

FREQUENTLY ASKED QUESTIONS

Visiting

What are your visiting hours?

We are open 24 hours a day. For the privacy of all our Elders we suggest visiting between 8am and 8pm. However, if you feel it necessary to visit your loved one more often speak to the Nursing Supervisor or Unit Manager so they may make accommodations for you.

Can Children Visit?

Children are always welcome at the Venetian.

Can I bring in a pet?

Dogs and Cats are permitted to visit with proper documentation. We require proof of recent immunization (one year or less) Please drop off this information at the reception desk prior to bringing you pet to visit, if we do not have this documentation your pet will not be able to visit.

- All dogs and cats will be kept on a leash.
- Owners of the animals are responsible for cleaning up any accidents that may occur.
- Please be mindful not everyone may love your pet as much as you do!
- Due to State regulations pets such as Birds, small mammals and amphibians are not permitted to visit.

Where should I park?

Parking is offered in two lots located on either side of the building. Parking is not permitted in front of the building, the Fire Marshall will ticket any cars parked in the front of the building. Do you have private areas for family gatherings?

Our Bistro is available for family gatherings, please contact the Life Enrichment department at 732-721-8200 extension1160 for further information.

Medical Care and Rehabilitation

How many times are the physicians in the home?

Physicians are at Venetian virtually every day. However, the amount of contact with each guest or elder varies.

For our sub-acute guests, your loved one's attending physician is required to visit twice a week. For our long-term elders, your loved one's attending physician is required to visit once a month.

Our Medical Directors are:

Dr. Marek Lupicki - Medical Director

Dr. Mark Niemiera - Cardiac Medical Director

What other medical staff is here to care for guests and elders?

Venetian has a full-time Nurse Practitioner on staff Monday through Friday.

How often will the Rehabilitation staff provide therapy for me?

The Rehabilitation Director can inform you of the rehabilitation program specifically designed for you.

When will I be discharged?

Your discharge date will be set by your progress and at the discretion of your physician. Please contact our therapy director or your nurse to discuss a particular guest's tentative discharge date.

TV/Phone/Internet

Is there a charge for television or the phone?

Venetian provides over 90 channels of high-definition television and music free of charge.

Local phone service is also complementary.

Each resident is assigned their own personal phone number according to what room they are staying in. The telephone has only local access. Long distance calls can be made at the nurse's desk.

Is there a charge for internet access?

Venetian provides all residents free high-speed Wi-Fi access.

The password is `venetianwireless6543`

Computers are also available for all residents and families to use, located in the Bistro.

Dining and Nutrition

What is the Dining Schedule at Venetian?

Breakfast: 7:30-9:00am

Lunch: 12:00-1:00pm

Dinner: 5:00-6:00pm

What if I do not like the meal options offered for the day?

There is an Always Available menu that you should receive upon admission; this menu includes alternative foods and beverages that are typically stocked in each neighborhood's kitchenette. Special requests may be taken if requested at least one hour prior to meal service.

How do I choose my meals?

Daily menus are provided to all elders and are posted outside each elevator; you are able to select your meal options for the day prior to meal service. If your menu is not completed and/or you unable to complete the menu on your own, a care partner will be available to assist you. Should you wish for another food item on a particular day's menu, please make your Care Partner aware of your request. This information will be passed on to the kitchen staff and they will try their best to accommodate your needs.

Is nutrition education available?

Our Registered Dietitians will provide nutrition education as needed to our elders who are on a specific therapeutic diet; additional nutrition education may be provided as requested.

Our Registered Dietitians also monitor your nutritional status using monthly weights, daily intake records and relevant lab data. The results of these assessments are discussed at your care conferences.

Who do I talk to about my food preferences?

Upon admission our Registered Dietitians will interview you regarding your special needs with regards to food preferences. Our own food service personnel prepare all the meals. Special care is taken to serve flavorful and appetizing foods. All menus are developed according to prescribed medical diets ordered by the physicians.

Can I bring in my loved one's favorite food?

To stay consistent with the provision of special diets, always consult with the nursing care partners before bringing food to residents. Any food kept in the resident room must be in properly sealed containers. A refrigerator is provided on each floor please make sure all items are labeled with the date and name of the resident.

Can we have guests join us for meals?

Guest meal tickets are available from the receptionist, the ticket is to be presented to the dining room server. Meal tickets are \$5.00 each.

Where are your vending machines located?

There are vending machines located just outside the Bistro. They accept cash as well as credit cards.

Being Prepared

What articles of clothing should I bring for a rehabilitation stay?

We recommend approximately five changes of clothing and a pair of comfortable rubber-soled shoes.

All articles should be washed, clearly labeled with resident's name in permanent ink and entered into the patients' personal inventory log in the medical chart.

Other personal items should be marked or engraved for identification.

We advise that residents do not keep valuable jewelry or large amounts of cash in the home.

What can mom or dad bring with them for a long-term stay?

We provide all furniture, including bed side table, closet or dresser drawer and TV. We encourage bringing personal items such as photos, familiar bedspread and treasured knickknacks to make their room feel as homey as possible. We welcome visiting our home before your loved one moves in to see the physical layout of our rooms.

Our maintenance department will be happy to assist you in hanging items on the walls.

Can you do my Laundry?

Yes, The Venetian can provide laundry service for a small fee during your stay with us.

Staying Engaged and Active

What kinds of activities are planned for the Residents?

The Venetian has a vibrant atmosphere with dynamic, individualized activities that match the capabilities and needs of residents and their guests. We also have active resident councils and volunteer programs. Scheduled activities include: music, fitness activities, and religious

meetings, outside entertainment, games, gardening, outings, intergenerational and volunteer involvement.

If you would like to arrange something special or have suggestions and ideas for individual or group activities, please inform our Life Enrichment Director. We welcome and encourage involvement from family and friends.

Can we take Mom or Dad out for holidays and/or special events?

Yes. If your loved one is a guest at our home and participating in therapy services, please check with your social worker or therapy department to ensure he/she receives therapy for that day. If your loved one lives in the home and is not receiving therapy services, please notify your social worker or nurse and follow the proper steps in signing him/her out of the building. If your loved one is staying overnight, please contact the home at least 3 days before the anticipated date to ensure all medications are ordered appropriately.

Can we take a walk around the building?

Visitors may take their loved ones for a walk around the building, if you plan to take them off the premises, all residents must be signed out at the nurses desk.

Our Long term Residents may require permission or supervision to walk around the building, for safety our therapy department will assess.

Salon Services

How do I make an appointment for the Beauty salon?

Beauty Salon appointment are to be made by the receptionist. Services must be paid for in advance.

How do I make an appointment for a manicure or a pedicure?

We do not provide manicure or pedicure services at the Venetian. Our Nursing Care Partners can clean, cut and file your nails. Each floor has a "Spa" day where the Life Enrichment department will polish your nails.

General Information

Is smoking permitted?

For the safety and wellbeing of our residents, the Venetian is a smoke free home. Smoking is not permitted on the campus, this includes in parking lots.

Can I receive mail while staying here?

Residents can receive their mail here, it is delivered Monday thru Friday, directly to the resident. If we cannot find you we will leave the mail on your night stand.

For proper delivery please have family and friends address all correspondence
Venetian Care & Rehabilitation Center

Residents Name
275 John T O'Leary Blvd.
South Amboy NJ
08879

Where are your State Survey results located?

Our State survey results are currently located on each center nurse's desk and at the reception desk

Why must visitors sign in each time they visit?

We need to know the number of people in the building, in case of an emergency.

Are the photographs in the lobby available for sale?

Yes they are! All the information on the Raritan Bay Gallery is located in the silver wall pocket in the front lobby.

Where can I get change?

Our vending machine provide change.

Life Enrichment can also provide small amounts of change for the residents during normal business hours.

Who do I talk to about questions in regard to financials, billing, admission paperwork, and/or any personal concerns?

Venetian has a full time Business Office Manager for all financial and billing concerns. Please contact the business office with any questions.

Our Admissions department will be happy to assist you with any admitting paperwork. If you have personal concerns, you may contact our social service designee or the administrator.