



NDHC



NORTHWOOD DEACONESS
HEALTH CENTER

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

RESIDENT
HANDBOOK

Table of Contents

WELCOME	3
OUR MISSION	3
VISION STATEMENT	3
PERSONAL POSSESSIONS	4
COMMUNICATION	5
MAIL	5
MEALS	5
FAMILY GATHERINGS	6
VISITING HOURS	6
PETS	6
ACTIVITIES	6
SPIRITUAL CARE	6
TRANSPORTATION	6
ROUTINE AND NON-ROUTINE HAIR CARE	6
HOLIDAY DECORATIONS	7
ALCOHOL & TOBACCO	7
EMERGENCY PREPAREDNESS	7
CARE PLANNING	7
PHYSICIAN SERVICES	8
DENTAL & EYE EXAMS	8
EMERGENCY CONTACT	8
HOSPICE	8
PERSONAL FUNDS	8
BED HOLD	8
MEDICAID	9
ASSET ASSESSMENT	9
ABUSE	10
COMPLAINTS AND GRIEVANCES	11
ADVOCATE LISTING & SERVICE PROVIDERS	12

Welcome

NDHC welcomes you to our community. It is our goal to offer you a home-like environment that provides you with the services you need while supporting your independence, individuality, and personal preferences.

This handbook provides information important to help you become familiar with our services. Whether you are a temporary (swing bed) or long-term care resident, you are encouraged to make your stay with us comfortable and participate in a full range of activities available to you.

OUR MISSION

In a Christian environment respecting the dignity of all NDHC's mission 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

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.

PERSONAL POSSESSIONS

Room Decor: NDHC wants your stay to be comfortable while maintaining safety. No curtains or valances are permitted unless fireproofed. Scatter rugs are prohibited due to the high risk of accidents. NDHC maintenance will check all personal 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.

Long-term care 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 must be fireproof. NDHC staff may be available to assist.

Personal Care Items: NDHC provides certain brands of toiletries for each resident. The resident is responsible to pay for products if they choose to use a different brand than those supplied by the facility. Each resident must provide his/her own razor.

Refrigerators: Small refrigerators are allowed in long-term care rooms, space permitting. It is the responsibility of the family to keep it clean and to keep food fresh.

No alcoholic beverages are permitted to be kept in rooms.

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: Closet space is limited. NDHC recommend four to six changes of wash and wear clothing based on the length of stay (temporary or long-term). 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.

Resident Closets: Closets are available with limited space. If closets are too full you or a representative will be contacted to remove items. After 30 days, NDHC reserves the right to remove items that are 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. NDHC provides personal laundry, however does not provide special care including hand washing, dry cleaning, or ironing and is not responsible for items requiring special washing instructions. Residents and/or family are will be responsible for laundering all clothing requiring special care.

COMMUNICATION

Telephones: Land-line telephones are available in locations throughout the facility which residents may use to make local calls or to receive calls. Out-going long-distance calls on NDHC-owned phones are restricted. Long-term residents may, at their own expense, install a personal phone line. The resident or their representative is responsible to make arrangements directly with the phone company.

To get an outside line when using an NDHC-owned phone, dial 9 for a dial tone.

Temporary residents can receive calls directly to their rooms. Individuals may call directly by dialing 701-587-64 + 2-digit room number.

Televisions: Televisions are available for use in common areas. Temporary residents are provided a television with cable access.

Long-term care residents may bring a TV and make arrangements with NDHC, at their expense, for cable television service. Televisions may be mounted to the wall according to NDHC policies with approval of the social services manager and NDHC maintenance.

NDHC provides limited bandwidth wifi for residents and guests. Consistent video streaming is not supported. Residents desiring high-speed internet for video streaming, gaming, or other high-speed needs should make arrangements with a local provider for personal internet service.

Newspapers: The Grand Forks Herald, area local weekly newspapers, and a selection of magazines are available in the activity center and upon request.

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.

MEALS

Three meals are provided daily, as well as afternoon and evening snacks.

Temporary residents receive meals delivered to their room. Long-term residents are encouraged to eat meals in the dining room. However, if residents would like to eat in their room this is their right to do so.

Guest meals are available for family and friends for \$8 per meal. Advance notice of at least 24 hours is requested. Guest meals can be paid at meal time or billed to the resident.

Vending Machines

There are vending machines available in multiple locations which residents and guests are welcome to use. NDHC provides complimentary coffee.

FAMILY GATHERINGS

NDHC provides gathering spaces upon request where residents can gather with visiting friends and family outside their personal room. To ensure availability, please contact the activity department in advance to reserve space. NDHC provides complimentary coffee and can supply some paper products like plates and cups as needed.

VISITING HOURS

There are no restrictions on visiting hours. NDHC reserves 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. All visitors are required to follow posted infection control measures at the time of their visit.

PETS

Pets are allowed in the facility as long as they are leashed and do not interfere with resident care or with other residents. Any person bringing an animal onto NDHC-owned property will be required to sign an agreement and waiver. NDHC reserves the right to limit an animal access or to require the animal be removed. To review animal permissions or request an animal be permitted, contact the social worker.

ACTIVITIES

Organized activities are planned nearly every day of the week. Monthly activity calendars are posted throughout the facility and delivered to rooms. NDHC encourages resident participation. Families are welcome to participate in activities.

SPIRITUAL CARE

A chaplain oversees and provides the spiritual care of all residents and works cooperatively with the area clergy and congregations, as well as with the NDHC staff and families. Worship services are held every Sunday at 2PM and Holy Communion is given on the second Sunday of each month. Bible studies are held weekly as well with days and times included on the monthly activity calendar.

TRANSPORTATION

Transportation for medical services may be provided if the family or another representative is unable to assist, or other alternatives are not available. 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 a CNA on bath days. **A wash and set from the beautician 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.

Prices are as follows:

Permanents - \$28

Shampoo & Set - \$10

Professional Coloring - \$30

Hair Cut-\$15

HOLIDAY DECORATIONS

Due to fire regulations, NDHC does not allow decorative lights or pre-lit trees in resident rooms, except those with fiber optic lights. Doors cannot be covered with flammable paper. Decorative ribbons, bows and other ornaments on doors are allowed. Ceramic trees using low-wattage bulbs may be used with approval of NDHC maintenance. NDHC decorates for select holidays throughout the facility.

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. New residents are not allowed to smoke on NDHC property.

EMERGENCY PREPAREDNESS

NDHC reviews its emergency plan annually, trains staff, and conducts tests and drills for staff and residents alike. In the event of an emergency, NDHC communicates with resident representatives and provides updates via its website, social media, and recorded messages.

In each situation, NDHC evaluates sheltering in place versus evacuation, with procedures in place to ensure residents' safety.

During drills and actual emergency events, residents are alerted by sounds and lights and receive instructions and updates via overhead announcements, directly from staff. During fire drills, fire doors automatically close and staff close other doors and turn off any oxygen.

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 for long-term care residents upon admission. 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 resident representative, will be scheduled following the completion of the assessment.

The care plan team will meet with each resident prior to the care plan meeting and a team member will communicate with the resident's representative prior to the care conference. If the

representative is unable to attend, they may designate a substitute, request it be rescheduled, or make arrangements to attend virtually by phone or video conference.

Medications

NDHC encourages residents to be active participants in their care. If you are receiving a new medication or any question or concern about a medication you are taking, talk with a nurse or provider asking questions including:

1. What is the **name** of the medication?
2. What is the **purpose** of the medication?
3. What are the possible **side effects**?

PHYSICIAN SERVICES

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

If you need to speak to a medical provider after regular hours, a nurse can contact the provider on call to address any questions or concerns.

DENTAL & EYE EXAMS

Residents are responsible for their own dental and eye care. NDHC can assist with making appointments and arranging transportation to and from appointments. NDHC will provide a list of area clinics upon request.

EMERGENCY CONTACT

Residents or their representatives are expected to provide NDHC emergency contact information and to update it as necessary.

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 and Ethos Hospice provides services to our residents.

PERSONAL FUNDS

Residents are required to provide their own spending money. NDHC recommends that each resident keep a nominal amount (\$5 – 10) in their possession. A petty cash fund can be arranged with the business office for additional funds upon request.

NDHC can assist the resident and/or their representative to address the financial impact of temporary or long-term placement. Our team can provide assistance with long-term care insurance claims, Medicare or Medicaid eligibility and application and private pay arrangements.

BED HOLD

NDHC will temporarily hold a bed while a long-term care resident is away overnight for medical or therapeutic care in another location.

Residents will continue 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 absence goes beyond 15 days may be discharged. NDHC will determine 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.

Temporary residents may, depending on reimbursement source, leave the facility on a day or overnight pass and retain their same room, being billed the full daily charge. Medicare and Medicaid will not reimburse the room in these instances.

MEDICAID

Medicaid is a state-funded program for individuals with limited income and assets. Applications are available in NDHC's Social Services office or can be obtained from your county social services office.

County Social Services:

Grand Forks	701-787-8535
Nelson	247-2945
Steele	534-2584
Traill	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 temporary and long term care residents for assistance with resident concerns. Contact the State Ombudsman at 1-855-462-5465 option 3 for the Regional Ombudsman.

Advocate Listings and Service Providers

Long Term Care Ombudsman

- 1-855-462-5465 option 3

Aging Services Division

- 701-328-4617

Local Ombudsman

- Laura Fischer 701-298-4480

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: LTCconcerns@nd.gov

ND Department of Health & Human Services

- 701-328-2310
- 1-800-472-2622
- TTY 1-800-366-6888

Local Contact Agency

NEHSC.....701-795-3000
Agency Services.....855-462-5465

Adult Protective Services

- 855-462-4565 option 2

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

Activities587-6431

Services:

Polar Cable TV/phone/

Internet Local.....701-284-7221

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

Northwood Drug587-5271

Local Dining:

Cool Stuff Drive Inn-

Main & Old Hwy 15.....587-5731

Brass Rail Bar & Grill-

Main St.....587-6135

The Hut Bar- Main St587-6213