

# RESIDENT HANDBOOK

April 2019

## **WELCOME!**

On behalf of the entire **SHEYENNE CARE CENTER** family, we would like to welcome you! It is our sincere hope that the services and programs offered by **SHEYENNE CARE CENTER** will meet your needs and expectations.

You will find that the staff of **SHEYENNE CARE CENTER** will work very hard to provide an environment that is warm and caring for you.

We look forward to serving you!

## **ABOUT SHEYENNE CARE CENTER**

**Sheyenne Care Center** is a 170-bed long-term care facility that has served the needs of Valley City and surrounding area for over 75 years. We are licensed by the North Dakota State Department of Health and certified by Medicare and Medicaid to provide long term care.

**Sheyenne Care Center** is sponsored by the Sisters of Mary of the Presentation, Sheyenne Care Center is a part of SMP Health System, a non-profit health care system dedicated to helping communities provide quality health care services in a Christian environment and open to residents regardless of race, creed, color or payment status.

## **MISSION STATEMENT**

**Sheyenne Care Center**, inspired by the Sisters of Mary of the Presentation, serves those in our care with respect and compassion as we strive to fulfill the healing mission of Jesus.

## **PHILOSOPHY**

We believe that residents who live at **Sheyenne Care Center** deserve a dignified way of life where their physical, emotional and spiritual needs are all important.

We call our philosophy “RESPECT”. Aging is not an illness but rather a normal part of life. Changes that occur during this process require adaptations from you, your family and those people you choose to serve your needs.

We feel it is very important for people to have control of their own lives. As much as possible we follow the independent living model where residents of **Sheyenne Care Center** direct the caregivers, make decisions for themselves and participate in the life of **Sheyenne Care Center** and the community.

Personal care and health care are given with consideration, respect and high regard for an individual’s privacy, even when disabilities have created a degree of dependency.

We strive to keep the quality of the environment home-like as well as safe, comfortable and supportive. There have been adaptations made to allow for the changes to occur with the aging process, to allow you to be as independent as possible. While you reside at **Sheyenne Care Center**, we hope you will consider it home.

## **Corporate Policy**

### **Housing According to Religious Principles**

#### **SUBJECT:**

Housing of Persons according to Religious Principles.

#### **PURPOSE:**

To preserve each individual’s right to make personal choices consistent with their inherent dignity as human persons and our institution’s Catholic identity.

**POLICY:**

(SMP Health System Facility) respects each person's dignity and the right to make choices. However, (SMP Health Systems Facility), according to the religious principles, does not allow persons who are living as couples who are not known to be married to be resident in the same room or apartment (ND Century Code 13-02.5-02(4)).

This policy is not intended to affect the rights of residents regarding visitors and/or their choice of persons to be involved in or notified about their care.

**PROCEDURE:**

At the time of each admission, this policy will be explained to the prospective admit. If the resident does not accept the policy, they will be assisted with applying to another facility.

**BUSINESS INFORMATION**

The Business Office is on the main floor of **Sheyenne Care Center** and is open five days a week (Monday - Friday) to serve you. They also welcome and direct visitors and staff and receive incoming business phone calls. The staff is available to provide information and services to you and your family members on a wide variety of financial matters.

The business office is responsible for the billing of services from **Sheyenne Care Center**. If you have any questions concerning your bill or benefits, contact the Business Office, and they will assist you.

They are equipped with limited postal service and can assist you with some banking functions.

Other services include a safe for short-term use and notary public service.

If the resident has money in a personal account in the Business Office, and they are utilizing Medicaid services, they may need help managing their funds in excess of \$1000.00, or if their account grows in excess of the asset allowed amount in order to continue to qualify for Medicaid.

**Room Charges**

Charges for your room are made in advance and are payable monthly. If you leave, you will receive a refund of any unused portion of the advance payment.

For more details regarding room charges, please speak directly with the Business Office about your individual concerns.

Your daily charge covers the cost of nursing service, room and meals, laundry, housekeeping, supportive services, and general supplies. Extra charges can include prescription medicines, professional hair care, telephone, cable, physician services, and therapy.

**Sheyenne Care Center** is certified by Medicare and Medicaid. If you have any questions regarding claims, qualification or other insurance policies, please contact the staff of the business office.

### **Room Hold/Leave of Absence**

The nursing staff will initiate a room hold/bed hold whenever a resident is gone from the facility for medical reasons, family visits, or other extracurricular activities. Holding the bed will ensure the resident can return to the same room and bed with their belongings undisturbed. During a leave of absence on a bed hold, the room rate will drop to the lowest daily rate in the facility.

Once a resident is admitted to the facility, they are considered active residents until the Business Office receives formal notice that they are to be discharged. It is the responsibility of the resident, guardian, family, POA, etc. to make sure this gets clearly communicated with the Business Office.

Upon hospitalization, **Sheyenne Care Center** staff will clarify with you, your desires regarding holding your room. You will also receive a letter, “Notification of Transfer”, explaining the bed hold policy and the reason for the transfer. If you have any questions regarding that letter, contact Social Services.

Throughout your stay in the hospital, **Sheyenne Care Center** staff will maintain contact with you, your family and the hospital staff to assist you with your plans.

Outings and overnight stays are encouraged. Our staff is ready to do whatever they can to make these visits easy for you by arranging transportation, assisting with equipment, etc. Let us know how we can help you plan.

If you will be away from **Sheyenne Care Center** overnight for reasons other than hospitalization, let the nurse know so the proper doctor’s orders can be obtained and medication can be sent along with you.

## **RESIDENT RIGHTS**

The rights of every resident are very important to **Sheyenne Care Center** staff and will be carefully observed.

When you enter a long-term care facility, you do not give up the legal rights you had while living in the community. State and federal law guarantee you additional rights and responsibilities to assure the care you receive promotes your quality of life with emphasis placed on dignity, choice, and self-determination.

Written copies of Residents Rights are given to you or your designated representative when you move in. Your neighborhood planner will review these rights with you in the first month that you are at **Sheyenne Care Center**. They will also be reviewed with you at least annually or as any changes take place.

If at any time, you or your families have questions regarding your rights and responsibilities, please talk with your neighborhood planner or social services. At any time you feel any of your rights have been violated you are encouraged to report that to the administration of **Sheyenne Care Center**. All violations will be investigated.

It is the policy of **Sheyenne Care Center** not to employ people who are known to mistreat residents.

## **COMPLAINTS/CONCERNS**

Your satisfaction is very important to us! If you have a complaint or concern, feel free to talk with a **Sheyenne Care Center** staff member with whom you feel comfortable. You may also write your concerns in a letter. Please let us know of any concerns or incidents of suspicious injuries, abuse, neglect, misappropriations of personal property, and/or criminal allegations. Our goal is to provide resolutions to your problems quickly and to your satisfaction.

From time to time residents or their families may have problems or questions regarding their care. There is a system in place whereby these concerns can be handled. We encourage and expect residents and family members to bring concerns to staff as soon as possible so they can be dealt with.

Complaints/Concerns may be brought without fear of retaliation and are looked at as an opportunity to improve. We would suggest the following guideline to resolving your concerns:

- Discuss it with those people directly involved

- Bring the concern to the attention of any staff member who can help review the problem and act as your advocate
- If not satisfied with the solution, contact Social Services or Nursing Service Coordinator for further intervention
- If you continue to feel unsatisfied, you can contact the Administrator
- Any time you feel your concerns have not been resolved internally, you may file a complaint with:

ND State Long Term Care Ombudsman Aging Service Division  
1237 West Divide Avenue, Suite 6  
Bismarck, ND 58501  
Phone: 1-855-462-5465

## **GRIEVANCE**

A Grievance is an official statement of a complaint over something to be considered wrong or unfair. Residents, resident family members or resident representative may voice grievances to the facility or other entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal. The facility will make prompt efforts to resolve grievances.

Craig Christianson, CEO has been designated as the Grievance Official. The Grievance official can be contacted via phone, email or mail: 701-845-8210, [craig.christianson@smphs.org](mailto:craig.christianson@smphs.org); 979 Central Ave N Valley City, ND 58072.

The Grievance Official is responsible for overseeing the grievance process; receiving and tracking grievances through to their conclusion; leading any necessary investigations by the facility; maintaining the confidentiality of all information associated with grievances; issuing written grievance decisions to the resident; and coordinating with state and federal agencies as necessary in light of specific allegations.

The facility will not prohibit or in any way discourage a resident from communicating with external entities including federal and state surveyors or other federal or state health department employees.

Information on how to file a grievance will be available to the resident, including a copy of this policy upon admission and as requested.

## **CLOTHING AND PERSONAL POSSESSIONS**

### **Furnishings**

Each room is furnished with a bed, dresser, and nightstand. Overcrowding of the room can create hazards, but you are encouraged to bring as many of your own possessions as you wish and your space permits.

You may wish to replace existing furnishings with favorite chairs, lamps and so forth. You should feel free to furnish your room with clocks, calendars and personal photos, television and radio. It is important that all of your personal items be marked in such a way that they would be able to be identified as yours, should they become misplaced.

If you need help with any accommodations, please talk with your neighborhood planner or housekeeper.

All electrical appliances and products should be inspected for frayed or cracked wiring, bad plugs, and loose connections and so forth before use. Please note that when items with cords are brought into the facility, the Maintenance Department will need to look over the items to ensure they will be fire safe. Additionally, items in the room, including the closets, must not exceed 18” from the sprinkler head for fire safety reasons.

### **Power Strips/Extension Cords**

In order to comply with the State Health Life Safety Code, Sheyenne Care Center must limit the use of adaptive multi-plug-ins adapters and extension cords per their direction.

The use of power strips for a substitute for electrical outlets is-not permitted. Power strips are only allowed to be used on computers and computer related equipment. This is all regulated by the State Health Life Safety Code F-323 that reads:

*Power strips may not be used as a substitute for adequate electrical outlets in a facility. Power strips may be used for a computer, monitor, and printer. Power strips are not designed to be used with medical devices in patient care areas. Precautions needed if power strips are used include: installing internal ground fault and over-current protection devices; preventing cords from becoming tripping hazards; and using power strips that are adequate for the number and types of devices used. Overload on any circuit can potentially cause overheating*

*and fire. The use of ground fault circuit interruption (GFCIs) may be required in locations near water sources to prevent electrocution of staff or residents.*

## **Clothing**

You must furnish your own clothing. Bring those items that you normally would wear on a daily basis. Due to physical limitations and disabilities you may need clothing that is adapted to those limitations. Contact your neighborhood planner if you are interested in more information on adapted clothing.

All clothing will be marked with labels provided by **Sheyenne Care Center**. Laundry staff will be responsible for getting your personal items marked. Please be sure to notify any staff member when clothing is brought in at any times so it can be marked. Items such as radios, razors, Afghans and so forth should also be marked. If you need help please ask any staff member.

Washers and dryers are available on each floor for your use. If you prefer to do your own laundry, or have a family member do it, these washers and dryers are available to you at no charge.

Clothing which must be dry-cleaned can be taken to the cleaners and also picked up. The cost for this will be billed to you from the dry cleaner. Please label your clothes that are “dry clean only”.

## **Loss, Damaged, Breakage**

**Sheyenne Care Center** staff makes every effort to prevent loss, breakage or damage of your personal possessions. If the facility was the cause of damaging something when providing care or cleaning, we will adjust the loss. However, we do not replace items that are damaged through unknown circumstances or items that are lost or misplaced for which we have no responsibility. Please attempt to protect eyeglasses, dentures, hearing aides and other personal items by having them marked.

All new personal clothing and personal items brought in by family will need to be left with the at the laundry department/staff for immediate labeling. If this is not completed immediately Sheyenne Care Center will not be accountable for missing items.

You are discouraged from keeping large amounts of cash or other possessions of great value to you in your room unprotected. If you have items you would like to safeguard, please contact the nurse or social services.



Individual lock boxes can be obtained through Social Services. Additionally, there is an option to store some long-term valuables that don't need access during the stay in the safe at the Business Office.

In order to help protect your personal belongings such as televisions, jewelry and such, staff will help you complete a Personal Belonging Inventory Record. This inventory will be kept on your clinical record to better identify your valuable belongings that you have with you.

If you have lost or damaged items, please report it to a staff member you trust. A report will be filled out describing what is missing and when it was last seen. All reports will be investigated and attempts made to find your missing item.

### **ENVIRONMENTAL SERVICES**

Caring for the building and grounds to provide you with clean, safe and comfortable surroundings is the main concern of Environmental Services.

Housekeepers, laundry, and maintenance personnel are available to assist you.

The safety of residents, visitors and staff of **Sheyenne Care Center** is very important. The building is equipped with smoke and heat detectors, sprinklers and a wander protection system. The fire alarm is wired directly to the fire department.

When the fire alarm is pulled, you will be able to hear it as well as see lights flashing in the corridors. On a regular basis there will be fire drills to practice procedures to be used in case of an emergency. Staff will provide you with instructions at the time.

The temperature of the building is maintained around 75 degrees. Your own personal preference may vary from that and staff will assist you to be comfortable.

### **HAIR CARE**

Routine hair care is what SCC staff/bath aids do during general hair care which is shampoos and haircuts general grooming. If residents do not request beautician services the bath aids/caregiver will provide the general grooming to maintain hair hygiene.

## **BEAUTY SHOP SERVICES**

A licensed beautician services is available to you at **Sheyenne Care Center**. If you wish to have this service an appointment can be made through your neighborhood planner or caregiver. You will then be responsible for the additional costs associated with these services.

Beauty Shop services that are provided by a licensed beautician include - Haircuts, Shampoo and Sets, Individuals Beautician Shampoo's, Individuals Beautician Set's, Rinse, Colors and Permanents.

Charges from the beautician will be billed to you. These charges may be paid from your personal account or you may pay the beautician directly. Charges are posted in the beauty shop area.

## **PERSONAL MAIL**

Your mail is delivered to your room on regular mail delivery days. If you have outgoing mail it can be taken to the business office for stamping and mailing. Stamps are available for you to purchase at the business office or off the shopping cart.

If you are in need of stationery, envelopes or assistance with reading or writing mail, contact your neighborhood planner who will assist you.

If you would like your business mail forwarded to someone else please notify the business office.

## **NEWSPAPER**

If you wish to receive your own newspaper, you should make arrangements with the newspaper office directly to receive it. If you need assistance with this, contact your neighborhood planner. Payment should be arranged directly with the newspaper office.

There is a Fargo Forum and Times Record delivered daily to each floor, which is available for everyone to read, courtesy of the **Sheyenne Care Center**.

## **TELEVISION**

Provisions have been made in each room for antenna hook ups for your television if you choose to bring one. All floors have capabilities of getting Cable Services. If you need assistance with hook up, talk with any staff person.

## **TELEPHONES**

Arrangements may be made to have a telephone installed in your room. You must place your order through Social Services who will make the necessary arrangements for you. You will be billed for the monthly charges and installation directly from the phone company. You may also utilize a personal cellular phone in addition to, or rather than, a landline phone.

If you wish to transfer to a different room within the facility, maintenance personnel will do the in-house transferring at no extra charge. Any repair service needed for your phone, in which the telephone company needs to come to the Sheyenne Care Center, would be billed to you.

There are phones available for your use on each floor.

## **SMOKING**

We are a smoke/tobacco free facility. This includes chewing tobacco and cigarettes. Staff are not allowed to take residents out on their breaks nor during work hours.

## **VISITORS**

You may have visitors at any hour that is acceptable to you. The main door is locked at 10:00 p.m. However, admittance can be gained by ringing the bell in the foyer and identifying yourself to the staff.

If you would like a more private spot to visit or host a gathering or party, please contact your neighborhood planner who will assist you with arrangements.

**You are welcomed and encouraged to invite guests to join you for meals. Each guest meal costs \$5.00; unless the guest is a spouse or a parent, then the charge is \$3.00 per meal. You or your guests are asked to contact the nursing staff before the meal to make arrangements so the dietary staff may prepare for your guest.**

## **PRIMARY CARE**

All the staff of **Sheyenne Care Center** is dedicated to serving you. Those staff members that you will be most directly involved with are your certified nursing assistant, nurse, neighborhood planner, and housekeeper. Through primary care, we provide individualized personal care to you in a team approach. Primary care givers work with the same residents daily to develop comfortable routines and relationships.

Members of your care giving team will be meeting with you to gather background information, that you want to share, and that will help us in caring for you. They will seek your guidance on the cares you want and need and assist you in setting up your individual plan of care.

At all times, you can expect to be treated with consideration, respect, and full recognition of your dignity and individuality. All cares and treatments will be done in privacy.

### **CERTIFIED RESIDENT ASSISTANTS (Caregivers)**

Your certified resident assistant is the staff member who helps you with daily care, dressing, grooming and so forth. The certified resident assistant (C.R.A.'s) are all assigned a primary list of individuals that they care for every day they work. You should have the same CRA caring for you most of the time.

Your CRA will want to know your habits and routines regarding your personal cares. They will discuss with you bathing options, times and other preferences related to your personal care and grooming.

There are CRA's available to assist you around the clock and all preferences with your personal care should be discussed with them.

### **NURSING SERVICES**

Your nurse is the staff member who assists you with your medical care while here at **Sheyenne Care Center**. Your nurse helps to develop and follow up on your medical plan of care with input from you and your doctor.

Your nurse provides periodic assessment and evaluation of your drug therapy, physical and functional needs. The majority of time you will have the same nurse responsible for your care.

The nursing staff consists of registered nurses (RNs) and licensed practical nurses (LPNs) and is supervised by the Nursing Service Coordinator. They are staffed seven days a week and 24 hours a day.

### **HOUSEKEEPING**

The housekeeper at **Sheyenne Care Center** provides cleaning of all resident rooms and all other areas of the facility. Your input is very important to the

process of their daily tasks. If you have special housekeeping requests please let your housekeeper know.

Your housekeeper not only will “keep house” for you but also is a source of friendship and support. The same housekeeper is assigned to each floor, so you will soon recognize them.

### **SPIRITUAL SERVICES**

You are encouraged and will be assisted to continue participating in the church of your choice. Clergy from the community make regular visits to their members at **Sheyenne Care Center** and can be called if you wish.

**Sheyenne Care Center** has employed chaplains who conducts interdenominational services twice a week as well as provides individual support and counsel. Various clergy from the community also come to the Care Center and conduct services at our chapel. The chapel is also the sight of a weekly Catholic mass on Fridays.

As a faith-based facility and with respect to all religious cultures, Sheyenne Care Center recognizes the grieving process of families and relatives during an end of life period. We offer staff the opportunity to pray with residents during this time. If families are present, permission will be obtained and an open invitation to family members will be made to join them in prayer.

If residents and families need to consult with our chaplain about ethical issues, please contact the nurse who will refer the chaplain to visit with you immediately.

The staff recognizes that every person’s individual spiritual needs and concerns are very different and we wish to respect that while trying to assist you.

### **Chapel Use Policy**

- I. Policy
  - a. The long-term care facility Blessed Sacrament Chapel is available only for private and communal Christian prayer and devotion.
- II. Special Instructions
  - a. Whenever the Blessed Sacrament Chapel is used, the Blessed Sacrament and liturgical items are to be respected and well cared for.
  - b. The general Chapel area, separate from the Blessed Sacrament, is ordinarily used only for residents, their families, and staff-related Religious events.

- c. Prior permission to use the Chapel (Blessed Sacrament area and general Chapel area) for other than private prayer, Catholic Mass, or use by residents, families, or staff is granted by the Director of Pastoral Care, consulting with the facility President/Chief Executive Officer, as needed.
- d. In unusual circumstances, when the Director of Pastoral Care and the facility President/Chief Executive Officer are in doubt whether or not to grant permission, the local parish and/or Diocesan Healthcare Liaison are consulted.
- e. Although there is no charge for the Chapel use, a donation will be accepted.

### **DIETARY SERVICES**

Sheyenne Care Center continues to strive for higher standards that improves and enhances resident lives. Over the past year we have been monitoring a new program that will provide more choices for residents on an everyday basis. The program evolves around a vision that everyday should be a holiday for your loved one: This alternative meal plan will dramatically give them choices throughout every day.

The daily routine of Sheyenne Care Center often times creates an atmosphere of being rushed. This momentum starts early in the morning and continues through out the day. The new vision will empower the residents to leisurely awaken, with a continental breakfast and lounge time, casually bathe and dress, visit with family and friends and have a mid-morning meal. All meals are modified throughout the day to promote a more relaxed atmosphere for the residents. The key message of this concept is Resident Focus, which promotes sleep, gives choices of the main entrée at meals, and provides residents with choices of times when they wish to eat.

We are striving to increase resident appetites, reduce significant weight loss, and promote the residents to be better rested, decrease resident falls and increase acceptance of snacks. The 5 Meal a day plan” will compliment the ability to accommodate resident choices and create an improved balance in the life of your loved one. The goal of the dietary department is to provide quality meals and a pleasant dining experience for you. Meals are served at the following times:

Continental Breakfast: Served in resident’s room or in dining room:  
7:30 am – 9:00 am

Brunch: Served in resident's room or in dining room:

11:30 am on 1<sup>st</sup> main dining room, COLC, SCU and 3<sup>rd</sup> floor

12:00 pm on 1<sup>st</sup> north dining room, SCU Sunshine, and 2<sup>nd</sup> floor

Siesta Snack: Served in resident's room or in the dining rooms at:

2:00 pm

Dinner: Served in the resident rooms or in dining rooms:

5:00 pm on 1<sup>st</sup> main dining room, COLC and 3<sup>rd</sup> floor

5:30 p.m. on 1<sup>st</sup> north dining room, SCU and 2<sup>nd</sup> floor

Evening Snack: Served in resident's room or in the dining rooms at:

7:00-7:30 pm

Tray service is available if you are ill and/or unable to come to the dining room.

It is the right of residents to have food brought in by family or visitors; however, the food must be handled in a way to ensure the safety of the resident. All food items that are brought in must be labeled with content and dated. Food that is labeled and dated may be refrigerated by the facility. This food must be consumed by the resident within 5 days. If it is not consumed within 5 days, food will be thrown away by facility staff. The facility will not be responsible for maintaining reusable items.

The menus are designed with you in mind. Seasonal, ethnic and religious differences are considered, as well as your input when planning menus. Special menus are planned for holidays and other occasions to make your mealtimes enjoyable.

The regular house diet is slightly lower in sodium and higher in fiber to meet dietary guidelines. Substitute foods are available at every meal in addition to the general menu items.

Doctor ordered therapeutic diets are designed to meet the specific needs of each individual, yet they remain flexible enough to allow choices. The dietitian is available to individualize menus to meet your needs.

Nourishment centers are available on each floor and are stocked with snack items such as juice, pop, milk, pudding, cheese, meat, fruit and crackers. There is also a toaster, microwave and refrigerator/freezer for your use in these centers.

These snacks are available to you at any time and can be worked into prescribed diets. If you need assistance with your diet or have any food concerns contact any **Sheyenne Care Center** staff member who can direct you.

### **MEDICAL SERVICES**

While you are a resident at **Sheyenne Care Center**, you must remain under the medical care of a doctor. All of your medications, your diet, treatments and level of activity are provided to you according to your doctor's orders and with your input and involvement. If you are not in agreement with or questions any part of your care, you should talk with your nurse, the social worker or doctor. The name of your doctor can be printed in the back of this book for your information.

Not all the doctors from the area clinics visit the **Care Center**. Your nurse or social worker can explain to which doctors do make visits here.

Whenever you become ill or need to consult with your doctor, your nurse can assist with that contact. Your doctor will bill you for services directly.

Pain Management is an important aspect of the **Sheyenne Care Center**. While you are a resident at the **Care Center** you have the right to be assessed and treated promptly to assure the highest level of pain relief is possible. If you do not feel your pain is being addressed appropriately the nurse will assist you for further evaluation. If the nurse does not meet your needs please take your concerns to the Nurse Manager on the floor you live. If there continues to be problems with pain management you should contact the Director of Nursing. If the problem with pain management is that your primary doctor is not addressing it as you wish, the nurses here will assist you with contacting the Medical Director of the **Sheyenne Care Center**. One of our goals is to promote and provide comfort to all of our residents.

### **MEDICAL APPOINTMENTS**

When you have an appointment with your doctor at the clinic, it is best for you if have a member of your family or a friend accompany you. They are able to offer you support and assist you with decision making, if needed.

If you need someone to go to the clinic with you, your nurse or social worker will arrange an escort and transportation. **Sheyenne Care Center** utilizes the local senior bus services for transportation needs.



When you go to your appointment, you will be requested to take a form with you, which provides the doctor information on your current medications, treatments, etc. We request that the doctor return this form with you so new orders can be followed up at the **Care Center**. This is an important way of communicating with your doctor and we ask that when you return that you share the information with your nurse.

### **DENTAL SERVICES**

You are encouraged to maintain regular visits to your dentist. Your nurse or neighborhood planner can assist you with making these appointments if you wish.

### **PHARMACY SERVICES**

The Sheyenne Care Center in contract with Thrifty White Drug – LTC offers an in-house pharmacy service to residents and staff. Thrifty White Drug – LTC complies with both the North Dakota law and the Sheyenne Care Center policy and procedures. This pharmacy is open to residents and staff only and provides a discount to those who live at Sheyenne Care Center. Medications are conveniently carded and can be returned for a refund should the prescription be changed or discontinued.

Thrifty White Drug –LTC also provides consulting pharmacist services to all residents living at Sheyenne Care Center. We would encourage you to visit with the Thrifty White Drug – LTC in-house pharmacy service on your medications and to maximize your Medicare part D insurance benefit. Thrifty White Drug – LTC 701-845-1763.

We respect resident choice so please visit with Social Services on your wishes for pharmacy needs.

### **Regarding VA Medication Pharmacy/Mail Order Medication Pharmacy:**

- \*Resident or resident representative will be responsible for ordering and ensuring the resident has the physician ordered medications.
- \*Medications received from the VA or mail delivery must be in unit dose and will be packaged by Thrifty White Drug –LTC.
- \* Thrifty White Drug – LTC will notify the representative approximately 30 days prior to needing addition
- \*When the medication is brought in Sheyenne Care Center will send it to Thrifty White Drug – LTC for carding. If medication needs to be cut in half or split, there will be no-fee by the pharmacy.

Often the VA or mail order will send larger doses with orders to take half a pill.

- \*When the VA or mail order substitutes a medication for the one ordered, there will be no-fee from Thrifty White Drug-LTC for obtaining physicians orders for the medication change, Mail order medications can be used only when they meet the North Dakota Pharmacy Regulations. (Some mail order medications does not meet these regulations. For example, they must include lot number and expiration date.)
- \*If medications are unable to be obtained in an emergency or after hours from the residents pharmacy, Sheyenne Care Center nursing staff will receive the needed medication from Thrifty White Drug-LTC at the resident's cost.
- \*If the resident's pharmacy does not provide medication in unit dose packaging Thrifty White Drug- LTC will package the medication and the resident will receive a bill from Thrifty White Drug.

## **REHABILITATIVE SERVICES**

To help you attain and maintain your highest level of physical functioning, **Sheyenne Care Center** works with qualified physical, occupational and speech therapists.

You are evaluated for muscle strength, walking, positioning, arm and shoulder function, dressing and eating skills. After this evaluation, a program is developed for you according to your need and your doctor's prescription.

Family involvement is important in developing and supporting an appropriate program. Family members are encouraged and welcome to observe treatment and ask questions if you wish.

Evaluations for speech therapy are prescribed by your doctor as indicated.

## **Therapy Services**

Therapy Services including Physical Therapy, Occupational Therapy, and Speech Therapy, may be ordered by a physician upon admission. Therapy may be ordered to treat a specific condition or can be used as part of admission assessments to determine the appropriate level of assistance and/or safety required to prevent falls, and other injuries. The physician determines if/when therapy services are necessary and oversees the course of therapy treatment.

Therapy can be used to improve balance, walking skill and safety, strength, improve skills with dressing or grooming, cognitive training/testing, and make appropriate changes to diet. A physician may order more specific treatments or services.

For those people who do not require a direct therapy program, you will receive opportunity for exercise on a daily basis with **Sheyenne Care Center** staff.

### **SOCIAL SERVICES & ACTIVITIES**

The staff and volunteers of the Social Services and Activities Department (SS/Act) conduct programs which are aimed at helping you attain and maintain your maximum levels of psychological, social and physical functioning. The staff encourages you to participate in activities, which you enjoy. You will have a choice of social and recreational group activity, exercise and individual activity. If there are things you would like to do please talk with your neighborhood planner who will assist you.

**Sheyenne Care Center** staff wants you to feel at home and have opportunities to continue with activity that was previously a part of your daily routine. Feel free to invite your family and friends to any of the activity programs you participate in.

Music Therapy is also a part of the SS/Act. Department. **Sheyenne Care Center** is one of few long-term care facilities that employ a full-time Music Therapist. So don't be surprised if you walk by a room with a small group of residents waving their arms to "Five Foot Two, Eyes of Blue"!

Music blends the inspiration of music into the activity program using sing-along, music and exercise, massage, reminiscence, games set to music, and much more. Music motivates, it relaxes and challenges one's mind in a unique, non-threatening way. Music Therapy is used in small groups and one-to-one. A selection of tapes and records can be checked out for your individual use.

It is important to have your input to develop a program and to add direction to your day. Your social worker, neighborhood planner, and music therapist and other members of the care giving team will be meeting with you and your family, if you wish, at a care conference soon after you have moved in to answer questions you may have, seek your guidance on the cares you want and need, and gather background information you want to share that will help us in caring for you.

The SS/Act Department includes: Social Workers, Music Therapist, Volunteer Coordinator, Neighborhood Planners, and Neighborhood Assistants.

### **NEIGHBORHOOD ACTIVITY PLANNER**

Your neighborhood activity planner is a member of the Activities Department. They will work closely with you, your family and other facility staff to coordinate non-medical areas of your care.

Your neighborhood planner will assist in setting up your individual plan of care and help with the adjustments you and your families are going through. They will be available to answer questions, assist with any concerns you have throughout your stay here, as well as assist you with your social, emotional and spiritual needs.

### **NEIGHBORHOOD MEETINGS**

You are encouraged to become involved and attend Neighborhood Meetings. The purpose of the meetings is as follows:

- To provide an opportunity for regular discussion of matters of interest and concern to fellow residents;
- To promote friendship and foster understanding among residents and staff;
- To work for the common good of residents, **Sheyenne Care Center** and the community.
- The monthly neighborhood meetings include time also for socialization and getting to know others.

We urge you to become involved in shaping the quality of your life here at **Sheyenne Care Center** by being active in these meetings.

### **MEDICAL RECORD**

In keeping with federal and state licensing regulations, a clinical record will be kept of your cares.

This record, medical and personal, is treated confidentially and you must give permission for anyone other than Care Center staff to see any part of your record. You have the right to refuse the release of your personal and medical records except as required.

If you wish to review your record or receive copies of any information it contains you should ask your nurse or social worker who could assist you.

## **RESTRAINTS**

The staff at **Sheyenne Care Center** believes that every resident has the right to be free of any physical restraint or psychoactive drug, administered for the purpose of discipline or convenience and this is not required to treat your medical symptoms.

Physical restraints are defined as any article, device or garment that is used primarily to modify behavior by interfering with free movement.

The use of restraints can increase the incidence of contractures, lead to infections and development of pressure sores. In addition, some people suffer from confusion, agitation and incontinence while restrained.

The use of restraints undermines a major goal we have which is to maximize independence, functional capacity and quality of life.

An individual's needs and environmental conditions will be carefully assessed before restraints are considered. The resident, family, doctor, nurse, social worker, and caregiver must all become involved in determining alternatives to restraints.

We believe that physical and chemical restraints should be utilized only after careful assessment of the resident's total condition and strengths and only after other alternatives have been exhausted.

## **ADVANCED DIRECTIVES**

In delivering care, it is the philosophy of **Sheyenne Care Center** to preserve the comfort, hygiene and dignity of each individual. As a competent adult, you have the right to control decisions about your health care. You have the right to make voluntary, informed choices to accept or to refuse treatment, service, and procedures used to diagnose, treat or care for your physical or mental condition. You can expect that your health care providers will provide you with information, which will help you, understand the benefits, risks, burdens and alternatives with any course of treatment or care so you may make an informed choice regarding your health.

We encourage you to discuss these issues with your doctor, your family and others before a crisis arises.

There may come a time when, due to your mental or physical condition, that you may be unable to make your own health care decisions. Your health care providers will then look to any prior written advance directives, legal agent or family members to make decisions on your behalf. A doctor must make a determination that you are unable to make your own health care decisions.

It is the policy of **Sheyenne Care Center** to accept and follow the instructions you have given regarding your health care, through your Advance Directives, in accordance with North Dakota law.

### **UNIFORM CODE LEVEL DIRECTIVES**

At the time of your admission, your wishes regarding resuscitation will be reviewed with you and your doctor's order regarding your wishes placed in your medical chart. These wishes become a permanent part of your record and will be shared with any other healthcare facility you may transfer to.

### **LIVING WILLS**

A living will permits you to decide whether you want life prolonging treatment started or continued if you are unable to communicate your wishes to your doctor or health care providers.

A living will becomes effective only when you give your doctor a copy, when you are terminally ill and death is imminent, and when you are unable to make or communicate your health care decisions. Your decision to complete a living will is personal and should be based upon your individual values and beliefs.

### **DURABLE POWER OF ATTORNEY FOR HEALTH CARE**

It is also helpful for you to appoint an individual who can act on your behalf if you are not able to make decisions at the time a medical crisis occurs.

A Durable Power of Attorney for Health Care is a very effective tool to use. A Durable Power of Attorney for Health Care is a legal document that permits you to appoint someone else to act on your behalf to make medical decisions for you if you become incapacitated. The person you designate to act as your representative is called your agent.

A durable power of attorney for health care only becomes effective when you are unable to make or communicate your health care decisions.

The words “for Health Care” distinguish a special durable power of attorney for health care decisions from other durable powers of attorney used to permit agents to conduct your business affairs.

If you have questions on Advanced Directives, please visit with your social worker and they can provide you with additional information.

### **TRANSFER AND DISCHARGE**

Whether to be transferred to the hospital or not is a joint decision between you, your family, **Sheyenne Care Center** staff and your doctor. If it is decided it is necessary for you to be hospitalized, a doctor’s order is required. (See also Room Hold on pages 3-4)

Sheyenne Care Center policy on transferring residents for medical needs to an acute setting will always be transferred to Mercy Hospital only. The only time Sheyenne Care Center will transfer directly to another hospital first, other than Mercy Hospital will be upon physician assessment at the facility and a signed transfer form by the physician is completed and signed.

In the event that behaviors should excel to the point of a resident becoming a danger to themselves or others Sheyenne Care Center staff will assess for the need of placement at a Psych related hospital. Transportation may be provided if Sheyenne Care Center can safely provide.

There may be times when you would request a transfer to another room. You should talk with your nurse, social worker, or caregiver if you want another room. As rooms become available you will then be given the opportunity to accept or reject that room.

**Sheyenne Care Center** staff will work with you on your discharge plans and assist you as needed. Before discharge, your doctor will be contacted for an order for discharge, appropriate services and medications.

If you are planning to leave, please talk with your nurse or the social worker early on, this way they can assist you in a smooth transfer.

You have the right to know if you are going to be transferred or discharged from the facility and to receive a written notice (See Resident Rights Handbook)

You may be discharged for the following reasons only:

- Your doctor documents your medical needs cannot be met by the facility or that your health has improved so you no longer need the facility’s services;
- Your health or safety, or the health or safety of other residents is endangered;
- Non-payment of your bill; which could involve Medicare or Medicaid denying your claim and your refusing to pay for your stay; or
- The facility closes.

**VOLUNTEERS**

Volunteers play an important role at **Sheyenne Care Center**. They are able to enhance the work that is done by the staff. Some of the duties include medical escorts, and assisting with activities.

We have a Coffee shop, which offers a variety of goodies, these are placed on an “honor system” with a basket to pay and prices listed next to the items.

Volunteers also staff the Gift Shop, which is open Monday through Friday, from 8 am to 5 pm. The Gift Shop has a variety of items for young and old alike.

A shopping cart is also available and is taken to all the floors by volunteers one day a week. Items available on the Shopping Cart include: candy, chips, cards, nylons, stamps, fruit, etc.

**Sheyenne Care Center** also has a resident volunteer program. If you are interested in volunteer work, or if your family or friends are interested, talk with your neighborhood planner who will put you in touch with the individual who coordinates volunteer activity.

**REFERENCE NUMBERS**

This Facility Is: **Sheyenne Care Center**  
 979 N. Central Avenue  
 Valley City, ND 58072  
 701-845-8222

Your Room Number Is: \_\_\_\_\_

Your Doctor Is: \_\_\_\_\_

Phone Number: \_\_\_\_\_



Your Neighborhood Planner Is: \_\_\_\_\_

Legal Aid of North Dakota: Fargo Office (701) 232-4495  
North Dakota Protection and Advocacy Network: 1-800-474-2670

North Dakota Long Term Care Ombudsman: 1-855-462-5465