



NDHC



NORTHWOOD DEACONESS
HEALTH CENTER

A large green hexagon is the central focus. It is surrounded by several other hexagons: a purple one at the top, a yellow one at the bottom, and a blue-outlined one to the right. The background consists of a pattern of light gray hexagons.

RESIDENT
HANDBOOK

Northwood Deaconess Health Center

.....Serving the community since 1902

VISION STATEMENT

We envision NDHC as a leading source for primary health services in our region, and as a Christian organization, ready to adapt to changes necessary to fulfill the health care needs of the communities we serve.

MISSION STATEMENT

The mission of Northwood Deaconess Health Center is to:

- * Serve as local access to a full range of health care services;
- * Continue as a leader in primary care for the whole family, in care of the elderly and in emergency services.
- * Function as a focal point for community health education and wellness.

Welcome

NDHC would like to welcome you to our community. It is our goal to offer you a home like environment that provides you with the services that you need while supporting your independence, individuality, and personal preferences. This handbook provides information that you need to know and will help you become familiar with our services. If you have any questions, feel free to contact the social services departments by phone at 701-587-6408.

PERSONAL POSSESSIONS

Room Decor: Residents are encouraged to decorate their rooms with furniture, pictures, knick-knacks, plants or other items to give it a personal touch. Pictures and shelving can be hung but must be smaller than 24" by 36" or it has to be fireproof. No curtains or valances unless fire proofed. Maintenance is available to assist if needed. Scatter rugs are prohibited due to the high risk of accidents. Maintenance will check all electrical items to ensure their safety. Power strips may be used only for electronic devices such as TV's and radios. Extension cords, fans, heating pads, electric blankets, vaporizers, halogen lamps and humidifiers are not allowed. Upon discharge personal property must be removed from the resident's room within 24 hours unless special arrangements are made.

Personal Care Items: The facility provides certain brands of toiletries for each resident. The resident is responsible to pay for products if they chose to use a different brand than those supplied by the facility.

Each resident must provide his/her own razor.

Refrigerators: Small refrigerators are allowed, space permitting. It is the responsibility of the family to keep it cleaned and to keep food fresh. No alcoholic beverages will be permitted to be stored in them.

Valuables: Valuables are recorded on an inventory sheet and filed in the resident's chart. Any valuables brought in or removed from the resident's room should be reported to the nursing staff for documentation in the chart.

Missing Items: Residents and families should report all missing or damaged items to social services or the charge nurse in a timely manner. All reports will be promptly and thoroughly investigated. No item will be replaced or compensated for unless a report is filed within three months of the item's disappearance or damage.

Clothing: Six changes of clothing are recommended. Prior to admission all clothing should be marked with a permanent, marking pen. Please mark new clothing as it is brought in or leave it at the nurses' station to be sent to laundry for labeling. If you purchase any new clothes for the resident and would like to send the receipt, we could have someone exchange them for you if they don't fit. Because of limited closet space, we ask residents or family members to clean closets periodically to remove worn-out or unused clothing or other items.

Resident Closets: Each resident has a closet in their room for hanging clothes. If your loved one's closet gets to full, you will be contacted via phone or letter by social services staff and asked to remove some of the items within 30 days. If items are not removed by that time, our staff will then remove some items that may be old, stained or worn out and discard of them or donate them to a thrift store.

Laundry: We strongly recommend wash and wear items be provided. Our laundry does not have capabilities to hand wash, dry clean, or iron any clothing and cannot be responsible for items

requiring special washing instructions. Northwood no longer has dry-cleaning delivery service available. Families will be responsible for dry cleaning.

Telephones: There are phones available near each of the nurses' stations, west activity room, and family conference room for private use. Residents may purchase calling cards for long distance calls. These can be purchased at the business office. A resident may have a private phone installed in the room at his/her own expense. The resident or family is responsible to contact the phone company of their choice for installation or discontinuation of services.

Televisions: Televisions are available for use in some of the facility parlor areas. Residents may bring in a TV and can receive local and basic cable channels via the facility. Extended cable packages are not included in the resident room rates and would be billed directly to the resident from Polar Communications. Social Services will assist you with this if desired. TVs can be mounted on the walls. See policy for more information.

Newspapers: The Grand Forks Herald, local weekly newspapers and magazines are available in the Dakota Parlor and Activity Room. If a personal copy of a newspaper is desired, family should arrange this at the resident's expense. The Grand Forks Herald is read to the residents in the main Activity Room daily.

MAIL

Mail is delivered Monday through Saturday to the residents' rooms. Writing materials are available in the Activity Room and stamps are available to purchase in Business Office.

MEALS

Residents are encouraged to eat dinner and supper in the dining room however, if resident would like to eat in their room this is their right to do so. The dining times are as listed:

| Dakota Dining Room | | |
|--------------------|---------------|---------------|
| <u>Breakfast</u> | <u>Dinner</u> | <u>Supper</u> |
| 8:00 a.m. | 11:30 AM | 5:30 PM |

Afternoon snack: 1:45 in Dakota Dining Room/Activities

Evening Snack: 7:15 in Resident's Rooms

Guest meals are available for family and friends for \$8.00. Holidays if possible, we ask that call a few days ahead of time to let us know how many are coming. NDHC will bill for cost of guest meals.

FAMILY GATHERINGS

The Activity Room, Chapel Basement, In-service Conference Room, Family Conference Room, and Thunder Zone and parlor areas are available for use upon request. Please contact the Activity Department at 701-587-6431 to reserve an area in advance so a space may be reserved for you. Coffee, cups and plates are provided free of charge.

VISITING HOURS

There are no restrictions on visiting hours. This facility does reserve the right to restrict a person from visiting who creates a disturbance or is known to be abusive to any resident. We discourage people from visiting if they have a cold or other illness.

PETS

Pets are allowed in the facility as long as they are leashed and do not interfere with other residents. Facility does have a more in-depth pet policy. If interested please ask staff to see policy.

ACTIVITIES

Monthly activity calendars are located on the bulletin boards next to the main activity room, across from the east nurses' station and by the Thunder Zone. Daily events are posted on the dry-erase board located across from the east nurse's station. Activity calendars are provided in each room. Special activities are posted in the facility newsletter. Families are encouraged and welcome to attend any activity.

Activities are provided in the Prairie Rose Unit by the nursing assistants and activity staff.

SPIRITUAL CARE

A chaplain oversees and provides for the spiritual care of all of the patients and residents, in the nursing home, hospital and special care unit. This involves working cooperatively with the area clergy and congregations, as well as with the NDHC staff and families. Worship services are held every Sunday at 2:00 PM and Holy Communion is given on the second Sunday of each month. Roman Catholic Mass is provided every week on Thursday mornings at 10:00 AM.

TRANSPORTATION

Transportation for medical services is provided if the family is unable to assist. The family may accompany the resident on the van if they desire. NDHC will provide transportation to the nearest medical provider for services not provided on site at NDHC.

ROUTINE AND NON-ROUTINE HAIR CARE

Routine and non-routine hair care services are available for each resident. Routine hair care consists of one free hair cut per month by the facility beautician and hair washed and set by the CNA's on bath days. **If a resident chooses to have their hair washed and set by the beautician they will be charged according to the price list below.**

Non-routine hair care includes any service that must be provided by a licensed beautician which includes permanents and coloring.

The beauty shop is open mornings on Mondays, Wednesday, and Friday.

Prices are as follows:

Permanents - \$50.00

Shampoo & Set - \$10.00

Shampoo and Blow dry style \$8.00

Professional Coloring - \$30.00

Hair Cut-\$15.00

SIGN-OUT

Please notify nursing before taking a resident from the facility. Medications and other supplies will be sent as needed.

CHRISTMAS DECORATIONS

Due to fire regulations, no Christmas lights or pre-lit Christmas trees are allowed in resident's rooms. The exception is live potted and fiber optic trees. Wrapping paper cannot be used to decorate doors and electrical decorations (lights) may not be used. Ribbons, bows and other ornaments are acceptable. Ceramic trees using low-wattage bulbs may be used if first checked out by maintenance. Facility does decorate "commons areas" during holiday seasons.

ALCOHOL & TOBACCO

No alcoholic beverages may be kept in a resident's room. Alcoholic beverages will be kept in the medication rooms and given as ordered by the physician. Smoking is permitted in designated smoking areas. Residents are assessed regarding ability to safely smoke. Please see smoking policy for more information.

FIRE AND FIRE DRILL PROCEDURES

NDHC is required to have a fire drill every month or at least four per year on each shift including night shift. In the event of a fire or fire drill the alarm will sound and the white firelights in the ceiling will blink on and off. Depending on the location of the fire, residents will be moved to a safe area or asked to remain in their rooms. The hallway doors and other fire doors will automatically shut. (Please do not open these doors unless instructed to do so.) Staff will close all doors and shut off oxygen. It will be paged over the intercom "fire is all clear" when the fire is extinguished, or the drill completed.

If you come across a fire, the most important thing you can do is to GET YOURSELF OUT OF DANGER and pull the nearest fire alarm or alert staff.

CARE PLANNING

Care plans are initiated the day of admit. A comprehensive assessment of each resident is done on or just prior to the 14th day after admission, at mandated intervals, and as changes occur. A care planning conference, including an interdisciplinary team and a family member, will be scheduled following the completion of the assessment. The care plan team will meet with each resident prior to the care plan meeting. Someone from the Social Services Office will call a family member or

representative 2 - 4 weeks prior to the care conference. If the family member or representative cannot attend, they may ask someone else to attend in their place, schedule for another day, or be contacted per phone during the care conference meeting.

PHYSICIAN SERVICES

During an emergency if the attending medical provider is not available, the medical provider on call will be contacted.

Dr. Erika Stein
Medical Director

If you need to speak to a medical provider after hours, contact nursing staff at 701-587-6443 and they will contact the provider to address any questions or concerns.

DENTAL & EYE EXAMS

Dental and eye exams will be scheduled for residents as needed. Services for eye exams are available at the NDHC Clinic located in this facility but each resident may choose to continue see the provider of their choice. Dental services are provided to the facility through Goose River Dental in Mayville or Matthew Volk, DDS in Larimore. Appointments can also be made at a dentist of choice.

EMERGENCY CONTACT

We ask that families provide nursing with a contact number when expected to be out of town.

HOSPICE

Hospice provides comfort and support to those residents faced with a terminal prognosis. Hospice workers offer holistic care to meet the resident and family's physical, emotional and spiritual needs. Hospice of the Red River Valley provides services to our residents.

FINANCIAL IMPACT

The financial impact that long term care placement can have on a resident and spouse, if applicable, can be significant. The cost of care is determined by the ND Department of Human Services. If you have long term care insurance, contact your agent or the company to find out what is required to make a claim. After a three-day hospital stay, it is possible that Medicare will pay for a portion of a long-term care stay. In general, once a resident becomes medically stable or plateaus with therapy, the Medicare coverage ends. Additional information is provided in the packet.

Each resident is required to provide his/her own spending money. NDHC recommends that each resident keep no more than \$5.00 in their room and if desired a petty cash fund can be arranged in the business office.

The business office is open Monday through Friday from 8:00AM to 4:30 PM.

BED HOLD

NDHC will temporarily hold a bed while the resident is in the hospital or on therapeutic leave (over night stays away from the facility other than hospital). Private pay residents will have their rooms held while they are out as long as they continue to pay their daily room rate.

The resident continues to be charged the daily room rate in their absence, except in the case of a Medicaid resident who was using Medicare Part A skilled benefits just prior to the hospital stay or therapeutic leave. Medicare does not pay for a bed-hold.

Medicaid residents whose hospitalization goes beyond 15 days may be discharged. The business office will decide whether to continue holding the room or discharge the resident. If the resident is discharged and wants to return to the facility and is eligible for Medicaid nursing services, he/she will be readmitted to the first available bed.

Medicaid payment for therapeutic leave is limited to 24 days per calendar year. Medicaid will not provide payment for additional leave days. If the resident chooses to use more than 24 leave days, he/she has the right to pay or to have someone else pay to hold the current bed, using funds other than his/her monthly income. He/she may choose not to pay to hold the current bed but to be readmitted to the first available bed, if qualified for Medicaid nursing services.

MEDICAID

Medicaid is a state-funded program to assist with paying medical bills for individuals with limited income and assets. Applications are available in NDHC Social Services office or can be obtained from the county office.

| | | |
|--------------------------------|---|---------------|
| <u>County Social Services:</u> | | |
| Grand Forks | - | 701- 787-8535 |
| Nelson | - | 247-2945 |
| Steele | - | 534-2584 |
| Trails | - | 636-5220 |

(Other county numbers are available in the NDHC Social Services office.)

ASSET ASSESSMENT

Spousal Impoverishment: The Medicare Catastrophe Coverage Act of 1988 requires nursing facilities and swing bed facilities to advise residents and their families that an asset assessment is available upon request at the county social service office in the county where you live. The purpose of this requirement is to allow your spouse who is still living in the community to keep allowed assets that would normally be used to pay for nursing home care.

If you meet the following criteria, we encourage you to request an asset assessment:

- If you are likely to be admitted to a nursing facility or swing bed for at least a full calendar month AND

- If you have a spouse living in the community.

Do not wait until you think you may be eligible for Medicaid. The amount of assets you have at the time of admission is the amount that needs to be assessed. Documentation showing ownership, interest, and current value of assets will need to be provided. There is no charge for the assessment.

ABUSE

All residents have the right to be free from abuse. Residents must not be subjected to abuse by anyone, including but not limited to, facility staff, legal guardians, friends, or other individuals. This facility will not knowingly employ persons with abusive histories, and precautions will be taken to prevent this possibility and to respond appropriately. NDHC does background checks on all new staff. Anyone can and should report abuse to the charge nurse, social worker, or department manager. NDHC will ensure that no adverse or retaliatory action is taken against an employee, resident, or family member, who in good faith, reports violations of abuse. The facility will conduct an investigation following its abuse policy guidelines. Also, complaints can be filed with the Department of Health by calling 701-328-2352.

ABUSE is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm or pain or mental anguish, or deprivation by an individual, including a caretaker of goods or services that are necessary to attain or maintain physical, mental, and psychosocial well-being. This presumes that instances of abuse of all residents, even those in a coma, cause physical harm or pain or mental anguish.

VERBAL ABUSE refers to any use of oral, written or gestured language that willfully includes disparaging and derogatory terms to residents or their families, or within their hearing distance, regardless of their age, ability to comprehend, or disability.

SEXUAL ABUSE includes but is not limited to, sexual harassment, sexual coercion, or sexual assault.

PHYSICAL ABUSE includes hitting, slapping, pinching and kicking. It also includes controlling behavior through corporal punishment.

MENTAL ABUSE includes, but is not limited to, humiliation, harassment, and threats of punishment or deprivation. This includes that which is facilitated or caused by nursing home staff taking or using photographs or recordings in any manner that would demean or humiliate a resident.

INVOLUNTARY SECLUSION is separation of a resident from other residents or from his or her room or confinement to his or her room against the resident's will, or the will of the resident's legal representative. Emergency or short-term or monitored separation may be permitted if used as a therapeutic intervention as determined by professional staff and if consistent with the patients/resident's care plan.

NEGLECT includes failure to carry out patient/resident services as directed or ordered by the physician or other authorized personnel, failure to give proper attention to patients/residents, failure to carry out as through careless oversight.

MISAPPROPRIATION OF RESIDENT PROPERTY means the deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's belongings or money without a resident's consent.

COMPLAINTS AND GRIEVANCES

Anyone has the right to speak up about decisions that affect care and life in this facility. Residents, family members or representatives have the right to voice complaints and to freely discuss problems, concerns, grievances or suggestions with staff without fear of retaliation or reprisal. Concerns should be brought to the attention of the Social Services Department Manager for documentation and follow-up.

The Ombudsman program is also available to long term care residents for assistance with resident concerns. Contact the State Ombudsman at 1-855-462-5465 option 3 or Regional Ombudsman.

IMPORTANT REFERENCES

Long Term Care Ombudsman.....1-855-462-5465 option 3 or 701-328-4617

Aging Services Division

1237 West Divide Avenue, Suite 6
Bismarck, ND 58501

Elderly Law Program.....1-800-634-5263

Protection & Advocacy Project

.....1-800-472-2670

400 E. Broadway
Suite 409
Bismarck, ND 58501

ND Department of Health.....1-701-328-2352

State Survey & Certification Agency

600 E. Boulevard Ave. Dept. 301
Bismarck, ND 58505-0250
Email: LTConcerns@nd.gov

Medicaid:

Grand Forks County Social Services.....1-701-787-8505

Medicaid Fraud & Abuse.....1-800-755-2604

600 E. Boulevard
Bismarck, ND 58505-0250

Medicare –

North Dakota.....1-800-247-2267

Minnesota.....1-800-392-0343

Facility Staff:

Administrator.....587-6459

Director of

Nursing.....587-6487

Social Worker/ Grievance Contact

Person.....587-6408

Medical

Providers.....587-6900

East Unit Nurse's station587-6432

Hospital Nurse's station587-6443

Activities 587-6431

Services:

Polar Cable TV/phone/internet....

.....Local 701-284-7221

Miller's Fresh Foods.....587-5053

Northwood Drug587-5271

Northwood Flower and Gift - Main St

.....587-6100

Local Dining:

Cool Stuff Drive Inn- Main & Old Hwy 15

.....587-5731

Brass Rail Bar & Grill- Main St.....587-6135

The Hut Bar- Main St 587-6213