

WELCOME TO



1579 Old Freehold Road 🌹 Toms River, NJ 08753 🌹 (732)-505-4477



Thank you for choosing Rose Garden to provide for your healthcare needs. Please be assured that our staff is committed to providing you with the highest quality of care and outstanding customer service for both short and long term stays. During your residence at Rose Garden it is our goal to ensure that all your wants and needs are met.

While entering a healthcare facility can be a stressful event, we hope to minimize that stress by being your partner in managing your healthcare needs. Our staff is available to you at any time to assist you and your loved ones with any questions or concerns that may arise during your stay.

The following guide is designed to assist you in making your stay at Rose Garden as successful as it can be.



MEET THE STAFF

Administration

- Ext. 202 **Andrew Shawn – Owner & Administrator**
- Ext. 220 **Jacqueline Thomson - Assistant Administrator**
- Ext. 218 **Robin Rivera – Admissions Director**

Nursing

- Ext. 205 **Alicia Fereno – Director of Nursing**
- Ext. 232 **Melissa Harker- Unit Manager – 1st Floor**
- Ext. 311 **Apple Calion– Unit Manager – 2nd Floor**
- Ext. 232 **Carol DaRoja- Charge Nurse -1st Floor**
- Ext. 311 **Kathy Taguinot - Charge Nurse – 2nd Floor**

Dietary

- Ext. 226 **Douglas Blatt- Food Service Director**
- Ext. 226 **Esther Gutman- Dietician - 1st Floor**
- Ext. 226 **Elaine Pasetsky - Dietician - 2nd Floor**



Recreation

Ext. 306 Kevin Bassinder-Director of Recreation

Ext. 306 Denise Brown – Assist Director of Recreation

Housekeeping/Maintenance

Ext. 225 Bobbie Rodriguez – Director

Ext. 225 Juan Mercado - Maintenance

Virginia Pacheco - Personal Laundry

Business Office

Ext. 208 Teresa – Comptroller

Ext. 200 Lois Soriano – Front Desk

Rehab

Ext. 214 Mark DelMundo-Director of Therapy



THE ADMISSION PROCESS

Now that you have chosen Rose Garden as your healthcare partner, please make sure that the following has been completed:

ADMISSION PAPERS - Please see Robin Rivera to complete all admission paperwork (admission papers need to be completed within 48 hours from admission). Be sure to bring insurance cards and any other pertinent information. Robin's office is located in the front lobby and she is available Monday thru Friday from 10:00 – 4:00 PM.

1. **BILLING QUESTIONS** – Teresa in our Business Office is able to provide you with information related to billing and health insurance claims. She is also available to answer any questions related to Medicaid eligibility, co-insurance claims, and any other billing questions. The Business Office is located behind the reception desk and Teresa is available Monday thru Friday from 9:00 to 4:00 P.M.
2. **PHYSICIAN SELECTION** – Rose Garden has over 30 local physicians to choose from. If you did not choose a physician prior to admission, Rose Garden will automatically assign a primary physician who will oversee your healthcare needs. If you are not satisfied with your physician selection and would like to change physicians, inform your unit manager or anyone in nursing administration.
3. **PHARMACY SERVICES** - Our pharmacy services are provided by Neighborcare. Upon admission, the pharmacy is provided with a list of your medications that will be delivered to Rose Garden soon after your admission. Please be advised that due to federal regulations regarding the labeling and dispensing of medication, Rose Garden cannot accept any medications that are brought from home. Please provide Robin with any pharmacy cards or information on your Medicare D pharmacy provider.
4. **TELEVISION AND PHONE SERVICES** – Every resident of Rose Garden receives television services free of charge. We offer a new phone program that is convenient for you and our sub acute residents. Unlimited local and long distance services at a flat rate of \$30.00 per month can be requested and paid for at the reception desk. The first month is due at sign up and you will be billed monthly.

Please speak to our Director of Admission for further information.

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5. **PERSONAL VALUABLES** – We strongly encourage you to leave all valuables at home or with a family member. If you need to retain your cash or valuables, the bookkeeping office provides a secure area during your stay at Rose Garden. In the case you are admitted during the evening or weekend hours, the nursing supervisor will assist you. While Rose Garden is diligent in our efforts to maintain a safe environment, if you choose to maintain control over your own valuables, Rose Garden is not responsible for any loss or theft.
6. **LAUNDRY** – Rose Garden provides full laundry services at no additional charge. All personal clothing needs to be **clearly marked with your name**. Please be advised that laundered clothing take up to 48 hours before it is returned. Should you elect to have a family member do your laundry, a hamper will be provided to you that is marked “family will do laundry.” Rose Garden will continue to launder all linens, but your family will become responsible for personal clothing. Please advise Robin in admissions or the nurse supervisor as to which option is right for you.
7. **MISPLACED CLOTHING** - In the event that clothing is missing, Virginia Pacheco can help. Please have a Rose Garden representative page Virginia who will then personally assist you to find the misplaced item.
8. **SOCIAL SERVICES** – Maria Cardinale and Danny Glazier are Licensed Social Workers. Their primary responsibility is to act as a resident advocate and to ensure that your healthcare needs are being provided for in a protected and secure environment. Upon admission, you will be advised of your rights and they will assist you in making sure your needs are met during your stay at Rose Garden.

In addition, the social service department will oversee your discharge plan and arrange for any services that you will require to safely return home. If you are here for a long term stay, the social service department is your liaison with all departments to ensure your comfort and satisfaction.



Dietary Services

Rose Garden prides itself in serving delicious, nutritious meals that meet or exceed the daily nutritional guidelines.

Upon admission, your doctor will have already advised us of any dietary restrictions. A dietician will be in to see you soon after admission to review your dietary needs and your personal food preferences.

Rose Garden provides for separate dining areas based upon your floor and the level of assistance that you may require for dining.

1st Floor - The first floor offers the Main Dining Room and Tea Rose Lounge for lunch and dinner. We encourage residents to eat in the Main Dining Room which offers restaurant style dining with wait staff. The dining room is available to first floor residents who require minimal or no assistance with eating. First floor residents who require supervision, or who simply prefer the décor, are able to enjoy their meals in the Tea Rose Lounge located behind the first floor nursing station. Dining times are as follows:

Lunch – Main Dining Room - 11:45

Tea Rose Lounge - 12:00

Dinner – Main Dining Room - 4:30

Tea Rose Lounge - 5:00

* Please be advised that anyone wishing to be served in the Main Dining Room must be seated by 11:45 for lunch and 4:45 for dinner. If you are not present in the Main Dining room at this time, a separate tray will be prepared for you and brought to your room.

2nd Floor - Second floor residents enjoy dining services in the Living Room or in Primrose Café. The Living Room offers limited seating for lunch and dinner and is suitable for those requiring only minimal supervision.



Dining Times are as follows:

Lunch - 12:00 - Dinner - 4:30

Primrose Café is open for lunch and dinner and serves the majority of residents on the 2nd floor. Meal times are as follows:

Lunch – 12:15 Dinner – 5:00

Rose Garden provides a main meal for both lunch and dinner. An alternative selection is also available. If you desire something other than the main or alternate meal, please feel free to request any one of the following:

- Cottage Cheese and Fresh Fruit Platter
- Tuna Fish Sandwich
- Egg Salad Sandwich
- Ham & Cheese Sandwich
- Club Salad
- Grilled Chicken
- Peanut Butter & Jelly Sandwich
- Grilled Cheese
- Grilled Ham and Cheese

*If you request an option other than the main or alternative meal, please advise your nurse prior to meal service to ensure that you receive your meal preference.

Breakfast is served at 7:30 AM on both floors and is delivered directly to your room.



Guest Meals

Should your family visit during meal time, Rose Garden is more than happy to provide any menu choices to your guests. Please inform the front desk receptionist if you need a guest meal. There is a minimal charge of \$5.00 per guest that is paid directly to the receptionist.

RECREATION

Rose Garden offers a full service recreational program seven days a week that is comprised of large group, small groups, religious and individual activities. In addition, three out-trips are available each month. Our out-trips include exciting destinations. Such as Atlantic City, the Great Adventure Safari, Shogun Japanese Restaurant, Cruises, Blue Claws Games, and Walmart. A monthly calendar is distributed upon admission and monthly to all residents. Out-trips have limited seating, so please see any member of our recreation department to sign up for the out-trip that interests you.

Coffee and morning snacks are provided daily at 9:30 AM in Tearose Lounge and in the Living Room. Exercise class follows to work off those extra calories.

Evening activities such as bingo and horseracing are scheduled for Tuesday and Thursday with a chance to win money or prizes! Family members are welcome to join in our activity program.

A member from our recreation staff will see you soon after your arrival. For those who enjoy socializing with others, we have a wide variety of activities to choose from. We also respect those who would rather read, do crosswords or watch television in the privacy of your own room. No matter what your preference is, Rose Garden will respect your choice regarding your recreational activities.



Maintenance

Should there be a problem with the functioning of your adaptive equipment, television set or you simply need a battery, our maintenance staff is available to fix your problem. Please advise your nurse if you require maintenance services.



Discharge Planning

Soon after admission, you will receive notification of your initial care plan meeting. Care Plan meetings are generally scheduled 21 days after admission; sooner for short term stay residents.

A care plan meeting is your opportunity to meet with the interdisciplinary team to review your goals and your length of stay.

Our Social Service Director is here to ensure that our discharge plan meets your interests and in accordance with the recommendations from your primary physician. Should you require a long term stay, your care plan meeting will be scheduled every 90 days to review your current healthcare needs.

While family members are acknowledged as a partner in our healthcare decisions, we request that you appoint only one family member to act as a spokesperson on behalf of all your family members. We have found that by appointing one family member, the opportunity for confusion and miscommunication is greatly reduced.

Please inform our Social Services Director who you choose to be your family liaison to attend your care plan meetings.



Suggestions and Ideas

The Administrator and the staff at Rose Garden are always open to your suggestions and constructive criticism on how we can improve our services. We highly encourage that you relay any suggestions or concerns you may have to any supervisor at Rose Garden. Mr. Andrew Shawn, or “Andy,” as he prefers to be called, is not only the Administrator, but is also the owner of Rose Garden. Please feel free to contact him or his assistant Jackie at any time if you do not receive a resolution to your concern.

Again, on behalf of the staff of Rose Garden, welcome and enjoy your stay!