

Laundry

Laundry service is provided for all nursing center residents. Personal clothing should be labeled to insure proper handling of clothes. Dry cleaning, mending, and alterations are the responsibility of the family.

Telephone

Telephone service can be connected in each resident room. Family members must contact the telephone company AND the Social Services Department to initiate service.

Cable TV

Cable television service is also available. Subscriptions can be coordinated through the Social Services Department.

Newspaper

Newspaper delivery can be coordinated through the Business Office.

Mail

Resident mail is delivered daily. For outgoing mail, a mailbox is available near the front lobby. Stamps may be purchased in Banking Services.

Billing & Insurance

St. Anne Home participates in or accepts payment for services from Medicare, Medicaid, Security Blue, and private payment. The Business Office can assist you with your family member's billing and insurance issues.

Assisted Living

If your family member no longer needs intermediate or skilled nursing care, St. Anne Home offers assisted living on campus. Villa Angela at St. Anne Home provides help with daily activities and personal care in a residential setting.

Who Should I Call With Questions?

If you have any questions about these or other aspects of care and services provided by St. Anne Home, please contact the social services director or nursing supervisor. Questions related to other department functions at St. Anne Home may be directed as follows:

Activities Director
Activity Programs

Assisted Living Director
Villa Angela-Assisted Living

Business Office
Billing & Insurance

**Development
Public Relations Director**
Charitable Giving
Family Satisfaction Surveys

Dining Services Director
Food Services

Human Resources Director
Employment
Safety

In-Service Coordinators
Staff Education
Volunteers
Nurse Aide Class Instructors

**Nursing Director &
Assistant Nursing Director**
Medical Care/Coordination of Care
Admission Referrals

Pastoral Care Coordinator
Religious Services
Spiritual Programs

Plant Operations Director
Maintenance/Custodial
Housekeeping
Guards

Social Services Director
Resident Advocacy
Admissions Paperwork
Discharge Services
Laundry



Family Guide

For Family Members and Friends of Nursing Center Residents

St. Anne Home is a ministry of the Felician Sisters of Pennsylvania dedicated to the continued healing mission of Jesus Christ by providing a continuum of care and supportive services for adults, their families, and their care givers.



685 Angela Drive
Greensburg, PA 15601
(724) 837-6070
1-888-763-3148
www.stannehome.org

St. Anne Home does not discriminate, in any matters relating to residents or employment, on the basis of race, national origin, religious creed, sex, age or disability.





Welcome to St. Anne Home, and thank you for the opportunity to care for your family member. We realize that coordinating admission to a long-term care facility can sometimes be overwhelming and a bit confusing. This Family Guide is intended to be used as an easy reference to answer many of the questions you may have about St. Anne Home's continuum of care and services.

More detailed information about the following topics, and several more, is outlined in the Resident Handbook. If you have any questions or concerns at any time during your family member's stay at St. Anne Home, we encourage you to review the Resident Handbook or contact a member of the management team.

Visiting

St. Anne Home encourages you to visit your family member as often as you would like. Regular visiting hours are 8:00 a.m. - 9:00 p.m. every day of the week, and other visiting hours may be scheduled with the nursing staff. Convenient parking is located near the front entrance. For everyone's safety, we ask that you sign in and out at the reception desk when visiting. St. Anne Home is a smoke-free facility, but there is a designated outdoor smoking area.

Doctors

To provide the best medical care for campus residents, several doctors are on staff at St. Anne Home. These doctors visit residents Monday through

Specialists

Friday and are on call around the clock every day. Unlike a hospital, residents are seen by the doctor as needed, not necessarily on a daily basis. Residents may be seen by their personal physicians if the physician completes an attending physician agreement with St. Anne Home. Off-campus doctor visits can be coordinated through the nursing staff.

Nursing Staff

St. Anne Home offers access to several specialists. Residents can be seen by an eye doctor, foot doctor, dentist, and psychologist on campus.

Registered nurses, licensed practical nurses, and nurse's aides provide the direct care and administer medications recommended by the medical staff. Nursing staff is in the building 24-hours every day.

Therapy Services

Physical, occupational, and speech therapies are provided for residents requiring these services.

Social Services

The Social Services department is available to assist residents and families with the admissions process and individualized discharge planning. We encourage you to consult Social Services about any non-medical aspect of care that your loved one receives at St. Anne Home.

Care Plan

All aspects of your family member's care are coordinated through the Care Plan Team. The team assesses each resident's response to care and makes changes to the care and services provided based on individual needs. Care plan conferences are scheduled with the resident and family members on a quarterly basis.

Food Service

Nutritious meals are provided based on each resident's needs. Dietary staff is available to discuss resident food

Activities

preferences. Alternate food choices are available at each meal.

A wide variety of daily activities are offered, including crafts, outings, discussion groups, exercise, music and sensory stimulation. Residents are encouraged to participate in the activities.



Pastoral Care

St. Anne Home has a comprehensive pastoral care program to attend to residents' spiritual needs. Daily Mass is celebrated by our resident chaplain in the chapel. Visiting clergy conduct Protestant services on a regular basis. Rosary and other spiritual programs are also held in the chapel. The pastoral care team and sisters visit frequently with all residents.

Beauty Shop Barber

Open Monday through Friday, The Beauty Nook staff offers hair styling services. A barber visits once a month. Beauty Nook charges are billed directly to the resident's account.

Lil' Shoppe

The Lil' Shoppe is open every day from 8:30 a.m. to 5:00 p.m. except Sunday and serves a variety of sandwiches, salads, and snacks for residents, families, and staff. Families are welcome to share meals with residents in the Lil' Shoppe. Arrangements can also be made with the Lil' Shoppe management for birthday parties or other occasions.