




MOZAIC Jewish Home 

RESIDENT GUIDE

MOZAIC Senior Life 
SERVING SENIORS SINCE 1973 Service is Our Calling

The Harry and Jeanette Weinberg Campus
4200 Park Avenue, Bridgeport, CT 06604
mozaicsl.org





Welcome to Mozaic Jewish Home!

Dear Resident and Family,

Welcome to Mozaic Jewish Home! For over 50 years, Mozaic Senior Life has been a leader and trusted provider of skilled nursing and senior care services.

Our services and programs are offered in an environment which continually enhances and respects each Resident's cultural traditions, religious preferences, and personal lifestyles. We recognize each Resident has unique circumstances requiring individualized support. The goal is for you, the Resident, to attain home *as you define it*. You are the center of our attention. In this regard, you, too, have a responsibility. You must encourage us to learn more about your goals, your hopes and needs, and any changes you wish to see in our programs or services.

We very much hope you will be comfortable in your new home. Mozaic Jewish Home is a 294-bed non-profit organization governed by a volunteer Board of Directors, representing all of Fairfield County, providing an array of diversified services. Board members and staff of Mozaic Jewish Home believe the dignity and respect of each Resident are paramount. Our philosophy is to help each person attain his or her highest level of physical, social, and emotional well-being.

Our standards and systems are well beyond the mandates of Connecticut State Licensure and Federal Medicare and Medicaid participation guidelines. In fact, we have consistently extended clinical and program requests to meet your needs.

Our staff is carefully selected and professional in every way. Each knows he or she is part of a team with enormous strengths and a deeply caring attitude. Mozaic Jewish Home has many departments and services. Each department has a Director or lead staff person who coordinates the services provided by the department. If you find a problem with a particular department please bring it to the attention of your Social Worker and he or she will follow-up accordingly.

Mozaic Jewish Home maintains a leadership role in the fields of health care and geriatrics and is a center for learning. We provide training for future geriatric professionals, including physicians, nurses, certified nursing assistants, social workers, administrators, occupational, physical, and speech therapists. In addition, Mozaic Jewish Home

continually provides staff training and education. Staff attends classes to keep them abreast of the latest techniques and trends in geriatric care.

You are a part of a great Home with dynamic plans for the future. At Mozaic Jewish Home you will meet and form relationships with other Residents, staff members, dedicated volunteers, and many other deeply committed people from our community. We encourage you to make the best of your time with us and take advantage of every opportunity of interest to you.

We have designed this guide to further acquaint you with Mozaic Jewish Home. We hope you will read it carefully and retain it for future reference. If you have any questions or need additional information at any time please contact your Social Worker, who will be happy to assist you.

On behalf of our entire “family”, welcome, and thank you for choosing Mozaic Jewish Home!

Sincerely,

Andrew H. Banoff
President & CEO

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YOUR ARRIVAL

Moving In

Like all moving days, the day you arrive at Mozaic Jewish Home may be hectic and overwhelming. This is an important day for you, and staff will do all they can to make this transition a pleasant one.

Upon arrival, you will be greeted by a member of the Admissions Team and escorted to your room. There may be some paperwork to be completed, which we will then go through with you. Your Nurse and other staff members will discuss your individual needs and preferences, including meals and medications. You will have your picture taken, which, as with all your personal information, will be kept confidential. It takes our team 48 hours to start to get to know you and your routine, and for you to get to know us. Please share details about your normal day-to-day with us so we can work on creating a new normal for you.

Within the first few days after admission, you will undergo a physical examination with your new Physician. Over the course of your first three weeks with us, an inter-disciplinary team will develop a treatment care plan to identify and address your needs. In addition to Nursing staff, this team may include a representative from Social Work, Dining Services, Recreation, Physical, Occupational, and Speech Therapy. Your involvement, and that of your family if you wish, in the Interdisciplinary Care Plan process is welcomed and encouraged.

What to Bring

You are encouraged to personalize your room. This should be done in accordance with the safety standards of Mozaic Jewish Home. Your photos and personal touches are always welcome and will enhance your environment. You can bring a radio, laptop or iPad, or a telephone. Any charges for these services will be your responsibility.

Physical Plant staff will assist with hanging artwork and photographs, as well as inspect any large electrical appliances for safe wiring. For the safety of the Residents and everyone at Mozaic Jewish Home, it is important for you to remember extension cords and electrical adapters are not allowed in Resident rooms.

If you wish to bring in your own furniture you need to obtain approval from the Physical Plant Department first to assure it is flame-retardant (items that have a fire rating tag attached are acceptable) and in compliance with other safety regulations to which Mozaic Jewish Home must adhere.

Residents may bring their motorized wheelchairs to Mozaic Jewish Home. Prior to use in Mozaic Jewish Home, the Resident must be assessed by a member of the Rehabilitation Department to ensure their capacity for safe use.

Mozaic Jewish Home reserves the right to remove, or ask to have removed, any item(s) considered inappropriate in the opinion of Mozaic Jewish Home's staff, when considering the safety of Residents, the facility, and our staff.

Your Room

Safety and security are key to the design of all rooms. A bed, nightstand, lamp, and bedside table are provided for each Resident. All furniture in your room is flame-retardant for your protection. Connecticut regulations require Mozaic Jewish Home to strictly adhere to fire safety standards.

Each room has its own air conditioning/heating unit. There is a call button at your bedside, which allows you to alert staff for assistance if necessary, or in an emergency. Your bathroom has a sink, shower, and toilet, and includes special safety features such as grab bars and a call button for emergencies. Bath suites are located on each floor.

THE AMENITIES

Mozaic Jewish Home strives to offer a wonderful environment with many amenities.

Beauty Salon

The Beauty Salon at Mozaic Jewish Home offers a number of wonderful services for the Residents on our premises, staffed by licensed beauticians. These services include shampoos, haircuts, and coloring. This service can either be paid for through the Resident Bank or the Resident can pay at the time service is rendered. All services are by appointment so please arrange to fill out a “Request for Salon Service” form a week ahead of the desired appointment time. Nursing staff will assist in making appointments for Residents unable to do so for themselves. The Beauty Salon hours of operation are Monday through Friday, 9:00 AM to 5:00 PM.

Courtyards

Mozaic Jewish Home is proud of its many garden and patio areas. During the warmer months, special events are held in the Courtyard including concerts, barbecues, and holiday celebrations.

Laundry & Dry Cleaning

To minimize the risk of loss, all clothing must be labeled with your name and other identifying information by Mozaic Jewish Home. When you arrive, members or our Laundry Department will be happy to pick up your clothing and label it. Please be sure the clothing you bring is clean and ready for this process. Also be sure to check that there are not any personal items in with the clothing. Labeling needs to be done throughout your stay including any new clothing. Simply ask at the nursing station and they will facilitate your clothes be labeled and returned to you.

Neighborhood staff will machine wash and dry the items from your laundry bag and return them to you. Because of limited space for clothing, we are unable to store off-season items on-site. We ask that you plan to store off-season items elsewhere if they do not fit in your room. Comfortable, permanent press, washable items are highly recommended. A supply for one week is usually sufficient upon admission, with replacements needed periodically/seasonally. Our Neighborhood staff does an excellent job of keeping track of our

Residents' clothing. However, there are times when clothing is missing. In the event something is missing please notify your Nurse or Certified Nursing Assistant. If the problem persists, please bring it to the attention of your Social Worker.

Mozaic Jewish Home makes every effort to locate missing items but does not reimburse individuals for lost belongings.

Mail & Newspapers

The address for Mozaic Jewish Home is 4200 Park Avenue, Bridgeport, CT 06604. Adding your room number to your address will facilitate delivery of mail sent to you. Your mail will be delivered to your room. Volunteers will be more than happy to assist you in reading your mail and writing letters. Stamps can be purchased at the Resident Bank and the Gift Shop.

Great Rooms

In each Neighborhood there is a Great Room used for dining, recreational programs, parties, family visits, and socialization. These large rooms are designed to be the entertainment center of the Neighborhood with computers, pianos, and other media to enhance programming and leisure time.

Telephones

You may bring a private telephone for your room at your expense. The Resident or his/her financially responsible party will be billed for the phone services by Mozaic Jewish Home. Please contact Admissions to set this up if it was not done prior to your arrival. If needed, staff will assist Residents in making and receiving calls. Our goal is not to use the Nursing Station phones as they are needed to facilitate medical management of the Neighborhood.

Television

Mozaic Jewish Home provides 52 channels of satellite television programming. The Resident or his/her financially responsible party will be billed for the service by Mozaic Jewish Home. Please contact Admissions to set this up if not done prior to your arrival.

FINANCE

Billing

If at any time you need assistance in understanding your bill, or would like help with the Medicaid process, please arrange for an appointment. The Finance staff will be glad to discuss these matters with you.

Resident Bank

The Resident Bank offers you the opportunity to pay bills through their accounts in our bank, and is conveniently located on the second floor. The Bank will coordinate payment for anything from phone and insurance bills to beauty salon bills. The money in your account can also be used to purchase such personal items as clothing, gifts, recreational expenses, meals, or trips away from Mozaic Jewish Home. This service simply requires written permission and the opening of a trust account by the financially responsible party or the Resident. A written statement summarizing transactions is sent to the financially responsible party on a quarterly basis. A notice is sent when a Resident's balance falls below \$50 to ensure funds are deposited enabling the continuation of desired services. The friendly staff at the Resident Bank welcomes the opportunity to explain the Bank's services and procedures to you.

DINING SERVICES

Mozaic Jewish Home strives to make every individual's dining experience as wonderful as possible. The following are some aspects of our dining services that truly make it an experience.

Household Dining

Each Household has a determined dining style. Some of the benefits of a Household approach to dining include breakfast made to order. This entails eggs made to order (scrambled, over easy, sunny side up, and omelets), pancakes, French toast, waffles, or simply toast. For all meals provided, we offer a main entrée, an alternative entrée and if either of those options does not meet your needs, we also have an "Always Available" menu (page 10).

Coffee and other beverages are available 24 hours a day. We encourage Residents to consume additional fluids from our beverage dispenser located on the kitchen counter. Our Aqua Fresca dispensers offer a refreshing and healthier option to soda and other sweetened beverages.

Snacks are available throughout the day and evening. Snacks are also offered to Residents prior to bedtime. Snacks include a variety of cookies, crackers, snack bars, smoothies, and fresh fruit.

Each Household has an assigned Homemaker to ensure your dining needs are met. A member of the Dining Services team will ensure your food preferences are documented so those providing you with meals are aware of your personal needs. The more information provided, the better we can ensure an optimal dining experience.

Our Households are kosher style although we do have one Household upholding the strict kosher dietary laws, kashruth. Kosher style implies we will not serve pork or shellfish. We also will not "mix" meat and dairy. If you prefer to have cheese on a hamburger, for example, we will provide the cheese on a separate dish.

MEALS ARE SERVED AS FOLLOWS:

Breakfast: 8:00 AM

Lunch: 12:00 PM

Dinner: 5:00 PM

The times of meals are very flexible. Food can be held over for any Resident who needs to have their meal later than the times indicated above.

Dietitians

Our Dietitians are available to assist Residents with special dietary restrictions and known allergies. Upon arrival to the Household, a Dietitian will visit to determine your specific food needs, preferences, and discuss any diet restrictions your Physician has ordered. If you should need additional education on your special diet, the Dietitian will ensure assistance is provided.

Private Dining Rooms

Private dining rooms for special family functions requiring a more private setting must be reserved by calling 203-365-6494. Food for private dining room events may be ordered through our catering department. If not, a rental fee and clean up fee are required.

Catering

Dining services provides catering services from a simple continental breakfast to large events such as bar/ bat mitzvahs or a gala. If there is an interest in scheduling a catered event, please call 203-396-1023, or refer to our website to order food online.

The Berkowitz Family Courtyard Café

We encourage guests and clients to visit our Courtyard Café. We offer breakfast, homemade soups, fresh salads, daily lunch specials, and heated sandwiches as well as bottled beverages and freshly brewed coffee. The Courtyard Café is open Monday through Friday from 8:00 AM to 3:00 PM and Saturday and Sunday from 8:00 AM to 2:00 PM. Guests may purchase a meal ticket that may be used to have lunch or dinner in the Household. The meal includes a side salad, entree, dessert, and beverage.

Tipping

It is our pleasure to serve you. Please do not tip anyone at Mozaic Jewish Home. In fact, employees who accept a tip will be disciplined. If you or your family wish to honor a particular staff member, you may make a contribution to Mozaic Jewish Home in that person's honor, to the Employee Activity fund or to a specific cause such as the Alzheimer's Fund. Letters of recognition are always appreciated, shared with the staff member and enhance an employee's personnel file. Each December, we invite family members to contribute to the Employee Holiday Party and gift cards. Contact the Foundation Department with any questions at 203-365-6407.

Always Available Menu

BREAKFAST

Choice of White, Wheat, or Rye Bread ■ English Muffin, Bagel, or Donut
Pancakes ■ French Toast ■ Waffles
Lox and Onion

ENTRÉES

Hamburger ■ Cheeseburger
Turkey Burger ■ Veggie Burger ■ Hotdog
Plain or Cheese Omelet ■ Grilled Cheese
Macaroni & Cheese ■ Pasta with Marinara/Meat Sauce
Baked Chicken ■ Baked Fish
Baked Yams ■ Baked Potato

SANDWICHES

Tuna Salad or Egg Salad
Salami, Bologna, Roast Beef, or Turkey
Peanut Butter and Jelly

SALADS

Cottage Cheese and Fruit Platter ■ Chef Salad ■ Garden Salad
Garden Salad with Scoop of Tuna, Egg, or Seafood Salad

CLINICAL SERVICES

Mozaic Jewish Home's Medical Director is responsible for clinical oversight and supervision of the Medical Staff. Nursing staff works collaboratively with the Medical Director and Physicians to provide Residents with the highest quality care. The following outlines some key clinical services and information.

Advanced Directives & Treatment Wishes

Mozaic Jewish Home's philosophy establishes a goal of assisting each Resident to obtain a meaningful quality of life. For some, quality of life means life itself even in a compromised state. For others, there is little or no quality of life when cognitive functioning is severely limited or physical disabilities make daily existence difficult.

Under Connecticut law, you have the right to make medical decisions for yourself, including the right to refuse treatments, as long as you are considered mentally capable of understanding the consequences. You have the right to establish a Living Will or other Advance Directive. Mozaic Jewish Home encourages all Residents to have some type of Advance Directive, which defines choices to be made regarding end of life decisions or designates a party to do so if a Resident becomes incapable. Mozaic Jewish Home, after thorough review of the scientific literature and research regarding lack of benefit from the Cardiopulmonary Resuscitation (CPR) in the elderly, strongly encourages consideration of a Do Not Resuscitate (DNR) order. The following summarizes Mozaic Jewish Home's policies regarding CPR & DNR.

Cardiopulmonary Resuscitation (CPR) & Do Not Resuscitate (DNR)

Cardiopulmonary Resuscitation (CPR) will be instituted when medically indicated unless a Do Not Resuscitate (DNR) order is on the Resident's chart. Unless the DNR order is on the chart, CPR will be performed in all cases of cardiac arrest, whether or not the cardiac arrest was witnessed. A Resident may at any point choose to establish or withdraw an advance directive limiting or requesting certain types of treatment. CPR will only be performed by individuals certified in providing CPR. In the event of cardiac arrest the Physician will be notified.

Consent to the issuance or revocation of a DNR order can only be done by you or your Authorized Representative as defined by law. DNR orders do not need to be renewed and can be revoked by you or an Authorized Representative at any time.

Comfort Measures

The following are what Mozaic Jewish Home considers to be included as Comfort Measures and will be implemented if your Physician orders them. Mozaic Jewish Home encourages the implementation of Comfort Measures when a Resident is chronically and terminally ill, especially near death.

- Nutritional Supplements, liquids, diet encouraged as tolerated
- Scrupulous skin care for the prevention of decubiti (skin breakdown) with turning and repositioning every two (2) hours
- Regime of oral and eye care (lubrication) to prevent drying membranes
- Administration of pain medication around-the-clock when indicated
- Provision of oxygen therapy and oral suctioning as needed
- Continuous, invasive, or uncomfortable treatments will not routinely be utilized (i.e., intravenous administration of drugs and fluids, insertion of naso-gastric tubes, etc.) unless specifically ordered by the Physician
- Continuous, invasive, or uncomfortable monitoring will not routinely be performed (i.e., temperatures, blood pressures, blood work, EKG's, etc.) unless specifically ordered by the Physician
- Transfer to a hospital and/or cardiopulmonary resuscitation will not be done

Clinic Services

Mozaic Jewish Home's Clinic plays a vital role in promoting the health and well-being of the Residents. The Clinic Nurses and Dental Hygienist work together to create a comfortable specialized care area comprised of several medical offices located on the second floor. Having these services on-site helps reduce the need for outside transportation to medical providers for Residents. Pre-authorization payment information or referrals may be obtained from you and/or your responsible party, Nursing, and the attending Physician. Some services may be fee-for-service if Mozaic Senior Life does not have a contract with your insurance.

Regularly Scheduled Services:

- Dental, Oral Hygiene, Extractions
- Hearing or Audiology
- Podiatry

Other Services Offered through the Clinic on an “As Needed” Basis:

- ENT
- Dermatology
- Ophthalmology
- Optical

 **Medication**

Your Physician must prescribe all prescription medications. Medications and pharmaceutical services, including 24 hour emergency delivery, are provided by Mozaic Jewish Home’s pharmaceutical vendor. This vendor provides medications as required by law for skilled nursing facilities. If you have any questions regarding these services, please ask your Assistant Guide who will provide the necessary assistance.

If a Physician orders a drug for a Medicaid eligible Resident and Medicaid does not cover the drug, the Physician will be called for his or her approval of a substitute medication that will be covered under Medicaid regulations.

Over-the-counter medications are dispensed as follows: a formulary of non-prescription medications that the Organized Medical Staff has approved for Mozaic Jewish Home to provide to Residents has been established. These are provided at no cost to Medicaid eligible Residents. This list is regularly reviewed by the Medical Staff.

In the event a Resident expresses an unwillingness to accept the medications listed in the formulary, the Nurse will notify the Responsible Party involved if necessary.

When administering any medication or over-the-counter products, it is Mozaic Jewish Home’s policy to obtain approval from the Resident’s Physician. All private pay Residents will be billed by the pharmacy for prescription and

non-prescription medications. The family is given the option to bring in any over-the-counter drug/alternative therapy drug not covered by our Formulary at the family's expense with approval by your Physician. For all items brought in, the safety seal needs to be intact and the item given to the Nurse to be appropriately administered to the Resident. Residents can be assessed to self administer medications when appropriate by the Nurse and then have it approved by their Physician. Some of the drugs in our formulary are generic versions of brand name drugs.

Physician Interaction

Most Residents are seen by their Physicians every two months. Staff arranges additional Physician contact as needed. If further discussion with the Physician is desired, your Nurse or Social Worker can arrange a meeting or telephone appointment.

Portable Oxygen Tanks & Care of Residents on Oxygen

Mozaic Jewish Home does not cover the cost of portable oxygen tanks, concentrators, or nebulizers.

- If portable oxygen is desired after admission, your Nurse or Social Worker can provide the contact information of our oxygen provider.
- If a Resident who is dependent on oxygen will be going out of the facility, Mozaic Jewish Home asks for 24-hour advance notice.

Private Duty Personnel

Mozaic Jewish Home allows, under certain circumstances, a Certified Nurse Assistant who is registered with the State Health Department to provide direct personal care. Mozaic Jewish Home strives to assure you receive the best possible care from trained, professional staff who know and understand their role and responsibilities. If you wish to employ private duty personnel, please speak with your Social Worker who will provide you with contact information for Mozaic Companions & Homemakers and help you coordinate services.

Rehabilitation Services

Physical Therapy offers therapeutic exercise with state-of-the-art equipment. Occupational Therapy offers training and assistive devices with the goal of maximizing each Resident's independence. Speech therapy/language pathology offers diagnostic and treatment for speech, language, swallowing and cognitive problems, including memory impairment. These services are available in accordance with prescribed directions from your Physician.

Resident Care Plans

During your stay, emphasis is on your right to make decisions. You and your family may choose to participate in the development of your Care Plan, which includes recommendations made by your Physician, Nurse, Social Worker, Dietitian, Recreational and Rehabilitation Therapists. Care Plan meetings provide a valuable opportunity for you to meet with the Interdisciplinary Team to discuss your loved one's current state of health and medical conditions, identify goals of care, and answer any of your questions. The Care Plan is developed shortly after your admission and reviewed quarterly, and if there is a significant change of condition. Your Social Worker will contact you to schedule your Care Plan meetings. You are encouraged to be involved but are not required to attend these meetings. The allotted time for a care conference is 15 minutes. If issues or concerns arise requiring further discussion, a separate appointment time will be scheduled with the appropriate team members. If you have concerns or questions, please do not wait for this meeting, but reach out to the appropriate discipline to have them addressed promptly.

ACTIVITIES OFFERED AT MOZAIC JEWISH HOME

Mozaic Jewish Home provides a full array of therapeutic recreational activities, religious observances, and cultural events. We welcome Residents and families to participate in our many programs. Arrangements can be made to accommodate Residents and families who wish to host birthday parties or other special celebrations at Mozaic Jewish Home. When leaving Mozaic Jewish Home for an event or outing, we ask you to notify your Nurse prior to leaving. Advance notice enables the staff to prepare your medications and other treatments as needed to minimize delay at your time of departure.

Calendar & Communication of Events

Mozaic Jewish Home's Therapeutic Recreation Department publishes a weekly calendar of scheduled events for each Neighborhood. This, along with other important communications, will be given to all Residents weekly, usually on Monday mornings. When arriving at Mozaic Jewish Home, a Therapeutic Recreation staff member will meet with you to learn about your interests.

Computer Lab

Computers are available on each floor in the Great Room and offer Residents of all skill levels the opportunity to learn new skills, communicate via email, and research on the internet.

Daily Activities

Not just BINGO! A wide variety of programs are offered at Mozaic Jewish Home including baking, crafts, creative arts therapies, discussions, educational programs, entertainment, trips, music, and more.

Exercise Therapy

Mozaic Jewish Home believes in the importance of offering the Residents opportunities for physical fitness and activity. We offer personalized exercise programs that may include weight bearing workouts and aerobic routines on specialized equipment.

If you are interested in learning more about exercise programs, please talk to your Assistant Guide or a member of the Therapy staff.

Intergenerational Programs

Children from the Mozaic Child Development Center, area schools, synagogues and community centers visit frequently to enjoy direct interaction with the Residents during organized activities such as arts & crafts, special entertainments, and other mutually rewarding experiences. This offers Residents the chance to form lasting and rewarding relationships with the younger generation of Fairfield County.

Pastoral Services

Services are conducted regularly in our beautiful synagogue. In addition, holiday services are conducted throughout the year. Residents wishing to observe yahrzeit (memorials) may do so in our synagogue. For those Residents wishing to attend mass, one is offered every week.

Every Friday evening we welcome the Sabbath by lighting the electric candles in our Candelabra Room. Connecticut State Regulations do not permit the lighting of actual candles in our Residents' rooms. In the Candelabra Room electric candles are provided for the Sabbath and holidays, and electric yahrzeit lamps are available upon request. The Director of Pastoral Services is available to Residents and families of all faiths daily.

Pet Therapy & Visiting Pets

Volunteers add a special touch to the Resident's day by providing them with the opportunity to interact with animals that have been carefully chosen and screened for the purpose of Pet Therapy.

We welcome families to bring pets and simply ask, for safety and courtesy purposes, they are screened and given a badge by our Volunteer Department. Please be sure to stop by the Volunteer Department to pick up the necessary paperwork, which must be completed prior to having your pet accompany you while visiting. Please note visiting pets are limited to Resident rooms and outdoor spaces, as the pets are not allowed in the common areas. In consideration of others, we ask that pet owners utilize the grassy areas around the building when needed and not allow pets to relieve themselves anywhere in the courtyards or on the balconies throughout the campus.

Residents' Council

The Residents' Council gives you the opportunity to voice your concerns and suggestions regarding the operation of Mozaic Jewish Home. It is a wonderful opportunity for you to make new friends, learn about activities, special events, and trips, and to understand and exercise your rights as a Resident. We urge you to get involved and stay involved.

Special Events

As a Resident you will be offered opportunities to go on trips in the surrounding area. These include outings to games, the beautiful beaches in our community, restaurants, casinos, and many more destinations.

Work Activity Center

The Work Activity Center (WAC) is a program where participating Residents are paid for their work in our Work Center. Mailing services, sorting, inspection and light assembly jobs are examples of the types of activities involved. The WAC is located on the second floor. If you are interested in participating, please notify your Nurse or Social Worker.

YOUR RIGHTS & RESPONSIBILITIES

Communicating with Your Care Team

Good communication is the key to successful relationships. Every effort will be made by staff to establish a comfortable working relationship that allows for full discussion of concerns and problems, whether they are medical, nursing, or psycho-social related issues.

Mozaic Jewish Home has developed opportunities for Residents and their designated representatives to participate in discussions about care issues and other general questions that arise.

Grievance Procedure

Concerns or problems may arise at any time. Some may be resolved easily with good communication, while others may be more difficult, affecting or requiring changes in policies and procedures here at Mozaic Jewish Home. Grievances and complaints will be taken seriously and handled in a timely manner.

A Resident and/or family representative are asked to utilize the following steps when trying to present a grievance or solve a problem:

1. Report or discuss the problem with your Assistant Guide, Nursing Supervisor, or Social Worker depending upon the nature of the problem. It is possible that the issue will require the Interdisciplinary Team to resolve, therefore other departments may be asked to assist. The problem will also be brought to the attention of the building Grievance Official or designee. Allow the team time to address the issue and respond to you with an answer or suggestion for a solution.
2. Mozaic Jewish Home's Grievance Official is our Lead Social Worker and can be reached at **203-365-6479**.

3. If the problem cannot be easily resolved, then the grievance process will begin. Please fill out a grievance form based on the initial complaint. The complaint will be summarized and placed in the complaint log with the date of the resolution. A written copy will be provided upon request. If you are not satisfied with the resolution, contact the Grievance Official, Assistant Guide, or Nursing Supervisor.
4. If the problem remains unresolved to your satisfaction, you may then contact the Senior Vice President and Administrator of Mozaic Jewish Home.

Lastly, should you believe you have not received reasonable consideration with regards to a grievance, you may contact the State of Connecticut Ombudsman. The contact information can be found in the Grievance Procedure posted in the building or can be provided to you by your Social Worker.

Informed Consent

As a Resident of Mozaic Jewish Home, you have the right to be informed about any medical procedure or treatment which could present significant risk to you. Without your informed consent, such procedure will not be performed. If you do not have the ability to understand the information given about the proposed treatment, the information must be provided to your representative.

Residents' Bill of Rights

Inherent in the philosophy of Mozaic Jewish Home is the belief Residents are entitled to the best available care and to exercise their rights.

Social Services

Your Social Worker is here to help you and your family from the day you arrive at Mozaic Jewish Home. Throughout your stay, Social Workers are available to provide confidential supportive counseling to you for changes and challenges to help you adjust in your life.

RESIDENTS LEAVING THE CAMPUS

Residents may leave Mozaic Jewish Home provided they are medically stable, excluding emergency situations. A Physician's order to leave Mozaic Jewish Home is required. If you are planning to leave Mozaic Jewish Home for a few hours or overnight, please advise your Nurse of your destination, and estimated departure/return times so your medications and scheduled treatments can be addressed accordingly. Please sign out with your Nurse in the book on your Household.

Some exterior doors are locked at 8:00 PM. Residents planning to return after the doors are locked should make prior arrangements with the Nurse or, if unexpectedly delayed, you may call your Neighborhood to arrange re-entry.

Leaves of Absence

Residents covered by Medicaid are limited to 21 overnight stays out of Mozaic Jewish Home per calendar year. For details on our policy regarding bed holds, please refer to the Bed Hold part of the Key Policies Section on page 29.

Storage

Mozaic Jewish Home will make every possible effort to safeguard and store your clothing and belongings on a temporary basis. A letter will be sent to the designated responsible party if belongings are not claimed within 30 days after your discharge. The letter will explain that due to a lack of storage space, items left will be donated or disposed of if they are not picked up by a specific date.

Transportation

Transportation is provided at no additional charge for trips organized by Mozaic Jewish Home's Therapeutic Recreation Department. Transportation to doctors' offices, outside clinics, and hospitals can be arranged by staff, but the cost is not covered by Mozaic Jewish Home. Medicare and/or Medicaid may pay for some of these services under certain circumstances (for example, emergency ambulance transportation to the hospital). In all other cases, transportation and related costs are the responsibility of the Resident or financially responsible party. Some Residents may be eligible to receive services from organizations providing transportation to seniors at low or fixed rates, such as Metro Taxi or through the Greater Bridgeport Transit District. Questions about transportation should be brought to your Social Worker's attention.

VISITORS & SECURITY

Visiting Mozaic Jewish Home

This is your home and therefore, your family and other visitors are always welcome. However, the most convenient hours for visiting are from 11:00 AM to 8:00 PM daily. We ask you and your visitors be courteous to other Residents, regarding the time, number, and decorum of visitors. You may receive visitors outside of this timeframe, but we ask that you enter in the back Community Services entrance and keep your conversations at a quiet level as a courtesy to the Household.

Your family and friends may park in the designated visitor parking sections close to the main entrances or in any available marked space unless otherwise designated by signs or roped markers. Cars illegally parked may be towed away. Due to State and local fire codes and the need for ambulances to have access to our lobbies at all times, please do not park in fire lanes or other restricted areas.

To help keep Mozaic Jewish Home a safe environment, we ask all visitors to register upon entry in the lobby and wear the identification badges provided.

We also ask visitors who are sick to postpone their visits until their health has been restored. Many of the Residents have an increased susceptibility to many types of illnesses. Please cover your mouth and nose with your hand when coughing or sneezing, as many illnesses are spread this way. Ask family and friends who have a cold, flu, COVID, or symptoms of infection not to visit. You may be placed on Isolation Precautions which help protect you, Residents, staff, and visitors.

Security

The Security Department is responsible for overall security and safety at Mozaic Jewish Home.

Emergency Preparedness

Mozaic Senior Life has an Emergency Preparedness Plan in place to ensure all Residents, Clients, Employees, Volunteers, and Visitors are as safe as possible. Mozaic Senior Life will shelter in place for any emergency event, unless city officials direct otherwise.

Mozaic Jewish Home is required to test fire alarms on a scheduled basis. In the event a fire alarm sounds, either planned or unplanned, please remain calm and follow the directions of staff in your area. If you are in your room, please remain there until you receive directions from staff.

Valuables & Lost Items

Mozaic Jewish Home is not responsible for your lost valuables. For safe keeping, we suggest you keep only a small amount of cash with you, if any. You may establish an account with the Resident Bank and have access to larger amounts for special events or as needs arise. Each Resident has a drawer, which can be locked, in his or her nightstand. Your Nurse or Neighborhood Associate will provide the key if you would like to use this feature.

If you feel you are missing something, please immediately notify your Nurse or Social Worker. An intensive effort will be made to find the item. If necessary, our Security personnel will be called to aid in the search and appropriately log all details. Staff will make every effort to safeguard and locate your personal belongings.

It is Mozaic Jewish Home's policy NOT to reimburse for lost items including hearing aids, eyeglasses, dentures, jewelry, clothing, or other items. Every precaution is taken to protect belongings, but again, we urge you not to bring valuables to Mozaic Jewish Home.

If a visitor has lost something, please contact the Security Department and they will assist you. In the event something is lost and then found at Mozaic Jewish Home, it is to be brought to Security and they will keep these lost belongings locked up until identified and claimed by the owner.

OPPORTUNITIES FOR SUPPORTIVE INVOLVEMENT

Donations to Mozaic Senior Life through Our Foundation

The Foundation is responsible for charitable donations to Mozaic Senior Life. Funds raised through the Annual Campaign or Special Campaigns are used to enhance programs and services at Mozaic Jewish Home. Special community events are held to assist with fundraising efforts and to raise awareness about the important work of Mozaic Senior Life.

Donations in honor of special family events, or as a way of expressing gratitude for the care you or your loved ones receive, are always appreciated.

Men's Club & Women's Auxiliary

The Women's Auxiliary and Men's Club are always looking to expand their Board membership with committed members of the Mozaic Senior Life community. There are many ways to get involved — join an event committee, or participate in hands-on volunteering as a group. Both the Women's Auxiliary and Men's Club raise money throughout the year through various events and membership drives, and allocate all funds to benefit the Residents and clients of Mozaic Senior Life. These organizations work with the Foundation, enabling Mozaic Jewish Home to offer many services and programs we would otherwise not be able to provide.

Please contact 203-365-6407 to find out more about the upcoming events and opportunities to become a supporter, Board, or committee member.

Volunteers

The Volunteers' presence adds a unique dimension to our Home. There is no price tag that could be attached to the hours of dedicated service these exceptional people and wonderful ambassadors of good will and support offer Mozaic Jewish Home. Through their personal attention and compassion, they touch the lives of Residents and clients in a myriad of ways.

They offer invaluable services to Residents, which include being merchants in the gift shop, and the volunteer office. They help deliver mail, and transport Residents to the Beauty Salon, the rehab suite, and other key locations. In addition, Volunteers share their talents with Residents as musicians, discussion leaders, and artists, through teaching classes in current events, arts & crafts, languages, and opera. They also assist in our Work Activity Center and daily programs.

Volunteers are an invaluable resource to you and Mozaic Jewish Home! Please contact our Volunteer Department at 203-365-6495.

FAMILY INVOLVEMENT AND RESPONSIBILITIES

Family Council & Educational Programs

Mozaic Jewish Home staff provides opportunities to discuss a broad range of topics. The Family Council meets regularly and educational presentations are held throughout the year. Invitations to these gatherings will be provided on a timely basis. To contact the Mozaic Family Council please email MozaicFamilyCouncil@yahoo.com.

Resident & Family Responsibility Checklist

Residents, Family members, and designated responsible parties are expected to:

1. Provide, to the extent possible, accurate and complete information about present and past illnesses, medications, hospitalizations, and other health matters.
2. Report to the Nurse or responsible staff any changes in condition.
3. Participate in developing a Care Plan.
4. Follow the treatment and Care Plan recommended by the Physician and the health care team and recognize the risks if recommendations are not followed.
5. Share suggestions, concerns, and problems with the appropriate staff members in a courteous and constructive way.
6. Follow Mozaic Jewish Home's Grievance Procedure.
7. Respect the privacy and rights of other Residents.

8. Help maintain a pleasant and congenial environment at meal times, during activities, and when encountering others.
9. Pay bills promptly to Mozaic Jewish Home and to other providers.
10. Learn about safety procedures and follow instructions during fire drills.
11. Abide by Mozaic Jewish Home's kosher style dietary practices, as described in the Dining Services section.
12. Sign out and alert the Nurse before you leave Mozaic Jewish Home for a few hours or overnight.
13. Be respectful to everyone in Mozaic Jewish Home.
14. Do not visit while ill, or limit visiting time during illness of your loved one.
15. Notify Mozaic Jewish Home as soon as possible if there is a change of insurance coverage, change of address, or a change in work, home, or other telephone number, death or serious illness of another key family member or responsible party listed on the Resident's chart, or when a conservator, power of attorney, or health care proxy/agent has been appointed or changed.
16. Contact the Finance Department at least three months prior to applying for Medicaid, or if there are any changes impacting the resources utilized to pay the Resident's bills. The Finance staff will answer questions on Medicaid eligibility and assist you in understanding the information you will need to provide.
17. Ensure Mozaic Jewish Home remains a smoke-free campus.

KEY POLICIES

At Mozaic Jewish Home every effort is made to make this a comfortable, secure place in which to live, visit and work. As a 294-bed nursing facility, Policies and Procedures are necessary to provide order and consistency in our lives. This section presents our key policies.

Health Information Portability & Accountability Act (HIPAA)

We are required by law to maintain the privacy of your health information, and to provide you with our Privacy Notice, which details our legal duties and privacy practices in relation to your health information. In most cases, your protected health information is only used for treatment, payment or healthcare operations, such as billing.

Hospitalizations & Bed Holds

It is the policy of Mozaic Jewish Home to charge for any bed held for an applicant or Resident either prior to admission or during a Resident's stay when it is not covered by insurance, Title XIX, or Medicare, if the Resident or financially responsible party request said bed be maintained for the individual. The applicant, Resident, or the financially responsible representative will need to sign a form acknowledging their request to hold a bed and agreement to pay the defined rate.

If and when a Resident is hospitalized or going on therapeutic leave during their stay, a representative of Mozaic Jewish Home will contact the financially responsible party and explain Mozaic Jewish Home's Bed Hold policy. If hospitalization is required, it is important to be aware of the following:

Private Pay Residents: Rooms will be held as long as there is continued payment of our charges and Mozaic Jewish Home is notified by the financially responsible party of the intention to pay for charges accrued during the hospital stay or until the bed is released.

For Medicaid (Title XIX) Recipients: Mozaic Jewish Home will hold the bed for a period not to exceed 15 days, while hospitalized. However, if hospitalization is required beyond that time, and the bed is released, Mozaic Jewish Home will grant you priority re-admission over community applicants. We are permitted to reserve a bed for a Medicaid recipient after the 15 day period provided there is payment arranged for each day the bed is held, not to exceed the per diem Medicaid rate.

Room Assignments & Transfers

Mozaic Jewish Home's skilled nursing services are designed to provide Residents with the care they need throughout our facility. At times, medical and/or psycho-social circumstances may arise, warranting a room change. Each situation is assessed by the Clinical Team for appropriateness and consideration of the Resident. The Residents' Bill of Rights establishes guidelines regarding room transfers. These guidelines acknowledge the Federally mandated Resident Rights and we act in accordance with them. Mozaic Jewish Home staff abides by these guidelines when room changes are necessary.

Smoking

Mozaic Jewish Home is a non-smoking and non-vaping campus. This means that smoking is not permitted in the building or on the grounds.

Voting

As citizens, Residents retain the right to vote in political elections. Prior to election time, whether it is a primary, special, or annual November election, the Social Services and/or Therapeutic Recreation staff will help you register to vote and obtain absentee ballots. Residents from other towns or states may register to vote in Bridgeport elections.

Residents from Connecticut, who are registered to vote in their former communities, may choose to continue to vote in elections of those towns or cities or may register to vote in the Town of Bridgeport elections. For Residents' convenience, voting by Absentee Ballot is available. Details regarding voting should be discussed with your Social Worker.

Room Change Policies

1. Resident room assignments are based upon bed availability in conjunction with medical and psychological needs.
2. On-going efforts will be made to maintain a Resident in the same room.
3. In order to assure the welfare and safety and to meet medical needs of all of Mozaic Jewish Home's Residents, room changes and transfers will be necessary at times.
4. If a room change becomes necessary, written notice will be given to the Resident and the designated responsible party, in accord with the Residents' Bill of Rights. (In some cases 15 days, others 30 days, and in emergencies it could be less)
5. No Resident is guaranteed life-time occupancy of a specific room.
6. The professional staff is authorized to make the decisions regarding all Resident room changes and transfers.
7. Residents assigned to rooms may be asked to move to another room if the medical need of another Resident requires that change.
8. Efforts shall be made prior to, at the time of admission, and during the Resident's stay, to educate Residents and families to Mozaic Jewish Home's policies.

TV Channel Listing

2	IN HOUSE CHANNEL	32	EWTN
3	GUIDE CHANNEL	33	CNBC
4	ABC HD	34	COMEDY
5	CBS HD	35	C-SPAN
6	NBC HD	36	DISNEY
7	FOX HD	37	FOOD
8	HBO HD	38	HGTV
9	CINEMAX HD	39	HEADLINE NEW
10	WWOR HD	40	JEWISH LIFE
11	ESPN HD	41	MSNBC
12	ESPN2 HD	42	NAT GEO
13	SNY HD	43	TBS
14	HALLMARK HD	44	TLC
15	HALLMARK MOVIES HD	45	TNT
16	TCM HD	46	UNIVISION
17	FOX NEWS HD	47	USA
18	CNN HD	48	THE WEATHER CHANNEL
19	HISTORY HD	49	MUSIC
20	LIFETIME HD	50	WNET
21	DISCOVERY HD	51	MUSIC
22	WPIX	52	TRAVEL
23	SYFY	53	BLOOMBERG
24	CNBC WORLD	54	YES HD
25	A&E	55	E!
26	FREEFORM	56	GAME SHOW NETWORK
27	AMC		
28	ANIMAL PLANET		
29	BBC AMERICA		
30	BET		
31	BRAVO		

Brought to you by:



877-477-3474



Household Phone Numbers

First Floor

		Desk Phone	Cordless	Cell Phone
Kuriansky				
Asst. Living	A&B	203-659-3358		203-571-2649
Banoff	C1	203-659-3614	203-659-3615	203-224-9040
Gerschon	D1	203-659-3710	203-659-3711	203-904-7692
Boas	E1	203-659-3712	203-659-3713	
Kassen	F1	203-659-3714	203-659-3715	203-571-2664
RN Guide		203-396-1130		
Social Worker (Gerschon & Banoff 1-7)		203-365-6466		
Social Worker (Kassen & Banoff 8-14)		203-396-1071		

Second Floor

		Desk Phone	Cordless	Cell Phone
Tandet	A2	203-659-3620	203-659-3621	203-571-2661
Bennett	B2	203-659-3622	203-659-3623	203-572-4467
Kuriansky	C2	203-659-3624	203-659-3625	203-572-2153
Kaufman	D2	203-659-3720	203-659-3721	203-218-2216
Siebert	E2	203-659-3722	203-659-3723	203-583-7766
Lipton	F2	203-659-3724	203-659-3725	203-572-3894
RN Guide		203-396-1086		
Social Worker		203-396-1074		

Third Floor

		Desk Phone	Cordless	Cell Phone
Katie Grace	A3	203-659-3630	203-659-3631	203-572-4617
Friedman	B3	203-659-3632	203-659-3633	203-571-2645
Rosenberg	C3	203-659-3634	203-659-3635	203-572-4356
Sims	D3	203-659-3730	203-659-3731	203-571-2642
Meshberg	E3	203-659-3732	203-659-3733	203-572-3543
Sonneborn/ Bennett	F3	203-659-3734	203-659-3735	203-572-3012
RN Guide		203-396-1129		
Social Worker		203-396-1036		

Fourth Floor

		Desk Phone	Cordless	Cell Phone
Scinto	A4	203-659-3640	203-659-3641	203-572-3941
Morrison	B4	203-659-3642	203-659-3643	203-571-2646
Sadie's	C4	203-659-3644	203-659-3645	203-572-2238
Lawry	D4	203-659-3740	203-659-3741	203-571-2654
Boylan	E4	203-659-3742	203-659-3743	203-572-2418
Feldman	F4	203-659-3744	203-659-3745	203-572-2074
RN Guide		203-396-1105		
Social Worker		203-365-6479		

Evening and Night RN Supervisor	203-923-3441
Assistant Director of Nursing	203-371-1409
Director of Nursing	203-364-8253
Director of Post Acute Services	203-396-1101
Administrator	203-396-1088

Important Phone Numbers

Administration	203-374-8082
Beauty Shop	203-396-1009
B'Tayavon Catering.....	203-396-1023
Dining Services	203-374-6857
Finance	203-396-1075
Foundation.....	203-365-6407
Physician Office	203-365-6473
Private Dining Room.....	203-365-6494
Rehabilitation Services	203-365-6443
Resident Bank	203-365-6460
Volunteer Department	203-365-6495

Non-Emergency Medical Transportation to Appointments

American Chair Car Services:
203-372-7268

Metro Taxi:
203-444-4444

AMR Ambulance Service:
203-334-3177

VA Transport:
203-932-5711
(Ext- 3182, 3327, 7498)

Veyo (Medicaid):
855-478-7350

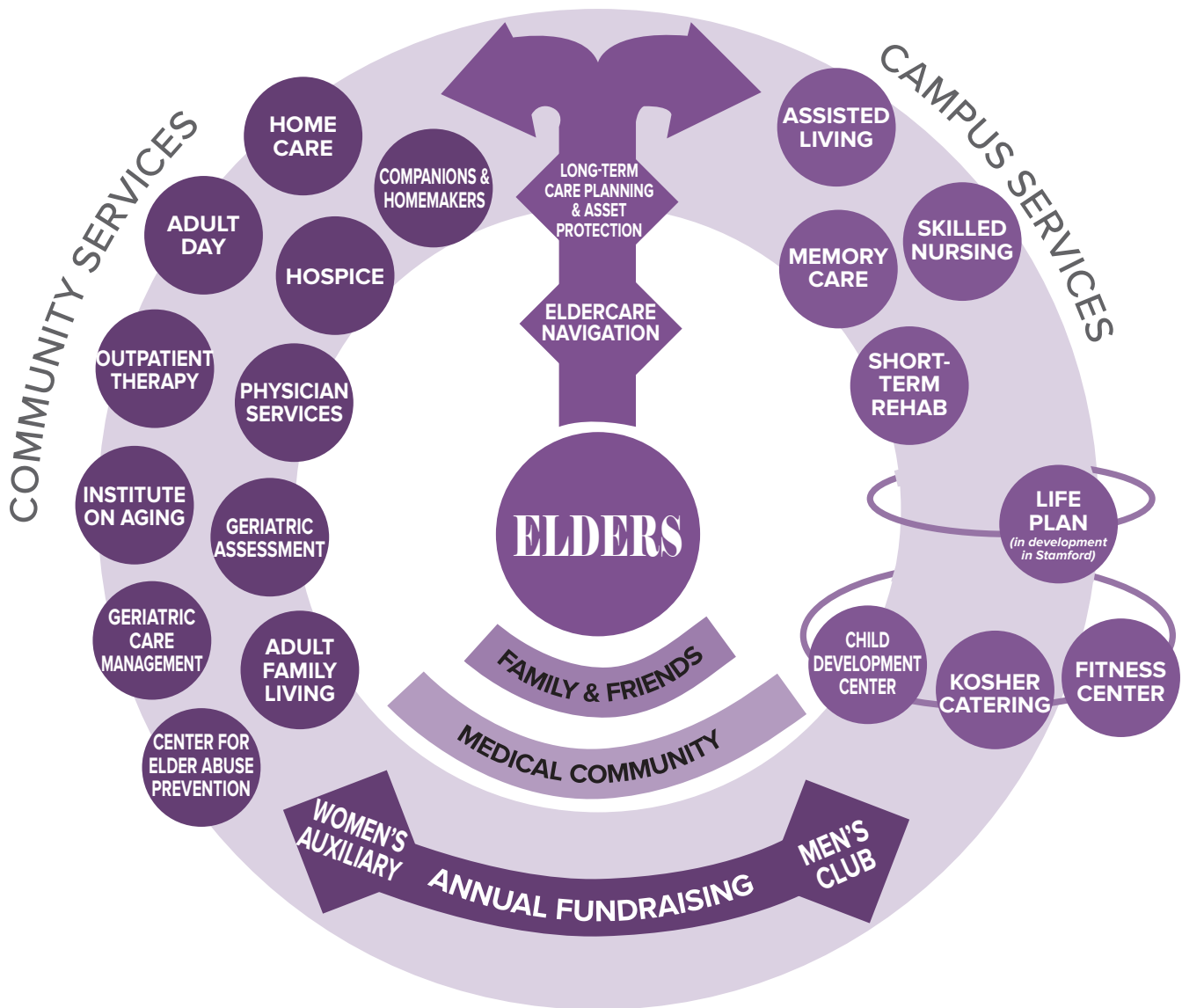
GBT Bus Transport
203-366-7070
(Call up to 5 days
in advance)

Nelson Handivan:
203-776-0205



CONTINUUM OF ENGAGEMENT

For over 50 years, Mozaic Senior Life, a non-profit organization, has been a leader and trusted provider of skilled nursing and senior care services.



The Harry and Jeanette Weinberg Campus

4200 Park Avenue, Bridgeport, CT 06604 ■ mozaicsl.org

For more information on Mozaic Senior Life services, call **1-833-MSL-LINK** (675-5465)