

## **A Message From the Executive Director**

If you are seeking rehabilitation services, skilled nursing care or long- term nursing home care for you or your loved one, you more than likely looked us up on the Medicare website, Nursing Home Compare or saw our profile on the Care Port or Care Compare websites. If this is the case, then you have seen that our current 5 Star Rating is one star.

This may cause you to categorically dismiss our facility as a home for yourself, your family or a friend. However, before making your final choice, I ask that you indulge me for a couple of minutes..

In March, 2022 Norwegian Christian Home and Health Center received a significant citation from the NYS Department of Health (DOH) for the use of siderails. DOH classified these siderails as restraints and as such, require different protocols and documentation. WE disagreed with the DOH interpretation of the regulations and vehemently appealed these findings through the established process. However, the citation was sustained.

It should be noted that none of the residents who had/have side rails sustained any injuries as a result of their use.

Further random visits by DOH in September 2022 and March of 2023 did not identify any issues related to siderails.

Finally, the Home does not have a history of poor performance, we had one tarnished survey which is an outlier and not indicative of the usual and customary care provided by the Home.

I maintain that the Norwegian Christian Home does and always has provided top notch quality care and will continue to do so.

I encourage you to make an appointment to take a tour of our facility. You may reach out to our Admissions Department at (718) 306-5601/5602.

Thank you.

Anthony J. Restaino, CNHA, FACHCA  
Executive Director