



2026 Patient Guide



Welcome to Burgess Square Healthcare and Rehab Centre.
Please take the time to review our patient guide, which will give you a better understanding of the services and amenities offered here to make your stay enjoyable!

Assisting Hands® Home Care is proud to work *hand-in-hand* with Burgess Square Healthcare & Rehab

At Assisting Hands, we know the importance of relying on

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- Bathing assistance/medication reminders
- Transportation to appointments/meal preparation & much more
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Contact our local office today regarding any questions you may have about VA Benefits for your loved one, and for a FREE Consultation!



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Burgess Square: Transforming the Lives of Those We Serve

Welcome to Burgess Square Healthcare and Rehab Centre! Thank you for entrusting us with your healthcare needs. The four squares in our logo illustrate the mission of Burgess Square Healthcare and Rehab Centre – “We take care of the Residents, Patients, Families and Staff – and the rest takes care of itself.” We have a dedicated team of healthcare professionals led by our medical directors, who continually strive to improve our ability to meet and exceed the needs of our residents and patients. Our interdisciplinary team works to ensure our patients return to the community at their highest level of functioning possible. Our Post-Acute Care and Long Term Care services focus on the highest quality of life for our patients and residents. Leo Buscaglia once said, “Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment or the smallest act of kindness, all of which have the potential to turn a life around.” At Burgess Square we promise not only to listen, but to respond.

Our C.A.R.E. customer service program is the heart of our philosophy. It instills a culture of proactive thinking and positive reinforcement. We are continuously striving to create an environment where employees enjoy their work, allowing them to provide optimal care for our patients.

We take care of the Residents, Patients, Families and Staff - and the rest takes care of itself.

The sense of family is alive and well at Burgess Square and our door is always open to you. Our staff will communicate with you regularly about your care. Please feel free to contact me anytime to express a compliment or a concern. Mark Twain once said, “I can live a month on a good compliment.” My cell phone is 630-484-4049 and my email is JohnFVrba@BurgessSquare.com. Every member of our staff has customer satisfaction at the forefront of their day to ensure your needs are met. We realize that compassion heals the places medicine cannot touch.

Sincerely,
John F. Vrba

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An advertisement in this patient guide is a highly effective way to promote your business to the families and patients at Burgess Square.



Call me to reserve this spot today!
Alex Nicholas 414-758-9995



Welcome!

To you, our guest,

On behalf of the Burgess Square employees and medical staff, we extend to you a personal welcome and thank you for choosing Burgess Square Healthcare and Rehab Centre for your current medical needs.

This guide will familiarize you with our policies and services and will answer some of the questions you may have during your stay. If you have questions that are not addressed in the guide, please do not hesitate to contact any of us for assistance.

We join you and your family in the hope that your stay will be comfortable and that you will soon be restored to full health.

Sincerely,
The Burgess Square Team



Get in Touch



Mail

Burgess Square Healthcare and Rehab Centre
5801 S. Cass Ave., Westmont, IL 60559



Phone

P: (630) 971-2645
F: (630) 566-6914

Below is a list of key personnel and their extension numbers. Please feel free to contact them at any time with any questions or concerns you may have. To get in contact, simply pick up the phone provided at your bedside and dial the extension number.

Operator

(630) 971-2645

Director of Admissions

(630) 971-7047

Director of Post Acute Transitions

(630) 971-7003

Dietary Managers

(630) 971-7010

(630) 971-7012

Director of Nursing

(630) 971-7053

Assistant Director of Nursing

(630) 971-7027

Director of Clinical Care

(630) 971-7037

Administrator

(630) 971-7002

Patient Accounts

(630) 971-7032

(630) 971-7054

Insurance Case Manager

(630) 971-7007

Director of Rehabilitation

(630) 971-7036

Dietician

(630) 971-7046

Social Worker

(630) 971-7049

Nursing Supervisor

(630) 841-4308

200 Unit Nurse

(630) 841-4301

300 Unit Nurse

(630) 841-4302

400 Unit Nurse

(630) 841-4303

500 Unit Nurse

(630) 841-4300

2200 Unit Nurse

(630) 841-4304

2300 Unit Nurse

(630) 841-4306

2400 Unit Nurse

(630) 841-4401

2500 Unit Nurse

(630) 841-4305



Dial “8” before making local area code calls.
(Long distance and some area codes not available)



About Your Accommodations and Stay With Us

We want your room to be a clean and comfortable place for you and your family/visitors. If you have concerns regarding the cleanliness or temperature of your room, please let us know so that we can help.

Room Assignment

Your room assignment at Burgess Square is based upon your medical condition and diagnosis. Each unit is dedicated to meeting the individualized needs of our patients. Please be advised that during your stay here you may be asked to change rooms. We work diligently to avoid doing this, but sometimes it becomes necessary. If a room change is needed during your stay, please know that our housekeeping will assist in moving your belongings and any special medical equipment you have. Thank you in advance for understanding. In the event that we need to move your room, you and your representative will be notified in advance.

Calling Your Nurse

Each patient bed is equipped with a nurse-call system that rings directly to the nurses' station. When you push the button, the staff is alerted that you need assistance, and a light illuminates above your door. A staff member will respond quickly.

Telephone

Your room is equipped for you to have local phone service. If you have any questions regarding your phone, please ask a staff member. In order to dial an outside line from your phone, you must dial "8" first and then the area code.

Visiting Hours

Recommended visiting hours are from 10 am–8 pm. Residents are welcome to have visitors at any time as long as it is not disruptive to other residents. The side doors are always locked and utilized only for emergencies, and the back door has a secure code for employees to enter and exit. Pets are welcome to visit if they are on a leash and current with vaccinations.

Clothing

Please have at least 4 to 7 days of clothes with you during your stay. Pack clothes that you are most comfortable in. Also, make sure that you have a pair of non-skid

shoes for therapy. Please label your clothing to prevent it being misplaced. A staff member can assist you in labeling your clothes.

Personal Laundry

If you need assistance with your personal laundry, services are available at the facility. We ask that all clothes are labeled. If you need assistance labeling your clothes, please ask a staff member.

Preventing Falls

While you are here, you may feel dizzy or weak. Illness, medications or even just lying down too long can make you less steady on your feet. To keep yourself safe, please keep the following in mind:

- Use the nurse call button for help getting up.
- Ask for help going to the bathroom or walking around.
- Wear nonskid socks or footwear when out of bed.
- Keep often used items such as glasses, remote controls and tissues, within easy reach.
- Make sure the wheelchair is locked when you get out of it.
- Never step on the footrest of a wheelchair when trying to get out of it.

Therapy Assessment

Within the first 24 hours of admission, you will go through a therapy evaluation. This can include physical, occupational, and speech therapy, depending on your rehab needs. Even if you admit over the weekend, we have therapists on staff to do the evaluation. Your therapist will discuss different therapy options during your evaluation and set up your therapy schedule.

Care Conferences (Your Plan of Care)

An individual plan of care is formulated for each patient. This identifies needs in the areas of your physical, social, and emotional well being and establishes goals and approaches to be used to meet these needs. Your interdisciplinary care team will meet with you to facilitate your plan of care. Your social worker will schedule your care conference on a regular basis to review and facilitate your plan of care. With your approval, your family or representative will be invited to participate. If at any time you have questions about your care plan, please ask your social worker or nurse.



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Admission Process

You will be asked to provide copies of your Medicare/ insurance cards and advanced directives upon admission. In addition to providing copies of your insurance cards, you will be asked to complete the facility's admission paperwork. If you have any questions regarding the paperwork, please ask a staff member.

Medicaid Distinct Part

Burgess Square Healthcare Centre operates with a distinct part certification. Therefore, only certain beds in the facility are licensed for Medicaid. In order to for a patient to remain in the facility under Medicaid, they must be in a Medicaid certified bed. If the patient is not in a Medicaid certified bed at the time they become eligible for Medicaid and there is not a Medicaid certified bed available in the facility, the patient may be required to transfer to another facility where a Medicaid certified bed is available.



Transportation and Appointments

Patients may leave the facility for outside medical visits. The facility can arrange transportation or you may arrange your own transportation with your family. If you require to be transferred by a medivan, you will be billed directly from the medivan service. Our nursing secretaries will assist in making these arrangements.



Dining

1st Floor Dining Program

Meal times for the 1st floor:

- Breakfast: 7:30am-8:30am*
- Lunch: 12:00pm-12:45pm*
- Dinner: 5:15pm-6:15pm*

*Subject to change due to facility needs

Meals are serviced in-room on the first floor. Patients and residents are welcome to enjoy their meal in the dining room if they prefer. If you are interested in having your meal in the dining room, please notify a staff member and they will make arrangements for you to dine in the dining room.

2nd Floor Dining Program

Meal times for the 2nd Floor dining room:

- Breakfast: 7:30am-8:30am*
- Lunch: 11:30am-12:30pm*
- Dinner: 4:45pm-5:45pm*

*Subject to change due to facility needs

Select menus are available depending on your dietary needs. A staff member from the dietary department will visit you and provide you with a select menu upon your arrival.

Visitors are welcome to join you during meal times. Guest trays are offered for a nominal fee. You may purchase a meal at the front desk.



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Contact
Alex Nicholas

(414) 758-9995
anicholas@4lpi.com



For Your Safety and Security

Medications

On admission, please tell your nurse what medications you are currently taking, including vitamins and herbal supplements. Drug, food and environmental allergies should be brought to our immediate attention. We contract with a pharmacy to provide our patients with all of their medication needs. The pharmacy does their own billing for the services that they provide. At discharge, we will ask your physician if we can send the medications left over home with you. If you do choose to take your medication home at discharge, the pharmacy will bill your prescription insurance plan for the medications. You may be responsible for any applicable co-payments. Please ask your nurse or social worker if you have any questions regarding your medications.



Advanced Directives

The staff will honor advance directives regarding life-sustaining care indicated by you in a Living Will, Medical Durable Power of Attorney, or POLST order. If you have completed advanced directives, please provide a copy to your nurse to ensure we understand your wishes. If you have questions concerning advanced directives, please talk to the social services staff or your nurse. If you are interested in learning more about advanced directives, please let your nurse or social worker know and they can assist you.

guaranteed certain rights, protections and privileges according to the State and Federal Law. Your resident rights can be found at the end of this booklet. If you have any questions regarding your rights, please ask a staff member.

Resident Rights

As a resident in a skilled nursing facility, you are

Resident/Patient Responsibilities

As a patient at Burgess Square Healthcare Centre, you share responsibilities to assist in your care, which include but are not limited to:

- Providing knowledge about present health conditions, past illnesses, hospitalizations, medications and other conditions relevant to your care.



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- >Light Housekeeping

- >Laundry Assistance
- >Doctors Appointments
- >Medication Reminders

- >Personal Hygiene
- >Dementia Care

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- Asking questions when you do not understand what you have been told regarding your condition.
- Following the care, service, and/or treatment plan developed. You should express any concerns you have about your ability to follow and comply with the proposed care plan or course of treatment.
- Following Burgess Square's rules and regulations concerning resident care and conduct.
- Being considerate of the facility's personnel and property.
- Meeting any financial obligation agreed upon with this facility.

Valuables

Personal valuables such as checkbooks, credit cards, and jewelry should be sent home with a family member. We suggest you keep minimal cash with you. We cannot be responsible for items or money kept in your room.

Cell Phones

Cell phones may be used in the facility, but please be considerate of those around you when using it in a public area. When you are not using your cell phone, please keep it in a secure location. In order to maintain patient

privacy and confidentiality, video recording on a cell phone in patient care areas is strictly prohibited.

Lost and Found

If you lose something, please notify your nurse right away. We will make every effort to help you find it. Unclaimed articles are kept for 30 days, with the exception of valuables, which will be kept in the Business Office safe for six months.

Hand Sanitizer

To help fight the spread of infection, it is important to wash your hands often. If hands do not look dirty, they can be sanitized with an alcohol-based hand sanitizer - hygiene stations are conveniently located in each hallway. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry. If hands are visibly soiled, use soap and water. Clean your hands before touching or eating food and after you use the bathroom.

Smoking

Burgess Square Healthcare Centre is a non-smoking campus. This includes the use of e-cigarettes. If you currently smoke, discuss with your doctor the options available to you during your stay, or ask your nurse about smoking cessation options.

Fire Drills

For your protection, the facility conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. We treat every drill as if it were a true emergency.



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Safety and Security

Your safety is our priority!

Burgess Square Healthcare and Rehab Centre is committed to ensuring that all patients, residents, visitors and staff remain safe during an emergency or impending disaster. Burgess Square has developed an emergency preparedness plan that addresses potential emergencies that could arise and the actions that staff will take to keep everyone safe.

A copy of the emergency preparedness plan is kept on our secure intranet, as well as in the offices of the Administrator and Director of Nursing. If you have any questions about the plan or would like to discuss the plan in more detail, please contact your social worker at 630-971-2645.

In the event that an emergency or disaster occurs that affects Burgess Square, the facility will keep residents and families informed about the nature of the emergency, whether or not the facility may need to evacuate, the facility's plan to keep patients and residents safe, and communication mechanisms that will be used throughout the emergency.

In the event of an emergency or disaster, you can contact the facility at 630-971-2645 at any time for more information.



Patient and Family Services

Pastoral Care

In recognition of the spiritual needs of patients and their families, Burgess Square does have weekly religious services on premises. If you would like your pastor/priest contacted, please let your social worker know. If you are not connected with a church, but would like to speak with a member of the clergy, please notify your social worker or nurse.

Internet Access/Television

The facility does offer wireless internet access to residents and family members. The Internet can be accessed from any location in the building. Please see a staff member if you need assistance connecting to the internet.

All rooms are equipped with basic cable. Patients staying with us long term may bring their own television. If you are having problems with your television, please let a staff member know.

Television

The facility offers access to an extensive channel lineup. In addition, the television is equipped with the Netflix app to allow you to binge on your favorite shows while you are away from home. Simply turn on the television, click on the Netflix app and log in using your Netflix username and password. If you need help logging in, let a staff member know and they can assist you.

Burgess Cafe

There is a small store located in the back of our first-floor dining room that sells snacks, prepared meals, candy and ice cream. It is available for patients, residents, families and staff to use. The cafe is open 24 hours per day and has a self-checkout feature. The Burgess Cafe accepts all major credit cards. There is an option to use cash at the Burgess Cafe, but you must set up an account and put money on a Cafe Card. Please see a staff member if you have any questions or need help.

Activities

Activities are planned daily here at Burgess Square. There is an activity calendar located outside the dining room. If you have any personal activity needs, please do not hesitate to contact our activity department.



The wi-fi password is:
welcome1

Complimentary Coffee and Hot Chocolate

In our first floor lobby, you will find a complimentary coffee and hot chocolate machine. Feel free to help yourself anytime. While our kitchen brews a great cup of coffee, the complimentary coffee is always great for that late afternoon pick me up. If you want a quick cup, let a staff member know and they are happy to assist.

Outings

We understand that going out for a couple hours with a family member for therapeutic pass can help promote the healing process. If you are planning to go on a therapeutic outing, please provide nursing at least a 24 hour notice before the date you would like to go out, so they can get in touch with your primary care doctor to obtain approval. Please try and schedule your personal outing around your therapy times. Please make sure you sign out at the nurses' station and sign back in when returning, so we know that you have returned. Also, please be aware that some insurance companies have specific guidelines regarding going out on pass. If you are covered by insurance, please check with your social worker to ensure that your insurance coverage will not be compromised by going out on pass.



Little Store

Twice a month, typically Fridays, “The Little Store” supported by the Darien Women’s Club, comes here to Burgess Square. They bring in lotions, snacks and various items typically found at a drug store for your convenience at a minimal cost.

Interpreter/Translation Services

Hearing impaired and language translation services are available at your request. Please ask your nurse or a member of your care team for more information.

Beauty/Barber Shop

Burgess Square offers a beauty and barber shop here on site. The beauty shop is open Tuesdays. These times are subject to change. If you would like to see the beautician, please have a staff member enter your name in the beauty/barber book located at the nurses’ station.

- Men’s cut
- Haircut only
- Hair Wash and Set
- Haircut, Shampoo/Set
- Haircut, Tint and Set
- Permanent
- Haircut, Shampoo
- Shampoo Only
- Shampoo, Blow Dry
- Blow Dry and Iron
- Tint
- Weekly Rinse/Conditioner

Beauty/Barber Shop Prices:

The price list is located outside of the beauty shop. Services received at the beauty and barber shop will be billed on your monthly statement. Cash is not accepted.

Resident/Patient Trust

One of the many services available services at Burgess Square is the option of opening a resident/patient trust account. A resident/patient trust account allows residents/patients to have access to funds without having to carry money on them.

Money can be deposited by check to the business office. Checks can be made to **Burgess Square** and please be sure to include your/patient name and resident trust on memo line. Please do not hesitate to visit the business office with any questions.





In order to help you keep track of your funds in your personal trust account, you will receive a monthly statement. Upon discharge a check from Burgess Square will be made out to you with any money that is left in your trust account within 30 days.

Outside Areas

Please enjoy the various outside areas we offer here, weather permitting of course. Our patio is located in the back of our dining room and includes a gazebo with garden area. We also have a beautiful sitting area by our front entrance. Please ask a staff member in assisting you outside.

Personal Lounge Areas

We offer private lounge areas that may be reserved for family parties while you are staying here at Burgess Square. Please let a staff member know if you are interested in reserving one of these rooms.

Discharge

At time of discharge your nurse will discuss any medications or exercises that you may need to continue at home. Discharge from Burgess Square is typically scheduled before 11am. If there happens to be an issue with transportation home, please let us know so we can assist you in getting home safely. Please contact your social worker at any time with questions regarding your discharge plan.

Bed Hold Policy

If you discharge to the hospital or are temporarily absent from the facility for more than twenty-four hours, you may chose to hold the bed. If you or your representative have signed a bed hold authorization, the bed will be held as long as you are hospitalized or absent. The bed hold charge is the full daily room rate for each day of the bed hold. The bed hold charge is an out of pocket expense. If you are staying at the facility under Medicaid you are entitled to a 10-day bed hold under Illinois state guidelines.

If you choose not to reserve a bed while you are absent from the facility, the bed will be made available to the next individual wishing placement at the facility. The facility will make every effort to have a bed available for returning residents, but cannot guarantee bed availability.



Reach a hyperlocal audience.

An advertisement in this patient guide is a highly effective way to promote your business to the families and patients at Burgess Square.



Call me to reserve this spot today!
Alex Nicholas 414-758-9995



We Care!

We know that communication is the cornerstone to your positive experience at Burgess Square. We encourage you to share your thoughts, needs, compliments and concerns.

Feel free to contact us at anytime at (630) 971-2645.

Also, you are welcome to contact any of our department managers at any time via their direct line to assist you in any way that you need.

C • Compassion

A • Attitude

R • Respect

E • Excellence

Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- Most doctors, nurses pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors.
- Health insurance companies, HMOs and employer group health plans
- Certain government programs that pay for healthcare.

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records.
- Conversations your doctor has with nurses and others regarding your care or treatment.
- Information about you in your health insurer's computer system.
- Billing information
- Most other health information about you held by those who must follow this law.

What rights do you have over your health information?

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give permission before your information can be used or shared for certain purposes.
- Get a report on when and why your health information was shared for certain purposes.
- File a complaint.

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or healthcare bills, unless you object.
- To make sure doctors give good care and facilities are clean and safe.
- To protect the public's health, such as by reporting when the flu is in your area.
- To make required reports to the police.

Without your written permission, your provider cannot:

- Give your health information to your employer.
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions.

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the US government at:

ocrportal.hhs.gov/ocr/smartscreen/main.jsf

Call 630-971-7041 for copies of medical records.



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Harvester Place strives to provide the highest quality Alzheimer's and dementia care for our residents. Through our holistic view of dementia, our evidence-based practices and our focus on our resident's strengths, we provide life-enhancing interventions.

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Learn more by scanning the QR code or calling 630-394-2027.
SunriseWestmont.com





Grievances

At Burgess Square, it is our intention to support each resident's right to voice grievances. In addition, it is our goal to assure that after receiving a complaint/grievance, we actively seek a resolution and keep you appropriately apprised of our progress toward a resolution.

If you have a grievance, you can do any of the following:

- Let any staff member know and they will assist you in completing a concern form.
- Contact our grievance officer at 630-971-2645.
- Send written correspondence to:
Burgess Square Healthcare & Rehab Centre
5801 South Cass Avenue
Westmont, IL 60559

*Grievances can be filed anonymously. You have the right to obtain a written decision regarding your grievance.

You also have the right to file grievances with independent agencies related to any state or federal nursing facility regulations to any of the following:

Illinois Department of Public Health

535 Jefferson Street • Springfield, IL 62761
DPH.MAILUS@illinois.gov
800-252-4343 | TYY: 800-547-0466

Illinois Long-Term Care Ombudsman Program

800-942-9412

Senior Helpline

800-252-8966 | TYY: 888-206-1327
Aging.ilsenior@illinois.gov
One Natural Resources Way, Suite 100
Springfield, IL 62702

Adult Protective Services

DuPage County Department of Community Services
630-407-6500 | TYY: 630-407-6501
505 North County Farm Road • Wheaton, IL 60187

Illinois Medicaid Fraud Unit

888-557-9503
8151 West 183rd Street, Suite F • Tinley Park, IL 60477

Northwestern Illinois Area on Aging

815-226-4901 | info@nwilaaa.org
111 South Alpine Road, Suite 600 • Rockford, IL 61108



HFS 3191 Long Term Services and Information for Couples

Payment for long term care services may be available from the State of Illinois. If you want the state to pay for your care in a nursing home, supportive living facility (SLF) or with support services to stay in your home, you must do the following:

1. Apply for medical benefits
2. Obtain a needs screening

Please read this brochure carefully. It will tell you what you need to know if you want the state to pay for your care in a nursing home.



Apply for medical benefits

If you already get cash assistance through the Department of Human Services (DHS), you are automatically eligible for medical benefits. If you do not get cash, but need help paying your medical bills including nursing home expenses, you may apply for medical benefits. To apply for medical benefits, go to your local Department of Human Services, Family Community Resource Center (FCRC). A caseworker at the local FCRC will ask you questions and enter your answers into a computer. After the interview is complete, the caseworker will give you a computer printout with your answers on it and ask you to sign it. This is your application. If you do not know where your local FCRC

is, call the Bureau of Customer Inquiry and Assistance at 1-800-843-6154 (voice), Monday through Friday, between 7:30 a.m. and 7 p.m. (except state holidays). People using a teletypewriter (TTY), can call at 1-800-447-6404. The call is free. If you are physically unable to go to your local FCRC, a caseworker will call you on the telephone to interview you and help you apply. If you are a patient in a hospital, someone on the hospital staff will help you apply.

If your application is approved, your eligibility for medical benefits usually begins with the month you apply, as long as you meet all the eligibility requirements. You will receive a medical card that you can use when you need other medical services. In addition, you may be eligible for medical benefits for up to three months before the month you apply. If you have medical expenses during any of the three months before the month you apply, be sure to tell your caseworker about them so a decision can be made whether the state can pay for those bills. If possible, do not pay your medical bills until you learn whether or not you are eligible for medical benefits from the state. Depending on your income and resources, it may be necessary for you to pay part of these bills. You may also be responsible to pay for some of your long term care services.

Obtain a Needs Screening

A needs screening is an evaluation done by the Illinois Department on Aging (DoA) or DHS for each person considering the need for long term care services. This screening will help determine if a nursing home or other supports are the best way for you to receive your care. If you are about to move into a nursing home and are now applying for medical benefits, the screening must show that you need nursing home care or the state will not pay for it. The care coordinator completing the screening will assess your specific needs and, if appropriate, provide you with information about alternative home and community-based services. This information is provided to give you a choice to remain in your home,



if appropriate, and receive care that meets your needs. Even though you may be informed of alternative home and community-based services, you have the right to enter or remain in the nursing home as long as you are able to pay for your care or you are eligible for medical assistance from the state to pay for nursing home services. You may enter or remain in the nursing home even if the state finds that you could live safely in the community with alternative home and community-based services or that you are ineligible for medical assistance from the state because you made non-allowable transfers of your resources. If you already live in a nursing home when you apply for medical benefits and you entered the facility on or after July 1, 1996, a special needs screening is completed by Healthcare and Family Services (HFS). This screening will help determine if you may benefit from living in the community. If so, a care coordinator from DoA or DHS will assess your specific needs and, if appropriate, recommend alternative home and community-based services. Even though the care coordinator may recommend home and community-based services, you retain the right to

remain in the nursing home as long as you are able to pay for your care or you are eligible for medical assistance from the state to pay for nursing home services.

If you are now in a hospital, ask your nurse to have someone from the hospital's social service department to come to your room. This person will arrange for your screening.

If you are now living in your own home, call one of the following departments to schedule a screening appointment:

Department on Aging

If you are 60 years of age or older, call the Illinois Department on Aging at 1-800-252-8966 (voice and TTY) between 8:30 a.m. and 5 p.m. weekdays. The call is free.

Department of Human Services

If you have a developmental disability or mental illness, call 1-800-843-6154 or (TTY) 1-800-447-6404. The call is free. If you are between the ages of 18 and 59 and you have a physical disability, call 1-877-761-9780, TTY 1-866-264-2149, Video Phone 1-866-588-0401. (voice and TTY) between 8:30 a.m. and 5 p.m. weekdays. The call is free.

Using Your Own Money

Your local FCRC will tell you how much of your own money you will have to pay to the nursing home or SLF each month. You will be able to keep \$60 each month if you reside in a nursing home or \$90 each month if you reside in a SLF.



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Information for Couples

Protecting Property for Your Community Spouse

When you go into a nursing home, your spouse may keep your home, your car and your household furnishings. The FCRC will then determine the value of your other property, such as bank accounts or certificates of deposit. You may transfer this other property to your spouse or to someone else for the sole benefit of your spouse. Depending on how much property your spouse already has (not counting things like the house and the car), you may give your spouse property valued up to \$135,648 for 2025.* The amount may increase each year. Your FCRC caseworker will tell you the actual amount you may give to your spouse.

*Please ask your caseworker for the most current information.

Protecting Income for Your Community Spouse and Dependents

Your income includes money you get from all sources such as Social Security, pension, disability payments and veterans benefits. When your FCRC decides the amount of income you have to apply to the cost of your nursing care, deductions are permitted if you give money to your spouse and any other dependent family members. These family members include dependent children under age 21, dependent adult children with severe disabilities, dependent parents or dependent brothers or sisters of either you or your spouse. Depending on your spouse's income and other circumstances, for 2026 you may give up to \$4,066.50 of your income per month to your spouse. For 2026, you may also give up to \$851 per month to each dependent family member.* These amounts may increase each year. Your FCRC will notify you of the actual amount you may give.

*Please ask your caseworker for the most current information.

If You Receive Veterans Benefits

Your eligibility for veterans benefits may be reduced or discontinued if you give income (from any source) to your family. Your eligibility for veterans benefits is determined by the Department of Veterans Affairs (USVA), based in part on the amount of nursing care expenses you are required to pay. If the amount of income you have to apply to the cost of your nursing care is reduced or

eliminated because you are giving income to your family, your veterans benefits may be reduced or discontinued by the USVA. If you are giving income (from any source) to your family, contact your local DVA field office. A representative from the office will help you determine your continued eligibility for veterans benefits.



Transfer of Resources to Qualify for Medical Benefits

Your property includes your savings, retirement accounts, stocks and investments, your home and other possessions. Giving away or selling your resources for less than what they are worth may affect your eligibility. If you or your spouse have transferred property for less than its value, you may be subject to a penalty period for nursing care services, supportive living facility services or for in-home care services through DoA. These changes were made to federal law under the Deficit Reduction Act of 2005. There are new rules for transferring your

property to someone else that went into effect January 1, 2012. Before 2012, the rules were based on 36 months (3 years.) Starting with 2012, transfers that may affect your eligibility for long term care services are those made within 60 months (5 years) of the date you apply for medical coverage and are living in a nursing home, SLF or you apply for or receive in-home care services through DoA. If the state decides that you are subject to a penalty period, the penalty begins with the month of application or the month you transferred the resources, whichever is later. The penalty period is the length of time the state will not pay for your long term care services in a nursing home, SLF or home and community-based services. You will still be entitled to other medical services during the penalty period, if you are eligible. The penalty period continues for as long as the uncompensated value of the transferred property would meet the monthly cost of nursing care at the private rate. However, if a transfer is made during a penalty period and the FCRC decides that you are subject to an additional penalty period, the new penalty begins with the month following the month the previous penalty period ends.

Example: Joe wants all his grandchildren to get a college education. He paid \$10,000 a year to each grandchild who was in college. In the last 60 months, Joe gave \$80,000 to help them. Since Joe gave away his resources, he may have a penalty period based on the transfers.

Example: Martha gave \$15 as a gift to her nephew for his birthday as she has every year. Since this is a minimal amount consistent with her past behavior this would not result in a penalty. If you receive medical benefits, your local FCRC will inform you of the penalty period. You may eliminate a penalty by getting back the property that was transferred or you can apply for a hardship if it can be proven that the penalty would cause you to be without food, shelter, clothing or necessary medical care.

Liens and Claims

The state has the legal right to recover the amount of assistance some people receive through the medical benefits program. The state can file a lien on real property you own, like your home, while you are receiving long term care services and the state can file a claim against your estate. The state will seek to recover money equal to the amount of medical benefits you

received. For more information on liens and claims, get the brochure called Property Liens and Estate Claims from your local FCRC.

Money Owed to You

You may be owed money because you have an annuity, promissory note (agreement to pay an amount of money), a loan agreement with someone, or mortgage (including selling your property contract for deed). You must report any money owed to you and you must change the agreements to assign your interest in the debt to the State of Illinois upon your death.

Example: Mary was hurt at work and used the settlement to purchase an annuity policy. This policy pays her a monthly income. Mary must report the annuity and contact the company to make the State of Illinois the remainder beneficiary of any remaining funds after her death up to the amount of medical assistance paid on her behalf.



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Your Rights

You Have the Right to Receive Nursing Care

You have the right to receive the care you need. You have the right to know about your medical condition and make decisions about your care.

You Have the Right to Stay in the Nursing Home

If you go into the hospital, the nursing home must save a space for you for at least 10 days. If you are in the hospital longer than that, the nursing home must still take you back unless all of its beds are full or the nursing home cannot provide the type of care you need. The nursing home must let you come back as soon as a bed becomes available, if it can provide the type of care you need. A nursing home cannot move you against your will unless:

- The nursing home cannot provide the type of care you need;
- You are unsafe in the home, or you make others unsafe; or
- You do not pay for your care.

If you receive medical benefits, the nursing home cannot make you leave even if it decides to stop taking care of patients who receive medical benefits.

You Have the Right to Keep Your Own Money

You have the right to manage your own money. You may keep \$60 (or \$90 if you live in a supported living facility)

of your monthly income and do whatever you want with it. The nursing home must have your written permission to manage your money for you. If it keeps your money, you can take it any time you want. If the nursing home has more than \$50 of your money, it must put the money in an interest earning bank account.

You Have the Right to Privacy

You have the right to see visitors privately and to make private telephone calls. Your mail should not be opened. Nursing home staff should knock before coming into your room and should help you with your personal and medical care in private.

You Have the Right to Complain

If you have a problem with your nursing home, you have the right to report it. If you cannot solve your problem yourself or with the help of your resident council, you can ask for help from the state. For a referral to a nursing home or to file a complaint about your current nursing home, call the Illinois Department of Public Health at 1-800-252-4343. If you are using a teletypewriter (TTY), you can call the Illinois Relay Center at 1-800-526-0844. The call is free. You can also contact the Illinois Long Term Care Ombudsperson for your area. For the telephone numbers of your local ombudsperson, call the Department of Aging Senior Helpline at 1-800-252-8966 (voice and TTY). Your nursing home cannot retaliate against you because you file a complaint.

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Residents' Rights for People in Long-term Care Facilities

As a long-term care facility resident in Illinois, you are guaranteed certain privileges according to rights, protections and State and Federal law.

You have the right to...

Safety and Good Care

- Your facility must provide services to keep your physical and mental health, and sense of satisfaction.
- You must not be abused by anyone — physically, verbally, mentally, financially or sexually.

Participate in Your Own Care

- Your facility must develop a written care plan that states all the services it provides.
- Your facility must make reasonable arrangements to meet your needs and choices.
- You have the right to choose your own doctor.
- You have the right to all information about your medical condition and treatment in a language that you understand. You also have the right to see your medical records within 24 hours of your request.
- You have the right to make a Durable Power of Attorney for Health Care, Living Will, Declaration for Mental Health or Do Not Resuscitate Order.

Privacy

- Your medical and personal care are private.
- Facility staff must knock before entering your room.
- Your facility may not give information about you or your care to any unauthorized person(s) without your permission.
- You have the right to private visits, unless your doctor has ordered limited visits for medical reasons.
- You have a right to make and receive phone calls in private.
- If you are married, you and your spouse have the right to share a room, if available.

Money Management

- You have the right to manage your own money.
- Your facility may not become your money manager nor your Social Security representative payee without your permission.
- You may see your financial record at any time.
- The facility must give you an itemized statement at least once every 3 months.

Safety of Your Personal Belongings and Property

- You must be given a contract that states what services are provided and how much they cost.



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- We have proudly served over 40,000 patients in northern Illinois, northwest Indiana, and southern Wisconsin.

- Your facility must not require anyone else to sign an agreement stating they will pay for your bill unless they are your court appointed legal guardian.
- Your facility must give you information on how to apply for Medicaid, Medicare and Spousal Impoverishment.
- If you receive Medicaid, the facility cannot make you pay for anything for which Medicaid pays.

Stay in Your Facility

- You have the right to keep living in your facility.
- The facility can force you to leave because:
 - ...you have not paid your bill,
 - ...you are dangerous to yourself or others,
 - ...your medical needs cannot be met, or
 - ...the facility closes.
- You must be given a written notice if your facility requests that you leave. This notice must include:
 - ...why you are being asked to move,
 - ...how to file an appeal, and
 - ...a self-addressed envelope to be mailed to the Illinois Department of Public Health.

- You have the right to appeal your discharge within 10 days. Contact the Illinois Department on Aging for help regarding your involuntary discharge notice. Call 1-800-252-8966, 1-888-206-1327 (TTY).
- In most cases, if you receive Medicaid, you must be allowed to return to your facility when you leave the hospital, even if the facility has given you a written discharge notice. If you are hospitalized for more than 10 days, your facility must let you return if/when it has a bed available. If you are private pay, the facility is required to advise you in writing of any action you must take to hold your bed while hospitalized.
- You have the right to be told in advance if your room or roommate is being changed.

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Remember, you do not lose your rights as a citizen of Illinois and the United States because you live in a long-term care facility.

- You have the right to vote.
- You have the right to participate in social and community activities that do not interfere with the rights of other residents.
- You have the right to participate with other residents in the Resident Council.
- You have the right to meet with the Long-term Care Ombudsman, community organizations, social service groups, legal advocates and members of the general public who come to your facility.
- You have the right to present grievances and to get a prompt response from the facility.
- Your facility may not threaten or punish you in any way for asserting your rights or presenting grievances.



If the rights presented in this booklet are not applied within your facility, the following actions are suggested:

1. Define the problem. Writing it down may help make clear exactly what has happened and why it is wrong. When did it happen? (Give times and dates, if possible.) Who was involved or saw the incident? Ask questions of others who may be involved or know about the problem.
2. Talk to the staff. If it seems appropriate, talk about the problem with the staff responsible for taking care of you. Find out the facility procedures for resolving problems or concerns. If this does not seem like a good idea, or if you

are not satisfied after you do so, consider talking to the facility administrator, the administrator's designee, your physician, the director of nursing, the social worker or the floor nurse.

3. Participate in the Resident Council. The Resident Council may raise concerns on behalf of a resident.
4. Ask for assistance. If you or the Resident Council need help solving a problem, you may ask the Illinois Long-Term Care Ombudsman Program for assistance. The program offers confidential help to older adults who have questions, concerns or complaints regarding the care they are receiving in their long-term care facility. Call:

Illinois Department on Aging

1-800-252-8966 | 1-888-206-1327 (TTY)

If the problem relates to a person with a developmental disability or mental illness, you may ask for help from Equip for Equality, a nonprofit organization named by the Governor to provide protection and advocacy for people with disabilities in all aspects of community living regardless of age. Call:

Equip for Equality

1-800-537-2632 | 1-800-610-2779 (TTY)

5. File a grievance with the Central Complaint Registry. Illinois has a formal Central Complaint Registry in the Illinois Department of Public Health. If you think your facility is violating your rights or those of your fellow residents, you can make a complaint against it. The Illinois Department of Public Health will investigate your grievance. If a violation has been found, the long-term care facility will be cited; and corrective action will be taken. Call:

Central Complaint Registry

1-800-252-4343 | 1-800-547-0466 (TTY)

Illinois Long-Term Care Ombudsman Program

Ombudsman...Resident Advocate

Call 1-800-252-8966 to learn more

To obtain copies of the following brochures:

- Residents' Rights for Persons Residing in Supportive Living Facilities
- Residents' Rights for People in Intermediate Care Facilities for the Developmentally Disabled

Call 1-800-252-8966, 1-888-206-1327 (TTY), or visit www.state.il.us/aging on the Web and link to "News and Publications."

Television Channel Guide

Streaming is available on the TV system, enter the patient's username and password in apps to stream.

Channel	Description
2	CBS - WBBM 2
3	Burgess Square Channel
4	Burgess Square Channel
5	NBC - WMAQ 5
6	NBC - WMAQ 5
7	COZI TV
8	CRIMES
9	ABC - WLS 7
10	ABC - WLS 7
11	LOCLISH
12	CHARGE
13	CW- KWGN 9
14	CW
15	ANTENNA TV
16	GRIT
17	REWIND
18	THE NEST
19	PBS - WTTW 11
20	PBS - WTTW 11
21	PBS KIDS
22	IND - WCIU 26
23	THE U
24	U TOO
25	METV
27	FOX - WFLD 32
28	FOX - WFLD 32
30	WEATHERX

Channel	Description
31	TMO - WSNS 44
32	TMO - WSNS 44
33	T-XITOS
34	MNT - WPWR 50
35	MNT - WPWR 50
36	ION
37	LAFF
38	IONPLUS
39	BUSTED
40	GAME SHOW
41	UNIVISION - WBGO 66
42	MS GOLD
43	CRIMES
44	ION MYSTERY
45	QUEST
46	CHSN Chicago Sports Network
47	ESPN
48	ESPN2
49	IFC
50	FS1
51	Marquee Sports Network
52	ESPNU
53	CNN
54	FOX NEWS CHANNEL
55	THE WEATHER CHANNEL
56	TBS
57	TNT

Channel	Description
58	USA NETWORK
59	DISCOVERY
60	ANIMAL PLANET
61	NATIONAL GEOGRAPHIC
62	FREEFORM
63	TLC
64	HISTORY
65	FOOD NETWORK
66	A&E
67	LIFETIME
68	THE GRIO
69	TV LAND
70	INSP
71	AMC
72	TCM
73	WE TV
74	GSN
75	TRAVEL CHANNEL
76	FX
77	FETV
78	HALLMARK
79	Hallmark Movies & Mysteries
80	TRUTV
81	SYFY
82	PARAMOUNT NETWORK

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