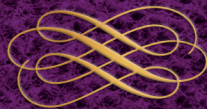




RESIDENT & GUEST
PASSPORT



WELCOME TO MARY'S MEADOW

Dear Patient and Family:

We know that you have the ability to choose your care and we are happy that you have chosen Mary's Meadow.

This booklet is designed to be a helpful tool during your stay with us. In addition, you will be assigned a "Buddy" for the first days or weeks of your stay. The "Buddy" is a staff member who will periodically check in with you to ensure your stay is enjoyable and meets your expectations.

The Small House concept is intentionally designed to provide guests and residents with a home like feel and the best care possible. We have ten private rooms per house. Each room is set up to provide you with privacy and a retreat to rest between your rehabilitation sessions and/or activities.

The Small House concept at Mary's Meadow encourages "family style dining". Our table is set to comfortably seat our current rehab guests and food is ordered and prepared accordingly. In order for our guests to receive the best service possible and to protect their confidentiality, we ask that visitors:

- Please schedule visits to avoid meal and therapy times. The therapy schedule is posted on the bulletin board in the guest's room. Planned meal times are listed in this booklet.

Our wonderful reputation would not be possible without you. Thank you again for recognizing Mary's Meadow as the best choice. At the end of your stay you will receive a satisfaction survey. We truly hope that you rate your care here to be "Excellent" and we look forward to your feedback.

It is a pleasure serving you,



Patrick Arguin
Administrator

OUR ADMINISTRATION TEAM

Thank you for choosing Mary's Meadow. Our goal at Mary's Meadow is to ensure that you receive the best care possible and are completely satisfied with all aspects of your recuperation. We are confident that the healing ministry of mind, body and spirit that is embraced by the Sisters of Providence and the staff at Mary's Meadow will guide you through your recovery.

If at any time you have questions or concerns during your stay, please do not hesitate to call upon us so that we may promptly address any issues.



Donna Lapierre
Billing/Accounts
Receivable



Leah Hastings
Social Worker



Patrick Arguin
Administrator



Annette Dillon
Activities Coordinator/
Quality of
Life Coordinator



Sue Santerre
Food Service Coordinator



Laura Santos
Therapy Director



Susan Towles, RN
Director of Nursing/
Quality of Care Coordinator



Roger Korell
Director of Facilities
Operations



Jackie Boileau
Admissions/Marketing
Coordinator



Elizabeth Crowe
Administrative Assistant



Melissa Garriepy
MDS Coordinator/
Nursing Supervisor

DISCHARGE PLANNING

At Mary's Meadow, we begin our discharge planning during the time of admission. Effective discharge planning requires our Interdisciplinary Team and most importantly you.

We meet with our residents during their first 48 hours of admission to identify individual expectations.

Our Interdisciplinary Team attends Clinical Rounds with the Medical Director two to three times per week. You, along with the care plan team, are involved in setting goals to ensure your safe transition home.

Ongoing assessments and education are required to establish realistic goals in appropriate time frames. The Discharge Process is crucial in preventing re-hospitalization.

Your Social Worker will assist you in arranging home care services that you may need following discharge.

We strive to exceed your expectations during your rehab stay and through the transition/discharge process.

If you have any questions or concerns please call our Social Worker at 322-0707.



◀ *Our medical team from left to right: Dr. Vikram Sondhi, MD, Medical Director of Mary's Meadow and Michelle Burgess, PAC.*



REHABILITATION SERVICES

Occupational Therapy—The use of assessment and treatment to develop, recover, or maintain the daily living and work skills of people with physical disorder. Occupational Therapists also focus much of their work on identifying and eliminating environmental barriers to independence and participation in daily activities.

Physical Therapy—Remediates impairments and promotes mobility, function, and quality of life through examination, diagnosis, and physical intervention.



Our therapy team, from left to right: Maggie Kedziorek, Physical Therapy Assistant; Laura Santos, Rehab Director/Occupational Therapist; Vicki Wiesel, Physical Therapist; and Doris Caroleo, Occupational Therapy Assistant.

Speech Therapy—Specializes in the evaluation and treatment of communication disorders and swallowing disorders.

Physical Agent Modalities—Assist with pain and edema management.

- Electrical Stimulation (E-Stim)
- Short Wave Diathermy
- Hot Packs/Cold Packs
- Omnicycle

General Rehab Information

- Therapy will be provided 5 – 7 times a week, including weekends.
- Therapy times will be posted daily in your room on the cork board.
- OT/PT evaluation will be completed within 24 hours of admission.
- Our residents who had Total Joint Replacement should request pain medication one hour prior to scheduled therapy time.
- Average length of stay is 5 – 10 days.
- We provide an interdisciplinary team approach to care.
- Durable medical equipment will be ordered as needed (i.e. walkers, commode, shower/tub chairs).
- A patient satisfaction survey will be issued for your completion upon discharge in order to maintain our excellent care.

PAIN MANAGEMENT

- Most pain medication is ordered by the doctor “as needed”
- Keep close watch on your level of pain; goal is to keep under a score of 5 at all times
- Expect to need pain medication regularly to maintain comfort and function
- Request pain medication in advance of increasing pain and before therapy



TELEPHONE NUMBERS

Main Telephone Number	413-420-2500
Patrick Arguin, Administrator	3442
Susan Towles, RN, Director of Nursing.....	3323
Melissa Garriepy, MDS Coordinator/Nursing Supervisor.....	3123
Roger Korell, Maintenance Director.....	2576
Leah Hastings, Social Services.....	3127
Sue Santerre, Food Service Coordinator	3443
Annette Dillon, Activities Coordinator.....	3223
Donna Lapierre, Billing Manager	2556
Laura Santos, Rehabilitation Manager.....	3125
Jackie Boileau, Admissions Coordinator.....	3423
Sr. Joan Dumais, Spiritual Care Coordinator.....	3500



MEAL TIMES

Woodland House

Breakfast	8:30 AM
Lunch	12:30 PM
Dinner	5:30 PM

WI-FI/INTERNET ACCESS

Turn on your Wi-Fi and choose the **"iguest"** network.

After it indicates you are **"Connected"**, open a NEW webpage (any webpage) on your internet browser. A Trinity Health Wireless Guest Network screen should display. Click **"Continue to the Internet"**.



*Sr. Joan Dumais,
Spiritual Care Coordinator*

**DURING THESE
CHALLENGING TIMES,
THE CHAPEL TIMES WILL
BE POSTED ON THE
DOOR OF THE CHAPEL.**



TV CHANNEL LINE-UP

Channel and Call Sign		Network
2	Chapel	Providence Place Chapel Channel
3	WFSB-3	CBS
4	WGGB-40	ABC
5	WWLP-22	NBC
6	WTIC-61	Fox
7	WGBY-57	PBS
8	E	E-Entertainment
9	MSNBC	MSNBC
10	LMN	Lifetime Movies
11	QVC	QVC
12	GSN	Game Show Network
13	FXX	FXX Channel
14	EWTN	Eternal Word Network
15	CMT	Country Music TV
16	A&E	Arts and Entertainment
17	TNT	Turner Network Television
18	NESN	New England Sports Network
19	Bravo	Bravo Network
20	Univision	Univision/Spanish
21	CNN	Cable News Network
22	CNBC	CNBC Financial
23	CSPAN	Congress Network
24	CSPAN2	Congress Network 2
25	DISC	Discovery Network
26	Motor Trend	Motor Trend
27	ESPN2	Entertainment Sports Network 2

Channel and Call Sign		Network
28	ESPN	Entertainment Sports Network
29	FNC	Fox News Channel
30	FOOD	Food Network
31	HALL	Hallmark Channel
32	HLN	Headline News
33	HSN	Home Shopping Network
34	HGTV	Home and Garden TV
35	HIST	History Channel
36	LIFE	Lifetime Channel
37	TBS	Turner Broadcasting System
38	TLC	The Learning Channel
39	TRAV	The Travel Channel
40	TVLND	TV Land Channel
41	ID	Investigation Discovery
42	USA	USA Network
43	WE	Womens Entertainment
44	TWC	The Weather Channel
45	AMC	American Movie Classics
46	FF	Freeform
47	APL	Animal Planet
48	CC	Comedy Central
50	MLB	Major League Baseball

ADDITIONAL CHARGES

Extra Charges are for items and services which are not included in our Basic Daily Rate, and which are not covered by the Medicare and Medicaid programs.

The items and services listed below are not included in the basic daily rate or per diem rate, and are not covered by the Medicare and Medicaid (SSI/EAEDC) programs.

Newspaper Delivery

By personal subscription

Local Telephone & Basic Television

\$7 per week, charge cannot be pro-rated

Special Activities

Annette Dillon
Quality of Life Coordinator/
Activities Coordinator

Hair Services

Open Thursdays 9 a.m.

Hillside House

Haircut with Shampoo	\$12
Shampoo/Blow Dry	\$15
Shampoo/Set	\$15
Shampoo/Cut/Blow Dry	\$25
Color Treatment...\$28 Color Rinse..\$2	
Permanent/Cut.....	\$57
Color/Set.....	\$43
Permanent	\$45
Permanent/Set or Blow Dry.....	\$60

DIRECTIONS

From the Mass Pike (I-90) East or West:

1. Take Exit 45 off the Mass Pike. Exit right at the first fork. Bear left at the next fork to Route 5 North. Immediately move into the left-hand lane.
2. At the traffic light turn left onto Highland Avenue (between Shell Gas and Dunkin' Donuts). Bear right at the Y.
3. At the crest of the hill, turn right onto the Providence Place grounds and follow signs to Mary's Meadow.

From I-91 North or South:

1. Take Exit 11 off I-91. Follow signs for Route 5 North. Immediately move into the left-hand lane and proceed to step #2 above.

Our Address: 6 Gamelin Street, Holyoke, MA 01040

WE WANT TO HEAR FROM YOU

Feedback is important to us. Please do not hesitate to provide your comments to a member of our health care team about any aspect of your stay with us. We look forward to hearing from you upon your return home. You will receive a survey from us shortly after your stay, please take a few moments and fill it out. Thank you!



Trinity Health
Of New England

Senior
Communities

Mary's Meadow at Providence Place

6 Gamelin Street, Holyoke, MA 01040 • 413-420-2500
TrinityHealthSeniorCommunities.org/Marys-Meadow