

GETTING TO KNOW **PARKER**

A GUIDE TO PATIENT/RESIDENT SERVICES



WELCOME



WHERE EXCELLENCE IS THE STANDARD

WELCOME TO **PARKER**

Parker Jewish Institute for Health Care and Rehabilitation is a highly acclaimed non-profit organization that offers inpatient short term rehabilitation, sub-acute care and nursing home care, as well as a comprehensive network of community health care services. The Institute is also a leading academic campus for teaching and research, at the forefront of innovations in patient-centered care and technology that will help shape the future of health care for adults.

The nation's pioneer in short term rehabilitation and restorative therapy for adults, Parker's highly regarded interdisciplinary teams work with patients and their families to develop customized treatment plans that foster independence and rapid return to home, for those recovering from the broad spectrum of surgical procedures, stroke, amputation, injury and illness.

Parker's nursing home emphasizes the importance of a warm, caring environment and quality of life. In long term care, Parker is renowned for its skilled nursing, leading physicians, professional social work department, a superb food and nutrition department, an on-site pharmacy, and an excellent therapeutic recreation department that offers stimulating activities 365 days-a-year. Residents at Parker receive the assistance they need, and enjoy the activities they want.

Parker also operates a comprehensive network of excellent community health care programs: medical model Adult Day Health Care for the frail elderly and disabled; a flexible-schedule, social model Alzheimer Center for participants

at all stages of dementia; and Long Term Home Health Care that provides individualized nursing, medical and rehabilitation services. Parker's unique Hospice Program offers specialized care for terminally ill patients, in their homes or in nursing facilities, including Parker's nursing home.

Patients and residents of Parker, as well as residents of the community, also benefit from renal dialysis provided on-site by the Queens-Long Island Renal Institute, Inc., and medical transportation services provided by Lakeville Ambulette Transportation, LLC.

Parker has met the challenge of a rapidly increasing adult population with growth and innovation, while maintaining the warmth and caring that distinguish Parker's services and staff. At Parker, excellence is the standard.

This guide is designed to answer the questions we are asked most frequently. We also know that you may have questions not answered by this guide. Therefore, a Telephone Directory is enclosed in a pocket at the end of this guide.

Where Excellence Is the Standard

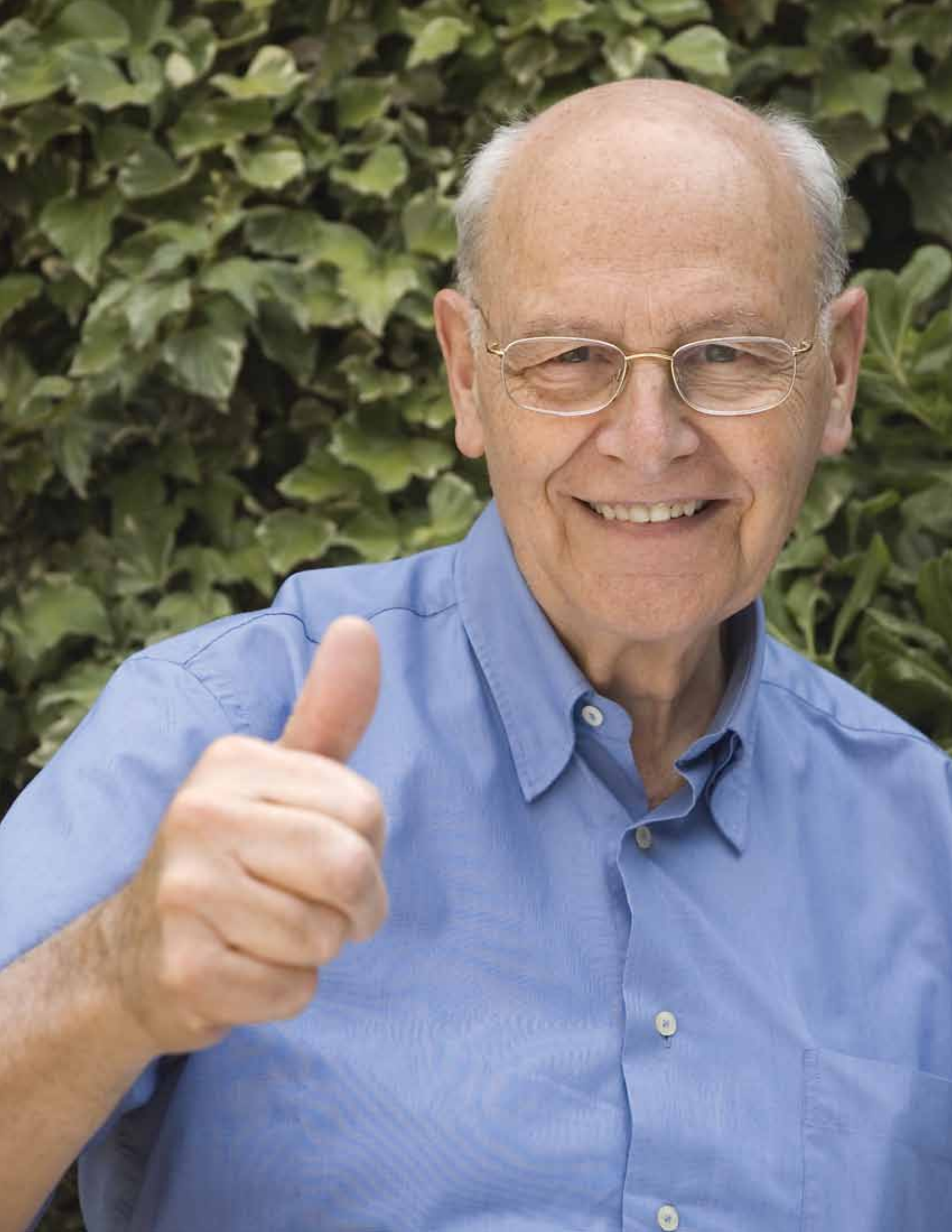


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Inserts

Dining at Parker

Telephone Directory and ParkerCare Hotline

The Queens-Long Island Renal Institute, Inc.

Lakeville Ambulette Transportation, LLC

GETTING TO KNOW PARKER **DURING YOUR STAY**

Admission Day

Typically, patients/residents are admitted to Parker after 12 Noon, and arrive by ambulance or ambulette. We recommend that a family member or friend accompany or join you shortly thereafter. The nursing staff will welcome you and make every effort to ensure your comfort. Soon after arrival, you will meet with other health care team members to discuss your medical, nursing and rehabilitation needs.

The Personal Touch

We have tried to make the patient/resident rooms as cheerful as possible, but only you can give it the personal touch. We encourage you to bring some favorite reminders of home—small items such as family photographs, pictures, plants, religious items and books. Due to safety regulations, refrigerators, electric blankets, heating pads, toasters, coffee and teapots, heating and cooking coils are not permitted.

If You Need Assistance

When help is needed in patient/resident rooms, simply press the call bell next to the bed. If you are in the bathroom and need help, pull the cord. Speak as you usually do. The Unit

Receptionist, a Nurse or a Nursing Assistant will hear you and talk with you until someone can be sent to assist you.

Visitors

Parker Jewish Institute for Health Care and Rehabilitation is open to visitors 24 hours a day, 7 days a week. In order to respect the rights and privacy of every resident and patient, we ask that any visit before 11 AM or after 9 PM take place in the Family Lounge, located on the first floor. All visitors must sign in and out at the reception desk in the main lobby, where you will receive a “visitor’s badge.” Visitors are required to wear visitors’ badges at all times. *Cell phone use in Parker’s buildings is not permitted.*

Visitor Parking

Parking for visitors is available in the Institute’s own parking lot, for a nominal fee. All visitors arriving by car will be greeted by a parking attendant. The attendant will ask the visitor whom they are visiting, and will verify the patient’s/resident’s name. The visitor is then directed to a spot or will use our valet parking service, at no additional cost.



GETTING TO KNOW PARKER **DURING YOUR STAY**

Parker Is a Smoke-Free Facility

New residents must agree to comply with the smoke free requirements. Residents and visitors are not permitted to smoke anywhere in the buildings of Parker or within 50 feet of the Institute. Residents who fail to comply with the smoke free rule may be discharged, because of the danger that smoking presents to them and others.

Televisions

Televisions are available for rental by calling TVR Communications. *(See insert for phone number.)*

Telephones

Telephones are available for rental. *(See insert for phone number.)*

Verizon offers a discount on installation and monthly service, for recipients of Medicaid, food stamps, SSI, HEAP or other supplemental benefits. To apply for this discount, you or a family member may call Verizon. *(See insert for phone number.)*

Public telephones are located on the lobby floor. They are wheelchair accessible and specially equipped for the hearing impaired. Staff provides dialing assistance for the visually impaired.

A TDD to Aid Hearing Impaired Individuals

A TDD is available to aid patients/residents/family members in communicating via the telephone. It is located at the first floor public phones.

Clothing

Clothing is inventoried by the nursing staff on the day of admission. The nursing staff should be informed of any additional clothing brought into the Institute at a later date. Parker is not responsible for any items not on your inventory list.

Note: Parker Jewish Institute cannot assume responsibility for loss or damage to dentures, eye-glasses, hearing aids, or other personal property.

Laundry/Dry Cleaning Services

Laundry services are provided for all patients/residents. It is very important that clothing is marked with the patient's/resident's name. If you have a problem with labeling, please notify your nurse. Should you decide not to use the laundry service, please advise the Unit Nurse of your decision.

Religious Services and Meditation Suite

Our multid denominational chapel on the main floor is used for religious services and festivals, and a new meditation suite is available for quiet, reflective moments. Services for patients/residents are held weekly, and frequent visits by clergy are encouraged.

GETTING TO KNOW PARKER **DURING YOUR STAY**

Beautician/Barber Services

Professional hairdresser and barber services are available on the second floor, in a modern salon. Appointments can be made through the Unit Receptionist. For patients/residents unable to leave their rooms, arrangements can be made for services in their rooms.

Modest charges, posted in the hair salon, are deducted from the patient's/resident's safe-keeping account. Charges are also noted on the extra charge list provided during the admission interview.

Personal Possessions

The facility supports efforts to bring as many personal possessions with you (e.g., photos, pictures) as you wish, to the extent that space permits. However, we cannot allow items into Parker that may infringe upon the rights, health or safety of patients/residents. Locked storage space is available in the patient's/resident's room. A key for the locked space may be obtained from the Security Department.

Money/Valuables

Jewelry, valued keepsakes and money, other than for incidental needs, are best left at home. Parker cannot assume responsibility for loss of valuables if not secured in the safekeeping account, located in the Accounting Office.

Safekeeping Account

Parker encourages you to establish a personal allowance account for spending money and authorized withdrawals for visits to the beautician or barber, delivery of newspapers, telephone and television usage, and other incidentals. You or a member of your family may deposit or withdraw monies in the Patient/Resident Accounts Office, Monday through Friday. (*See insert for hours.*) Refer to "Safekeeping Account" handout for further details.

Tipping Is Strictly Prohibited

The staff's responsibility is to be of service to patients/residents, and all employees have been instructed that they cannot accept gifts or gratuities. If you wish to show your appreciation for the care and concern of any staff member, write a personal "thank you" note to the Administration Department.

Change of Address

It is important to inform the Unit Nurse of any change of address or telephone number. If relatives are out of town, they should advise us where they may be reached. The Change of Address form, which is located on the nursing units and in the Social Work Department, should be completed and given to the Unit Nurse.

GETTING TO KNOW PARKER **DURING YOUR STAY**

Home Visits

Under Medicaid guidelines, patients/residents are entitled to leave Parker overnight, provided that they have been a patient/resident at Parker for more than 30 days. Arrangements for these visits can be made through your Social Worker or Unit Nurse.

Patients/residents under Medicare, managed care or third party insurance are not eligible to leave the Institute overnight.

Home visits for private paying patients/residents should be discussed with your Social Worker and the Patient/Resident Accounts Office.

Patient/Resident Passes to Leave the Facility

Parker's policy on passes to leave the facility is based upon regulations of the New York State Department of Health, as well as the Institute's steadfast commitment to safeguard the health and welfare of those in our care. Patients/residents have the right to leave the facility on an escorted or unescorted day pass, or overnight therapeutic leave, provided that the following criteria are met:

- A patient/resident must be assessed by the interdisciplinary team, within the first 72 hours of admission, readmission or bed-hold to return, as clinically and psycho-socially safe to leave. Therefore, during the initial 72-hour period of stay, passes will not be approved, with the exception of medical appointments.
- The Nurse Manager must be notified at least 48 hours prior to the requested date of leave.
- If a pass has been approved, the physician will sign an order and two copies of the pass will be issued to you.
- A licensed nurse will sign the passes.

- Individuals going on overnight therapeutic leave must meet eligibility requirements in accordance with Medicaid, Medicare or Managed Care.
- Before leaving the Nursing Unit, the responsible party must sign the pass, and sign out in the log book located on the Nursing Unit.
- Please stop at the first floor Security Desk, leave a copy of the pass, and sign out.
- Upon return, the responsible party must sign-in at the Security Desk and the Nursing Unit.

Off-Premises Prescriptions for Home Visits

Special "off-premises" prescriptions will be issued by physicians for those medications deemed to be of primary importance, for the exact number of days the patient/resident will be on leave. The Parker Pharmacy dispenses off-premises prescriptions labeled with complete instructions for use.

Family Responsibilities for Home Visits

- During weekdays, the Medical, Nursing and Pharmacy Departments must receive 24-hour notice for all patients/residents making home visits.
- Family members are responsible for administering medications to the patient/resident exactly as prescribed, and must adhere to Parker's policies and procedures concerning home visits.
- If the patient/resident becomes ill or is injured during the home visit, please take him/her to the nearest hospital emergency room and then contact the Nursing Supervisor on duty at Parker.



GETTING TO KNOW PARKER **RIGHTS & RESPONSIBILITIES**

Patient/Resident Rights

Patients'/residents' rights are your rights. You do not lose your civil and personal rights when you enter a sub-acute care or long-term care facility. You retain your rights, for instance, to vote, to receive unopened mail, to own property and to manage your own finances. Examples of other important rights include, but are not limited to: the right to recommend changes in policies and services; to receive adequate and appropriate medical care; to participate in planning care and treatment; to self-administer medication, unless the interdisciplinary team has determined that this practice is unsafe for the patient/resident; to receive locked storage space in your room; to share a room with your spouse, relative or partner, provided that both individuals consent to the arrangement.

The statement of patients'/residents' rights and responsibilities contains numerous and important mandated rights. A copy of this document is provided to patients/residents and families upon admission. If you have any questions, please discuss them with your Unit Social Worker.

Patient/Resident Grievance Procedure

Patients/residents are encouraged to exercise their rights as a patient/resident, and as a citizen, and voice grievances free from restraint, interference, coercion, discrimination or reprisal.

Encouragement, support and assistance are provided by staff to enable the patient/resident and his/her designated representative to voice grievances. Patient/resident care issues and concerns should be brought to the attention of the Nurse Manager, who has 24-hour responsibility for the nursing unit. Every effort will be made to address your concerns/complaints. If you wish to file a formal written grievance, please see your Unit Social Worker.

All staff is trained to respond constructively to patient/resident care issues. The Vice President of Social Work and Resident Life serves as the coordinator for individual grievances. The grievance will be investigated by the respective department head or his/her designee.



GETTING TO KNOW PARKER **RIGHTS & RESPONSIBILITIES**

If you are not satisfied, complaints may be registered by calling or writing the Patient's Advocate Office, New York State Department of Health, 161 Delaware Avenue, Delmar, NY 12054. The telephone number is 888-201-4563. You may also call the Nassau County Ombudsprogram at 516-466-9718. A Medicare beneficiary may request, in writing, a Medicare peer review from IPRO, 420 Lakeville Road, Lake Success, NY 11042. Additional assistance is available from the State Medicare Consumer Relations Department at 1-800-331-PROS (7767) during working hours.

Community Meetings

The purpose of the community meeting is to provide a forum to share ideas, as well as concerns and problems, with other patients/residents and staff. Meetings are held once per month on each patient/resident floor.

Resident Council

Resident representatives are designated from each unit to be members of the Resident Council, which meets on a monthly basis. Patient/resident representatives bring both concerns and positive feedback to the attention of the invited department heads during these meetings.

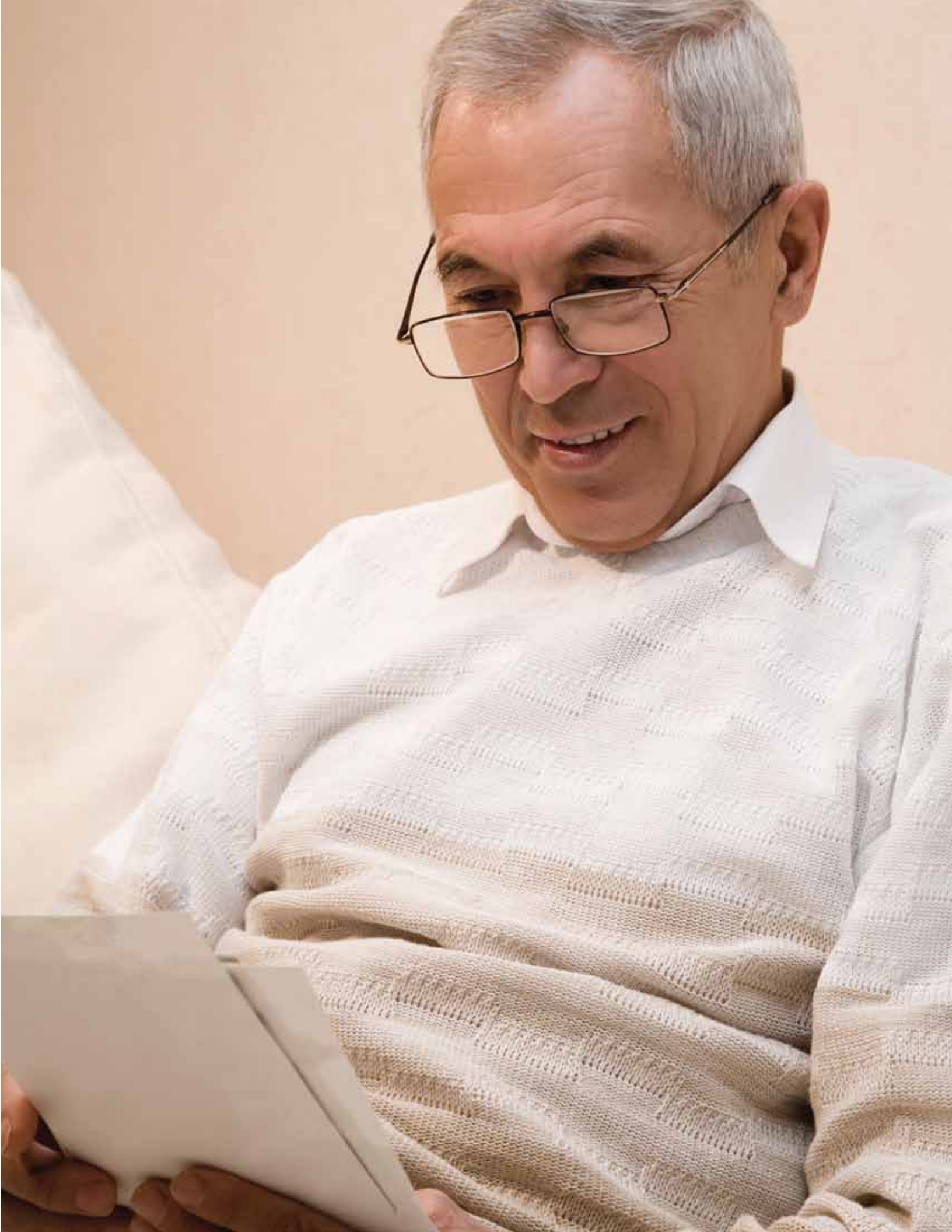
Family and Visitor Council

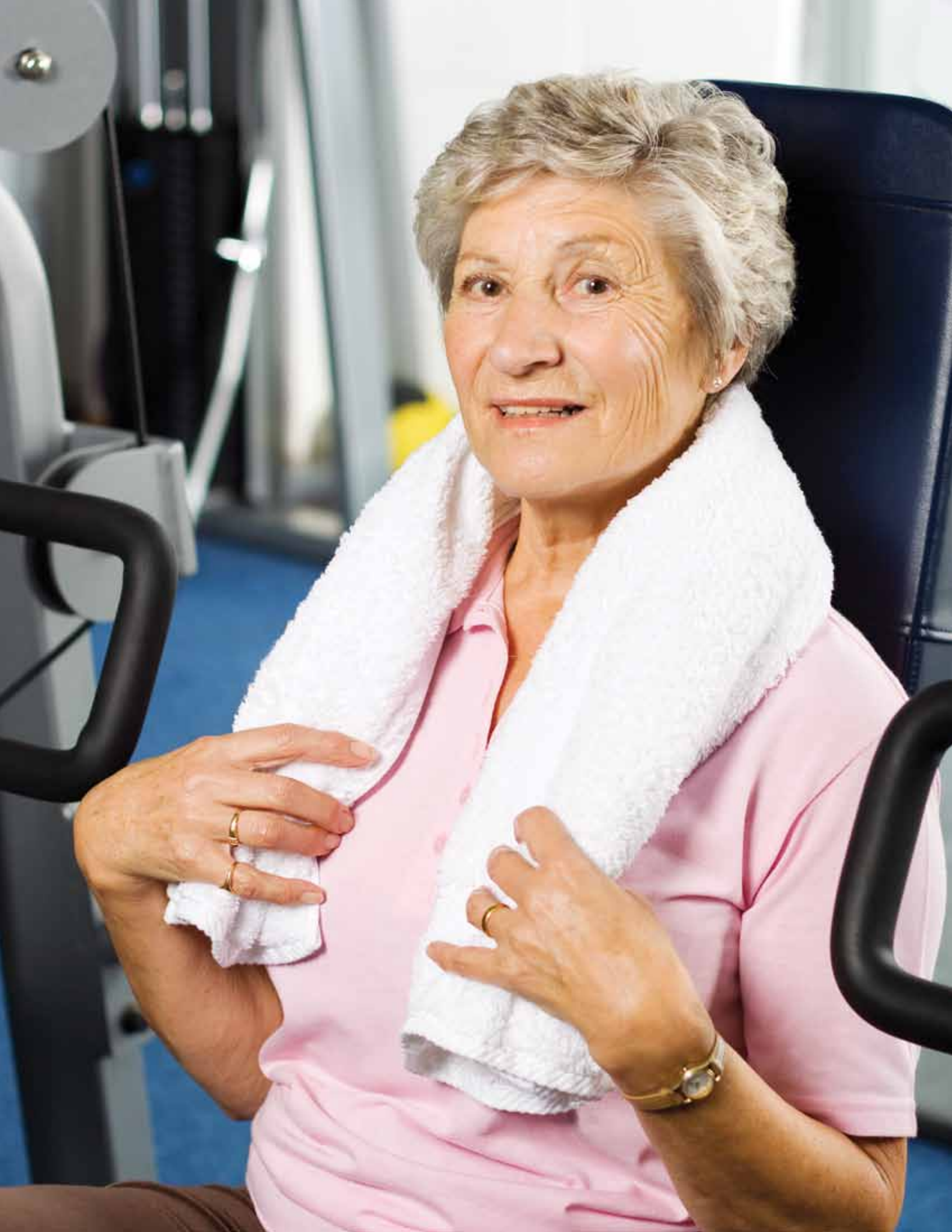
The Parker Jewish Institute Family Council was established to improve quality of care and quality of life for our patients/residents. It also ensures that friends and families can express their concerns and receive support. All families and friends of Parker's patients/residents are considered to be members of the Council and are encouraged to attend Council meetings. Look for the posters announcing meeting times and locations on the first floor lobby, on the units and in the elevators.

Self-Medication Program

The purpose of the self-medication program is to foster and maintain independence for patients/residents. Additionally, the program prepares those patients/residents who will return to the community to independently self-administer medications.

Patients/residents who are visually, mentally and physically capable will be offered the opportunity to self-medicate with medications provided by Parker. Patients/residents will be taught proper techniques of self-administration and will be educated regarding the medications they are taking. All efforts will be made to adapt medication labels and schedules to the individual needs of the patients/residents.





GETTING TO KNOW PARKER **YOUR HEALTH CARE TEAM**

An Interdisciplinary Health Care Team

Your health care team includes Physicians, Nurses, Social Workers, Physical and Occupational Therapists, Speech/Language Pathologists, Audiologists, Therapeutic Recreation Specialists, Dietitians, and other staff who are experts in their field. Parker's health care professionals keep current through ongoing training and educational programs. The names of your Parker health care team members are available at the Nursing Unit.

Parker firmly believes that patients/residents and family members or designated representatives should participate in planning care and treatment. You are an integral part of the health care team.

Care Planning

The Parker health care team, with your input, develops an individualized care plan. Your care plan is reviewed upon admission, on a quarterly basis, and more frequently if a significant change in condition occurs. Team meetings are held weekly on each unit. Please contact your Social Worker if you wish to attend care planning conferences.

Physicians

All persons admitted or accepted for care are under the care of a credentialed staff physician. This "Physician of Record" assumes the principal obligation and responsibility for managing your care, under the supervision of Parker's Medical Director.

Other medical services include:

- Audiology
- Orthopedic Physician Services
- Dentistry
- EKG (electrocardiograms)
- Ophthalmology (eye)
- Otolaryngology (ear, nose & throat)
- Diagnostic X-rays
- Podiatry
- Psychiatry
- Psychology
- Pulmonology
- Routine Diagnostic Laboratory Testing
- Wound Care

Consultation with the medical staff of the North Shore-Long Island Jewish Health Care System and other hospitals is available when necessary.

The Institute also provides a wide range of mental health services to residents and families referred by Parker's interdisciplinary staff.

Audiologists

Parker offers an on-site Audiology Service, staffed by licensed, certified Audiologists. We provide complete diagnostic evaluations, and also dispense hearing aids. If you currently use a hearing aid, we will be pleased to provide any assistance you may need. If you would like to see an Audiologist for a hearing evaluation, or to check your hearing aid, ask your Physician or Nurse for a referral.

GETTING TO KNOW PARKER **YOUR HEALTH CARE TEAM**

Rehabilitation Professionals

When medically indicated, and upon referral by a Parker Physician, physical, occupational and/or speech therapy is provided to help restore and maintain your ability to function as independently as possible. The physical therapy program provides exercise and other treatments to restore strength, endurance and mobility; and guided instruction in the use of assistive devices, such as walkers, canes and braces. The program in occupational therapy focuses on relearning those activities needed for daily living, such as dressing, grooming, toileting, cooking and eating. Patients/residents are also advised on how to simplify their physical motions to conserve energy. In addition, occupational therapy works with you to ensure appropriate wheelchair seating and positioning, and will teach wheelchair mobility skills. Speech/language pathologists work with patients/residents to improve communication, cognition and, when appropriate, swallowing.

Nurses

Under the supervision of the Vice President of Patient Care Services, nursing care is provided 24 hours a day. The staff consists of Registered Nurses, Licensed Practical Nurses, Certified Nursing Assistants and Unit Receptionists. A Nurse Manager on each unit is responsible for coordinating nursing services, including patient/family education, and answering questions related to your daily care. Nurse Supervisors and Clinical Directors of Nursing are also available to address your concerns. The “Parker Nurse” helps patients/residents achieve and maintain optimal health, wellness and independence.

Concierge Program

To ease the sometimes difficult transition from hospital or home to a post-acute care or long term care setting, Parker has created a unique concierge program. Upon admission, specially trained Certified Nursing Assistants greet the new admission as he/she enters our facility, and become a familiar face and helping hand for the first 5 days following admission. This program helps orient the patient to the Institute’s programs and services, and responds to any needs created by the transition.

Social Workers

Under the supervision of the Vice President for Social Work Services and Resident Life, Parker’s Social Workers help patients/residents and families cope with the impact of aging, illness and disability, as well as institutional and community living.

Parker’s highly-trained, licensed Social Workers help ease the transition to a health care facility. They provide you with supportive counseling and appropriate discharge planning services.





GETTING TO KNOW PARKER **YOUR HEALTH CARE TEAM**

Therapeutic Recreation Specialists

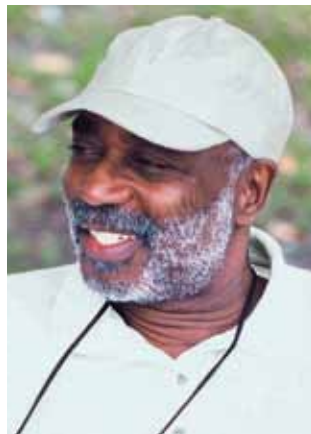
Upon admission, a Therapeutic Recreation Specialist visits each patient/resident to discuss individual interests. The weekly calendar of events, distributed to all patients/residents and televised, includes a full range of activities intended to entertain, challenge and encourage involvement in community life and creative pursuits.

Dietitians

Therapeutic diets are ordered by your Physician, and provided by the Food and Nutrition Department. A Registered Dietitian oversees menu planning and all clinical nutrition-related concerns.

Pharmacists

Parker has an on-site Pharmacy staffed by professionals who strive to maximize the benefits of your medication therapy. Parker's Pharmacists work closely with your Physician and Nurse to manage your medication therapy. They monitor your drug therapy through a computerized profile system, and are available for consultation upon request. In addition, Parker has an expansive formulary that includes medication in all drug classes and therapeutic categories. Parker's Physicians and Pharmacists work collaboratively to select the proper formulary alternatives during your stay. *For your safety, Parker strictly prohibits residents/patients or family members from bringing medications into the facility.*





GETTING TO KNOW PARKER **GOING HOME**

Discharge Planning

It's never too early to begin discharge planning. In many cases, patients admitted to the sub-acute care rehabilitation programs achieve results in a relatively brief period of time. You are advised to arrange an appointment with the Unit Social Worker and Nurse Manager, as soon as possible, to begin planning for discharge.

The Unit Social Worker will describe the community services and alternatives available; and the Nurse Manager will review discharge instructions that may include prescriptions, nutrition, wound care, safety precautions and injury prevention. We will help you explore your options, and will assist you with the necessary arrangements.

Prior to your planned discharge, you will receive a written "Notice of Transfer or Discharge" form.

Long Term Home Health Care

Participants in this program receive individualized nursing, medical and rehabilitation services that allow them to maintain maximum independence and remain in the comfort of their home.

- comprehensive assessment by a Registered Nurse
- individualized nursing care plans
- physical and occupational therapy
- speech therapy and audiology testing
- social work counseling
- home health aides
- personal care workers
- homemakers and housekeepers
- nutritional planning
- medical supplies and equipment
- 24-hour telephone availability
- personal emergency response systems (PERS)

The Long Term Home Health Care Program is offered to qualified patients in Queens, Nassau and Brooklyn.

Medicaid, Medicare private pay and many insurance plans are accepted. Advisors are available to answer your questions about insurance. For further information and admissions, call 718-289-2700 or 516-586-1500.

GETTING TO KNOW PARKER **GOING HOME**

Adult Day Health Care

Parker offers a unique medical model day care program for the frail elderly and disabled, located in the bright, modern setting of Parker's Community Health Center, in Lake Success, New York. There is a separate program for those with memory loss, and a special Chinese cultural division.

Parker's Adult Day Health Care program is an opportunity for adult children to go to work and address other responsibilities, comforted by the knowledge that their frail elderly or disabled loved ones are enjoying a world of fun and excellent health care.

Services are provided daily, 6 days a week, and include:

- door-to-door transportation
- an excellent hot meal
- supervised activities, such as games, art, music, exercise, and live entertainment
- nursing and medical care
- physical and occupational therapy
- eye care
- podiatry
- massage therapy
- acupuncture
- nutrition counseling
- psychological services

Medicaid and private pay are accepted. In some cases, long term care insurance may cover day care. Advisors are available to answer your questions about insurance and Medicaid eligibility. For further information and admissions, call 718-289-2101 or 516-586-1623.

Alzheimer Center

The Alzheimer Center at Parker is a unique, social model program that accepts participants at all stages of dementia. We customize schedules to meet the needs of family caregivers.

The Center is open six days a week, Monday through Friday, 7am to 7pm, Saturdays and holidays, 9am to 5pm. A Saturday evening program, "*Dinner and a Movie*," from 5pm to 11pm, is also available.

Located on the lower level of Parker's main building, in New Hyde Park, the Center offers:

- a beautiful, safe, homelike environment
- door-to-door transportation
- programs that address memory loss and daily living skills
- highly experienced professional staff
- a broad range of supervised activities, including crafts, exercise, dancing, music, art, and gardening
- bathing, grooming, and personal care
- an excellent hot meal
- family guidance
- support groups

Private pay and long term care insurance plans are accepted. Subsidies may be available. Contracts with health care organizations and human services agencies are also available. For further information and admissions, call 718-289-2105 or 516-247-6500 ext. 2105.





GETTING TO KNOW PARKER **GOING HOME**

Community/Inpatient Hospice

When medicine no longer offers a cure, Parker's Community/Inpatient Hospice offers highly specialized and compassionate care. Through pain control and symptom management, as well as emotional support, thoroughly experienced professional staff provides care in patients' homes or nursing facilities, including Parker's nursing home. We create personalized care plans that meet the individual needs of each patient, and foster a calm and loving environment that benefits patients and family members.

Every patient has access to:

- skilled nursing services
- physician services
- physical, occupational and speech therapy
- spiritual counseling (multi-denominational)
- nutrition counseling
- home health aides
- short term inpatient/respite care
- ambulette transportation
- medical equipment and medications
- complementary care/alternative medicine program
- bereavement counseling
- social work services
- 24-hour on-call services
- trained volunteers

Medicare, Medicaid and many private insurance plans are accepted. Advisors are available to answer your questions about insurance. For further information and admissions, call 718-289-2800 or 516-586-1575.



GETTING TO KNOW PARKER **FRIENDS & SUPPORTERS**

Volunteers: A Partnership That Works.

The staff of Parker provides compassionate, comprehensive care. Volunteers reach out in their own, very special way. They bring their unique skills, training and experience, and relate to residents in a warm, personal fashion. If you or someone you know is able to volunteer at Parker, we will assign you to the area that best suits your interests and capabilities.

Parker volunteers are valued members of our team. They make an important contribution to resident services. If you would like to join us, please call so that we can arrange an interview at your convenience. *(See insert for phone number.)*

The Parker League

The Parker League is an auxiliary that engages in a wide range of exciting activities aimed at enhancing the quality of life for Parker's patients/residents.

New members are always welcome to assist in fundraising, education, social activities and advocacy. The sparkling lobby gift shop operated by the League for the benefit of Parker, as well as many other creative activities, provides satisfaction and challenge to an increasing number of caring individuals.

Those interested in joining The Parker League are invited to call. *(See insert for phone number.)*

Parker Jewish Institute Foundation

Parker depends on the generosity of our many friends and associates. Thankful for the contributions from concerned annual donors, former patients/residents and their families, volunteers, and members of the community, Parker's Foundation assists in making a significant difference for the thousands of men and women who turn to Parker each year for a sense of renewed hope and independence. We deeply appreciate their kindness.

There are a variety of charitable giving opportunities offered by the Foundation:

- direct contributions
- naming/dedication opportunities in honor of and in memory of
- special events
- planned gifts (such as bequests or life income options)

To learn about the many ways you can help, please call the Foundation at 718-289-2143. All gifts to Parker are graciously acknowledged and responsibly administered to enhance the quality of life for our patients and residents.

PROGRAMS AND SERVICES

- SUB-ACUTE CARE/
POST-ACUTE CARE
- SHORT TERM
REHABILITATION
- NURSING HOME CARE/
SKILLED NURSING
- ADULT DAY HEALTH CARE
- ALZHEIMER CENTER
- COMMUNITY AND
INPATIENT HOSPICE
- LONG TERM HOME
HEALTH CARE



WHERE EXCELLENCE IS THE STANDARD

GETTING TO KNOW PARKER **DINING AT PARKER**

KOSHER-STYLE DINING

The Parker Jewish Institute for Health Care and Rehabilitation offers superbly prepared “Kosher-style” dining that mirrors the variety of options and tastes of the diverse populations and cultures in the communities of greater New York. Parker’s Kosher-style cuisine maintains certain popular similarities to Kosher food – no pork products or shellfish are offered, and meat and dairy products are not served together. Dining at Parker is designed to provide an appetizing array of both comfort and special dishes that enhance meal satisfaction and appeal, while maintaining the high quality and concern for nutrition, for which Parker is known.

“Strictly Kosher” meals, prepared under religious supervision, in a self-contained Kosher kitchen within Parker’s main kitchen, are available upon request.

Residents at Parker enjoy restaurant-style, buffet dining where those who require similar levels of assistance dine together, and select entrees and side dishes based on their preference – at mealtime. Buffet dining allows residents to make on-the-spot decisions, matching the independent lifestyle preferred by today’s seniors. It is an important part of the home-like environment and person-centered culture to which Parker is dedicated.

Therapeutic diets are ordered by your physician, and provided by Parker’s Food and Nutrition Department. A Registered Dietitian oversees all clinical nutrition concerns. A nutritionist is available to assist patients and residents in selecting foods and ensuring that special dietary needs are met.

THE CAFETERIA

A cafeteria on the lower level is open to visitors. It offers an appealing variety of hot meals, a grill, salad bar, soup, sandwiches, desserts, snacks and beverages.

GETTING TO KNOW PARKER **TELEPHONE DIRECTORY**

Switchboard/Main Numbers are (718) 289-2100 or (516) 247-6500.

Unit	Ext.	Service	Telephone Ext.
3 North West	4035	Admissions	2163, 2164
3 North East	4025	Adult Day Health Care	(516) 586-1623
3 South West	4030	Alzheimer Center	2105
3 South East	4020	Audiologist	2197
4 North	4535	Banking/Resident Accounts*	4988
4 North West	4045	Barber & Beautician	4452
4 South East	4539	Billing	2205
4 South West	4040	Cafeteria**	4237
5 North	4055	Chinese Adult Day Health Care	(516) 586-1706
5 South	4050	Dentistry	2265
6 North	4065	Family Conference	Unit Social Worker
6 South	4060	Food & Nutrition	4422, 4420
7 North	4075	Foundation	2143
7 South	4070	Gift Shop	4413
8 North	4085	Home Health Care	(718) 289-2700
8 South	4080		(516) 586-1500
* Banking/ Resident Accounts: Open from 11:00 AM to 12:00 Noon and 2:30 PM to 4:00 PM, Monday – Friday		Hospice Program	(718) 289-2800 (516) 586-1575
** Cafeteria: Open from 7:30 AM to 10:00 AM and 11:30 AM to 2:00 PM, Monday – Friday		Housekeeping	2155
		Laundry	2155
		Medicare Office	4152
		Medicaid Office	4123
		Newspaper	2117
		Nursing Office	2226
		Occupational Therapy	2298
		Parker League	2292
		Parking/Lost Items	2382

continued on other side

GETTING TO KNOW PARKER **TELEPHONE DIRECTORY**

continued

Switchboard/Main Numbers are (718) 289-2100 or (516) 247-6500.

Service	Telephone Ext.
Pastoral Services	4430
Pharmacy	2270
Physical Therapy	2298
Physician	2280
Social Work	2163
Speech Therapy	4090
Taxi	Lobby Phone
Telephone	(718) 470-7055
Television	(718) 470-7055
Therapeutic Recreation	2117
Verizon	(718) 890-1550 (516) 890-1550
Volunteers	2262

You May Visit Us Online at www.parkerinstitute.org or Visit Us on Facebook

GETTING TO KNOW PARKER **PARKERCARE HOTLINE**

Parker is ranked among the world's leaders in the health care and rehabilitation of adults because *you* are our first concern. As part of our commitment to excellence, Parker's highly regarded staff strives, not just to meet, but also to exceed your expectations. We call it ParkerCare. Call to let us know how we are doing or to ask questions about care or service. If you have concerns, a senior member of the Parker management team will address them confidentially. If you want to compliment someone, we'll print it in Parker's staff newsletter at your request.

The ParkerCare Hotline
(718) 289-2396

24 Hours-a-Day, 7 Days-a-Week