

## Welcome to our family!

This is just an insight on what to expect when you become the newest member of our family. Please take a moment to look this over and if you have any questions please reach out to your nurse or your Aide and we will address all of your concerns.

## YOUR SAFETY IS OUR TOP PRIORITY:

Due to COVID-19 regulations, you will be provided with an isolation room for your first 14 days. This is just a safety precaution to ensure your safety and the safety of others.

Cleveland Healthcare Center  
903 E. Houston ST Cleveland, TX 77327

Recipient Name  
Address  
City, ST ZIP Code



CLEVELAND  
HEALTH CARE CENTER



Proudly serving our community for more than 50 years. We understand the littlest things make the biggest difference in the lives of our residents and hold ourselves to a high standard of excellence.

**281-593-3737**

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## INTERDISCIPLINARY TEAM:

Our team of skilled nurses, therapists, as well as our Social Worker will work closely with you and your family to begin a safe and healthy discharge home within 72 hours of admission. While we love having you here, our goal as well as yours is to get you home.

## Therapy Evaluation:

Our therapy department offers physical, occupational and speech therapy. Within 24 hours of your admission you will receive an evaluation from all disciplines and receive a personalized Plan of Care. Our goal is to help you get stronger so that you can safely go home and get you back to being your best!

## Laundry Services:

We will be able to provide you with laundry services during your stay with us, or if you prefer to have your family do it at home, that is perfectly fine. Just make sure your clothes are labeled if we will be doing your laundry.

*We value your feedback!*

*Please feel free to look us up on  
Facebook!*

## INITIAL NURSING ASSESSMENT:

When you arrive to us you will receive a complete medical assessment and your medication will be ordered. Staff will check on you frequently and make sure that you are receiving the best care that is possible. The nurse will be in contact with your Primary Care Physician.

## Visitation:

We are offering virtual visits and limited window visits. We encourage you to interact with your family as much as possible during your stay with us. We also have iPads to help with FaceTime. Please reach out to our Social Services Director or our Activity Director to help schedule this.

## Resident Engagement:

Our Activity Director will meet with new residents to gain a better understanding of what activities, hobbies or interests the resident has. Our goal is to keep the resident involved with meaningful activities that are enjoyable and contribute to overall health.

## DINING SERVICE:

Your preference and opinion matters! All meals and snacks are provided to you. If you are unhappy with your meal service, please reach out to our dietary manager or nursing staff to address this. Also alternative menus are available for all meals.

## Personal Protective Equipment (PPE):

Your nurses and other staff members will be wearing face masks, face shields and a protective gown when in your room for the first 14 days and just a mask after that. While this may seem a little impersonal, we want to assure you that our team is friendly and still care about you and your needs.

## CONTACT US

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<http://clevelandhealthcarecenter.com/>