

MOZAIC Rehabilitation Center
by Roz and Les Goldstein



CLIENT GUIDE

MOZAIC Senior Life
Service is Our Calling
SERVING SENIORS SINCE 1973



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

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Welcome to Mozaic Rehabilitation Center!

Thank you for selecting Mozaic Senior Life for your short-term rehabilitation. Our dedicated team of professionals are here to help you meet your recovery goals and return home as quickly and safely as possible. If at any time you have questions or concerns, please contact the nurse’s station in the Banoff House (ext. 3614), the Gerschon House (ext. 3710), or the Kassen House (ext. 3714). Your satisfaction and feedback are very important to us.

Here at Mozaic Senior Life we pride ourselves on providing you with a great rehab and nursing experience to ensure you achieve the highest level of functioning possible. Our outstanding Physical, Occupational, and Speech Therapy teams are second to none in Fairfield County and we tailor your rehab and nursing programs to meet your individual needs.

Our caring, compassionate, experienced, and well-trained team members will work hard to help you accomplish your goals. We create a unique partnership between clients, therapists, and caregivers which will assist you in attaining these goals. Our dedicated staff strives to produce positive outcomes and results whenever possible. This positive attitude and your desire to get well is essential to your progress, so let’s get started!

Our kind and caring Housekeeping, Dining, Social Services, Recreation, and Administrative staff are also here to help meet your needs and we encourage you to let us know how we are doing in all these areas. Key members of our Management Team will visit you to ensure that everything is going well for you, so please take the opportunity to share any successes, issues, or concerns you may have during your stay.

We sincerely appreciate your business, and our reward is your success as well as a positive experience during your stay. So once again, welcome!

Admitting Process and Expectations

Being admitted to a Rehab Center or a Skilled Nursing Facility can be a pretty unsettling experience if you don’t know what to expect.

Most of our clients arrive by ambulance or wheelchair van from a hospital setting. Upon your arrival, you will be transported by wheelchair or stretcher to a Household where our staff will greet you. Then we will proceed to get you settled in your room.

You will receive a “toiletry kit” which will contain the following: shampoo, body wash and cleanser, deodorant, mouthwash, toothbrush and toothpaste, brush, comb, wash basin, and bed pan. It is recommended that you bring an electric razor. If you prefer a disposable razor, the nursing staff will provide one as it cannot be kept in your room. We suggest that you bring 5-7 days of comfortable clothing for your therapy sessions, as well as non-skid shoes. We ask that all clothing brought from home be marked with your name in an inconspicuous place to help prevent any loss.

Please leave all valuables and monies at home or ask your Nurse how to secure them. This is strictly a standard precaution to prevent loss or misplacement of items that have actual or sentimental values.

Shortly after your admission, a member of the Mozaic Rehabilitation Center team will orient you to your room phone, bed controls, call light system, TV remote, and help to get you settled in. The Nurse will also ask if you are experiencing any pain or discomfort as well as do a review of your medical history and an evaluation of your needs. In the next 48 hours you will also see a staff member from Dining Services, Social Services, Recreation, and Rehab to meet with you in regard to your history and your goals.

As most admissions are in the evening, you most likely will be evaluated and receive therapy the very next morning. Of course, there are exceptions to every rule and so we ask that you check with your Nurse or the Supervisor on duty if you have any questions or concerns regarding your admission process.

Our goal is to provide a program that will help keep you focused and motivated to meet your own established goals and to address any issues or concerns immediately.

Visiting Hours

While there are no set visiting hours at Mozaic Senior Life, we encourage those who wish to spend time with their friends and families to visit between the hours of 8:00 AM and 8:00 PM when the main lobby is open. You may receive visitors outside of this time frame, but they will need to come in through the back Community Services entrance and we ask that you keep all conversations at a quiet level as a courtesy to the Household.

Admission Sign-In Process

Soon after you arrive, our Admitting Nurse will review the necessary forms with you and/or your primary contact that authorize us to begin your treatment. Please designate a primary contact upon admission as your emergency contact and the person to receive updates. Additional family and friends are encouraged to receive updates from you or the primary contact.

An Advance Directive (Living Will and/or Healthcare Representative) lets you make your personal healthcare wishes known to your family and healthcare team in the event you cannot communicate. We will need copies of these documents upon admission (i.e., Living Will, DPOA/POA, Healthcare Representative or Proxy, DNR, etc.) so that they may be followed accordingly with a copy placed in your medical record.

Insurance Billing

We will make every effort to obtain payment from your insurance company, but please note that in the event you are denied coverage, or the insurance company does not pay, the cost of your stay will become your responsibility. Please contact the Finance office at any time following your admission or discharge if you have any questions or concerns at 203-396-1075.

Therapy

The caring and professional Physical (PT), Occupational (OT), and Speech (ST) Therapists work together to provide a high standard in rehabilitative services. This will enable you to achieve the highest level of functional independence. Physical Therapists will assist you to increase lower body strengthening to return home safely. This involves training in multiple areas including mobility, endurance, balance, and gait. Occupational Therapists will use treatments to develop and recover daily living skills through education, practice, adaptation, or modification of the task. Speech Therapists will assist in areas of memory, speech, and swallowing. This is the first step in your journey to rehabilitation.

Upon discharge, you can further your journey with Mozaic Senior Life by utilizing Mozaic Home Care and Mozaic Outpatient Therapy services. You may also choose a home care agency of your choice. Home care provides nursing services and physical, occupational, and speech therapy to safely transition back into your home while homebound. Once you can leave your home, outpatient services provide physical, occupational, and speech therapy, as needed, to maximize your functional independence and resume prior activity level.

Nursing Team

Our professional and dedicated Nursing Team will assist you in managing your medical and personal care needs during your stay here. This includes nursing assessment, medication administration, wound care/treatments, and teaching to prepare you for discharge home. They will also encourage and assist you with your daily personal care with the goal of promoting self-sufficiency.

Your medical treatment at times may involve some discomfort, severe pain is not normal and should be addressed. Please do not hesitate to talk to your Nurse or Physician so they can review your pain regimen.

Our Nursing Team will review your medications with you or your responsible party to ensure that you understand what you are taking, when, and how you will receive them. Bring a medication list from home including doses and share that with the Nurse and Physician to prevent any discrepancies.

Many illnesses are spread by coughing or sneezing, please cover your mouth and nose. Ask family and friends who have a cold, flu, or symptoms of infection not to visit. You may be on Isolation Precautions which help protect you, other patients, staff and visitors. Please ask about flu, pneumonia, and COVID vaccines as we can offer them to you.

Mozaic Senior Life offers a wound care Nurse and Physician that round weekly for clients that may need the care and treatment. We also offer other services such as podiatry which are available in our clinic. Please inquire with the Nursing Team if you think you need any of these services.

Mozaic Senior Life is a non-smoking property. We can offer a nicotine patch while you are completing your rehab stay with us if needed.

Social Worker

At Mozaic Senior Life, we understand that the transition from the hospital to a rehabilitation facility can be challenging. An experienced and compassionate Social Worker is available to each client and their family during this adjustment period to offer guidance and support during the transition process. Your Social Worker is an advocate and a liaison for you and your family and will work closely with you to ensure your needs are met and help you adjust seamlessly to your new environment.

The Social Worker will start to coordinate discharge planning with you shortly after your admission to Mozaic Rehabilitation Center. Rehabilitation programs are focused on maximizing personal independence and returning clients home as quickly and safely as possible. Your Social Worker will work with you to establish an individualized, comprehensive discharge plan with resources and support services to facilitate a safe discharge. Please contact your Social Worker for discharge planning, questions or concerns at 203-365-6466, or 203-396-1071.

Discharge Planning

Discharge dates are set by the Interdisciplinary Team (comprised of Social Services, Nursing, Therapy, Finance, and our Physicians), in conjunction with your insurance. You will be given at least 48 hours notice prior to discharge. You and your family will be invited to a Care Plan Meeting, held the first week of your stay. Care Plan Meetings are held in 15-minute increments and are an opportunity to meet with our Team members to discuss your progress as well as the anticipated plan and recommendations for your discharge. The Social Worker will contact you to set up the date and time of your individual meeting. We consider these meetings to be a very important part of your plan of care and discharge process.

The Social Worker will personally meet with you to discuss individual discharge recommendations and resources such as home care services and durable medical equipment to provide support with your transition upon discharge.

Client Treatment (A Typical Day)

For most clients, the day starts around 7:00 AM. Please let us know if you are a late riser or request special accommodations.

You are encouraged to eat meals out of bed. The Household dining room is available for all meals; however, you may also eat in your room. There are two main choices for every meal, as well as an **Always Available Menu** (page 11) to choose from.

Our staff will encourage you to do as much as you safely can for yourself. This includes participating in washing, grooming, and dressing. Your level of assistance from staff may vary for safety, so please ask the Interdisciplinary Team if you have any questions or need help. We also encourage you to walk while in the Household with assistance as you are able.

Our goal is for you to be up, dressed, and ready for your therapy sessions which will be 5-6 days per week, 1-2 times per day. Specific times for therapy will vary daily to meet the changing needs of the Household, however, please notify your Therapist if you have a preference for time of day so that efforts can be made to accommodate your request. Ask a Team Member for your therapy time at the beginning of the day.

Showers are scheduled on a weekly basis. We will make every effort to accommodate any additional shower request. If you are receiving occupational therapy, the Therapist may also work with you on increased independence by assisting you in the shower.

Please voice any concerns while you are here at Mozaic Senior Life so we can resolve the concern before you leave.

Transportation and Leaving Mozaic Rehabilitation Center

Outside Physician visits prior to your discharge are discouraged, unless medically necessary, due to concerns about safety, transportation issues, and interruption of therapy. The Physicians and Nursing Staff will evaluate the need for these appointments, in consultation with you. Should you need to go to an appointment, you are encouraged to have family accompany you to the visit. Mozaic Senior Life can assist with coordinating transportation if necessary. All transportation is on a private pay basis, unless you have Medicaid insurance coverage.

Because you are here under your insurance benefit, any leaves of absence must be cleared by your Physician and must meet your insurance guidelines.

In the event you require care that cannot be provided here, emergency transportation will be provided to the local hospital.

Amenities

Durable Medical Equipment (i.e., a wheelchair, walker) is available for your use here in the Household. The Therapy Team will provide information and recommendations for equipment upon your discharge. Some equipment may be covered by medical insurance, while some require private pay.

The **Beauty Salon** offers a number of wonderful services for our clients. These services include shampoos, cuts, and coloring and need to be paid when the service is rendered. All services are by appointment so please arrange to fill out a service request form a week ahead of time. These forms can be obtained from either the Social Worker or the Neighborhood Associate. Every attempt will be made to accommodate you due to your therapy schedule. The Beauty Salon hours of operation are Monday through Friday, 9:00 AM to 4:00 PM.

Telephones are provided to all clients staying in our Mozaic Rehabilitation Center. All calls can be made free of charge. For outside call, please **dial 9**, area code, and phone number. Internal calls can be made by dialing the four digit extension.

Television is provided free of charge. The TV channel listing can be found on page 12.

Computer Access A standalone computer is available for client's use outside of the Kassen House. If you prefer to use a personal laptop, we have wireless internet available. A Nursing Team member can help you further if you have any questions.

Laundry/Clothing To minimize the risk of loss, all clothing should be labeled with your name. Staff will machine wash and dry the items from your laundry bag and return them to you. Please notify staff if laundry service is not desired.

In the event something is missing, please notify the Neighborhood Associate or Nurse. If the problem persists, please bring it to the attention of the Social Worker. Mozaic Senior Life will make every effort to locate missing items, however, does not reimburse individuals for lost belongings.

Pastoral Services Shabbat services are conducted in our beautiful synagogue located in Bennett Hall. On Friday evenings and holidays, we provide electric candles in the Candelabra Room. Should you wish to light a candle, please let us know. For those clients wishing to attend mass, one is offered every Friday. Please notify us if you would like to attend. Pastoral Services are available daily to clients and families of all faiths and can be reached at 203-396-1001.

The **Gift Shop**, located on the first floor, is open five days per week, Monday through Friday, 11:00 AM to 3:00 PM. A variety of cards and gifts can be purchased. Elegant gift-wrapping is available upon request as a courtesy.

Activities are offered in and outside of the Neighborhood. You will receive a calendar weekly with all events happening throughout the Mozaic Senior Life campus. Many of the recreation activities include food. We encourage clients to attend activities such as the cocktail party, movie night, ice cream socials, and other fun activities.

An **Emergency Preparedness Plan** is 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.

Dining Services

We strive to make everyone's dining experiences 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 or 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 do not meet your needs, we also have an **Always Available Menu** (page 11).

Coffee and other beverages are available 24 hours a day. We encourage clients 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 and are also offered prior to bedtime. Snacks include a variety of cookies, crackers, snack bars, smoothies, and fresh fruit. Our smoothies are made with fresh ingredients including yogurt and fresh fruit. Smoothies are another healthy alternative to sugary snack items.

Each Household has a Homemaker assigned to ensure your dining needs are met. A member of the Dining Services Team will ensure that your food preferences are documented so all those that provide 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 that upholds the strict kosher dietary laws. 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. If you would like kosher food, that can be arranged.

Meals are served at the following times:

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 client who needs to have their meal later than the times indicated above.

Our **Dietitians** are available to assist clients 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 the diet restrictions that your Physician has ordered. If you should need additional education on your special diet, the Dietitian will ensure that instruction is provided.

Private Dining Rooms for special family functions that would best be in a more private setting are available and must be reserved. All food for private dining room events must be ordered through our catering department.

Catering is available from Dining Services and options range from a simple continental breakfast to large event such as bar/bat mitzvah. If there is an interest in scheduling a catered event, please call 203-365-6416.

The Berkowitz Family Courtyard Café We encourage guests and clients to visit the Courtyard Café. Breakfast, homemade soups, fresh salads, daily lunch specials and heated sandwiches as well as bottled beverages and freshly brewed coffee are offered. The Courtyard Café is open Monday through Friday from 8:00 AM to 3:00 PM.

Guests may purchase a **Meal Ticket** for \$8.00 that may be used to have lunch or dinner in the Household. The meal includes an entrée, dessert, and beverage.

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, Egg Salad, or Seafood 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

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

Room Phone Numbers

Room	Banoff (C)	Gerschon (D)	Kassen (F)
101	(203) 371-2020	(203) 373-1726	(203) 659-3341
102	(203) 372-0841	(203) 373-1740	(203) 659-3342
103	(203) 372-6398	(203) 373-1746	(203) 659-3343
104	(203) 372-6492	(203) 373-1845	(203) 659-3344
105	(203) 372-6583	(203) 373-1850	(203) 659-3345
106	(203) 372-7345	(203) 373-1921	(203) 659-3346
107	(203) 372-7346	(203) 373-1932	(203) 659-3347
108	(203) 373-0852	(203) 373-7732	(203) 659-3348
109	(203) 373-0863	(203) 373-7750	(203) 659-3349
110	(203) 373-1590	(203) 373-7758	(203) 659-3350
111	(203) 373-1620	(203) 373-7812	(203) 659-3351
112	(203) 373-1626	(203) 373-7834	(203) 659-3352
113	(203) 373-1634	(203) 373-7836	(203) 659-3353
114	(203) 373-1640	(203) 373-7845	(203) 659-3354

Important Phone Numbers

Banoff House.....	203-659-3614
Gerschon House.....	203-659-3710
Kassen House	203-659-3714
Social Work	203-365-6466/203-396-1071
Dining Services.....	203-365-6416
Finance	203-396-1075
Rehab Services.....	203-365-6443
Nursing Supervisor	203-396-1130 (M-F 7:00 AM-3:00 PM)
Director of Post Acute Services	203-396-1101 (M-F 7:00 AM-3:00 PM)

Non-Emergency Medical Transportation to Appointments

American Chair Car Services:
203-372-7268

AMR Ambulance Service:
203-334-3177

Veyo (Medicaid):
855-478-7350

Nelson Handivan:
203-776-0205

Metro Taxi:
203-444-4444

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

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



Mozaic Jewish Home

Progressive skilled nursing home providing long-term care in the Household Model

Mozaic Assisted Living by Roz and Les Goldstein

One bedroom apartments and memory care studios for individuals and couples.
Meals, activities and fitness center membership (if medically qualified)

Mozaic Rehabilitation Center by Roz and Les Goldstein

Short-term care post hospitalization

Mozaic Home Care by Roy and Aline Friedman

Skilled nursing services, licensed nurses, therapists, and aides

Mozaic Companions & Homemakers

Aide services, household support, and transportation

Mozaic Hospice by The Chaifetz Family

Palliative care, pain management, emotional, spiritual, and bereavement support

Mozaic Outpatient Therapy

Physical, occupational, and speech therapy, exercise programs

Mozaic Adult Family Living

Safe, comfortable care and arranges caregiver support in your home

Mozaic Adult Day Program

Nurse supervised care and social activities, meals

Mozaic Memory Workshop

Early memory loss program

Mozaic Institute on Aging

Geriatric assessment, ElderCare Navigation, and The Center for Elder Abuse Prevention

Geriatric Medical Practice

Geriatric primary care medical services

Mozaic at Home

Pays for and provides a lifetime of in-home/facility care for Members

Mozaic Concierge Living

A new Life Plan Community in Stamford, CT. 168 luxury residences opening in early 2027

Mozaic Child Development Center

State licensed program for children from 6 weeks to 5 years of age of all denominations

B'Tayavon Catering

Kosher catering for any size event, on our campus or any area location

JFitness

Your local neighborhood gym providing group and personal training, swim lessons, and more



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