



Care With Honor & Dignity

SOLDIERS' HOME IN HOLYOKE

VETERAN & FAMILY
HANDBOOK



110 Cherry Street
Holyoke, MA 01040

Welcome...

*From the Family Advocate Council &
Veteran Advocate Council*

As you grow comfortable with the staff, veterans, and facility in the months ahead, we hope you become a part of the Home's extended community.

Our hope is that this Veteran & Family Handbook will provide you with practical information that will be helpful to you at a later date. Many of us found that early in our family members' admission to the Home we felt somewhat overwhelmed. It is, at times, difficult to make the initial adjustment and many of the details pertaining to daily life here at the Soldiers' Home were new to us. This handbook should help to make the transition easy.

As the Family Advocate Council, our role is to advocate for our Veterans and their family members. We will frequently become involved in various aspects of life here at the Soldiers' Home. This includes everything from the physical environment, Home activities, food service, and family support.

As members of the Veteran Advocate Council, we seek to improve the Quality of Life for everyone residing at the Home.

In the months ahead, as a family member, you may wish to participate on the Family Advocate Council or as a resident, you may wish to become part of the Veteran Advocate Council Meeting. Dates and times are posted in the "Flag & Staff" newsletter. You can also obtain more information from the Social Worker on your Veteran Care Center.

We are here to assist you. Welcome, again, to the Soldiers' Home.

Sincerely,

Family Advocate Council
&
Veteran Advocate Council

FREQUENTLY CALLED PHONE NUMBERS

Main Number	(413) 532-9475
Paul Barabani, Superintendent	(413) 552-4700
John Paradis, Director of Communication	(413) 552-4707
Shawna Biscone, Director of Administration	(413) 552-4705
Dr. David Clinton, Medical Director	(413) 552-4702
Donald Andrejczyk, General Counsel	(413) 552-4704
Pamela Quirk, Director of Nursing	(413) 552-4703
Christine Carney-Letendre, Assistant Director of Nursing	(413) 552-4760
Anthony DiStefano, Director of Finance	(413) 552-4706
Lee Anne St. Martin, Director of Operations	Ext. 532 1102
Brother Frank Grimaldi, Pastoral Care	Ext. 532 1120
John Beaton, Admitting & Eligibility	(413) 552-4764
Bob Malikin, Social Work Services	Ext. 532 1119
Dan Daley, Veteran Care Coordinator #1	Ext. 532 1755
Vanessa Gosselin, Veteran Care Coordinator #2	(413) 552-4720
Alice Bernier, Veteran Care Coordinator #3	(413) 552-4730
Anne Taft, Veteran Care Coordinator #4	(413) 552-4740
Tracy Muller, RPh, Pharmacy	(413) 552-4770
Margaret Feyre, Recreation	Ext. 532 1260
Beverlyn Blanchard, Volunteer Services	Ext. 532 1377
Carol Laflamme, Treasurer's Office	Ext. 532 1130
Dental Office	(413) 420-6270
Brandy Gridley, Dietary Supervisor	(413) 552-4763

**SOLDIERS' HOME IN HOLYOKE
OUTPATIENT SERVICES/DENTAL SERVICES**

1. TREATMENT IN GENERAL MEDICINE
2. SPECIALTY CLINICS:

A. Hematology (On Call)	A. Blood Disorder
B. Ophthalmology (Every Other Week)	B. Eye Disease
C. Optometry (Four Clinics Per Week)	C. Eye Exams
D. Podiatry (Weekly)	D. Reduction of Toenail
E. Surgical Consultant (Weekly)	E. Excision of minor Skin Lesions
F. Urology (Four Times Weekly)	F. Urinary Tract Problems Male and Female
G. Nephrology (Twice Monthly)	G. Renal (Kidney) Problems
3. EKG and Laboratory Diagnostic Procedures.
4. Physical, Occupational and Speech Therapy available through privatized services.
5. Nutritional Consultations (scheduled by appointment).
6. Social Services by appointment.
7. Limited Pharmacy Services. Co-payment required: \$10.00 Generic, \$15.00 Preferred Brand & \$25.00 Brand Name (thirty day supply). For further information regarding costs of, or medication supplied etc., please call the Pharmacy at 552-4771.
8. Dental Services are provided for both inpatients and outpatients. Basic dental services are provided free for inpatients. Advanced services are provided on a sliding fee schedule. Outpatients are offered a full spectrum of services on an income based sliding fee schedule. All outpatients using dental services must be seen in the medical clinic yearly. Please call the Dental Office at (413) 420-6270.

ADDITIONAL NOTES:

- Clinics may be subject to date and/or time change or cancellation.
- Outpatient is open five days a week from 8:00 AM to 3:50 PM. Open the 3rd Thursday of every month from 10:30 AM to 6:30 PM. (Closed on Holidays and Weekends). Please call (413) 536-1222.
- Note: Visits are by appointment only. The Outpatient Department is not an **Emergency Room**.
- A Veteran who misses two appointments within a twelve month period will be assessed a \$15.00 "No Show Fee".



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TO VETERANS AND THEIR FAMILY

CAMPUS

The Soldiers' Home in Holyoke is a multifaceted healthcare facility available to eligible Veterans of the Commonwealth of Massachusetts. It opened in 1952, and in October of 1971, a major addition was completed. In 2004, a \$15,000,000 renovation added central air conditioning throughout the facility and upgraded the kitchen and dining areas. Within the main building are resident units for the Veterans, dining room, occupational and physical therapy rooms, canteen, recreation room and greenhouse, and various administrative and support service offices and work spaces. The Dormitory building is located across from the main building.



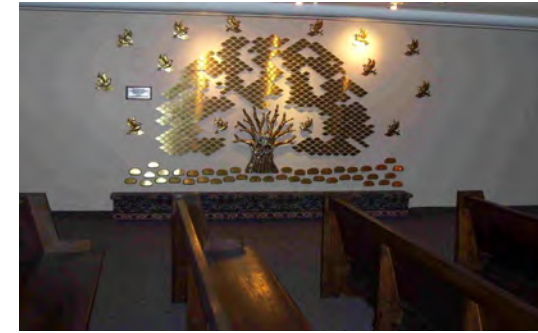
We encourage families and friends to park in the front parking lot, but if this is filled, parking can also be found at the back of the building. All visitors should enter the building through the main entrance and check in and out with the receptionist.



For visiting purposes, if medically appropriate, we encourage you to explore the facility with your loved one. You are free to go about the facility including the canteen, recreation room, the Soldiers' Walk, the lobby, outside patio and the pavilion behind the building. On the Veteran Care Centers you may visit in your family member's room or in the solarium on the Veteran Care Center.

We encourage any Veteran or visitor to report to staff anything they see needing repair. Staff will issue a work order to the Maintenance Department to fix the problem.

Please note: The term "Veteran" in this handbook pertains only to Veterans admitted to the Soldiers' Home in Holyoke.



SUPPORT THROUGH TAX DEDUCTABLE DONATIONS

1. Soldiers' Home in Holyoke Trustees' Fund has a variety of funds accepting donations such as; Legacy Fund, Recreation Fund, Medical Equipment Fund, Veteran Care Centers 1, 2, 3 & 4, Ceramics Fund, Chapel Fund, Tree of Life, Media Fund & Indigent Fund.
2. Veterans' Memorial Walk is dedicated to those Veterans who have served their country with pride and honor. Donations to this program offers individuals who have been touched by our Home, the opportunity to recognize our mission.
3. Tree of Life, located in the Chapel, is a loving way of memorializing someone special to you or saying thank you. Brochures are available at the front reception area.
4. A Wish List can be found at the front reception area and also on our website.
5. Friends of the Soldiers' Home in Holyoke, Inc. is a non-profit 501(c)(3) organization established in support of the Soldiers' Home in Holyoke. Through the Technology Upgrade Program and the Quality of Life Program, the Friends of the Soldiers' Home in Holyoke, Inc. is able to purchase equipment and support Veteran's activities above and beyond those budgeted by the Soldiers' Home in Holyoke.
6. Help support the Veterans' License Plate – tell a friend that spouses, under certain circumstances may continue use of the plates.



For further information visit our website at www.mass.gov/hly

ABUSE POLICY

The Soldiers' Home in Holyoke is required to provide a safe environment for all Veterans. Physical, verbal and/or financial abuse is not tolerated. The Abuse Policy is available for review in the Administrative Suite or the Veteran Care Coordinator's Office. Please speak with a staff member should you have any concerns.

VETERAN'S RESPONSIBILITIES

1. The Veteran is responsible for providing, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health.
2. The Veteran is responsible for reporting unexpected changes in his/her condition to the responsible practitioner.
3. The Veteran is responsible for making it known whether he/she clearly comprehends a contemplated course of action and knows what is expected of him/her.
4. The Veteran is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This includes following instructions of nurses and health care professionals as they carry out the coordinated plan of care and implement the responsible practitioner's orders, as they enforce the applicable facility rules and regulations.
5. The Veteran accepts responsibility for his/her own actions if he/she refuses treatment or does not follow the practitioner's instructions.
6. The Veteran is responsible for the financial obligations of his/her health care and monthly charges.
7. The Veteran is responsible for following facility rules and regulations affecting his/her care and conduct.
8. The Veteran is responsible for being considerate of the rights of other Veterans and facility personnel.
9. The Veteran must control his/her behavior in terms of noise, smoking and the number of their visitors.
10. The Veteran must be respectful of the property of other persons and of the facility.

ORGAN/TISSUE DONATION POLICY

In compliance with Massachusetts's law, it is the policy of the Soldiers' Home in Holyoke to offer families the opportunity to consider organ and tissue donation whenever a death occurs. The patient's next of kin or other specified individual shall be approached concerning donation, when appropriate. This issue will be addressed during the pre-admission interview. Implementation of the policy requires sensitivity to the family circumstances regarding potential donation.

Almost any deceased individual can be a donor. While organ donation requires the special circumstances of brain death, tissue donation is possible with very few exceptions. The hospital shall participate in the recovery of anatomical gifts in cooperation with the New England Organ Bank (NEOB) and other tissue banks.

The New England Organ Bank staff is available twenty (24) hours a day to provide the necessary assistance in all aspects of the donation process. For questions, please call 1-800-446-6362.

DIRECTIONS TO OUR FACILITY

Heading South on Route I-91

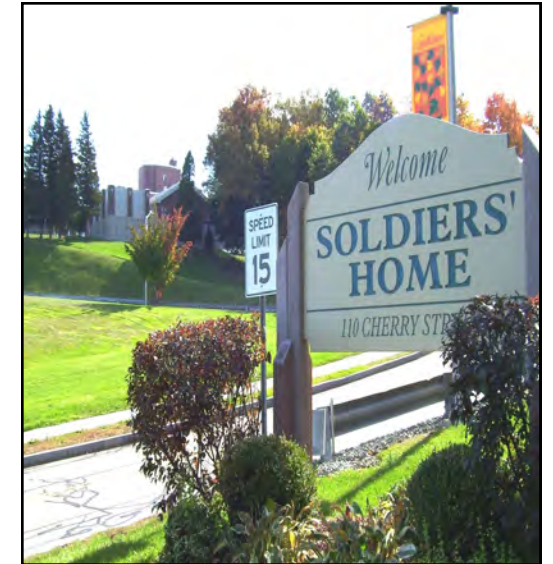
- Take Exit 16
- Soldiers' Home entrance is straight across the road

Heading North on Route I-91

- Take Exit 16
- Take left at end of ramp
- Soldiers' Home entrance is up the hill on the left directly across from the on-ramp for I-91 South

From Mass Turnpike/Route 90 East or West

- Take Exit 4
- Follow signs to I-91 North
- Take Exit 16
- Take left at end of ramp
- Soldiers' Home entrance is up the hill on the left directly across from the on-ramp for I-91 South



VISITING HOURS

Suggested visiting hours are between 11:00a.m. and 8:00p.m. Because of morning care needs, we encourage families not to begin coming to the floors before the suggested time. If there is a special event that requires an earlier visit, arrangements can be made with the Veteran Care Coordinator on the Veteran Care Center.

Visitors with a respiratory infection or any other contagious disease or conditions are requested to refrain from visiting.

We suggest that, whenever possible, small children visit with their family member in the lobby, canteen, recreation room or family lounge, rather than in the Veteran's room.

No more than two or three visitors should visit with a Veteran in his/her room at any one time. Common courtesy to the other Veterans should be the rule.

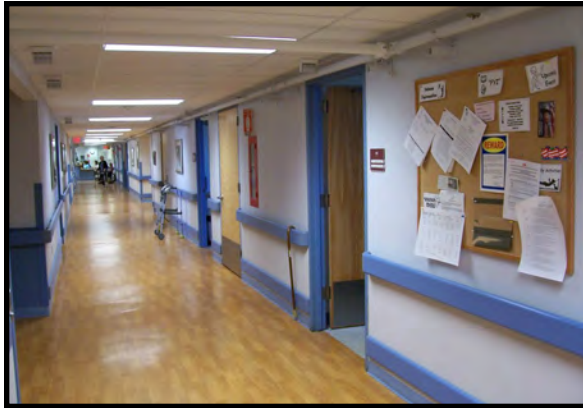
PASSES

Veterans may go out on pass if approved by their physician and if appropriate provisions are made for the Veteran's care. A pass may not extend beyond ninety-six hours, but may be for any shorter length of time. Per new VA guidelines established in 2009, Veterans are allowed twelve 24-hour absences within a calendar year and the Veteran becomes responsible for the cost of the VA per diem payment when this is exercised. This cost, currently \$94.59, is in addition to the customary Room & Board charge of \$30.00 per day.

It is of vital importance that you understand that if a Veteran leaves the physical premises of the Soldiers' Home in Holyoke with another party not employed by the Home, we will not be responsible for the Veteran or for what may happen to him/her. The Veteran, therefore, leaves at his/her own risk. You should make sure that the Veterans or your own liability or medical insurance would cover any accident, illness or other circumstances that he/she might encounter, when away from the Home.

Veteran Care Center Staff

There is a medical doctor assigned to your family member's Veteran Care Center. A Veteran Care Coordinator (registered nurse) is administratively in charge of the Veteran Care Center, and we encourage most of your medical questions to be directed to this staff member. Appointments with the physician can be made through the Veteran Care Coordinator. Other floor staff include; registered nurses, licensed practical nurses, certified nursing assistants, social worker, care center clerk, dietary staff, recreation staff, housekeeping staff, maintenance staff and pastoral care staff.



TELEVISION

Television rental requests must be initiated at the Treasurer's Office. A Veteran wishing to rent a television must sign and complete the [Veteran TV/Telephone Authorization Form](#).

Rental:

A television can be rented for a charge of one (\$1.00) dollar per day. Daily rental charges will commence from the date of successful installation and continue until cancelled by the Veteran.

TV rental charges will appear on the Veteran's monthly Personal Account Statement. There is no television charge for Veterans residing on the Comfort Care Center.

TELEPHONE

Telephone requests must be initiated at the Treasurer's Office. A Veteran who wishes to acquire a telephone must sign and complete the [Veteran TV/Telephone Authorization Form](#).

The Home will purchase, at no cost to the Veteran, a standard telephone for each Veteran who completes the above requirements. Telephones, other than those provided by the Home, are prohibited.

The Veteran is required to contact Verizon in order to activate their phone service. All telephone charges (including, but not limited to, installation, activation and monthly calling options) are the responsibility of the Veteran. Since the Home is not involved in the telephone billing process, these charges will NOT appear on the Veteran's monthly Personal Account Statement.

If medically appropriate, transportation arrangements are also available through the PVTA wheelchair bus service. Either the Social Work or Nursing Department can assist in making these arrangements. Depending on the mental and physical condition of your family member, the PVTA may also require a family member or paid attendant to accompany the Veteran to their appointment. The family and/or Veteran will be billed separately for this service. The PVTA bus service is available for pick-up or drop-off in front of the main building. To arrange transportation, please call (413) 739-7436 or 1-866-277-7741.

ACTIVITIES

The Soldiers' Home in Holyoke provides planned activities daily. A schedule of canteen, recreation room activities and outside excursions is posted in the Lobby and in the Canteen. The weekly schedule of activities is posted on the unit, as well as printed in the "Flag & Staff", which is published each month and is available at the reception desk and on each Veteran Care Center.

PET VISITATION

We encourage you to bring family licensed pets (dog or cat) into the facility. Before doing so, however, you must provide the Recreation Department with an updated copy of the animal's shots from its veterinarian's office as well as signing our Pet Authorization form located at the Switchboard. The Recreation Department will then issue a Pet Authorization Card, which you must show at the Reception Desk when bringing the pet into the facility. The owner or party bringing the pet will be responsible for any unforeseen incident that may occur while visiting.

SMOKING

Only Veterans are permitted to smoke in designated indoor and outdoor areas of the Soldiers' Home in Holyoke, supervised or unsupervised, unless restricted by medical status. Designated indoor smoking areas are: the Smoking Room in the Canteen on the 2nd floor; and a designated area on the lower level of the Domiciliary. Designated outdoor smoking area is the Smoke Hut located to the rear of the visitors parking lot. All other areas are designated non-smoking areas. Visitors are not allowed to smoke anywhere on the property of the Soldiers' Home in Holyoke.

HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT (HIPAA)

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) states that your health information is personal to you. As such, only you can provide consent as to whom any of your health information may be disclosed with certain exceptions contained within the statute and regulations.

For further information, you can make inquiry to the Privacy Officer, Donald R. Andrejczyk, General Counsel at (413) 552-4704 or the HIMS Department at ext. 532 1110.

The Federal Government provides a website at <http://www/hhs.gov/ocr/hipaa/>.

HEALTH CARE PROXY

Every Veteran entering the Soldiers' Home must have a Health Care Agent. This will allow for health care decisions to be made by the Agent in the Veteran's behalf should the Veteran be unable or incapable of making such decisions. Massachusetts General Laws Chapter 201D provides information concerning Health Care Proxies.

Local attorneys or Internet sites can also be a source of information on this subject.

FAMILY ADVOCATE COUNCIL

The Family Advocate Council is an advisory board to the administration that meets monthly at the Soldiers' Home in Holyoke. The Council raises issues related to Veterans living at the Home and undertakes projects in support of the Veterans. The Council strives to have representation from all of the Veteran Care Centers, but any family member expressing an interest in joining is encouraged to participate. Monthly minutes are posted on the Veteran Care Centers. See your Social Worker for more information.

VETERAN ADVOCATE COUNCIL

The Veteran Advocate Council structure is an open forum with all Veterans invited to attend. If a Veteran is unable to attend or chooses not to attend a meeting, the Veteran may submit written concerns to the Veteran Advocate Council. Minutes of each meeting will be posted on all Veteran Care Centers.

SOLDIERS' HOME NEWSLETTER, NEWSPAPERS AND MAIL

The Veteran/employee newsletter, "Flag & Staff", is printed monthly. Home activities are listed and Veterans and their families may also have appropriate articles published.

Veterans who wish to subscribe to a newspaper may do so by calling the newspaper office. Newspapers are either delivered to the facility or sent via mail. There are also newspaper stands at the front of the building.

Mail delivery is made daily. Stamps may be purchased in the Canteen and there is a US Post Office mailbox on the 1st floor. The Social Work Department separates Veteran's bills from their personal mail. If a Veteran manages his/her own finances, the bills are directly forwarded to them. In most instances, however, the bills are forwarded to the responsible party.



TRANSPORTATION

The Soldiers' Home in Holyoke, in most instances, does not provide transportation for Veterans other than to planned activities sponsored by the Home. If a Veteran requires transportation to a community doctor, hospital, or personal activity (hairdresser, family function, etc.), the Veteran is required to pay privately for a wheelchair van or ambulance; the latter may be covered by insurance if an ambulance is required for medical reasons. The Social Work Department can assist in arranging transportation for wheelchair vans or ambulance services.

TELEPHONE CALLS

There is a public telephone in the Canteen that Veterans may use. Designated family members can call the Veteran Care Coordinator on the Veteran Care Center to receive updated medical information on the Veteran.

CELL PHONES

Cell Phone use is not allowed inside the facility of the Soldiers' Home in Holyoke by staff or visitors, however, Veterans may use Cell Phones.

MEDICAL CLINICS

There are a number of medical clinics at the Soldiers' Home in the Outpatient Department. These include nephrology, minor surgery, urology, ophthalmology, optometry and podiatry services. Referrals to these clinics are made through the Veteran's assigned physician. The Home is not responsible for medical bills that apply to these clinics.

LABORATORY



PHARMACY



INTERDISCIPLINARY TEAM PLANNING

When you are first admitted to the Soldiers' Home, you will be evaluated by the various professional disciplines represented at the Home. You will then be invited to attend a meeting, shortly after the 21st day of admission, at which the treatment plan for you will be developed. You play an active role in this meeting by providing suggestions and insights into how we might best serve you. Bring your questions to the meeting. These meetings are held every three months, so that the treatment plan can be re-evaluated over time. If you are not able to attend the meetings, you can request to hear about the care plan through the Veteran Care Coordinator. At your request, a family member or your Health Care Agent may attend.

TREASURER'S OFFICE/LAUNDRY/BARBER/HAIRDRESSER

The Treasurer's Office maintains a personal savings account for the convenience of our Veterans. This office is open Monday through Friday from 8:30 AM to 4:00 PM, excluding holidays. Located on the 1st floor, the Treasurer's Office will send out the monthly room and board bill to your home, which must be paid by the 10th of each month for the previous month. It is your responsibility, however, to monitor how much money is in the Veteran's account. Outside contractors provide hairdressing, shaving and laundry services. The money will be automatically withdrawn from the Veteran's account as the bills are charged for these services. Other additional charges may include recreational trips, restaurant trips, and supplies for work/crafts being done in occupational therapy. You may choose to wash your family member's laundry at home or use the private laundry service. Please clearly mark the clothes with a laundry-marking pen. Laundry bags are mandatory for all Veterans.

Payments for these services directly withdrawn from a Veteran's account are permitted only AFTER the Veteran (or responsible party) has provided the Treasurer with WRITTEN permission to do so.

Every Veteran entering the Home must have a Durable Power of Attorney.

BILLING

Services provided by the medical staff at the Soldiers' Home in Holyoke are included in the monthly room and board charge. Should your family member require additional medical care, which may include going to a community hospital or outside doctor, the responsibility of these costs, if not covered by insurance, rests with the Veteran. Items such as prosthetics, wheelchairs, hearing aids, dentures and eyeglasses are also billed to the Veteran. These items may also be obtained through VA Aid & Attendance or donations received.

NOTE: The Soldiers' Home in Holyoke is not responsible for accidental loss or breakage of glasses, hearing aids, dentures, other medically suggested devices or electronic equipment.

Please keep the Admissions Department informed of changes of address, telephone numbers and insurance, so that we may keep accurate records. Prompt notification can then be possible, when necessary.

FOOD SERVICE

Veterans can eat in a variety of locations both on and off their Veteran Care Center depending on their physical limitations. Food may be brought from home if it is in compliance with your family member's diet. You may also assist in the feeding of your family member, if appropriate. Appointments to meet with the dietitian can be made through the Veteran Care Coordinator. Food stored in the Veteran's room, that does not require refrigeration, must be in a sealed container. Any food stored in the refrigerator on the Veteran Care Centers

must be appropriately sealed and labeled with Veteran name and date stored. Outdated/unlabeled food will be discarded.

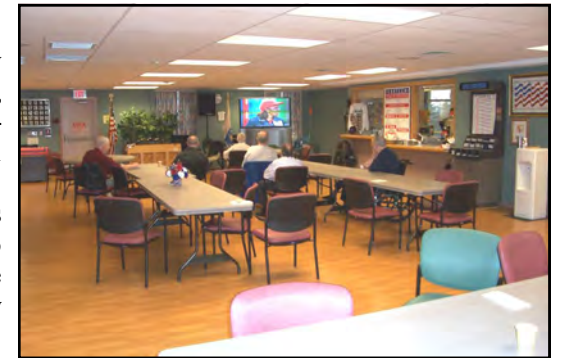
PERSONAL BELONGINGS

Veterans are encouraged to personalize their living space. This may include displaying family photos or placing personal memorabilia at their bedside area. Limited personal items can be placed on the headwall units, but for safety placing items on the over bed light is prohibited. Personal care items such as combs, toothbrushes, deodorant, after-shave, etc. are not provided by the Soldiers' Home in Holyoke.

Staff discourages Veterans from having more than \$10 on their person. We also encourage the use of inexpensive items (watches, jewelry, etc). Within thirty days of discharge, family members are responsible for removing personal belongings or the items will become property of the Home. The Veteran or family must supply appropriate clothing. Clothing should be clearly and permanently marked with the Veteran's name. Each Veteran is assigned a locker/nightstand for storage of personal clothing and personal belongings. Since space is limited, we suggest that only clothing appropriate to the season be supplied and that the family take responsibility for keeping the Veteran's locker neatly organized. The Soldiers' Home is not responsible for lost or missing items. If appropriate Veterans will be given keys to their locker/nightstand for which they are responsible. There is a \$5.00 replacement charge for lost keys.

CANTEEN

The Canteen is located on the 2nd floor and is normally open between the hours of 8:30a.m.-7:00p.m. M-F, 8:30a.m.-3:00p.m. on Saturday, and 11:00a.m.-7:00p.m. on Sunday. Activities, including musical events, bingo, movies and parties are held in this room. During the day, you can purchase food and beverages from the Canteen. There are also vending machines to purchase snacks and beverages. Weekly activities are posted in several locations including the monthly newsletter, "Flag & Staff".



ELECTRICAL EQUIPMENT

Any electrical appliance brought into the Home needs prior approval. Please see the Veteran Care Coordinator for the appropriate form. Loud radios may be disturbing to other Veterans, so we encourage the use of earphones, whenever possible. There are television sets in the solariums on each Veteran Care Center, as well as available for each room, for rental.



CHAPEL AND PASTORAL CARE

A non-denominational Chapel is located on the 1st floor. Please see the bulletin board and the "Flag & Staff" for a schedule of services. The Chapel is available during the day for reflection. Spiritual comfort is provided through a variety of services here at the Soldiers' Home in Holyoke. Every effort is made through our Pastoral Care Department to respond to the spiritual needs of all Veterans.