

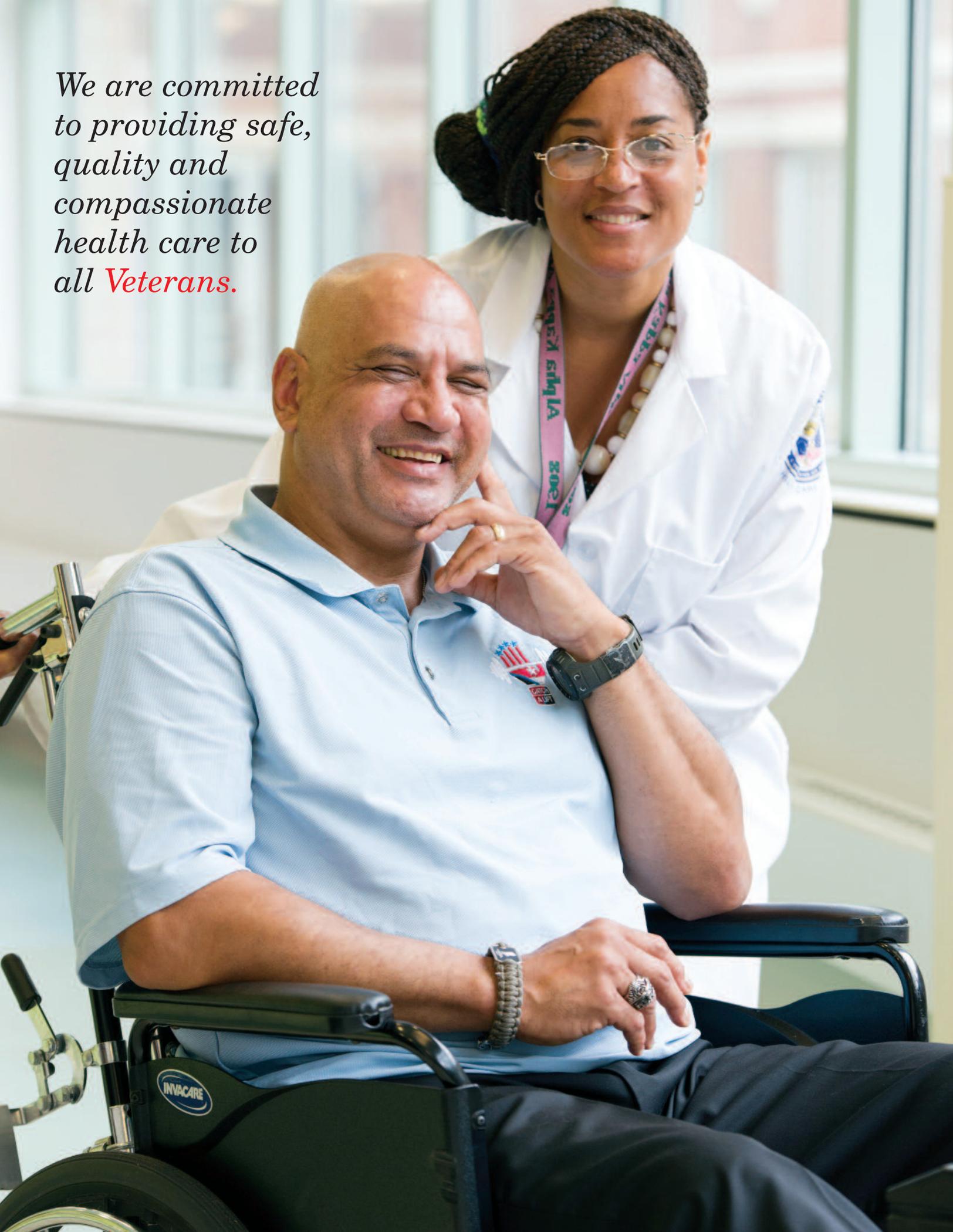


# LOCH RAVEN VA COMMUNITY LIVING & REHABILITATION CENTER

## Guide to Veteran Residential Services

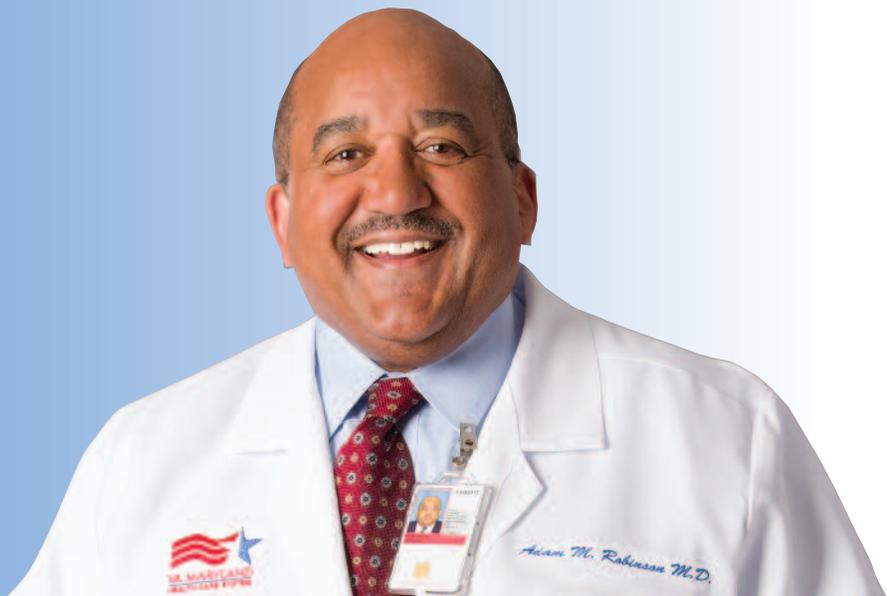


*We are committed  
to providing safe,  
quality and  
compassionate  
health care to  
all **Veterans.***



# Welcome

*Thank you for allowing us to serve your health care needs.*



## **A message from Adam M. Robinson, Jr., MD**

It is my pleasure to welcome you to the Loch Raven VA Community Living & Rehabilitation Center, a division of the VA Maryland Health Care System.

Here at the Loch Raven VA Community Living & Rehabilitation Center and throughout the VA Maryland Health Care System, we are committed to providing safe, quality and compassionate health care to all Veterans. As a physician and a Veteran with more than 30 years of service in the U.S. Navy, I assure you that we will do everything within our power to make your stay as comfortable as possible while providing the highest quality health care.

As a resident, you play a vital role in making your stay a safe one by becoming an active, involved and informed member of your health

care team. I encourage you to speak up if you have any questions or concerns, pay attention to the care you are receiving, educate yourself about your condition and the medications you are taking, and participate in all decisions about your treatment plan.

Again, I welcome you to the Loch Raven VA Community Living & Rehabilitation Center, and I thank you for allowing us to serve your health care needs. Best wishes for a comfortable stay and a speedy recovery.

Sincerely,

*Adam M. Robinson, Jr., M.D.*

Adam M. Robinson, Jr., MD  
Director, VA Maryland Health Care System

# Resident Accommodations & Information



## Call Button

A button to call your nursing staff is located at your bedside. When you press the button, the nursing staff is alerted that you need assistance. There is also an emergency button in your bathroom. Throughout your stay, our team will regularly check in on you to assist you with personal needs, to make you more comfortable, and to assess your pain levels.

## Beds

Your bed is electrically operated. Your nursing staff will show you how to operate the bed. Bedside rails are for your safety and may be raised and lowered.

## Laundry Services

There are three options available for washing your soiled clothing. First, a family member can take home your soiled clothing for washing as needed. Second, you can send your soiled clothing out to be washed at the VA Laundry located at the VA Medical Center in Martinsburg, West Virginia. All soiled clothing that is sent out to the VA Laundry must be



placed in a laundry bag, which you can get from a staff member on your unit. We encourage you to label your clothing with your first and last name and the last four digits of your Social Security number for tracking purposes when sending out your soiled clothing. There is laundry pick-up and delivery several times a week at the Loch Raven VA Community Living & Rehabilitation Center. If you send your soiled clothing out to be washed, it will take approximately two to three days for your clean clothing to be returned. Third, you can wash your soiled clothing by using the washer and dryer that are available by each nurses station. The washer and dryer are located in room 1B-12 on the first floor, and in room 2B-12 on the second floor. Laundry detergent is provided free of charge for you to wash your clothing.

We recommend that you keep in mind how many days of clothes you will need when sending soiled clothing home or to the VA Laundry for washing.



*At the Loch Raven VA Community Living & Rehabilitation Center and throughout the VA Maryland Health Care System, we strive to provide the best care possible in the most courteous and efficient manner.*

## Lounges & Seating Areas

There are several lounges and seating areas located throughout the Loch Raven VA Community Living & Rehabilitation Center for the benefit of all residents and their family members. The lounges feature comfortable seating, large screen televisions, reading materials and games.

## Meals

We are pleased to provide your meals through our VA Gourmet Dining Program. Residents are encouraged to eat all of their meals in the dining room, but you may also have your meals served in your room. The following is the schedule of when meals are served:

- ★ Breakfast is served at approximately 8 a.m.
- ★ Lunch is served at approximately 12 noon
- ★ Dinner is served at approximately at 5 p.m.
- ★ Snacks are available at all times at your nurses station

If you have any questions about your diet plan or your meals, please ask a staff member to contact your dietitian. For your safety, we will only be able to serve your meals after your provider has entered your diet plan.



## Outdoor Patio Areas & Gardens

The Loch Raven VA Community Living & Rehabilitation Center has a number of outdoor patio areas and gardens for your enjoyment. There is a large patio area off of the first floor of the facility by the Canteen Retail Store & Deli that features a covered seating area, a greenhouse and several gardens. The patio area is used for resident picnics and various recreational activities. The greenhouse allows residents to participate in gardening activities year-round. A wander garden, which is located off of the living area on the first floor of the





facility, provides an attractive and accessible outdoor environment where high-risk residents can walk freely without the fear of getting lost. There is also a special serenity garden for the benefit of hospice residents and their family members off of the hospice unit on the first floor of the facility.

### **Resident Bedrooms and Bathrooms**

The Loch Raven VA Community Living & Rehabilitation Center has a mix of private and semi-private resident bedrooms with adjoining bathrooms. Your resident bedroom is your personal space, although you might be sharing it with a roommate. You are encouraged to bring your personal belongings with you to make your room feel more like home. All resident rooms are equipped with a bed, a television, a telephone, a night stand and a wardrobe cabinet. Please note that you are responsible for keeping your resident bedroom and bathroom neat and free of clutter that could serve as a safety risk. For any questions about your resident bedroom or bathroom or how we can make your stay more enjoyable, please contact a staff member for assistance.

### **Resident Identification**

Upon admission to the facility, an identification band will be placed on your wrist. This wristband must be worn at all times, as treatment cannot be given to you without



proper identification for safety purposes. If your wristband is lost or damaged, please contact a staff member immediately.

### **Telephones**

Telephones are provided to each resident on the handrail of their bed or on their bedside table. Local calls can be made by dialing 9 and the telephone number, including the area code. Long distance calls can be made by dialing 9-1 and the telephone number, including the area code. To receive a call in your room, outside callers should dial **410-605-9**, then the last three digits of your telephone extension.

### **Televisions**

There are bedside televisions available free-of-charge in all resident rooms throughout the Loch Raven VA Community Living & Rehabilitation Center. Large screen televisions are also available in the dining rooms and lounge areas throughout the facility. The Loch Raven VA Community Living & Rehabilitation Center offers a satellite TV service with approximately 40 different channels, including four sports channels, all local TV stations, and a variety of specialty and movie channels. Headphones will be distributed to all residents in semi-private rooms shortly after their admission. You can also request headphones by contacting Voluntary Service at **410-605-7000, ext. 5877**.

A man in a light blue striped polo shirt and khaki pants is walking on a paved path in a garden. He is smiling and has a newspaper tucked under his left arm. The background features lush greenery, including trees and flowering plants, and a building with a red awning. The scene is bright and sunny.

*The Loch Raven VA  
Community Living &  
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areas and gardens for  
your enjoyment.*



### **WiFi Internet Access**

Free WiFi Internet access is available in all resident rooms and public areas throughout the Loch Raven VA Community Living & Rehabilitation Center. After going into “WiFi Settings” on your personal smartphone or laptop computer, select “Patient Internet Loch Raven.” Next, open an Internet page, read the VA disclaimer, and click “Continue to Internet” to get started.

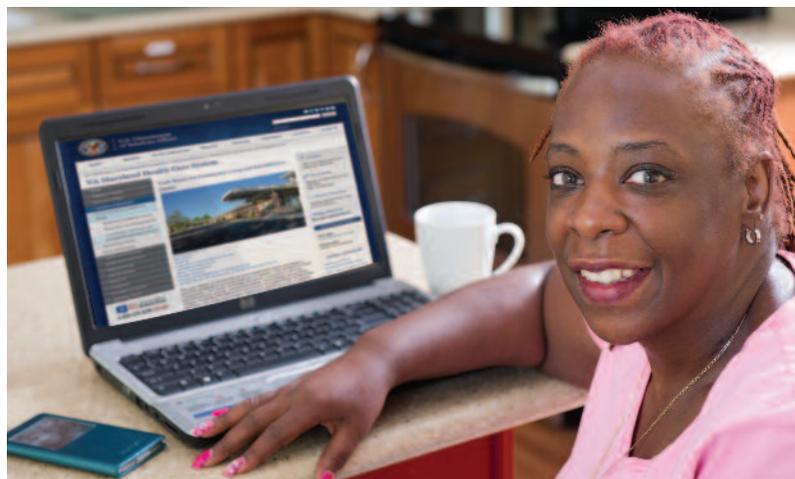
### **Wander Guard System**

The Loch Raven VA Community Living & Rehabilitation Center is equipped with an electronic, passive-restraint system that protects high-risk residents from wandering away from the facility.

## **Additional Resident Services & Information**

### **Chaplain Service**

Chaplains visit resident units regularly and are available for private consultation. Residents can ask for written materials from Chaplain Service to assist them during their stay at the Loch Raven VA Community Living & Rehabilitation Center. The All Faiths Chapel is located on the second floor of the facility and is open 24 hours a day, seven days a week. To arrange a visit by a chaplain or to inquire about the schedule of religious services, please call Chaplain Service at **410-605-7000, ext. 5851 or 5835.**



### **Clothing**

We recommend that you bring a variety of loose-fitting clothing that is suitable for use while participating in therapeutic activities during your stay. Sweatshirts, sweatpants, shorts, t-shirts, a sweater and a coat for the season are all appropriate. We also recommend that you bring sneakers or comfortable and supportive shoes.

### **Discharge Planning**

The treatment team on your unit will be planning your discharge from the facility with you. Our goal is to make the transition to home or another facility as smooth as possible. As soon as you are given a possible discharge or transfer date, please keep your family members informed, especially if special arrangements need to be made or transportation provided. If you have any concerns about your discharge plans, please discuss them with a member of your treatment team.

### **Infection Control**

Cleaning your hands still remains the number one way to prevent the spread of infections. Your caregivers should be cleaning their hands with alcohol hand rub or soap and water each time they provide your care. Speak up if you do not see your caregivers clean their hands. In addition, remember to clean your own hands frequently to protect yourself from infections, and ask your visitors to do the same.

If you are suspected or known to have certain infectious diseases, isolation precautions will be used. If you are on an isolation precaution,



*Our in-house rehabilitation service offers physical therapy, occupational therapy, kinesiotherapy and recreation therapy for residents to achieve the highest level of recovery and functional independence.*

**Life Cycle**  
9500RHR



your caregivers will be wearing protective attire such as gloves, gowns and masks while in your room. Your visitors may also be asked to wear protective attire as well. If you have any questions about isolation precautions, please ask a member of your treatment team for more information.

### **Leave of Absence**

If approved by your treatment team, you are permitted to leave the facility for short periods of time. We ask that you please notify a nursing staff member at least 24 hours in advance of your planned departure. This will allow the nursing staff to supply you with the necessary medication while you are away from the facility. Please also make sure to sign out at the nurses station before leaving the facility.

### **Mail**

Mail will be delivered to you on your residential unit. Mail sent to you while you are a resident should be addressed as follows:

Loch Raven VA Community Living  
& Rehabilitation Center  
*(Your Full Name, Unit, Room and Bed Number)*  
3900 Loch Raven Boulevard  
Baltimore, MD 21218

All mail received after you have been discharged will be forwarded to your home address.



### **Nursing Staff**

Licensed nursing staff members are on duty 24 hours a day, seven days a week to ensure you are receiving safe, quality and compassionate health care. The nursing staff will provide assistance with medication and pain management, and support what you learn in therapy to promote self-care.

### **Patient Advocates**

At the Loch Raven VA Community Living & Rehabilitation Center and throughout the VA Maryland Health Care System, we strive to provide the best care possible in the most courteous and efficient manner. If a problem does develop during your stay, we encourage you to share your concern with a member of your treatment team or the Nurse Manager. Patient Advocates are also available to assist you and your family members with any problems or questions you may have during your stay. To contact a Patient Advocate, please call **410-605-7542**. We want to hear from you so we can help resolve any concerns or prevent them from occurring again in the future.

### **Patient Safety**

Patient safety is a top priority at the Loch Raven VA Community Living & Rehabilitation Center and throughout the VA Maryland Health Care System. Weakness caused by illness, medications and an unfamiliar environment can lead to falls. If you need assistance reaching something, getting out of bed or walking to and from the bathroom, please use your call button to ask a nursing staff member for assistance.



### **Prohibited Items**

For the safety and protection of all patients, employees and visitors, please do not bring any prohibited items with you to the Loch Raven VA Community Living & Rehabilitation Center. Prohibited items include alcoholic beverages, narcotics, weapons and lighter fluid. If prohibited items are brought to the facility, they will be confiscated and destroyed by VA Police. If you see anybody with a prohibited item in the facility, please call the VA Police at **410-605-7549**.

### **Recreational and Social Activities**

Recreation staff members at the Loch Raven VA Community Living & Rehabilitation Center take great pride in planning a variety of activities and events for the physical, cognitive and social enjoyment of all residents. Activities include educational programs, musical performances, outings, games, picnics, group visitations, and social gatherings.

### **Rehabilitation Services**

Our in-house rehabilitation service offers physical therapy, occupational therapy, kinesiotherapy and recreation therapy for residents to achieve the highest level of recovery and functional independence.

### **Smoking Policy**

The Loch Raven VA Community Living & Rehabilitation Center is a smoke-free facility. Patients and visitors may not smoke anywhere in the facility. There is a designated smoking area that is 35 feet away from the front entrance of the building.



### **Speak Up Program**

**S**peak up if you have questions or concerns. It's your body and you have the right to know.

**P**ay attention to the care you are receiving. Make sure you are getting the right treatments and medications from the right health care professionals. Don't assume anything.

**E**ducate yourself about your condition. Learn about your tests and treatment plans.

**A**sk a trusted family member or friend to be your advocate.

**K**now your medications and why you take them. Medication errors are the most common health care mistake.

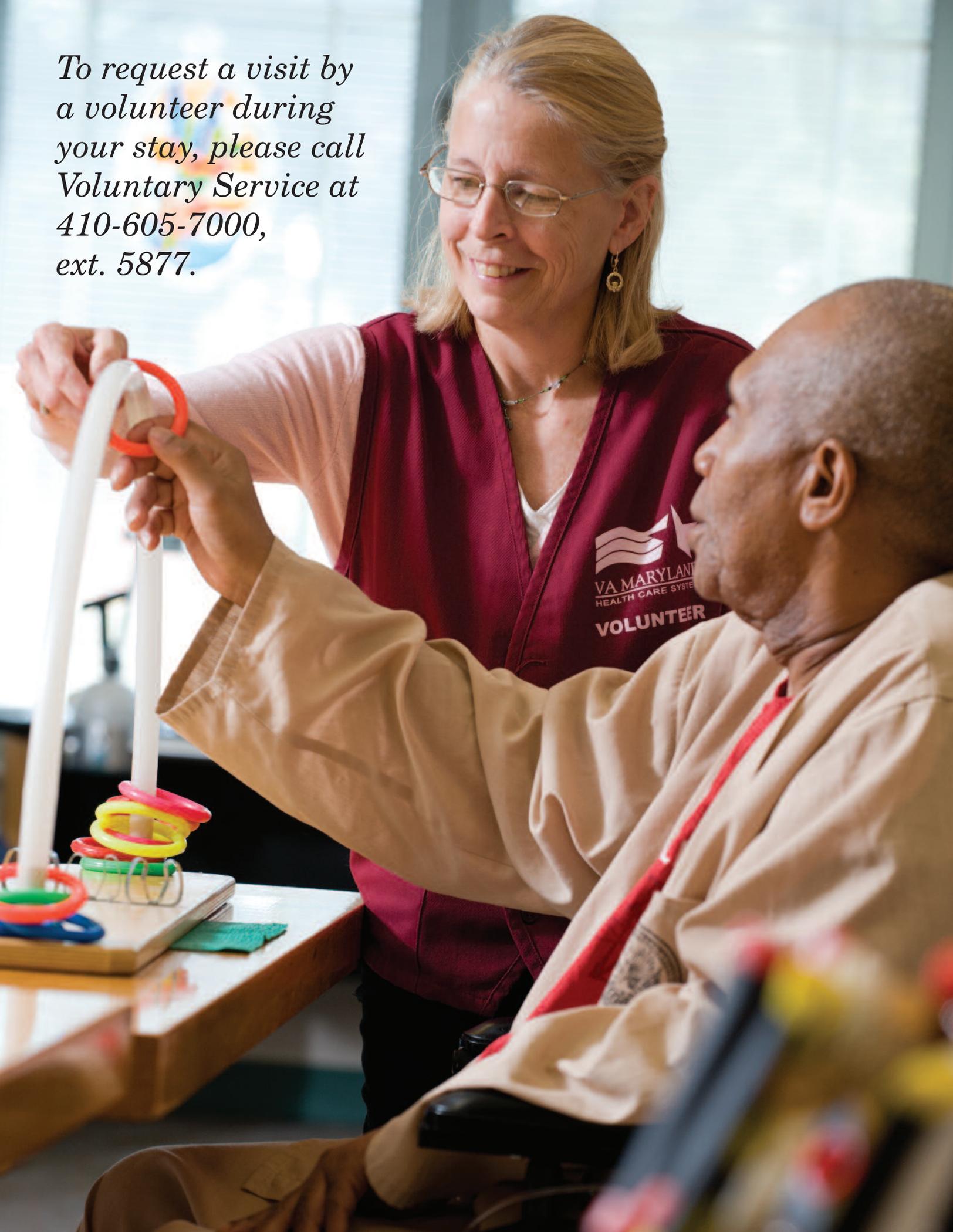
**U**se health care organizations like the VA Maryland Health Care System that have been carefully checked out.

**P**articipate in all decisions about your treatment. You are the center of your health care team.

### **VA Police**

VA Police are on duty 24 hours a day, seven days a week for your safety and protection. If you see something suspicious while you are a resident at the Loch Raven VA Community Living & Rehabilitation Center, please call the VA Police at **410-605-7549**.

*To request a visit by  
a volunteer during  
your stay, please call  
Voluntary Service at  
410-605-7000,  
ext. 5877.*





### **Valuables**

We recommend that you leave your personal valuables such as jewelry, credit cards, or cash at home. If you have valuable items at the time of admission, please give them to a family member for safe keeping. If you are unable to send your valuables home, please keep them safe in your room. We recommend that you keep a very limited amount of cash with you during your stay.

### **Voluntary Service**

Thanks to the support of dedicated community members and local organizations, Voluntary Service is able to provide a number of activities and items for your enjoyment. Greeter volunteers visit all resident units on a daily basis to distribute reading materials, games and puzzle books. Additionally, a variety of volunteer groups visit resident units on a regular basis to play music, provide healthy treats, or offer friendly conversation. To request a visit by a volunteer during your stay, please call Voluntary Service at **410-605-7000, ext. 5877**.



## **Visitor Information & Support Services**

### **All Faiths Chapel**

The All Faiths Chapel, which is open 24 hours a day, seven days a week, is located on the second floor of the facility off the hallway leading to the rehabilitation therapy wing. Religious services are conducted in the All Faiths Chapel on a daily basis. For a schedule of religious services, please call Chaplain Service at **410-605-7000, ext. 5851 or 5835**.

### **Automatic Teller Machine (ATM)**

There is an ATM available on the first floor of the Loch Raven VA Community Living & Rehabilitation Center by the entrance to the Canteen Retail Store & Deli.

### **Canteen Retail Store & Deli**

The Canteen Retail Store & Deli are located on the first floor of the Loch Raven VA Community Living & Rehabilitation Center and are open the followings days and times:

#### **Retail Store:**

Monday – Friday 7 a.m. to 2 p.m.

#### **Deli:**

Monday – Friday 7 a.m. to 2 p.m.



### **Mass Transportation**

There is a Maryland Transit Administration (MTA) bus stop located in front of the Loch Raven VA Community Living & Rehabilitation Center on Loch Raven Boulevard. For information about bus service and schedules to and from the facility, please visit the MTA website at [mta.maryland.gov/](http://mta.maryland.gov/) or call **410-539-5000**.

### **Parking Information**

**Residents** – Parking is not permitted for residents at the Loch Raven VA Community Living & Rehabilitation Center. If an emergency situation requires temporary parking, a space will be provided pending arrangements for removal of the vehicle.

**Visitors** – Visitor parking is available 24 hours a day, seven days a week at the Loch Raven VA Community Living & Rehabilitation Center. There is no fee for visitor parking at the facility.

### **Vending Machines**

There are vending machines available 24 hours a day, seven days a week that are located in the hallway leading to the rehabilitation therapy wing on both the first and second floors of the facility.

### **Visitor Guidelines**

Family members, friends and other individuals are welcome to visit with residents for emotional support during the course of their stay, unless not medically or therapeutically advisable. For additional information, please contact a member of the treatment team.

### **Important Phone Numbers:**

Chaplain Service: **410-605-7000, ext. 5851 or 5835**

Loch Raven VA Community Living & Rehabilitation Center: **410-605-7000**

Long-Term Care Information Line: **800-949-1003, ext. 1121**

Medical Records/Release of Information: **410-605-7348**

MyHealthVet: **410-605-7045**

Patient Advocates: **410-605-7542**

Patient Safety Hotline: **800-949-1003, ext. 7233**

Returning Veterans: **410-605-7259**

State Veterans Cemeteries: **800-446-4926**

Telephone Care Line: **800-865-2441**

Toll-Free Number for Loch Raven: **800-463-6295**

VA Benefits: **800-827-1000**

VA Burial Benefits: **410-644-9696**

VA Police: **410-605-7549**

Veterans Crisis Line: **800-273-8255**

Voluntary Service: **410-605-7000, ext. 5877**

Women Veterans Services: **410-605-7275**



*“Working Together for a Healthier Veterans’ Community”*

**[maryland.va.gov](http://maryland.va.gov)**