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# RESIDENT HANDBOOK

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**Landmark Transitional Recovery Unit**

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## Welcome to the Landmark Transitional Recovery Unit

On behalf of the entire Landmark team, thank you for choosing our facility. Our physicians and team members are dedicated professionals committed to improving your health and getting you on the pathway to recovery. It is our expectation to deliver safe, high quality care every day and ensure you have a very good experience with us.

Our mission is to provide competent care in an environment of service, trust, compassion, integrity and fiscal responsibility.

### *We believe...*

To first know our residents as people

To provide and protect our residents rights

To foster teamwork and quality services and

To value relationships with our employees, medical staff and our community

We understand being in a new facility may be an uneasy experience, please feel free to reach out to our staff members with any questions or concerns you may have. Your feedback allows us to continually identify ways to improve the care and services we provide. In addition, please review the resident satisfaction survey during your stay. Our discharge planning team will be asking you to complete this survey as you prepare for discharge from our facility so that we can learn about your experience.

Sincerely,

Petra Parry  
Skilled Nursing Administrator

## Contact Information

### *Landmark Transitional Recovery Unit*

800 East 68<sup>th</sup> Street  
Savannah, Georgia 31405-4710  
Phone: (912) 298-1133  
Fax: (912) 298-1061

*The following members of the leadership team are available to assist you with any questions or needs during your admission at Landmark:*

Contact	Name	Telephone
Skilled Nursing Administrator	Petra Parry	912-298-1119
Director of Nursing	Sarah McClarren	912-298-1122
Nursing Unit	Charge Nurse	912-298-2338
Activities	Alexia Wilkerson	912-298-1121
Business Office/Admissions	Diedre Holzberger	912-298-1025
Dietary	Lee Emmons	912-298-1003
Rehabilitation Coordinator	Natalie Crawford	912-298-1118
Social Services	Irene Vigo	912-298-1037
Facilities Management	David Newton	912-298-1017
Housekeeping/Laundry Services	David Newton	912-298-1017
Maintenance	Glen Minckler	912-298-1039

#### **Ombudsman Long Term Care**

2 Peachtree Street, NW  
33<sup>rd</sup> Floor  
Atlanta, GA 30303  
Phone: 1-866-552-4464  
[www.georgiaombudsman.org](http://www.georgiaombudsman.org)

#### **Department of Community Health**

2 Peachtree Street, NW  
Atlanta, GA 30303  
Phone: 404-656-4507

# Resident Rights

*As a resident of Landmark, or as a family member or representative, we want you to know your rights under Federal and State law as soon as possible in your stay. We are committed to honoring your rights and want you to know that by taking an active role in your plan of care, you can help your caregivers meet your needs. You have a right to the following:*

## **FREEDOM FROM DISCRIMINATION:**

As a resident, you have the right to receive care without discrimination due to age, gender, gender identity, race, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, or who will pay your bill. As our resident, you have the right to safe, respectful and dignified care at all times.

## **RESPECT AND DIGNITY:**

You have a right to be treated with dignity and respect. You have a right to choose the activities you would like to participate in and to make your own schedule as long as it fits your care plan.

## **COMMUNICATION:**

You have a right to receive information in a way that you can understand. This includes an alternative format or different language about various topics, including their rights, medical condition, Medicare benefits, and information about how to contact your attending physician.

## **FREEDOM FROM ABUSE AND NEGLECT:**

You have a right to be free from verbal, sexual, physical and mental abuse, forced solitude, and misuse of your property by anyone. This includes Landmark staff, other residents, consultants, volunteers, staff from other agencies, family members, legal guardians, friends or other individuals. If you feel you have been abused or neglected (your needs are not being met), report this to the facility, your family, your local long-term care ombudsman or your state survey agency.

## **FREEDOM FROM RESTRAINTS:**

Physical restraints are any physical or mechanical device, material or equipment that is attached to or near your body that does not allow you to move freely or remove on your own. A chemical restraint is the use of a medication that is used but is not needed to treat your medical symptoms.

The use of restraints should only be applied if it is necessary to treat your medical conditions; you have a right to refuse restraint use unless you are at risk of harming yourself or others.

# Resident Rights

## MEDICAL CARE:

You have a right to be informed about your medical condition, medications and to see your own physician. You also have a right to refuse medication and treatments, but to also understand this could be harmful to your health. You have a right to take part in developing your care plan and to review your medical reports and records when you ask.

You may self- manage your medications if the clinical team has determined this is a safe practice.

Family members and legal guardians have a right to participate in your plan of care with your permission. If your relative or friend is your legal guardian, he or she has a right to look at all medical records about you and to make important decisions on your behalf.

## INFORMATION ON SERVICES AND FEES:

You have a right to be informed in writing about the services and fees before arriving to the Transitional Recovery Unit (TRU). A member of the Business Office is available to assist with answering questions.

## MANAGEMENT OF YOUR FINANCES:

You have the right to manage your own money or choose someone you trust to do this for you. If you ask Landmark to manage your personal funds, you will be asked to sign a written statement that allows the TRU to do this for you; however, you will still be provided access to your bank accounts, cash and other financial records. The TRU will place any amount of \$50.00 or greater in an account that provides interest and quarterly statements. The TRU will protect your funds from loss by buying a bond or providing similar protections.

## PRIVACY, PROPERTY AND LIVING ARRANGEMENTS:

You have the right to privacy and to keep your personal belongings and property as long as they do not interfere with the rights, health or safety of others and as space permits. You have a right to use a phone and speak in a private area. The TRU has certain security measures in place to help protect your property. If you and your spouse are both residents of the TRU, you have a right to share a room if you both agree to do so.

## SOCIAL SERVICES:

The TRU will provide you with any needed medically-related social services including counseling, help solving problems with other residents, help in contacting legal and financial professionals as well as obtaining specialized medical treatment such as dentistry during your admission. Social Services will assist in helping you to prepare for discharge including arranging for needed equipment and supplies that you may need once you leave the TRU.

# Resident Rights

## ADVANCE DIRECTIVES:

You have a right to create advance directives which are legal papers that allow you to decide on your wishes for end-of-life choices if you are no longer able to make decisions about your care. You have the right to expect your health care providers will follow your decisions. Our Social Services department can assist you in creating advance directives at any time during your hospitalization. You have a right to express your wishes for organ or tissue donation in an Advance Directive. If you plan on donating organs or tissue, you should discuss your wishes with your family and/or legal representative.

## PROTECTION FROM UNFAIR TRANSFER OR DISCHARGE:

In accordance with your rights, you will not be sent to another skilled nursing facility or made to leave the facility except in the following situations:

- It is necessary for the welfare, health or safety of you or others;
- Your health has declined to the point the TRU can no longer meet your care needs;
- Your health has improved to the point that TRU care is no longer medically necessary;
- You do not pay for the services you are responsible for.

The TRU will work with you and your family if you are applying for or waiting for approval for Medicaid. The TRU will assist with working with other state agencies to get a payment if a family member or other individual is holding your money.

## VISITATION:

You have the right to decide if you wish to have visitors. The facility does not have set visiting hours, however, as rest is an important part of the healing process, we ask that you and your visitors honor our "Quiet Time" between 9:00 PM to 7:00 AM and to follow facility policies for infection prevention including hand hygiene and any transmission precautions that may be in place.

## CONCERNS, COMPLAINTS AND QUESTIONS:

We strive to treat all residents with compassion and dignity. Sometimes despite our finest intentions, problems arise. If that happens, we encourage you first discuss them with your physician and nursing leadership. If you and your family/representative continue to have concerns, you have the right to submit a written grievance/complaint (form can be obtained at the nurses station) without the fear of discrimination or reprisal. The TRU will work promptly to attempt to resolve the issue.

If you would like further information about any of the items listed above, you have the right to obtain written copies of the TRU's Policies and Procedures by contacting any members of the leadership team.

# Resident Responsibilities and Code of Conduct

*While Landmark is committed to honoring resident rights under Federal and State law, residents also have certain responsibilities and conduct within the facility.*

## RESIDENT RESPONSIBILITIES:

1. You are expected to be considerate to other residents, staff and visitors. As part of our core values, we do not support or tolerate any forms of physical or verbal abuse.
2. Residents who are leaving the premises are expected to have this arranged through nursing services and follow the facility process for signing in and out. Residents may not leave the facility for overnight visits unless approved by their attending physician and overnight visitation is in accordance with current Medicare regulations.
3. In support of an environment that supports health and healing, this is a tobacco-free campus. This includes the use of cigarettes, electronic cigarettes (e-cigs), pipes, cigars, snuff or chewing tobacco.
4. Televisions, radios and visitation in resident rooms are to follow the quiet time policy after 9:00 PM.
5. Personal wheelchairs, walkers, canes and other special equipment for the private use of the resident is the responsibility of the resident or their representative.
6. Residents are prohibited from keeping any weapons designed to do bodily harm (i.e. gun, knife, etc.) in their possession.
7. When fire and other emergency preparedness drills are conducted, residents and visitors are expected to follow the instructions issued by the person in charge.
8. Coffee pots, electric blankets, heaters and other electric appliances are not permitted in the facility. The facility reserves the right to clean any area and ask any item(s) not considered to be sanitary be removed in accordance with infection prevention policies and procedures.
9. Residents are required to be fully dressed (including shoes) when out of their rooms, if not in street clothes, they must be clad in gowns or pajamas, robes and slippers.
10. If the resident is utilizing a sitter, all expenses for such services must be paid by the resident or their legal representative. Sitters are required to follow the established policies and procedures of the facility.
11. Residents may not keep medications in their rooms due to medication safety regulations.
12. All food/beverages brought into the facility must be checked by the charge nurse or dietary manager to assure it is within the prescribed diet plan. Food permitted to be retained in the resident's room must be retained in air-tight containers. Perishable foods will be labeled, dated and retained in the resident refrigerator.

# Facility Schedule of Charges

## List of Rates

Daily Room Rate	\$1,000.00 / day
Medicare Copay Rate	\$164.50 / day
Private Pay Rate	\$1,000.00 / day
Bed Hold Rate	\$1,000.00 / day

## Covered and Non-Covered Services and Supplies

<i>Items/Services</i>	<i>Private Pay</i>	<i>Medicare</i>
Room and Board	✓	✓
Nursing Services	✓	✓
Dining Services	✓	✓
Social Services	✓	✓
Activities Services	✓	✓
Beauty/Barber Services	◆	◆
Private Television - Basic Cable	✓	✓
Private Telephone	✓	✓
Internet/Wifi	✓	✓
Housekeeping Services	✓	✓
Linen Services	✓	✓
Basic Off-Site Laundry Services	✓	✓
Dry Cleaning Services	+	+
Physical Therapy	✓	✓
Occupational Therapy	✓	✓
Speech Therapy	✓	✓
Prescription Medications	✓ □	✓ □
Over-the-Counter Medications	✓	✓
Oxygen, as ordered	✓	✓

### Key:

- ✓ Item/Service included in Daily Room Rate
- ◆ Resident will pay at time of service
- ⊕ Resident will be billed on a monthly basis
- See Pharmacy Agreement

# Facility Schedule of Charges

## Co-Pay Provisions by Payer Source

The potential co-pay for your stay, depending on your payer source, is as follows:

**Medicare A – Hospital Insurance:** Medicare will cover up to 100 days of a qualified skilled nursing facility stay, as long as the Resident's condition and care warrant it. During the first 20 days of your stay at Landmark Transitional Recovery Unit ("Facility"), Medicare pays 100% of the cost of covered services and supplies. From day 21 to day 100, Medicare pays a substantial portion of the cost of your covered services and supplies, while you or an acceptable valid secondary insurance policy provide a daily coinsurance payment of \$164.50.

**Medicare B – Medical Insurance:** All therapies administered after Medicare A benefits are exhausted, are subject to a 20% co-payment. Medicare will pay 80% of the covered charges. You will be billed for the 20% coinsurance or the acceptable valid secondary insurance payer will be billed.

**Private Pay:** Payment must be made in advance for the next billing period. All invoices are mailed on a monthly basis. Monthly invoices will reflect any and all charges incurred during the month, plus the pre-billing of the room and board. Any adjustment that may occur after the billing date will be reflected in the next month's bill.

## Rehabilitation Therapy

The potential financial implication, depending on your payer source, is as follows:

**Medicare Part A:** included in your Medicare stay.

**Medicare Part B:** under Medicare Part B, 80% of the cost of these services after a yearly deductible as published annually by CMS has been met will be covered. The remaining 20% is generally covered by co-insurance or will be billed privately.

**HMO/Managed Care:** under many HMO/Managed Care policies, provisions exist that allow therapy services to be covered under the plan. If for any reason the policy does not cover the services you will be billed privately.

## Pharmacy

The potential financial implication, depending on your payer source, is as follows:

**Medicare Part A:** included in your Medicare stay. If Resident's Part A benefit exhausts and Resident does not have Part D benefits, the Resident will be billed privately.

**Medicare Part D:** if Resident is enrolled in Part D, the Facility is able to utilize an outside pharmacy to obtain your prescriptions.

## Salon Pricing List

Kevin Grant with "KG Salon and Productions" provides various salon services in our facility. Below is the Price List for the services he offers. If you would like to set up salon services, please contact the Social Worker to arrange this.

Braiding	\$30
Eyebrow Wax	\$10
Hair Color	\$46
Haircut - Men	\$17
Haircut - Women	\$19
Facial Hair Trim	\$6
Perms	\$55
Press and Curl	\$30
Relaxer	\$55
Shampoo & Blow Dry	\$19
Shampoo Set and Cut	\$30
Shampoo Set	\$17
Shampoo	\$12

KG Salon and Productions  
2321 Pinetree Road  
Savannah, Georgia 31404  
(912) 354-2577



# TV Channel Listing

2	PBS - Pembroke, GA	42	TLC	84.1	Food Network HD	10510	MC Pop Hits
3	NBC - Savannah, GA	43	The Travel Channel	84.2	HGTV HD	106.1	MC '90s
4	ABD - Savannah, GA	44	CNN	85.1	USA Network HD	106.2	MC '80s
5	SEC Network	45	CNN Headline News	85.2	Lifetime HD	106.3	MC '70s
6	Weather Channel	46	MSNBC	86.1	Animal Planet HD	106.4	MC Solid Gold Oldies
7	PBS - Beaufort, SC	47	Fox Channel News	86.2	TLC HD	106.5	MC Party Favorites
8	WHHI	48	CNBC	87.1	Travel HD	106.6	MC Stage & Screen
10	FOX - Savannah, GA	49	E! Entertainment TV	87.2	CNN HD	106.7	MC Kidz Only!
11	CBS - Savannah, GA	50	American Movie Classics	88.1	Fox News HD	106.8	MC Toddler Tunes
12	WHGN - Superstation	51	Turner Classic Movies	88.2	Golf HD	106.9	MC Today's Country
13	CW - Baxley, GA	52	WTBS - Superstation	89.1	NBC Sports Network HD	10610	MC True Country
14	Oxygen Channel	53	Spike TV	89.2	Nat'l Geographic HD	107.1	MC Classic Country
15	Lifetime Network	54	Comedy Central	90.1	Syfy HD	107.2	MC Contemp Christian
16	WE – Women's Entmt	55	TV Land	90.2	CNBC JD	107.3	MC Sounds of the Season
17	fyi	56	The Disney Channel	91.1	Bravo HD	107.4	MC Soundscapes
18	Bravo	57	Disney XD	91.2	TBS HD	107.5	MC Smooth Jazz
19	Food Network	58	Nickelodeon	92.1	TNT HD	107.6	MC Jazz
20	The Golf Channel	59	Cartoon Network	94.1	WGSA HD	107.7	MC Blues
21	NBC Sports Network	95	ABC Family Channel	94.2	WGN HD	107.8	MC Singers & Swing
22	Sports South	96	MTV	94.3	Nickelodeon HD	107.9	MC Easy Listening
23	ESPN	97	VH1		<b>Music Channels</b>	10710	MC Classical Masterpieces
24	ESPN2	98	Channel Guide	104.1	MC Hit List	108.1	MC Light Classical
25	ESPN Classic	99	CMT	104.2	MC Hip-Hop and R&B	108.2	MC Musica Urbana
26	NFL Network		<b>HD Channels</b>	104.3	MC Indie	108.3	MC Pop Latino
27	FOX Sports 1	76.1	Weather HD	104.4	MC Dance/EDM	108.4	MC Tropicales
28	Big Ten Network	76.2	Fox Sports 1 HD	104.5	MC Rap	108.5	MC Mexicana
29	USA Network	76.3	MTV HD	104.6	MC Hip-Hop Classics		
30	FX	77.1	CNN Headline News HD	104.7	MC Throwback Jamz		
31	TNT	77.2	MSNBC HD	104.8	MC R&B Classics		
32	Animal Planet	78.1	Spike HD	104.9	MC R&B Soul		
33	BET	78.2	FX HD	10410	MC Gospel		
34	A&E	80.1	WSAV HD (NBC)	105.1	MC Reggae		
35	Syfy	80.2	WTOC HD (CBS)	105.2	MC Classic Rock		
36	Discovery Fit & Health	81.1	WJCL HD (ABC)	105.3	MC Retro Rock		
37	tru TV	81.2	WTGS HD (FOX)	105.5	MC Metal		
38	History Channel	82.1	WJWJ HD (PBS)	105.6	MC Alternative		
39	Discovery Channel	82.2	NFL Netowrk HD	105.7	MC Y2K		
40	National Geographic	83.1	A&E HD	105.8	MC Adult Alternative		
41	HGTV	83.2	History HD	105.9	MC Soft Rock		

## Places to Eat Near Landmark

<p><b>Baker's Pride Bakery</b> – 0.3 miles 840 E DeRenne Ave 912-355-1155 Open from 6:00am-6:00pm Savannahbakery.com</p>	<p><b>Pizza Hut</b> – Delivery – 1.1 miles 40 E DeRenne Ave 912-352-8300 Open from 11:am-11:00pm Pizzahut.com</p>
<p><b>Baldinos Giant Jersey Subs</b> – 0.3 miles 5815 Waters Ave 912-354-8459 Open from 10:00am-9:00pm Baldinos.us/</p>	<p><b>Saigon Bistro</b> – 0.3 miles 5700 Waters Ave 912-335-2025 Open from 11:00am-9:30pm</p>
<p><b>Barnes Restaurant</b> – 0.1 miles 5320 Waters Ave 912-354-8745 Open from 10:30am-10:00pm Barnesrestaurant.com</p>	<p><b>Savannah Squeeze</b> – 0.2 miles 5002 Paulsen Street 912-349-4723 Open from 7:00am-7:00pm Savannahsqueeze.com</p>
<p><b>Jersey's Pizza</b> – 0.3 miles 4827 Waters Ave 912-354-2356 Open from 11:00am-9:00pm Getjerseypizza.com</p>	<p><b>Smoothie King</b> – 0.3 miles 4827 B. Waters Ave 912-354-3755 Open from 7:00am-8:00pm Smoothieking.com</p>
<p><b>Joe's Homemade Café</b> – 0.2 miles 5515 Waters Ave 912-349-0251 Open from 10:30am-5:30pm Joeshomemade.com</p>	<p><b>Subway</b> – 0.2 miles 5205 Waters Ave 912-349-5423 Open from 7:00am-9:00pm Subway.com</p>
<p><b>Kayak Kafé Midtown</b> – 0.2 miles 5002 Paulsen Street 912-349-4371 Open from 11:00am-10:00pm Eatkayak.com</p>	<p><b>Sunnyside Up</b> – 0.3 miles 800 E DeRenne Ave 912-354-2289 Open from 6:00am-3:00pm Urbanspoon.com</p>
<p><b>Latin Chicks</b> – 0.2 miles 5205 Waters Ave 912-495-5133 Open from 10:00am-9:00pm Latinchicksrestaurant.com</p>	<p><b>Sweet Spice Restaurant</b> – 0.2 miles 5515 Waters Ave 912-335-8146 Open from 11:00am-10:00pm Sweetspiceresaurant.com</p>
<p><b>Larry's Giant Subs</b> – 0.3 miles 4745 Waters Ave 912-692-0807 Open from 11:00am-8:00pm Larryssubs.com</p>	<p><b>Wendy's</b> – 0.1 miles 5321 Waters Ave 912-354-3658 Open from 10:00am-10:00pm Wendys.com</p>

## Points of Interest Near Landmark

### Fuel Stations

**BP Gas Station** – 0.3 miles

5806 Waters Ave

912-691-0642

**Chevron Gas Station** – 0.2 miles

5009 Waters Ave

912-335-2881

**Shell Gas Station** – 0.3 miles

5815 Waters Ave

912-352-7816

### Hotel Accommodations

**Extended Stay America** – 1.1 miles

5511 Abercorn Street

912-692-0076

Extendedstayamerica.com

**Hilton Garden Inn** – 1.3 miles

5711 Abercorn Street

912-652-9300

Hiltongardeninn3.com

**Homewood Suites** – 1.8 miles

5820 White Bluff Road

912-353-8500

Homewoodsuites3.hilton.com

**Quality Inn** – 2.5 miles

7100 Abercorn Street

912-352-7100

Choicehotels.com

### Grocery Stores

**Publix Super Market** – 2.0 miles

5500 Abercorn Street

912-353-1260

Open from 7:00am-10:00pm

**The Fresh Market** – 1.4 miles

5525 Abercorn Street

912-354-6075

Open from 8:00am-9:00pm

**Whole Foods Market** – 2.7 miles

1815 E Victory Drive

912-358-5829

Open from 8:00am-9:00pm

**Red and White Food Store** – 0.9 miles

4607 Habersham Street

912-352-2370

Open from 7:30am-9:00pm

### Pharmacies

**CVS Pharmacy** – 0.4 miles

4725 Waters Ave

912-355-7111

Open 24 hours

**Quick RX** – 0.2 miles

911 E 65<sup>th</sup> Street

912-355-0122

Open from 8:30am-6:30pm

**Walgreens**

700 E DeRenne Ave – 0.3 miles

912-354-4853

Open 24 hours