CHEMUNG COUNTY NURSING FACILITY

103 Washington Street, Elmira, NY 14901

Resident and Family Information Guide
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Revised March 2011
PHILOSOPHY AND MISSION

The Chemung County Nursing Facility (CCNF) located at 103 Washington Street, Elmira, New York is a 200-bed skilled nursing facility owned and operated by the County of Chemung. It opened on July 11, 1971 and employs approximately 300 people.

CCNF is committed to meeting the long-term, skilled-nursing needs of the citizens of Chemung County. It is the goal of this Facility to restore all residents to the highest possible level at which they can function, even when only small improvements can be made. To accomplish this goal a wide range of medical, nursing, rehabilitation and restorative services are provided on-site, and the Staff actively encourages self-care and special treatments, which may be helpful. Residents are urged to be independent and to be involved in their care plans by adhering to diets and rehabilitation regimen while participating freely in social activities and handling personal and financial affairs when possible. Residents whose medical or mental conditions limit their ability to participate in their care or decision making are assisted by qualified staff to assure that a safe and comfortable environment is provided.

Although the primary mission of this Facility is to provide medical and nursing care, we recognize and encourage the concept of quality life in a residential care setting. When possible, residents are offered choices in making decision about aspects of their daily care and activities, including food preferences, care schedules, clothing, socialization, and financial transactions. We encourage residents to express their opinions and concerns openly and through channels like Resident Council, Care Conference, complaint procedure and ombudsman. We also emphasize the involvement of family and friends in the daily lives of the residents, and we are proud of our tradition of bringing in community groups to enhance the lives of the people entrusted to our care.

The Chemung County Nursing Facility is a department of county government and operates under New York State Municipal Law. The facility is under the direction of a licensed Nursing Home Administrator who reports to the County Executive. Governing oversight is provided by the Chemung County Legislature through various committees, including Health and Human Services. CCNF is licensed to operate by the New York State Department of Health and is fully certified by Medicare and Medicaid.

ADMISSIONS

The Chemung County Nursing Facility has an open admission policy for Chemung County residents, or individual with family members living in this county, based on care need criteria. Residents who require skilled nursing care are eligible to apply for admission through one of the local hospitals or by contacting the New York Connects office at 737-5454. Applicants are evaluated to determine the type of services which they require. Information about the facility and admissions process can be obtained from our Social Services Office at 737-2878.

VISITING POLICY

The facilities’ main doors are unlocked from 11 AM to 9PM daily but individuals may visit at any hour so long as the resident wishes to have visitors. For visits during hours when the front doors are locked, you may call ahead (737-2022) and ask someone to open the door as there is an intercom by the door to call for assistance. Visitors are required to sign in at the Reception Desk. Children are welcome. No alcoholic beverages may be consumed in the building by visitors, and there are restrictions on providing alcohol to residents. We encourage families and friends to take residents outdoors or on home visits if the physician gives permission. Transportation for home visits may be available by using the Facility’s van, and arrangements can be made through the Nursing Service Office. No parking is allowed in the fire lanes around the circle in front of the main entrance. Visitors are responsible to abide by Facility rules and regulations, including no smoking and signing residents out when they are taken out of the building.
NON-DISCRIMINATION STATEMENT

The Chemung County Nursing Facility prohibits discrimination in any form on the basis of race, creed, age, color, national origin, sex, disability, sexual preference, marital status or source of payment in accordance with State and Federal statutes and regulations. This policy applies to admissions, employment, contracts and all business transactions.

HEALTH CARE PROXY

Upon admission each resident will be told about the Health Care Proxy Law which allows an individual to legally appoint someone to make medical decision for him/her in the event that the person becomes too ill to have the capacity to understand and make such decisions. We strongly urge every resident to utilize the right to appoint an agent to handle their medical decisions should the need arise.

NURSING SERVICES

Professional, skilled nursing care is provided 24 hours a day, 7 days a week by a combination of Registered Nurses, Licensed Practical Nurses and Certified Nurse Aides. The Director of Nursing supervises a department of well-trained and experienced staff members who are committed to providing quality care while promoting a residential health care environment. In cooperation with the attending physician and other health care professional, the nurses coordinate a personalized care plan to meet the individual needs of each resident. An RN Shift Supervisor is on duty around the clock to assist staff, residents and families with their concerns, and a RN Head Nurse is in charge of each 40-bed nursing unit to plan and manage the care needs of those residents. We urge residents and families to confer often with the Head Nurse to discuss care needs and to address any concerns.

Some of the specialized, skilled nursing services offered are tube feeding, wound care, IV therapy, oxygen and tracheostomy care.

CHARGES FOR ROOM AND SERVICES

CCNF has a daily rate, which covers room and board, 24-hour nursing care, medical supplies, personal laundry and most services provided by physician, dentist and psychiatrist. Separate charges are made for pharmaceuticals, rehabilitation therapy, and oxygen. Daily rates are the same for private and semi-private rooms. Residents are responsible for personal expenses like Beauty and Barber Shop, shopping and clothing. Some residents may be eligible for limited Medicare coverage provided they receive Medicare skilled care on a daily basis, but Medicare will only cover up to 100 days, and there is a 20/20 co-pay after 20 days of coverage. Room rates are subject to change after 30 days written notice. A full explanation of charges and covered services is contained in the Admission Agreement. The CCNF Social Services Department will be happy to assist with any questions about finances.

The Nursing Facility accepts all residents whether they are covered by Medicare, Medicaid, private insurance, or self-pay. Health care insurance and finances can be very complex and confusing so we urge residents and families to consult a Social Worker or the Business Office for explanations. Assistance in filing for Medicare and Medicaid is gladly provided.

MEDICAL SERVICES

Each resident must be under the care of a physician, and this physician must visit at least once every 30 days and more often when medically indicated. The Facility’s full-time Medical Director cares for all of the residents, but a resident is free to select a personal physician who is willing to join the Medical staff of the Facility. In the event of an acute illness, a resident may be transferred to a hospital, and the resident’s bed may be reserved for up to 20 days. While the Medical Director’s services to residents are covered by the daily rate, private physicians will make separate billings. In addition to physicians, the Facility has many other health care practitioners on staff, including dentist, psychiatrist, optometrist and podiatrists.
MAINTENANCE AND SECURITY

The Maintenance Department is staffed 8 hours a day and provides routine maintenance of the building and grounds. The Department will be happy to do minor repairs to equipment and also evaluate electrical appliances for safety before use in resident rooms.

Access to the building is limited to the main entrance after 5:00 PM and all external doors are equipped with alarms. For added security of our residents, stairwell door and other internal doors are equipped with magnetic locks and alarms that require use of a keypad code to open the doors. It is very important to keep these doors secure to prevent residents from wandering out of the facility, and visitors should ask staff for assistance in opening these doors.

The Facility has a well-rehearsed Fire Plan, and drills are held several times a month to make sure that staff remain alert and trained in case of emergency. Residents and visitors should follow instructions during any drills or emergencies.

SMOKING POLICY

In accordance with New York State’s Clean Indoor Air Act, smoking is not permitted in any indoor areas of the Nursing Facility for residents, visitors and employees. Smoking by residents, visitors and employees is allowed in designated areas of Heritage Gardens, but no smoking is permitted by public entrances to the building.

Matches, lighters and smoking materials are not allowed in resident rooms, and visitors are forbidden from giving any such items to residents inside the building.

DONATIONS

Donations may be made to the Resident Memorial Fund, which is used to purchase needed equipment for the benefit of residents. Information about memorial donations can be obtained from the Activities Director (737-2007). While the Facility is pleased to accept appropriate donations of equipment, we prohibit tipping and soliciting, and staff members may not accept gifts or borrow money from residents and family members.

BEAUTY AND BARBER SHOP

A full-time licensed cosmetologist and a part-time barber operate a fully equipped shop. There is a charge for these services paid for by the resident through the Business Office. A schedule of prices is posted in the shop.

REHABILITATION THERAPY

Physical, occupational and speech therapy consultation and treatment are provided at the Facility upon the order of the attending physician. Each resident is encouraged and assisted to develop the fullest possible rehabilitation potential, and the Facility is well-equipped to provide long-term therapy care.

VOLUNTEERS

Our volunteers answer a unique need in our Facility. Through their service we are able to provide more programs for our residents. Family members, visitors and even residents may serve as volunteers. Community groups also serve as volunteers by bringing in entertainment and other services. More information about our very active Volunteer Program is provided by the Activities Director.

PHARMACY

Full-time registered Pharmacists are on staff to dispense medications ordered by the physician and to monitor the drug therapy of each resident. The Facility operates a fully licensed-house Pharmacy. Private pay residents may enroll in New York State’s EPIC Program and Medicare Part D to obtain their medications at greatly reduces cost. Please contact the Business Office or Social Service Department about application.

HOUSEKEEPING

We are proud of our Facility’s appearance. It is kept clean by a well-equipped, professional Housekeeping Department. Resident rooms are cleaned daily. Housekeeping staff is on duty seven days a week to keep all areas clean and sanitary.
STAFF DEVELOPMENT

This Facility adheres to high standards for the orientation and training of new personnel and the continuing education of all staff. To accomplish this goal programs are routinely scheduled that fulfill all regulatory requirements as well as specific needs of departments and individuals.

TRANSPORTATION

A handicap-equipped van is available for the transportation of residents to medical appointments and out-of-facility activities. An escort assists a qualified van driver when residents are transported in the van. Arrangements for special functions and home visits can be made through the Nursing Service Office.

PERSONAL SHOPPING FOR RESIDENTS

We encourage family members to handle the personal shopping needs of residents, and funds can be made available from the trust fund account in the Business Office. However, when family members are not available, the Facility is pleased to offer a staff member to assist the resident in shopping. Requests for shopping should be given to the Head Nurse or Social Worker on the nursing unit, and the Facility’s Shopper will pick up the items on the next trip.

MEDICAL INFORMATION
CONFIDENTIALITY

CCNF complies fully with federal HIPAA regulations (Health Insurance Portability and Accountability Act of 1996) regarding privacy, confidentiality and security of protected medical information. Questions about HIPAA and release of medical information may be directed to the facility’s Privacy Officer who is in charge of Medical Records Department (607-737-2005).

DO NOT RESUSCITATE ORDER

At the time of admission each resident or the resident’s representative will be told about the right to request a Do Not Resuscitate (DNR) order from the physician. The Social Services Department will provide information on this important aspect of a resident’s right to choose

MEDICAID APPLICATIONS

The Department of Social Services has an office at the Nursing Facility where individuals may apply for Medicaid or get information about Medicaid eligibility. The office is open on most weekdays, excluding holidays, and is located on the ground floor just past the public restrooms. Contact number is (607)737-3570

ACTIVITIES

The Activities Department creates a stimulating social environment, thereby encouraging residents to exercise their abilities. The seven days a week program provides opportunities for physical, social, intellectual and spiritual experience. Community involvement is emphasized in frequent special events and entertainment. Schedules of activities are posted within the Facility and given to residents in a monthly newsletter.

Catholic and Protestant religious services are held weekly with special services for holidays. Other denomination services are provided as needed. Residents’ pastors are welcome. Chaplains are available for personal sessions with residents and families, and arrangements may be made through the Activities Director

NEWSPAPERS AND MAIL

Daily newspaper subscriptions can be purchased separately by residents, and the Activities Department will deliver the paper to resident rooms. There is also a newspaper available in the Day Room and during morning coffee hour.

All residents are entitled to receive and send private mail unopened. The Activities Department delivers mail daily to residents.

The Activities Aide or a Social Worker will gladly give assistance in reading or writing letters. If desired by the resident, the Social Service Department can be designated to handle all business mail. Mailboxes for Residents outgoing mail are located near the elevator on each unit.
PRIVACY ROOMS AND TELEPHONES

Each nursing unit has a Privacy Room, which has a handicap-equipped public telephone. This room is intended primarily for residents to make personal phone calls or to meet with visitors in private. All phone charges are the responsibility of the resident. We ask that personal calls not be made at the nurse’s station, as this if the only business phone located on the unit.

Resident rooms are not wired for regular telephone service, but digital phone service is available through Time Warner Cable using the television cable outlet in each room. Digital phone service allows unlimited local and long distance calling to the US and Canada at a fixed monthly fee of approximately $50. Cell phones may also be used. The facility’s Social Services Department will be happy to make arrangements with the cable company to set up a personal phone and account for any resident.

FAMILY SUPPORT GROUP

Resident families have the right to meet in the facility with the families of other residents. If family members request to form a Family council or support group, the Nursing Facility will be happy to provide private meeting space and allow staff and visitors to attend meetings if invited. A staff person will be designated to provide assistance and to insure that responses are made to written requests for information. The Nursing Facility will listen to the views and suggestions from the Family Council and act in a timely and appropriate manner to respond to grievances and recommendations from the Council concerning policy and operational issues. Family members who desire to form a Family Council or who want to participate in an existing support group should contact the facility’s Director of Social Services at 737-2878.

EPIC PHARMACY PROGRAM

The facility participates in New York State’s EPIC Program and Medicare Part D that provide no charge or low cost prescription drugs for individuals whose costs are not covered by private insurance. The Social Services Department and Business Office have application forms and will be happy to provide assistance in filing the enrollment application.

RESIDENT COUNCIL

The Resident Council meets monthly and provides a forum for all residents interested in participating. The stated objectives of the Council are to:

- Recruit residents’ opinions and reactions to the Facility’s programs;
- Give residents a voice in planning programs that directly affect their lives at the Chemung County Nursing Facility;
- Promote interest in programs among other residents, staff and the community;
- Assure direct lines of communication to the Administrator who has the ultimate responsibility for setting policies and procedures;
- Help all residents be aware of their rights and responsibilities;
- Help all new residents in their initial adjustment to the Nursing Facility;
- Strengthen residents’ feeling of belonging; and
- Establish and maintain better living conditions at the Nursing Facility.

Council meetings are open to staff and visitors.

TELEVISION

The Facility provides free basic cable service (Channels 2-13) in each resident’s room, but for a monthly fee of $6.00 residents will receive channels 2-75. Televisions are generally the responsibility of the resident, but a limited number of television sets are available for loan to residents on a short-term basis until a personal set is obtained. We do not provide pay television channels such as HBO, but residents may purchase such service on a private basis by making arrangements with the cable company.

DAY ROOMS

Each floor has a Day Room furnished with comfortable furniture and television. Activities are held in this room, and visitors are welcome to meet with residents there. Small groups of residents may also take their meals in the Day Rooms and may be accompanied by visitors for lunch and dinner.
RESIDENT ROOMS AND PERSONAL PROPERTY

The Nursing Facility has 200 beds divided into five nursing units having 40 beds each. There are 14 double occupancy rooms and 12 single bed rooms on each unit. All rooms have the same daily rate. Private rooms are generally filled from a waiting list although special circumstances may require a resident receiving a private room ahead of others.

Every room has a bathroom, sink and separate closets and dresser for each resident. All rooms have windows. Each resident is provided with an overbed table, bedside cabinet, room or lounge chair, and wheelchair (if needed). A lockable drawer is in each dresser, and the upper part of the closet can also be locked.

We encourage residents to personalize their living space with pictures, plants and other items of sentimental value. If a resident wants to bring in a TV with stand, basic cable is provided at no charge. Some space is available for personal furniture, but we request that inquiry be made to the Head Nurse of the unit to determine if the item is appropriate. We also ask that nails and hooks not be hammered into the walls, our Maintenance Department will be happy to help with hanging personal items so that walls are not damaged. Some limited storage space is available in another part of the building for boxed personal items.

The Nursing Facility is equipped to provide excellent long-term care needs for many types of medical problems. Oxygen can be provided in each room, and specialized tube feeding pumps are readily available. However, if a resident becomes acutely ill and needs hospitalization, we promptly transfer by ambulance to a local institution. The resident’s room and belongings are secured during hospitalization, and we can reserve the room for the resident’s return for up to 20 days.

The Nursing Facility cautions residents not to keep money and valuables in their rooms, as we are not responsible for theft or loss unless the items were given to us for safekeeping. However, if any staff members cause damage to personal property, we will be happy to repair or replace the items at no charge.

Our Facility is referred to as a “Residential Health Care Facility” which means that we emphasize creating a homelike environment as much as practical. For that reason we encourage residents to wear nice, comfortable clothes and to be active in social affairs of the Facility. Our staff and Therapists are eager to make the daily life of residents more enjoyable which includes providing specialized devices and equipment to assist in activities of daily living.

FOOD SERVICE AND CAFETERIA

All food and nourishments are prepared in the Facility’s modern, well-equipped kitchen by a contract vendor who pays careful attention to individual needs and preferences. A Dietitian is on duty to assist with special diets and menu planning and is happy to discuss any concerns with residents and families. Specialized feeding is available for those residents with medical conditions that inhibit normal food or fluid intake. The facility does not offer a daily selective menu, but every resident is able to state likes and dislikes that will be incorporated into a personal diet plan.

Each nursing unit has a private dining room for use by residents, and staff members are on duty to assist residents with eating. Visitors are allowed in dining rooms at mealtime for the purpose of assisting a Resident with eating. The visitor must first receive training with specific feeding protocol. Otherwise visitors are not allowed in the dining rooms at mealtime out of respect for residents’ privacy.

The cafeteria is available for use by residents and visitors, but its primary purpose is to serve meals to the more than 400 employees working in the Health Center. Visitors are welcome to join residents for meals in the cafeteria. The hours are 7 AM to 7 PM daily.
COMPLAINTS AND RECOMMENDATIONS

All residents and visitors are encouraged to voice complaints or recommendations about any aspect of the services in the Nursing Facility. A Complaint and Recommendation form is available to make written requests to the Administrator. In addition, all residents are given an information sheet, which describes other avenues for communicating needs such as the Ombudsman Program and New York State Department of Health.

The Nursing Facility takes all allegations of abuse or mistreatment of residents very seriously, and we promptly investigate all such reports. In addition, there is mandatory reporting of all suspected incidents of abuse to the State Department of Health for formal investigation by the authorities. Posters on Abuse Reporting are placed throughout the building.

LAUNDRY AND LINENS

Most residents are up and dressed daily. Our Laundry Department provides each resident with the option of having personal clothing laundered by the Nursing Facility. There is no additional fee for this service.

There is a marking machine in the Laundry Department. Whether the Nursing Facility or someone else is responsible for laundering, we request that all residents have their personal clothing clearly marked. Clothing should be initially brought to the reception desk. The receptionist will see that all clothing items are marked and returned to the resident.

Families and friends doing laundry should provide a bag for staff to use to keep clothing separate. If families do not come in to launder clothes at least every three days, we will send the soiled clothes through our laundry service. This is to minimize room odors, control infection, and assure residents have enough clean clothing.

BUSINESS OFFICE

The Business Office is responsible for sending bills, receiving payments and managing personal funds for residents. The office is open weekdays (except holidays) from 8:30 AM to noon and 1 PM to 4:30 PM. Services provided by the Facility are detailed in the Admission Agreement, and it is important to know that all regular services provided by the Facility are included in the daily rate. However, some services provided by other parties such as the cosmetologist, private physicians, and hospitals must be paid separately. Payments for the monthly charges are expected at the start of the month, and bills will be sent to the person who handles the resident's finances.

An important service of the Business Office is offering a private trust fund account for any resident at no charge. The resident for any personal expenses can use this interest earning account, and the Business Office will give quarterly statements to show activity, interest earned, and balances. You may request a special statement at any time with 24 hours notice to the office staff. The monthly deposit of a "personal allowance" from Social Security generally replenishes the trust fund. All residents, including those on Medicaid, get a fixed amount each month for their personal allowance.

We highly recommend that a trust fund be opened, as it is very unwise to keep large amounts of money in a resident's room. The safe in the Business Office is also available should residents wish to store valuables like jewelry.

Questions about resident bills, charges for services, Medicare/Medicaid and other financial matters should be direct to the Billing Office at (607) 737-2028.
PHONE DIRECTORY

If you would like additional information or have questions, 
Please feel free to contact one of the listed departments.

PHONE NUMBERS

Reception Desk .............................................................. 737-2001
Administration ............................................................... 737-2068
Activities ................................................................. 737-2007
Beauty Shop ................................................................. 737-2045
Business Office ........................................................... 737-2011
Billing Office for Resident Accounts ................................ 737-2028
Food Service ................................................................. 737-2015
Laundry ................................................................. 737-2008
Social Services ............................................................. 737-2001
Staff Development ....................................................... 737-2939
Nursing Service Office .................................................. 737-2014
Therapy Department ..................................................... 737-2006

NURSING FLOORS

2<sup>nd</sup> Floor ........................................................... 737-2022
3<sup>rd</sup> Floor .................................................................. 737-2023
4<sup>th</sup> Floor ................................................................. 737-2024
5<sup>th</sup> Floor ................................................................. 737-2025
6<sup>th</sup> Floor ................................................................. 737-2026

PRIVACY ROOMS – PAY PHONES:

2<sup>nd</sup> Floor ........................................................... 732-9360
3<sup>rd</sup> Floor ........................................................... 734-9136
4<sup>th</sup> Floor ........................................................... 734-9029
5<sup>th</sup> Floor ........................................................... 734-9031
6<sup>th</sup> Floor ........................................................... 732-9395
NOTICE TO VETERANS AND THEIR SPOUSES

In accordance with New York State Executive Law and Section 2805-o of Public Health Law, this information about veterans’ affairs offices is being provided to our nursing home residents and their spouses.

State Office
New York State Division of Veterans’ Affairs
Corning Tower, 28th Floor
Empire State Plaza
Albany, NY 12223
(518) 474-6784 or toll-free (888) 838-7697

Chemung County Office for NYS Division of Veteran’s Affairs
NYS Division of Veterans’ Affairs
425 Pennsylvania Avenue, Human Resource Center
Elmira, NY 14904
(607) 733-2178

Location for Accredited Veterans’ Service Officer
Chemung County Department of Veterans Affairs
425 Pennsylvania Avenue, Human Resource Center
PO Box 588
Elmira, NY 14902-0588
(607) 737-5445

Other Veterans’ Services
Elmira Outpatient Clinic of Bath VA Center
200 Madison Avenue
Elmira, NY 14901
(877) 845-3247

For further information, please contact Social Services Department at the Nursing Facility (607) 737-2001.