advice. Readmission will not be approved for patients or residents with unpaid balances without prior approval of the Executive Director.

12. Take care of personal items you choose to keep in your room. Cash, jewelry or other valuables should be kept at your own home or locked in the Business Office.

13. Clearly identify clothing and personal equipment.
Live Well at Home by Eskaton
One-on-one home care support for older adults or people with disabilities in their homes or in independent or assisted living, skilled nursing or hospitals, offering the necessary assistance to help maintain an independent lifestyle.
916-459-3220
livewellathome.com

Eskaton Home Healthcare
Enables you to get better in the comfort of your own home with Eskaton’s team of skilled nurses, therapists, medical social workers and home health aides.
916-536-3750
800-499-8662

Eskaton Adult Day Health Center Carmichael
Daytime socialization with nursing, personal care, therapy, social services and activities — provides a nurturing atmosphere conducive to wellness.
916-334-0296

Eskaton Telephone Reassurance
Free daily check-in calls to older adults who live alone or are isolated and would benefit from regular connection to our friendly network of volunteers.
916-334-1072
866-375-2866
Eskaton in brief:

Eskaton is Northern California’s largest nonprofit community-based organization serving seniors. With five decades of experience and a national reputation for innovation and public education, Eskaton’s vision is to transform the aging experience. Every day more than 3,500 older adults enjoy the benefits of Eskaton’s community living and Home Support Services. Call (866-375-2866), click (eskaton.org) or come by to learn more.

Pursuant to Title VI of the Civil Rights Act of 1965, Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, Eskaton does not discriminate on the basis of race, color, national origin, familial status, religion, disability, gender or age.

About the photos:

These photos feature the smiling faces of Eskaton patients, clients, residents and employees across our organization, and are not necessarily representative of any specific community.