

Holden Rehabilitation & Skilled Nursing
Center and
Wachusett Respiratory Care Unit

32 Mayo Drive
Holden, MA
01520
508-829-4327



Welcome



Name:

Room Number:



A message from your Administrator ~



Welcome!

Thank you for choosing Holden Rehab for your recovery. We are pleased to be able to offer you care that combines the latest technology and treatments with a comfortable, healing environment. We practice person-centered care; which means that everything we do is tailored to your unique needs.

Your recovery, recuperation and comfort is of foremost importance to us. Please let us know if you have any questions about your care and treatments.

I am interested in your feedback. Please send me an email, call or stop by my office near the lobby.

Tara D'Andrea, Administrator

Phone: 508-829-1104

Email: TDandrea@OriolHealthCare.com





“Our Family Taking Care Of Yours”

For over 50 years, the Oriol Health Care family and staff have provided quality health care and rehabilitation services to the local community at all three of their facilities. Oriol Health Care continues to be family owned and operated as it was when established by founder Eugene L. Oriol in 1964. Our facilities operate consistent with Mr. Oriol’s vision for providing health care that is comfortable and dignified for our residents, and rewarding for our professional and dedicated employees.

Oriol Health Care is invested in the future of our community and remains dedicated to caring for local families as their health care needs change. Oriol Therapy Services was formed by our in-house team of professionals to provide a comprehensive rehabilitation program 7 days a week. Our goal is to continue the tradition of outstanding quality care and to help educate the community to make wise health care choices.



Holden Rehabilitation & Skilled Nursing Center
32 Mayo Drive Holden, MA 01520
508-829-4327 Fax: 508-829-1179 www.OriolHealthCare.com

Directory

Reception Call 508-829-1168

Laurel Wing (Rehab) Nurses Station 508-829-1106
Oak Wing (Long Term) Nurses Station 508-829-1107

Administrator

Tara D'Andrea508-829-1104

Director of Nursing

Wachusett Program Director

Dawn Auger , RN.....508-829-1130

Resident Life Directors

Heidi Young & Harry Quick508-829-1119

Director of Rehab

Maria Pappas508-829-1196

Director of Dining Services

Kevin Mills508-829-1115

Maintenance Director

Chris MacGillivray 508-829-1133

Social Service Office

Katie LeBlanc.....508-829-1202

Diane Dattis508-829-1121

Information on Your Stay

Welcome!

Thank you for choosing Holden Rehabilitation & Skilled Nursing Center. Within the first 24 to 48 hours of your admission, you may expect to be evaluated by our clinical team, including nursing and therapy, and by your attending physician. You and your family will also be contacted to schedule an appointment for completion of an admission packet within the first few days of your stay. The admission packet takes approximately one hour to complete. This paperwork is necessary for us to provide medical treatment and obtain authorization from your insurance or payer source. Upon completion of the admission packet, a copy of the documents you sign will be made for your files. We will also make a copy of your insurance cards and ask that you furnish a copy of any previously completed Health Care Proxy and Durable Power of Attorney-Finances forms.

Our Social Services department will schedule a “Goals Meeting” with you and your family within the first week of your stay if you are here for short term rehabilitation. This meeting will allow our team to discuss goals and discharge planning or plan of stay with you and your family. If you are here for long term care, you will receive notification of your “Care Plan Meeting” to occur approximately three weeks into your stay.

Oriol Therapy Services is proud to offer physical therapy, occupational therapy and speech and language pathology services. You will be screened by our therapists after admission. Upon completion of these evaluations, an individual treatment plan of care will be established to help you achieve your optimal level of functioning and goals. We look forward to seeing you in our gym!

Our Registered Dietitian will visit you soon after you arrive to discuss your dietary needs. One of our team members will also assist you in selecting your daily menu choices. If you are not interested in the daily choices, you may select from a list of “always offered foods” available at each mealtime. Please refer to your Dining Services Guide for more information.

The Resident Life department will be in to visit with you after admission. They will give you a calendar of the activities for the month and ask you about your interests. We offer a variety of activities 7 days a week such as music programs, bingo, Resident Council and painting classes.

If you would like to speak with a Priest, Pastor or Rabbi please contact our Resident Life Director Sandy Potasky. A variety of services are held each month.

We have Wi-Fi access available anywhere within the facility. You may use your personal laptop to access our public wireless network: OHC_Public. When you open your web browser, you will be asked for your email address before accessing the internet

If you wish to have your laundry done here at the facility, please inform nursing so that we may send your clothing to our laundry to be labeled with permanent marker on the clothing tags. If you prefer for family to do the laundry please inform the nursing staff so that a sign may be placed in the closet to notify staff of your wishes.

Safety Matters!

- Please sign the guest book in the lobby upon arrival
- Please do not leave any smoking materials for the residents. This includes candles and matches. Oriol Health Care facilities and campuses are smoke-free.
- Please do not be alarmed. We perform fire and disaster drills once a month on different shifts.
- Please do not bring in a television larger than a 13" picture tube or 19-21" flat screen LCD/Plasma. Anything larger may pose a hazard.
- Please do not place items (pictures, cards, stuffed animals) on top of the over bed light fixtures. They could fall on your loved ones and they also pose a fire hazard.

If you have any care concerns to be addressed, please ask to speak with the Unit Manager or the nursing supervisor on duty. Our social workers will also be happy to assist in addressing issues or concerns.

Thank you !



Services Available To You



Resident Life Services

A wide variety of activities are offered throughout the day, including evenings and weekends. A monthly calendar of events is posted in each room so that you may choose the programs that interest you. If you prefer independent activities in your room, we have many books for loan as well as cards, puzzles and craft supplies. Your families are always welcome and encouraged to join you in group activities. Local professional entertainers and community groups bring their programs to our home for your enjoyment. Events such as our Candlelight Dinners, Holiday parties and summer cookouts bring many families together here. Pet visits may be allowed but must be discussed with Resident Life Director prior to visit.

Barber/Hair Salon

Our hair salon is located in the Town Square near Rehab. The hairdresser is available by appointment . These services are not included in the daily rate. Please see the Resident Life Director for rates and appointments, or visit the Salon.

Dining Services

We encourage you to socialize during your stay and enjoy your meals in one of our dining rooms. You may also choose the option of eating meals in your room. Meals are served at approximately 8:15AM, 12:15PM and 5:00PM. We offer a variety of dishes daily and special choices upon request. Snacks are also available. Our Registered Dietitians are here during the week for consultations.

Guest Dining Services

Guests are welcome to come join their family members. Guest meal trays are available for a nominal charge. Our dining services staff are pleased to assist you with custom private dining and catering special family gatherings or birthdays.

Housekeeping and Laundry Services

All resident rooms are cleaned daily. You may choose to have your laundry done here by our laundry staff or have it taken home by family for laundering. We recommend each resident have seven days worth of clothing that is comfortable, machine washable/dryable, color fast and clearly labeled with the resident's name. We are not equipped to launder "dry clean only" items.

Maintenance and Building Services

Our maintenance staff is available seven days a week and 24 hours a day for emergencies. We encourage you to make your room as home-like as possible by bringing in personal items. Our staff will assist you with hanging items on your wall. For safety reasons, please notify us when any electrical items are brought in so that our maintenance staff may inspect them before they are used. Halogen lamps are not permitted.

Nursing Services

The nursing department at Oriol Health Care believes that every resident deserves to be treated with respect and dignity. Our experienced nursing staff provides quality care and are focused on providing patient-centered care to achieve the highest level of independence in a comforting environment.

Rehabilitation Services – Oriol Therapy Services

Holden Rehab offers Speech Therapy, Occupational Therapy and Physical Therapy services. Our dedicated staff will provide cohesive individualized treatment plans to address the needs of each resident and promote improved physical function. We offer some of the latest modality interventions including ultrasound, diathermy and electrical stimulation to optimize resident recovery and increased levels of independence. After your discharge, we can help maintain and encourage optimal function, safety, health and wellness through our outpatient therapy services.

Social Services

Our Licensed Social Workers are available to assist you with social, financial, or discharge concerns. Social Workers are available Monday through Friday in their office.

Spiritual/Religious Needs

Many local churches hold services in the facility each month. Communion visits are offered weekly. Clergy visits can be coordinated with Resident Life Services. Please check your activity calendar for the current schedule.

Telephone and Television

Telephone and cable service are included in your first 60 days of stay at no additional charge. Long term care residents may make arrangements for these services through the resident life staff.



Helpful Information

The involvement of family and friends is important to the social and mental well being of the residents. This has a profound influence on their physical well being. We present these tips in order to promote a better experience.

- Wi-Fi is available throughout the building.
- Notary Public service is available on-site.
- Family gathering space is available for special events upon request.
- Lock boxes for valuables are available upon request.
- Please leave all medications with Nursing unless otherwise arranged.
- Visit and “Like” our Facebook page

Please read your “Resident Guidebook” for resident rights and useful information.

Area Ombudsman:
Cam Bishop
Worcester Area Long Term Care
Ombudsman Program
508-756-1545

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www.OriolHealthCare.com



Admissions & Billing Contact Information

Admissions508-829-1111

Email: Admissions@OriolHealthCare.com

Our Admissions Coordinator will be meeting with you or your designated representative to explain the admission process. You or your designee will be responsible to sign necessary documents within 48-72 hours of your admission. We are available to answer any questions or concerns regarding your admission.

Business Office/Billing508-829-1215

Email: LLeger@OriolHealthCare.com

* The Business Office is located at 52 Boyden Road, Suite 209
Holden *

Our staff is here to care for you. If we can assist you or your family, or if you have suggestions, questions or comments please let us know.

Director of Community Relations – Oriol Health Care
Debby Osipov 508-829-1213
DOsipov@OriolHealthCare.com



NOTES



Oriol Health Care Mission

“Our vision is to focus on fulfilling the needs of the people who entrust their care to us; to be innovative and forethinking in meeting the changing needs of the community; to empower each other to achieve pride in our work”



Holden Rehabilitation & Skilled Nursing Center
32 Mayo Drive, Holden, MA 01520

Oakdale Rehabilitation & Skilled Nursing Center
76 North Main Street, West Boylston, MA 01583

Wachusett Respiratory Care Unit
32 Mayo Drive, Holden, MA 01520

Oriol Health Care Business Office
52 Boyden Road, Suite 209, Holden, MA 01520