



# BRONSON COMMONS PATIENT GUIDE BOOK

COMMITTED TO PROVIDING QUALITY AND  
COMPASSIONATE CARE TO OUR PATIENTS,  
RESIDENTS AND FAMILIES

# WELCOME

Thank you for choosing Bronson Commons! We hope your stay will be enjoyable. This guidebook provides basic information about the features of your room, layout of the facility, services and activities, roles of our team, and planning for your safe discharge. We encourage you to take advantage of the many amenities we have to offer. If there is anything we can do to make your stay more comfortable, please let us know.

## Our Values and Mission

Our staff is committed to providing quality and compassionate care to our patients, residents and families. We value integrity, patient and family centered care, teamwork, evidence-driven improvement, education and community commitment. Together, we provide excellent healthcare.

## Frequently Called Numbers

- Housekeeping.....6010**
- Laundry .....6510**
- Maintenance Hotline.....5444**
- Reception .....5200**
- Room Service.....3663**

All other concerns: use your call button.





## PARTNERS IN CARE

We use a patient, resident and family-centered care approach. This means we involve you and your family as much as possible in your plan of care.

Good communication is very important for your comfort and safety. We encourage you to work as partners with healthcare providers. Let us know how well your care plan is working for you.

We believe that patients, residents and families should be treated with dignity and respect. We recognize and value the uniqueness of each individual. As a patient or resident, you decide who your family or support team is, and how you want them to be involved in your care.

### Visitors

You may have any visitors you choose anytime you wish. Groups may use the Café, gathering areas and conference rooms on a first-come-first-served basis. The Administrative Conference Room can be reserved for private parties. Call the activities coordinator at extension 5261 to reserve.

### Pets

Clean, well-behaved pets are welcome to visit at Bronson Commons on a case-by-case basis. Your pet should be comfortable with new places and people. Before your pet visits, there are some guidelines that need to be met. Stop by the business office for more information.

### Cameras and Recording Devices

To protect the privacy and dignity of all of our patients and residents, Bronson Commons does not permit electronic surveillance of any kind in patient care areas. In addition, it is not permissible to take pictures, record audio, or make videos that show patients or residents without prior written consent. For safety purposes, Bronson Commons does utilize video surveillance of the building's exterior, parking lots and interior public spaces.





## Café

The Café offers a daily meal special, hot and cold drinks, soups, salads, sandwiches and snacks. It is open to the public, including patients and residents, seven days a week, 7 a.m. to 6:30 p.m. Payment is required at time of service.

## Dining Room

The dining room is located at the entrance to East Court. Come to the dining room to enjoy traditional dining or musical entertainment.

## Dining Choices and Ordering Meals

We offer a variety of entrées, sandwiches, soups and salads every day. A menu is provided at bedside. A featured entrée is also available for every meal. Tune in to Channel 900 for these daily specials.

### Your Dining Choices

- Dining room or gathering areas
- Room service
- Meal delivery to Café

### When to Order Meals

- Breakfast – The night before until 8 p.m.
- Lunch – 8 a.m. to 10:30 a.m.
- Dinner – Noon to 3:30 p.m.



If you want the featured meal that is listed on Channel 900, you do not need to call in your order. Some items may be changed if you have a restricted diet. For other substitutions or changes, call FOOD (extension 3663).



# GETTING TO KNOW YOUR ROOM

## Handwashing

Help us prevent the spread of illness. The sink is located in your bedroom to make it easier to wash your hands frequently. A hand sanitizer dispenser is located just inside your doorway. Wash or sanitize your hands before and after eating, after using the bathroom, when using shared equipment, or when entering or leaving your room. Visitors should follow this practice too. Please ask people not to visit if they have signs of illness.



## Items from Home

Personal electrical items, mobility equipment and furniture must be inspected by our maintenance department before being used at Bronson Commons. Call extension 5444 for service.



## Clothing

Bring comfortable clothing and shoes that are easy for you to put on and take off. You should be able to move around freely during therapy. You should also bring clothes that hold up well in the wash.

## Laundry

We launder and return clothing throughout the day. It is necessary to label your clothing before it is sent to be laundered. We provide complimentary, ironed-on labels upon request. Ask your nursing assistant to help you send clothing to be labeled. For more information, call the laundry department at extension 6510.

A family laundry is also available. It is off the Café near the entrance to North Court. There is no charge to use the equipment. Laundry soap is available for purchase at the Café.

## Housekeeping

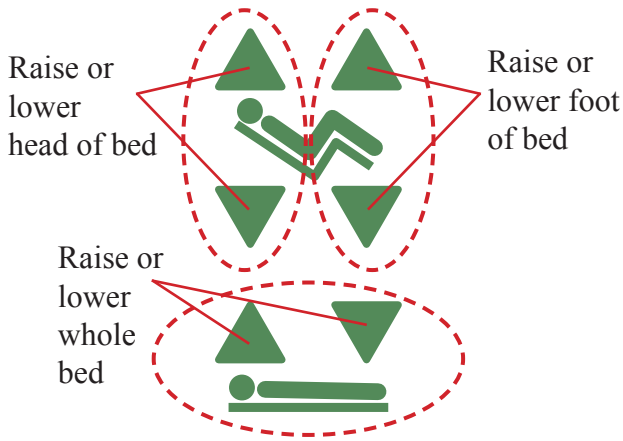
Your room will be cleaned every day. Our goal is to make sure your room and bathroom are always clean and comfortable. If you need additional assistance, please call extension 6010 to reach a housekeeper.

**Maintenance Hotline: 5444**

Leave a message to request  
non-urgent repairs or maintenance.

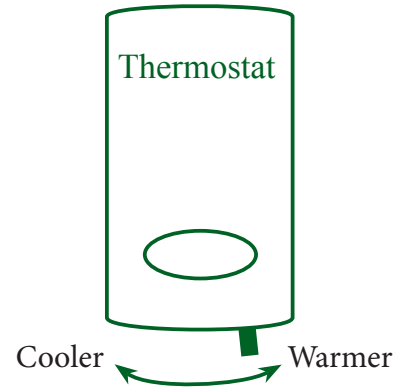
## Bed Control

Your bed adjusts for your comfort. The bed control has the following options:



## Room Temperature

The thermostat is on the wall near your entry door. Move the small black lever to the left for cooling. Move it to the right for heating.



## Using the Telephone

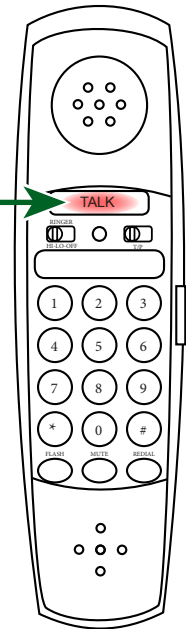
To use the phone, press the talk button. When the talk button is lit red, the phone is off the hook. To hang up the phone, push the talk button again so the red light goes off.

If you want to call a patient or resident from your room, dial 5 plus their room number. If you want to call an employee, dial their four-digit extension.

Your may also make free local phone calls.  
Dial 9 first for an outside line.

**RED LIGHT =** phone is off the hook

**NO LIGHT =** phone is hung up



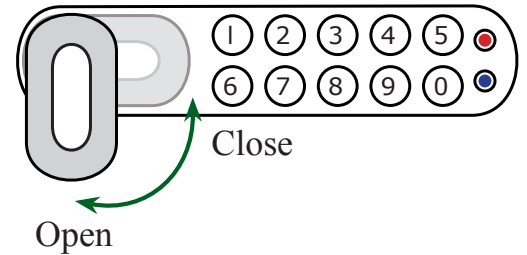


## Locking the Cabinet

Most rooms have cabinets with programmable locks. You may set the lock with any four-digit number of your choice. The combination is cleared whenever the lock is opened. You may use the same number to set the lock again, but the lock must be reprogrammed. If you need help to reset your lock, call the maintenance hotline at extension 5444.

### Setting and Opening the Lock

1. Turn the locking lever toward the floor to open the cupboard. Put your belongings inside and return the lever to the horizontal position.
2. Enter your four-digit code on the keypad.
3. REPEAT this four-digit code to confirm it and set the lock.
4. To open the lock, enter your four-digit code and turn the locking lever toward the floor.
5. The lock is now cleared. To reprogram the lock, steps 1 through 3 must be repeated.



**Maintenance Hotline: 5444**

If you need help to reset your lock.

## YOUR CARE TEAM

Our team specializes in post-acute care and rehabilitation to help bridge your transition from hospital to home. Medical, pharmacy, nursing, therapy, nutrition and social work professionals monitor your progress and work together to ensure you are healing comfortably and working toward your goal.

### Nursing

Your clinical care supervisor partners with you and your doctors and therapists to coordinate your care and monitor your progress. You may also include family and friends in these updates.

Charge nurses assess and evaluate your health needs every day. They bring your medicine, care for your wounds and provide other care as needed. The nurse provides updates as part of the care team to help you meet your goals. Work with your nurse to control your pain before your therapy sessions. This allows you to get the most out of each session.

Nursing assistants (CNAs) work as a team to make sure you and all of our patients are comfortable. Your CNA will help you with getting up and down, dressing and washing. CNAs serve your meals and assist you with eating if needed. If you need to be ready for an appointment, therapy session, or to attend an activity, your CNA will help you to be ready on time.



## Rehabilitation

During your stay, you may work with members of the rehabilitation team, including occupational therapists, physical therapists or speech-language pathologists.

Occupational therapists help you to learn or regain skills needed for daily living. They help you to make tasks safer and easier to do. They work with you to practice self-care, household duties or other skills needed to live independently or with minimal assistance.

Physical therapists help you to regain strength, ease pain and move about more freely. They teach you how to use mobility aids if needed, such as a walker or cane. They design an exercise program to help you recover safely and keep up with movements such as getting out of chairs and walking.

Speech-language pathologists are available if needed to help you recover or learn new skills for communication, memory and swallowing.

## Registered Dietitian

The registered dietitian combines your food preferences and treatment needs to recommend a diet that helps you heal. The dietitian works with the care team to help you maintain your nutritional health.



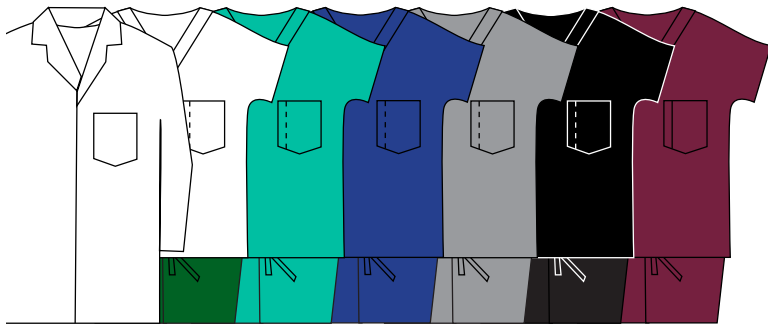


## Social Worker

A social worker will be assigned to support you and your family through the healing process. He or she also coordinates your discharge (see Discharge Planning, page 11). If needed, your social worker will provide information about safe places to live.

## Uniforms and Badges

All Bronson Commons employees wear ID badges showing their photo, name and job title. Uniform colors will also help you to identify our staff:



- WHITE COAT ..... Medical Staff
- WHITE/GREEN .. Nurses
- TEAL ..... CNAs
- NAVY ..... Therapy
- GRAY ..... Hospitality
- BLACK ..... Nutrition Services
- BURGUNDY ..... Laundry and Environmental Services


## MANAGING YOUR PAIN

Our goal is to eliminate your pain or keep it at a reasonable level so you can take part in therapy and other activities to reach your goals. We want you to enjoy greater comfort while you heal, get enough rest, and return to your normal level of health as quickly as possible. Let us know when you are in pain. Ask for pain medicine when you need it.

To help describe your pain, you may be asked to use a pain scale. Your nurse may ask you to rate your pain level on a scale of 0 to 10. Please tell us what kind of pain you are having (such as sharp, dull or aching), where your pain is located, if it comes and goes, and what makes it feel better or worse.

We may supplement pain medications with other treatments such as ice packs or heat packs, repositioning, activities to help keep your mind off the pain, relaxation techniques or music. Let us know what works best for you.

Tell us about your pain. We care about you.



0 No Pain      1      2      3      4      5 Moderate Pain      6      7      8      9      10 Worst Possible Pain



## **SERVICES AND AMENITIES**

### **Wi-Fi Access**

There is free Wi-Fi throughout Bronson Commons. To use this service, turn wireless access on in your device's general settings, then open your web browser. Click on "accept" when the welcome screen appears.

### **Activities**

Group activities are scheduled in the mornings and afternoons. Activities include bingo, live music, movies, crafts, worship services, games, dementia care activities and exercise. A calendar of activities is included in our monthly newsletter. Check Channel 900 for daily updates. Playing cards, jigsaw puzzles and puzzle books are available from the activities department. The library has books for your enjoyment during your stay.

The Administrative Conference Room can be reserved for private parties. Call the activities coordinator at extension 5261 to reserve this room.

### **Clergy Visits and Spiritual Activities**

Your clergy member or spiritual leader may visit you any time you wish. If you would like spiritual guidance but do not know whom to contact, the activities department will assist you.

Local churches work together to provide ecumenical services in the dining room on Sunday afternoons. Eucharistic ministers provide Catholic communion weekly. Rosary and Mass are held monthly. Check the monthly activities calendar or Channel 900 for more details.



## **Mail, Newspaper and Package Delivery**

To protect your privacy, all deliveries are received at our reception desk. Our goal is to deliver mail, newspapers and gifts by the end of the day that they are received. You may drop off outgoing mail at the reception desk. You can buy stamps if needed. If you wish to transfer your newspaper subscription to Bronson Commons during your stay, please contact the newspaper's circulation department. Activities staff can help you find the right number to call.

## **Salon Services**

The Salon is open two days per week. Charges are included on your monthly statement. Your unit clerk can provide you with a price list and help you schedule an appointment. Same-day appointments are often available. Patients and residents are welcome to use the Salon outside of normal operating hours. Any employee can assist you with access to the room.

## **Advance Directives**

We will take every precaution to assure that your stay with us is successful. However, if an unexpected complication arises, we want to honor your wishes. On admission, you filled out a brief Advance Directive. This provides guidance should you be unable to make decisions while you are in our care.

A Durable Power of Attorney for Healthcare (DPOAH) is a permanent document. In a DPOAH, you can name a person to make decisions about your care if you cannot. You can also give more details about your wishes for treatment or quality of life. Your social worker will provide a DPOAH form that complies with Michigan law upon request.

## **DISCHARGE PLANNING**

Discharge planning starts at the time of your admission and is part of your everyday care. We will work with you and your family to decide when you are ready for discharge. We want to set your discharge date at least three days ahead of time. This planning time is important to ensure your safe transition from Bronson Commons.

Once your discharge date is set, your social worker will help you arrange services, equipment and follow-up appointments. The following are part of your safe discharge plan:

- Follow-up appointment with your primary care doctor
- Appointments with other providers
- Transfer of prescriptions to your pharmacy
- Ordering and delivery of medical equipment
- Setup of home health nursing, therapy and/or personal care
- Community agencies if needed
- Transportation home

23332 Red Arrow Highway  
Mattawan, MI 49071  
(269) 283-5200  
(269) 283-5215 fax

Referrals: (269) 283-5251

