



7385 Walker Avenue, Gloucester, VA 23061 804-693-2000 ext. 2808 www.SandersLiving.com

Welcome to Riverside Sanders Rehabilitation

In this packet you will find everything you need to know about your stay. If you need anything additional, please do not hesitate to ask. We are here for you.

What you will find in this packet:

- Introduction
- Welcome Letter
- Our Medical Team
- Your Rehab Team
- What to Expect
- What to Bring
- Team Contact Information
- Meal Times
- Television Channel List
- Admission Paperwork Instructions
- Admission Paperwork Explanations
- **Additional Information about Sanders Retirement Community**

A member of the Sanders Team will reach out to you to schedule a time to sign and discuss all admission paperwork with you and your family.

If any of this paperwork is missing from your folder, please contact your nurse and we will be happy to get it for you immediately.

SANDERS

Retirement Village

7385 Walker Avenue, Gloucester, VA 23061

804-693-2000

www.SandersLiving.com

At the Riverside Rehabilitation Center at Sanders, you will have the experience and expertise of Riverside's Board-certified medical specialists, licensed therapists, well-trained nurses and a host of caring support staff. Sanders is ready with teams of people to help you from the admission process until you are ready for discharge. They are here for you.

With a maximum of 15 rehabilitation guests, you are sure to receive the individualized attention and quality care you need for a speedy recovery. You can master every day skills in our simulated apartment and build strength with our new therapy equipment.

While at Sanders, guests will enjoy amenities such as outdoor courtyards and walking paths, plus free wireless internet and flat screen televisions with cable service in every room.

Contact Information

Riverside Sanders

Rehabilitation

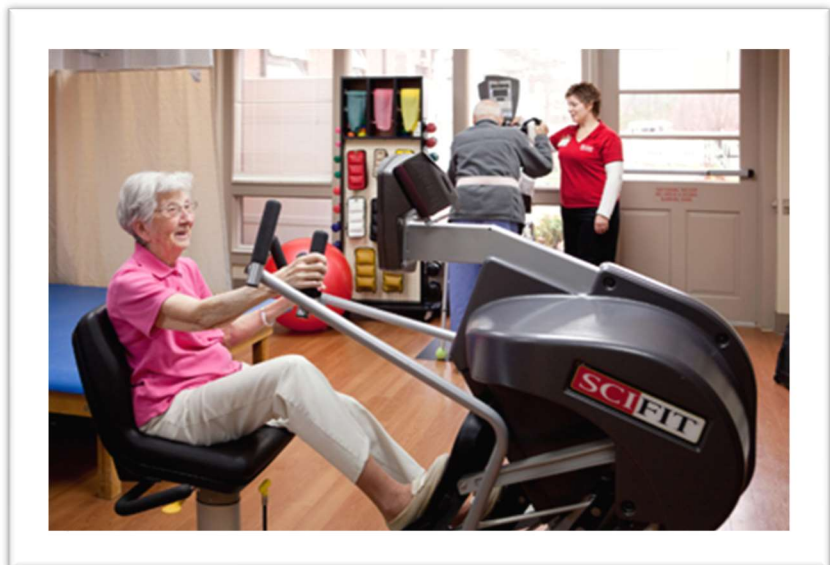
7385 Walker Avenue

Gloucester, Virginia 23061

(804) 693-2000

For more information on Riverside Rehabilitation Center at Sanders, or to

schedule a tour, call us at **(804) 693-2000**.





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Dear Guest,

We are ready to welcome you to the Sanders Rehabilitation Household! We appreciate your having selected us for your rehabilitation needs. We strive to not only provide you with exceptional nursing, physical, occupational and speech rehabilitation, but also with the assurance of a highly satisfying and memorable stay. Our goal is for your combined experience to be one that is rewarding and lends itself to your ability to seamlessly reach your maximum potential.

The Sanders Rehabilitation Household offers private rooms, each with its own bathroom. There is a designated spa room where private showers or baths are taken. Each room is also equipped with Wi-Fi, cable television and a private telephone. We welcome items from home that will make your stay more comfortable.

While we provide excellent nursing and therapy rehabilitation services, there is a small portion of down-time when you will not be directly receiving these services. We hope you will find this time pleasurable and relaxing. We offer a large screen TV in the great room for your use at any time.

Additionally, there is a large double-door closet in the great room, where you will find puzzles, games, cards and more. Please feel free to explore at your leisure. Beauty and barber services are available on Wednesdays, by appointment.

At Sanders Rehabilitation Household, we hope to exceed your expectations. Our outstanding team of nurses, aides, therapists, mentors, homemakers, and medical providers will strive to ensure that this is the case. If you need *anything*, simply ask. We are here for you.

Sending Wishes for Your Complete and Speedy Recovery,

Your Sanders Rehabilitation Team



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Meet our Medical Director, Dr. Gregg Shivers and Sharon Bishop, AGPCNP



Dr. Gregg Shivers attended Rutgers Medical School and completed his residency at Hennepin County Medical Center in Minneapolis, Minnesota. He is Board Certified in Internal Medicine. He began his career in the Northern Neck at Rappahannock General Hospital where he worked as a hospitalist. He later moved to New Zealand, where he practiced in a unit managing symptoms of late stage illnesses.

He returned to the Northern Neck in 2010, and began his career at Riverside Walter Reed Hospital as a Hospitalist and served as Regional Service Line Chief for four years. He was appointed Medical Director of Riverside Walter Reed Hospice in January 2014. At the beginning of 2015, he transitioned from his duties

as a hospitalist to become Medical Director of Sanders, Riverside Saluda and Riverside Mathews Convalescent Centers.

He now serves as the Riverside associate director of patient safety and service line chief for Riverside Life Long Health Division.

Sharon Bishop is Nurse Practitioner at Riverside Sanders Rehabilitation and works alongside Dr. Gregg Shivers to provide excellent care for our residents.





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Riverside Sanders Rehabilitation Teams

ADMISSIONS TEAM

From the moment you make the great decision to come to Sanders for your rehab needs, your hospital care coordinators will contact our Sanders Admission Team. Our Admissions Nurse will be working with our Administrative Team to make sure all of your orders and paperwork are in order so you have nothing to worry about when you get to our great community.

One of our Team members will be in touch with you or a member of your family to coordinate getting you all of the information you will need to make your transition from the hospital to Riverside Sanders Rehab go as smoothly as possible, and that when you arrive you feel comfortable in your new, temporary surroundings.

If you would like to schedule this on your own, please feel free to contact our office as early as possible. We are here for you. Please call 804-693-2000 and ask for Barbara Weldon at extension 2808. She will be happy to meet you in your hospital room or at the Sanders Rehab Building.

NURSING TEAM

Our nursing team is here to make sure you are kept comfortable, feel welcomed, and that all physician's orders are followed. Their goal is to keep you safe. From delivery of all prescribed medications to holding hands, this team does it all. They are on the floor 24/7 to answer call bells and assist you with your daily living activities as you go through therapy.

THERAPY TEAM

This team is why you come to Sanders. They are here to help you find your new normal. Their goal is to help keep you safe as you find the strength you didn't know you had. This incredible team will be screening you within the first 24 hours of your arrival to develop a rehab program designed just for you. Monday through Friday they will be working with you daily on different levels of rehab designed to get you back to being you. Saturdays and Sundays are rest days that you will enjoy!

HOMEMAKING TEAM

Our Homemaking Team is here to make sure all of your dietary needs are met and that your room is kept fresh and clean.



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What to Expect

- Unlike typical rehab centers, Sanders operates as a household. We like for our residents to feel like this is their home. You may even see our staff sitting and eating lunch with our residents.
- Generally you will not be seen by a member of the therapy team on the day of admission. We want to be sure to process all of your paperwork and physician's orders, and gather the necessary paperwork. We also want to be sure that you settle into your room, visit with our team, and REST!
- Please be aware that you have to participate and progress with therapy in order to keep receiving therapy services. If at any point you do not progress or participate, you can be discharged.
- You may not see a doctor the day you are admitted. The doctor has 72 hours to come see you and evaluate you after you are admitted.
- You will not see a doctor or nurse practitioner every day you are at Sanders Rehab. They will see you once a week or more if there are concerns or issues that need to be addressed.
- You will be given advanced notice of your discharge date. We request you make arrangements to be discharged by 11am on the day of your discharge. Please let us know as soon as possible if the 11am discharge is not possible so that we can plan appropriately.
- Prior to scheduling any follow-up appointments unrelated to your recent hospitalization, please consult with your Sanders Team.
- Please notify the Sanders Team of any upcoming appointments.
- PLEASE BE AWARE: If you have an outside appointment, you will need to secure your own transportation.



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What to Bring

- Non-slip shoes with a back
- Comfortable bottoms such as sweat pants or yoga pants
- Pajamas
- Seven days of clothing, including undergarments
- A light sweater or jacket
- Personal toiletries
 - We do offer soap and toothbrushes
 - Please no powder as it is a fall risk for our residents
- Cell phone
- Laptops or tablets
 - We do have WiFi
- Power of Attorney
- Advanced Directive
- Insurance Cards
- **DO NOT BRING** any money, valuables, or medications. Sanders will provide all of your prescribed medications.

Team Contact Information

Sanders Rehab Building Address: 7385 Walker Avenue, Gloucester, VA 23061

Sanders Heron Cove 1 Address: 7375 Heron Cove Way, Gloucester, VA 23061

Name	Position	Number	Extension
Christine Morillo	Administrator	804-693-2000	2802
Deborah Asbell	Director of Nursing	804-693-2000	2803
Pam Brandenburg	Director of Rehabilitation	804-693-2000	
Leasha Williams	Office Manager	804-693-2000	
Michael Murphy	Administrative Assistant	804-693-2000	
Alyssa Ward	Heron Cove 1 Social Worker	804-693-2000	2806
JakeLynn Ellis	Rehab Building Social Worker	804-693-2000	2806
Zohra Mahmood	Director of Dietary Services	804-693-2000	2838
Rehab Unit Nurse's Phone		804-693-5996	
Heron Cove One Nurse's Phone		804-824-9980	
Randy Retan	Director of Facilities	804-693-2000	2807
Barbara Weldon	Marketing Director/ Information about other Services offered by Sanders	804-693-2000	2808



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Meal Times

Sanders Rehab Building

Breakfast_____ 8 AM

Lunch_____ 12 Noon

Dinner_____ 5 PM

Heron Cove

Breakfast_____ 8 AM

Lunch_____ 12 PM

Dinner_____ 5 PM

Family and friends are welcome to stay and enjoy a meal with our residents. Please let a member of our team know a day ahead of time so that we can be prepared.

The cost for friends and family is \$5 per meal or \$7.50 per meal on holidays.

Television Channel List

2-WTVZ-MY TV	47-GLOUCESTER-DUKE TV
3-WTKR	48-GLOUCESTER COUNTY
4-WSKY	49-WPXV-ION
5-LUNC 5	50-QVC
6-UNC TV	52-WGN AMERICA
7-WGNT-CW	53-HSN
8-CNN	54-UNIVISION
9-LIFETIME	55-AMERICAN MOVIE CLASSICS
10-WAVY-NBC	56-SPIKE TV
11-COX 11	57-truTV
12-ESPN	58-DISCOVERY HEALTH
13-WVEC-ABC	59-HISTORY CHANNEL
14-WVBT-FOX	60-ESPN2
15-WHRO-PBS	61-BRAVO
16-FX	62-TRAVEL CHANNEL
17-CARTOON NETWORK	63-SPEED CHANNEL
18-USA NETWORK	64-FOX NEWS
19-ABC FAMILY	66-TNT
20-WHRE-TBN	67-VHI
22-MTV	68-FOOD NETWORK
23-MSNBC	95-CSPAN
24-THE WEATHER CHANNEL	97-TV GUIDE NETWORK
25-CNBC	
26-CNN HEADLINE NEWS	
27-HGTV	
28-A&E	
29-NICKELODEON	
30-THE LEARNING CHANNEL	
31-DISCOVERY	
32-COMEDY CENTRAL	
33-CMT	
34-VERSUS	
35-COMCAST SPORTS	
36-BET	
37-TV LAND	
38-DISNEY CHANNEL	
39-MASN	
40-SYFY	
41-ENTERTAINMENT TV	
42-TBS	
43-ANIMAL PLANET	
46-GOVERNMENT/ED	

Admission Paperwork Instructions

We know that this packet looks intimidating, but following these few simple steps will help you complete this task quickly and easily.

First, determine who should fill out the Admission Paperwork. If the Resident is able to sign the Admission Paperwork, he/she should sign in the sections where it is labeled "Resident."

EXAMPLE:

Resident (print) _____

Resident (sign) _____

Date _____

If the Resident cannot sign for themselves, their Power of Attorney or Next of Kin can sign as the "Resident's Representative."

EXAMPLE:

Resident's Representative (print) _____

Resident's Representative (sign) _____

Relationship to Resident _____

Date _____

Admission Papers That Need to be Completed and Signed

- Admission Contract
- Permission to Provide Treatment
- Resident Rights & Responsibilities
- Notice of Privacy-Riverside Health System
- Influenza Vaccine, Pneumococcal Vaccine Informed Consent
- Sex Offender Registry Acknowledgement
- Assignment of Benefits & Authorization for Services
- Advance Directive Information
- Riverside Nursing Home List of Items Not Allowed in Resident Rooms
- Consent: Resident Photographs and Video
- Visitation Policy
- Personal Food Items
- Resident Representative Information
- Acknowledgement of Admissions Information

Admission Paperwork Explanations

Admission Agreement

This is the agreement between the Resident and Riverside Sanders Retirement Community. Please read over this document as it explains your coverage, your responsibilities as a resident, the responsibilities of Riverside Sanders Retirement Community, and more. Many of your questions could be answered by reading this agreement completely.

Permission to Provide Treatment

You must give us permission to provide treatment to you or your loved one. Without your permission, we cannot provide treatment.

Resident Rights & Responsibilities

As a Resident, you have rights at Riverside Sanders Retirement Community. This document covers your rights as a resident as well as your responsibilities as a resident. The last page of the document must be signed. If you have any questions about the Resident Rights & Responsibilities, please ask any one of our Team Members.

Notice of Privacy-Riverside Health System

Your privacy is very important to us. We provide you with a copy of the Riverside Health System Notice of Privacy so you can be sure that your information is guarded and protected in our Community. You will keep the Informational pages and we will collect the signed page that acknowledges you received the Notice of Privacy for Riverside Health System.

Influenza Vaccine, Pneumococcal Vaccine Informed Consent

We will check your medical records to make sure we do not duplicate vaccinations. However, if you would like for us to provide you with an Influenza or Pneumococcal Vaccine, let us know and give us permission and we will be sure to provide this for you.

Sex Offender Registry Acknowledgement

We protect our Residents. Before entering our Community, we verify that any potential resident is not listed on the Sex Offender Registry. While it may seem awkward to have to sign this form, it should reassure you that we are doing everything to protect you as a resident and that we are providing a safe environment for you or your loved one.

Assignment of Benefits & Authorization for Services

At the top of this form you give us permission to bill and collect from Medicare and/or your insurance. You also give our Community permission to share or get information about you that will allow us to work with your insurance to get you the best care possible.

The second section allows you to take ownership of the financial aspect of your care.

The bottom section tells our Team who you would like as your Primary Care Physician while you are a Resident of our Community. It also allows you to choose various services that we can provide during your stay. Please read through these and check Yes or No for EACH SERVICE.

Advance Directive Information

This just lets our Team know if you have an Advance Directive and if you have provided us a copy.

Riverside Nursing Home List of Items Not Allowed in Resident Room

Riverside Sanders Retirement Community is committed to providing a safe environment for you and all of our Residents. Please look over this list and be sure to leave any of the listed items at home. If you have a question about an item, as to if it is allowable in our community, please ask a member of our Team. They will be happy to clarify.

Consent: Resident Photographs and Video

Our Community is full of activity. We like to share what we are doing on social media. We also use some of our Community photos for training, advertising, and more (a complete list is on the form). If you are okay with us sharing your photo/video, just check the boxes that you would allow. If you do NOT want your photo taken or shared for ANY REASON, just draw a line across the page and sign the document.

Visitation Policy

This will explain the expectations of any guest that would come to visit you or your loved one at our Community.

Personal Food Items

We are here to provide you with the best care possible. That means we are going to be watching personal food items in your room. Please read over this policy so that you understand the regulations of personal food items.

Resident Representative Information

Please fill this out to the best of your ability. This form allows you to name your emergency contact and gives our Team permission to share medical information with those listed.

Acknowledgement of Admissions Information

Yes. This is the form that you sign to acknowledge that you have received all of the required forms 😊



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**We are sure that you may still have questions...
...but who should you call?**

804-693-2000



We have a TEAM of people who are here, ready to answer all of your questions. From insurance to discharge planning, we will help you walk through it all. You are not alone in this process. We are here for you.



Give us a call and we will get you in touch with the right Team Member to answer all of your questions.

We are here for you!





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Respite Care

...because caregivers need a hand too.

Caring for a loved one is often a rewarding experience, but it can really take a toll on you as a caregiver. For those moments when you just need a break, the team at Sanders Retirement Village is here for you to lend a caring, helping hand. From our nursing team to our homemaking staff, we will care for your loved one like we would care for those we love.

So, take a break. Go on vacation. Take care of you for a moment.

Breathe.

Together, we have got this.

How does it work?

At Sanders, Respite care can be as short or as long as you need it to be. From seven days to several months, the exceptional care we provide remains consistent. It begins with a simple application so we can gather the needed information, you will need to visit your doctor for a physical where they will perform a TB and COVID19 test. Once completed, we welcome your loved one into our home.

There are several levels of care available, and we are ready to discuss your specific needs. Please feel free to reach out to our Marketing Director, Barbara Weldon, by calling or texting 757-634-5245, or email her at Barbara.Weldon@rivhs.com. You can also call our main office at 804-693-2000 ext. 2808 and leave a message. We will be happy to call you back.

You are not alone. We are here for you.





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Long Term Care

Sometimes loved ones need more help than what can safely be provided at home. When that time comes, Sanders is here to help.

Sanders provides Long Term Care in our Heron Cove household buildings.



Sanders provides Long-Term Care in our Heron Cove household buildings. While Sanders is one beautiful community, many often think of our Heron Coves as separate entities. Instead, our Heron Coves are a wonderful part of our continuum of care and offer a loving home environment for residents who require care beyond assisted living.

When do you know if you need long term care?

Long-Term Care is for individuals who need 24 hour care and assistance. Those who require long-term care are individuals who can no longer transfer from a chair to a bed or are no longer able to transfer to the toilet on their own. These individuals need assistance grooming, bathing, eating, and more. They are no longer able to stay alone on their own.

For more information about Sanders Long Term Care, please call Barbara Weldon at 804-693-2000 ext. 2808 or email her at Barbara.Weldon@rivhs.com.



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Assisted Living

Sometimes loved ones need more help than what can safely be provided at home. When that time comes, Sanders is here to help.

Sanders Assisted Living is a small apartment style building that allows for guarded independence with available assistance, based on your individual needs.



Assisted Living is great for individuals who struggle with daily activities in their home. Our Assisted Living Community is designed to allow our residents to live an independent lifestyle while receiving support for a range of daily activities. This includes three meals a day with snacks provided throughout the day, therapeutic diets, housekeeping, laundry services, and more.

Those who need Assisted Living may need assistance with bathing or dressing, eating, personal hygiene, transferring, or just daily reminders for medication and daily tasks. Whatever the assistance needed, the team at Sanders Assisted Living is available and ready to help.

For more information about Sanders Assisted Living, please call Barbara Weldon at 804-693-2000 ext. 2808 or email her at Barbara.Weldon@rivhs.com.

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Independent Living

Independent Living is ideal for individuals who can still live independently but enjoy the peace of mind that comes with knowing assistance is available if it is ever needed.



Sanders Independent Living Community provides residents with instant community and social events, daily community lunch in our club house, bi-weekly housekeeping services, and a complimentary membership to the Riverside Wellness Center. Our IL Community offers residents a safe living environment for those who require minimal assistance, helping residents maintain their independence.

For more information about Sanders Independent Living, please call Barbara Weldon at 804-693-2000 ext. 2808 or email her at Barbara.Weldon@rivhs.com.