



# Resident Handbook

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## Three Links Care Center

815 Forest Avenue  
Northfield, MN 55057

Phone: 507.664.8800 | [www.threelinks.org](http://www.threelinks.org)



Creating Peace Of Mind For Those We Serve

Community | Accountability | Respect | Empathy

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## **Welcome to Three Links Care Center**

This handbook is designed to help answer many of the questions you may have about Three Links. We recognize that a move to a care center can be a challenging transition. Our staff is available to assist you as you settle into your new room. Let us know what we can do to make this move as smooth as possible.

The philosophy of Three Links Care Center reflects your right to live in a home-like atmosphere surrounded by your familiar belongings, your family and friends. We believe that you have the right to make choices about your care. We believe that you, your family and staff should work closely together to address your needs and care.

We have a longstanding history of serving the Northfield community. Our reputation of quality care is built upon satisfied customers. We desire to maintain open lines of communications between you, our customer, and our staff and management. Let us know how we can help you. We're here for you!

### **Our Mission of Service**

A Three Links Community: Creating peace of mind, for those we serve.

### **Visiting Hours**

Three Links Care Center has an open policy about visitors. Visitors are welcome 24 hours a day with the consent of the resident. We do not post specific visiting hours. The entrance doors are locked between 6:00 pm and 6:00 am, but access for visitors is simply made by using the call system located to the left of the front entrance door.

You may choose to receive visitors and entertain groups of your choice; however, we do ask that you and your guests be respectful of the needs of others. Please refer to the Visitation Policy received upon admission for further details of your visitation rights.

In the event of serious illness, family members or friends may choose to stay at the bedside of a loved one. Our staff will try to make visitors as comfortable as possible at this time.

A guest room on campus is also available on a first come basis for a daily fee. Please contact the Three Links Apartment Manager at 507-664-8850.

## What to Bring

### Clothing

We encourage everyone to be up and dressed daily, unless unable due to a medical condition. **Three to five changes of comfortable clothing, a sweater or light warm up jacket, good fitting shoes, two or more changes of nightwear and five changes of socks and underwear will insure an adequate supply of clothing in most cases. Athletic wear or leisure wear are recommended for comfort.** A coat, cap, gloves and scarf are needed for cool-season outings. Sunglasses are helpful for outings.

Clothing requiring cold water wash, hang dry or dry-cleaning is not recommended. You or your representative will be responsible for taking items out for dry-cleaning services.

Upon admission, Admissions inventories and labels your clothing free of charge, whether laundered by our facility or by your representative. Clothing brought in subsequently should be given to Social Services or Admissions for proper labeling.

### Personal Hygiene Supplies

Routine personal hygiene supplies are provided by Three Links at no extra charge. Generic brands are supplied, but we will try to accommodate special requests. Special request items may be accompanied by a charge to your account. If you shave, you are required to bring an electric razor. Please label the razor with your name.

### Money

We suggest you keep only a minimal amount (less than ten dollars) of money in your room. If desired, our business office can set up a Resident Trust Account for you to have access to cash or to make purchases at the beauty shop, gift shop, Resident Council ice cream sales and on outings. The business office is open Monday – Friday, 8:00 – 3:30 p.m. to help you with access to cash and other transactions. A small amount of cash is available through your Resident Trust Account at the nursing station on weekends and evenings.

### Missing Items and Resident Property Replacement Policy

At admission, you are asked to complete an Inventory of Personal Items. If an item is lost, please report the loss promptly to staff. Social Services will assist you in locating

missing items. If not found, they will make a report of the missing item, and the facility will investigate. The Resident Property Replacement Policy is available upon request.

### Valuables

We ask that you use discretion in bringing valuable items such as jewelry, heirlooms or antiques into the care center. *If items are broken, lost, misplaced or stolen, Three Links Care Center cannot be held responsible.* Wallets and purses should contain only items that are replaceable and of minimal value. If you would like us to lock up small items of value or money, insurance and credit cards, please contact Social Services.

## Resident Rooms

### Furnishings and Personal Belongings

Three Links Care Center believes your room should be as home-like as possible. We invite you to bring personal items to decorate your room; please label your items. Our maintenance department will gladly assist you with hanging curtain hardware or pictures and other items on the walls.

We require you to use the hospital bed provided and **chairs brought in must be made of leather-type or vinyl upholstery that meets the facility standards for cleaning and safety.** Our staff will assist you with safe and efficient furniture placement. For your own safety and in compliance with the MN Department of Health regulations, scatter rugs and most types of room fresheners are not allowed in resident rooms.

You may keep and use personal possessions, as space permits, unless to do so would infringe upon the rights or health and safety of other residents and staff. Items proven to be unsafe for a resident or fellow residents will be removed by staff. The resident and resident representative will be informed.

### Nurse Call System

Your room and bathroom are equipped with nurse call cords. State regulations require that a nurse call must be provided for each resident's bed, and must be placed where it is within their reach. When you press the button or pull the cord of the nurse call, a nursing assistant or nurse will come into your room. If you have difficulty pressing the button on the call cord, we have a squeezable model available that may be easier to use.

## **Personal Telephone**

You are welcome to bring and use your own cell phone at Three Links.

Telephones with local service are available in Bridge rooms for a daily fee. If you live in Crossroads, you may bring your own telephone and have local service for a daily fee. The local calling area includes Northfield, Dundas, Lonsdale and the area codes of 952, 612, 763 and most of 651. You will need a calling card for long distance calls.

A telephone for resident use is located in the “red phone booth” next to the Gift Shop.

Staff will assist residents of Pathways with phone calls as necessary. All residents may receive incoming calls at their respective nursing station number, and ask staff to help place outgoing calls or receive assistance with TDD and TTY services.

## **Television**

Televisions are furnished in rooms on the Bridge and service is provided for a daily fee. If you live in Crossroads or Pathways, you may bring your own TV and have television service for a daily fee. You are responsible for payment of this fee if television service is requested. Each floor has televisions in common areas for your use.

## **Common Areas**

You and your visitors are welcome to use the common areas at Three Links. We remind you that all Three Links’ buildings and grounds are tobacco-free and smoke-free.

## **Activity Deck**

The Activity Deck near the Bridge and Crossroads is a popular spot for small group activity and TV watching. The table nearby has both a daily paper and the Northfield News available for your reading pleasure.

Our activity department may show videos or DVDs to groups of residents in this area, enjoy sing-a-longs or games.

The television and equipment are also available for your use when group activities are not previously scheduled. You and your guests can watch television or put in a movie. You are welcome to choose from a selection of movies stored nearby.

## **Family Kitchen**

The kitchen near the Bridge and Crossroads is especially for you and your visitors to use, if not previously scheduled. Adjacent to the Activity Deck, it is equipped with a coffee maker, microwave, refrigerator, stove and sink. Food stored in this refrigerator or freezer must be labeled with the date and owner's name; marking supplies are in an adjacent drawer. Please make yourself at home here and ask staff if you have questions.

## **Atrium Dining Room**

You are welcome to entertain guests in this cheerful, sunny area and courtyard gardens. You may enter the courtyard through the dining room.

## **Lounges**

You are encouraged to use the cozy lounge area with a fireplace and comfortable furniture just inside the main entrance to the care center and the private little parlor next to the Family Kitchen. The parlor has a computer and printed-material magnifier for resident use.

You or your guests may request private use of a lounge, the Family Kitchen or the Chapel for a special event or celebration. Please notify Life Enrichment at 507-664-8839 if you would like to reserve a room for a special occasion. Holiday times are especially busy, so early reservations are encouraged.

## **Phone Booth**

The private phone booth between the Gift Shop and the Activity Deck is available for your use and your guests' use. There is no charge for local calls, but long distance calls will require a calling card. The phone does not accept incoming calls.

## **Pathways**

Pathways features its own dining room, activity rooms, a family kitchen and an enclosed garden with outdoor walking paths and benches. Residents and guests are also welcome to use all lounges and areas in the care center or on the grounds to spend time together. Be sure to let staff know when you leave Pathways with a resident.



# Reading Material

## Newspapers

You will find copies of the *Northfield News* and the *Minneapolis Star Tribune* on the Activity Deck table. If you desire to have your own copy of a local, regional or hometown newspaper, you or your resident representative will need to order a copy by calling the appropriate newspaper office. Please add your room number to the address for proper delivery. The paper will be delivered to the care center front desk where it can be picked up or staff will deliver it to your room.

## Books, Magazines

There are books and magazines available for your use on the Activity Deck and in the bookcases flanking the fireplace near the main entrance of the care center.

# Food

## Meals

Crossroads and Pathways each have an attractive dining room where meals are served three times daily at the following times:

	Crossroads		Pathways
Breakfast:	7:00 AM - 9:00 AM	Breakfast:	When you awaken
Lunch:	11:00 AM - 12:30 PM	Lunch:	12:00 PM
Dinner:	5:00 PM - 6:30 PM	Dinner:	6:00 PM

Three Links has open dining. You may choose to have your meal at any time within the above scheduled time frames. If you wish to eat outside of these times, a tray will be left for you; this includes choosing to eat upon rising.

Your attending physician orders your individual diet. Our dietitian reviews all menu plans to ensure nutritional requirements are met. The dietitian works closely with nursing staff to determine ways to address special dietary needs. Menus will be provided upon request.

A dietary director will meet with you to determine food likes and dislikes. Our staff will try to accommodate requests as we are able. Guests may bring in items for your enjoyment, too. A copy of the Outside Food Source Policy is received upon admission. Everyone is encouraged to eat meals in the dining room, but tray service is available.

Guest meals at additional cost are available to your visitors. Current meal costs are listed in the packet received upon admission; notifications of price changes are made 60 days in advance. Payment may be made by personal check or cash for the exact amount. Guest meals may also be deducted from a Resident Trust Account. Holiday guest meals are available at an increased cost. Guests are welcome to participate in regular meals, holiday meals and special events with advance notice to our kitchen.

### **Snacks**

Refreshments follow many of our activities. In addition, our nursing staff delivers between-meal snacks as needed. If you wish to keep snacks in your room, please store food in an airtight container to keep the snacks fresh as well as to discourage insects. Some rooms on the Bridge are furnished with small refrigerators, but residents on Crossroads may bring in their own refrigerator, depending on room space.

### **Vending Machines**

Vending machines that dispense pop, snacks, candy and light meal items are located on the lower level of the care center near the employee lounge. The machines will accept coins, currency and / or credit cards.

## **Activities**

Our Life Enrichment department is closely involved with each person to make sure each day affords an opportunity for interesting and meaningful activities. A representative from Life Enrichment will meet with you to discuss your interests and preferences and to assist you to continue enjoying your favorite leisure activities.

We offer a wide variety of activities to stimulate the interest of all residents. Life Enrichment staff will be present at each care conference to set goals for involvement and to help determine the best way to help you meet your goals.

Diverse activities offered include: baking groups, chime choir, weight lifting, card recycling, crafts, manicures, massages, Scrabble and outings in our wheelchair-equipped van, as weather permits. Bingo, discussion groups and special parties are just a sample of the weekly scheduled activities. Throughout each week residents gather in the Chapel for a game of trivia and chair exercises.

Recognizing that spiritual needs are important, we offer several opportunities for worship, communion and hymn sings each week.

For sight-impaired persons, services are available through the Library for the Blind that include talking books, radios, tapes and tape players.

The monthly activity calendar is posted across from the Activity Deck near the Therapy Room and in the Pathways 'House.' Monthly calendars are posted in your room, are available online at [www.threelinks.org/care-center](http://www.threelinks.org/care-center) and the current day's activity schedule is posted outside the Atrium Dining Room. You and your guests are encouraged to check the calendar frequently so as not to miss a special event. We welcome your guests to participate in all our activities.

## **Volunteers**

Three Links welcomes volunteers from the Northfield community, the colleges, high school, our campus apartments and residents' families and friends. It is through our volunteers that we are able to offer a wider range of activities. Community volunteers often enjoy getting to know you as they assist with a variety of activity programs such as Bingo, music programs and coffee time. In addition, pet therapy dogs are typically available at least once a week for anyone who appreciates dogs.

Many college volunteers seek to build a friendship with those who express a desire for weekly visits. Our volunteer coordinator will be happy to discuss your participation in receiving college visitors or matching you with volunteers who are willing to assist you with tasks such as reading.

The Friends of Three Links Auxiliary meets the second Wednesday of every month to plan and carry out projects that raise funds to enhance the lives of our residents. Projects have included bake sales, quilt raffles and rummage sales. If you enjoy crafting or volunteering, please contact our volunteer coordinator for more information.

## **Resident Council**

An active Resident Council is held at Lane Socials on a regular basis and is open to all care center residents. The council provides an opportunity for you to discuss life at the care center, offer suggestions and problem-solve together. Staff may also attend the meetings to share news of upcoming events and projects and to ask for your opinion and perspective. The council holds regular fund raising events and uses the proceeds to support community projects. We welcome your participation in Three Links Resident Council. To find out more, please contact our social worker at 507-664-8857.

## **Family Council**

Composed of resident representatives and families, this council helps with orientation, support and information for new resident representatives and families, as well as a means for processing concerns and solving problems. With council attendees' input into decisions and changes, communication occurs between the care center and resident representatives and families. Please contact Social Services at 507-664-8857 for complete information. Notices of upcoming meetings are posted throughout the facility.

## **Church Services / Chaplain**

Three Links Care Center has a part-time chaplain on staff to help with your spiritual needs. Personal visits can be arranged by contacting the social worker or a nurse. All church services, events and times are announced on the activity calendar. Your own clergy may visit you at any time. If you need help to contact your clergy, please ask the social worker to assist you.

Our chaplain leads an interdenominational worship service on Saturday mornings. Catholic Mass or Rosary is offered on Friday mornings. Pastors and lay persons from churches in the community visit regularly and may host communion services, Bible studies or socials. Residents who are connected to cable in their room may view chapel services on closed circuit TV, if they desire.

## **Pets**

Understanding the emotional benefits pets can bring to our residents, we allow pets to visit. Visitors are welcome and encouraged to bring along a favorite pet. We ask that all pets be on leashes and that they are current with their immunizations.

The colorful birds in the aviary near the Activity Deck add cheerfulness through their songs and constant activity. All pet rules and regulations by the Minnesota Department of Health are carefully followed at the care center.

### **Special Events**

Three Links hosts a number of special events throughout the year which are announced on the Activity Deck bulletin board. There is advance publicity and often a special invitation is sent to one designated resident contact, who is encouraged to inform others as appropriate.

In December, we host a campus-wide holiday open house for residents and their special guests. This event includes a delicious buffet, entertainment and a visit from Santa.

## **Services**

### **Barber and Beauty Shop**

A full range of barber and beauty shop services are available in our beauty shop located near the elevator on the first floor of the care center Tuesday through Friday. Current rates are listed in the packet received upon admission; notification is made 60 days in advance of price changes. The cost of these services is not included in your daily room rate, but can be charged to your Resident Trust Account or placed on your private pay statement. Such services will appear on a separate monthly bill.

To make an appointment, stop in the beauty shop and speak to the stylist or call 507-664-8825. Gift certificates are also available; please see the stylist.

You may choose to continue to use a beauty shop within the community. You or your representative make the appointment and arrange transportation.

### **Gift Shop**

The gift shop is located on the main level near the Activity Deck and across from the rehabilitation department. Items such as candy, pop, greeting cards and toiletries are sold, as well as gifts. The gift shop is not able to carry products considered medicinal, such as cough drops and pain killers. You may pay cash or charge purchases to your resident trust account. If you have a special request for an item, please speak to the Life Enrichment staff.

## **Transportation**

Northfield Hiawathaland Transit bus service is available to residents for a fee. The bus must be called ahead of time; 24-hour notice is encouraged for any ride needing the use of a lift. The bus is handicapped-accessible, with a lift for wheelchairs. The bus will pick up passengers at the front entrance of the care center and deliver them to their destination in Northfield. The toll-free dispatch number is 866-623-7505.

Taxi service is also available. For out of town trips, there are several transportation services available. Your health unit coordinator can assist with arranging this service.

## **Mail**

You may deposit mail in the mailbox near the Activity Deck to be picked up each weekday morning, except holidays, or bring to the front desk for mailing. Stationery, writing implements and postage stamps are available at a charge from the Activity staff or front desk; charges for these items can be paid in cash or charged to your account.

Incoming mail and other deliveries are delivered to your room on a daily basis. Our Life Enrichment staff will assist you with reading mail as necessary.

## **Wireless Internet**

Wireless internet service is available for you and your guests at no charge. Streaming large amounts of data, such as movies, radio and television is not allowed as it may create an interruption in charting and communications for our nursing department. The WIFI password is: Three815Links!

## **Your Care**

### **Medications**

Your attending physician must order all medications. Our nurse will distribute medications unless determined that self-administration of medications is appropriate.

You and your resident representative are required to inform the nurse of over-the-counter medications, supplements and herbal remedies brought into the care center. Certain over-the-counter drugs have the potential of interacting with certain prescription drugs to cause a negative effect. For this reason, it is helpful for the nurse to be aware of *all* medications, supplements and herbals a resident receives.

All medications must be labeled and packaged according to specific criteria. The nurse will check medications brought into the care center to ensure our safety requirements are met.

### **Care Conferences**

Various members of our staff work closely with you and your representative to develop a plan of care. The plan of care is used as a guide for our staff to ensure that your needs are met. Goals are determined so that staff efforts may be coordinated with you and your representative's efforts to help you attain your desired outcome.

A care conference is scheduled with you and your representatives within two weeks of admission. Thereafter, regular review conferences are held every three months. You and your representative will be given advance notice of the conference.

Periodically a special conference may be initiated by our staff or by your representative to address a particular issue or to help make arrangements for a planned discharge. Appointment times may be scheduled with our social worker.

### **Discharge Planning**

Many residents come to the care center for short-term stays with plans to return to their home following rehabilitation. If you are planning to be discharged from the care center to your home or another facility, we ask that you contact your social worker as soon as possible. She/he will assist you in making plans for a smooth transition.

A discharge conference may be scheduled involving caregivers and professionals that participate in your care. If you are planning to have services from a home health agency or other community service, we may invite them to the conference to help coordinate plans. Our therapy department is available to do a home assessment to determine the need for special equipment in your home to enhance your safety and independence.

Three Links offers a wide variety of services to help support you in the community. These services include Vital Link (providing adult day services) and Home Care Link (providing health care and / or non-medical assistance in your home). For those who need more assistance than can be provided in their home, we offer Millstream Commons (providing assisted living and respite care apartments) and Villages of Lonsdale (providing senior living, assisted living and respite care apartments).

## **Rehabilitation**

### **Medical Equipment and Supplies**

There are times when you may need special equipment or medical supplies. Our staff is available to assist you in obtaining the equipment and supplies, including oxygen.

If your condition warrants, a standard wheelchair is provided by the care center during your stay at no additional charge. The need for specialized features may require purchase of equipment. Prior to ordering special supplies and equipment, our staff will discuss choice of vendor and costs with you and your resident representative.

### **Occupational Therapy**

Three Links has an occupational therapy department which is available to assist residents upon the order of the resident's attending physician. For further information, please speak with the nurse at the nurses' station.

Occupational therapy is a professional rehabilitation service which can help older adults live a fuller, more productive and independent lifestyle. An occupational therapist can assist an older adult who is experiencing difficulty with a variety of age-related problems, which may include performing routine activities such as dressing, bathing, eating, and body positioning, and maintaining safety in his / her living environment.

Occupational therapy can help individuals who are recovering from a stroke, dealing with chronic illness such as arthritis, Parkinson's disease, or losses of coordination, strength, endurance and vision, providing specialized adaptations to accommodate those changes and losses.

### **Physical Therapy**

Three Links contracts physical therapy services that are provided in our rehabilitation department. Physical therapy staff is present Monday through Friday and most Saturdays. The schedule may be altered due to holidays.

The physical therapy staff is licensed to provide a wide variety of therapeutic services which have been ordered by your physician to assist you with strengthening muscles and regaining mobility. Our nursing staff works closely with the therapists to ensure that care is coordinated in order that you may achieve your goals as efficiently as possible. Direct any questions regarding physical therapy services to your nurse.



## **Speech Therapy**

In speech therapy, patients are evaluated and treated for communication, language and swallowing disorders. The focus is on improving speech-language expression, comprehension and oral motor skills for more accurate speech production.

Depending on your physician's orders, speech therapy may include aural rehabilitation, aphasia/dysphasia management and/or cognitive rehabilitation.

## **Professional Services**

### **Physician**

You are required to designate a licensed physician for the supervision of your care and treatment at the care center. If a physician is selected other than the physician service covering the care center, you and / or your resident representative must comply with requirements regarding physician visits and be responsible for transportation to and from the physician's office. The physician must agree to comply with making the necessary visits to the care center as required by the State of Minnesota. The frequency of visits varies according to payment source and length of time following admission. The general frequency of physician visits is 30-60 days.

Nursing staff is in frequent telephone contact with physicians and nurse practitioners. When your condition warrants, our nurse will contact your physician and may request a special visit or appointment. You may request a private visit with your physician directly or through the nursing staff.

At times your physician may call in consultants to assist with your care. Our nursing staff will work with you and your resident representative to make arrangements for this care.

### **Nurse Practitioners**

Your physician works collaboratively with nurse practitioners from his / her clinic. Nurse practitioners are registered nurses with additional education in the physical assessment and treatment of the health problems of certain populations, for example older adults. Medicare and Medical Assistance reimburse the nurse practitioner's visits.

Nurse practitioners assist the physicians in making the required routine care center visits, as well as caring for residents who are ill or injured. They are available to evaluate residents Monday through Friday, at the request of the resident, the resident's representative, the nursing staff or the physician. Please inform your nurse at Three Links if you have any concerns you wish to discuss with a nurse practitioner.

### **Dental Care**

Apple Tree Dental Service provides convenient, on-site dental care. You will receive a bill directly from Apple Tree Dental for services incurred. If you see your own dentist, you are responsible for payment of transportation to and from your dentist. If you are having dental problems, please inform your nurse. In the event of a dental emergency, we will assist you in finding necessary treatment.

### **Optometrist**

An optometrist makes regular visits to Three Links, bringing equipment that allows a complete eye exam on-site. The optometrist's staff assists with selection, repair and adjustment of eyeglass frames. The optometrist's office will bill you directly.

You may also choose to visit your own optometrist. Our nursing staff can assist you in making arrangements for appointments and / or transportation. You are responsible for payment of transportation services to and from your off-site optometrist appointments.

### **Podiatrist**

A podiatrist visits the care center, fully equipped to care for a full range of podiatry needs. The podiatrist's office will complete billing forms for Medical Assistance, Medicare and private insurance. Ask your nurse if you are in need of podiatry services.

### **Staff Training**

Staff at Three Links Care Center is trained to meet the needs of residents requiring long-term care, short-term rehabilitation and dementia care. Our nurses and nursing assistants are qualified according to strict government regulations. All employees are given up-to-date education in promoting safety of residents and staff and maximizing the potential of our residents; a disclosure of dementia training is received at admission.

## **Safety and Emergency Plan**

Three Links' staff works diligently to provide a safe living environment for everyone. The Emergency Plan includes orientation and annual training and drill for all personnel so that each employee promptly carries out a specific role in an emergency. A copy of the Disaster Plan is available for your review in the Chapel or by request.

Our staff is encouraged to report items in need of repair or safety inspection to our maintenance department. Likewise, we encourage you to inform us if you notice something needing repair. We ask all residents, resident representatives and visitors to promptly report any unusual incidents or accidents to a nurse so an investigation may be initiated and an incident report completed.

### **Fire Prevention and Evacuation**

You may bring electric items from home such as radios, TVs and clocks. Because of fire danger, no electrical appliances which produce heat are allowed. Examples are: heating pads, electric blankets, microwaves, coffee pots and hot plates. Candles are also not allowed. The Minnesota State Fire Marshall does not permit the use of extension cords in resident rooms. Smoking, including electronic cigarettes, is not permitted throughout the buildings or on the grounds.

Fire drills are held monthly at various times of the day and night. If alarms sound, you will not know if it is a fire or a drill; therefore, *always* respond by seeking safety behind closed doors in resident rooms. Do not go into other hallways unless directed by staff or firefighters. In smoke, stay close to the floor near windows. Our facility has sprinklers, smoke detectors and fire doors throughout.

### **Tornado and Severe Thunderstorm**

Tornado and severe thunderstorm season extends from March through October in our area. When necessary, instructions for storm safety action will be announced over the paging system. Our staff prepares for severe weather emergencies by practicing tornado drills 2-3 times per season. Your cooperation helps us keep all residents safe.

1. ***Tornado Watch:*** Prepare for possible storm. Staff will clear hallways and resident room windowsills to prevent objects from being blown by wind. During a tornado watch, visitors may enter and leave the facility using their judgment.

2. ***Tornado Warning:*** Seek shelter immediately. Safe areas include small rooms with no windows, i.e., resident bathrooms and public areas designated with yellow TORNADO SHELTER signs. Residents who are in bed shall remain there, positioned to be protected with extra blankets. During a tornado warning, visitors are asked to join us in shelters for their protection. Visitors are advised not to leave the building during a tornado warning.

## **Insurance**

Three Links Care Center participates in Medicare, Medicaid/Medical Assistance, Veterans contracts and private insurance as applicable. Questions regarding insurance and payment sources may be directed to our business office. Please call 507-664-8830.

### **Medicare:**

The Medicare coordinator will inform you if you are eligible for Medicare Part A. If eligible, the coordinator will closely monitor the criteria which will allow Medicare Part A to make payment. When these criteria are no longer met, you and / or your resident representative will be notified of a Medicare Denial. At that point, payment will be private pay or Medicaid, as appropriate.

### **Medicaid/Medical Assistance:**

Residents who meet the financial eligibility requirements may qualify for Medicaid. Information from the Minnesota Department of Human Services regarding eligibility requirements is given to you upon admission to Three Links.

### **Veterans Contract:**

Eligibility is determined by the Veterans Administration.

### **Private Insurance:**

You are responsible for informing the care center of any private insurance companies, policy numbers and special criteria applicable to your account.

## **Policies**

### **Non-Discrimination**

Three Links Care Center admits residents without regard to race, creed, color, gender identity, age, marital status, status with regard to public assistance, sexual orientation, national origin, religion, disability, veteran's status, or other protected class status. Prospective residents are assessed in order to determine our ability to provide care.

### **Resident's Rights**

Three Links Care Center is required by state and federal law to comply with the Residents Bill of Rights. A copy of the Resident Bill of Rights is received at admission and questions are encouraged by the resident and resident representative when appropriate. Periodically, the Rights are revised by state or federal mandates. To keep current of the changes, a portion of the Rights is read at Resident Council meetings. Social Services staff answers questions and ensures the Rights are annually reviewed.

### **Prevention and Protection from Abuse Program**

Each resident will be free from and protected from abuse, neglect, harm, mistreatment, exploitation and misappropriation of property while they reside at Three Links. Abuse can include but is not limited to physical harm, pain, mental anguish, verbal abuse, sexual abuse, or involuntary seclusion from any source. No abuse or harm of any type will be tolerated. All employees are screened prior to hiring and trained throughout their employment to prevent and protect residents from abuse.

All reports of mistreatment, neglect, or abuse, including injuries of unknown source and misappropriation of property are promptly and thoroughly investigated. All incidents must immediately be reported to the Administrator in person or by telephone. The Administrator will proceed in accordance with law. Reports may also be made to the MN Adult Abuse Reporting Center (MAARC).

A copy of the complete Resident Protection Program Policy is available upon request from the Director of Nursing. Contact information for the Administrator, the Director of Nursing and MAARC can be found in the attached telephone listing and is also posted throughout the facility.

## **Emergency Contacts**

Upon admission, we ask that you or your resident representative designate three people as emergency contacts, if possible. It is helpful to our nursing staff your emergency contacts provide us with information and alternate ways to contact them during vacations and / or business trips. We remind these contacts to notify the nursing station of name, phone number, email address and / or mailing address changes. Your assistance with keeping this information current is important and greatly appreciated.

## **Advanced Directive**

Our social worker will discuss resuscitation status with every resident and / or resident representative. You and your representative are encouraged to discuss this and to complete the plan as desired. Our nursing staff and / or social worker are available to discuss any concerns regarding these plans. We also encourage you to speak with your physician or nurse practitioner regarding this if you have not already done so.

If you have a Health Care Directive, please submit a copy to the Care Center for your medical record. The policy of Three Links Care Center is to initiate cardio-pulmonary resuscitation (CPR) if CPR is desired and documented in the resident's chart.

## **Provider Orders for Life Sustaining Treatment (POLST)**

This is a provider order sheet based on your and / or your resident representative's wishes for your medical care. This form, completed by our social worker, addresses your goals of treatment, the maintenance of function and quality of life, or to live as long as possible. Treatment desired, or not, may be cardio-pulmonary resuscitation, comfort care, to limit interventions and treat reversible conditions or to provide life sustaining treatment. You may alter these orders as your treatment preferences change.

## **Grievance Procedure**

We desire to maintain open channels of communication with our residents and resident representatives. If you or your representative has a concern, we encourage you to voice it to a staff member, who will document your concern. The Director of Social Services receives the concern, routes it to the appropriate person /department for investigation and reports the findings to the person who filed the concern and to the Administrator. If the concern is not resolved, the issue is routed directly to the Administrator.

If satisfaction is not attained, you may contact the Office of Health Facility Complaints at 1-800-369-7994 or the State Office of Ombudsman for Long Term Care at 1-800-657-3591. Complete contact information for all agencies is received at admission and prominently posted in the care center. A copy of the Suggestion, Concern or Grievance Policy is received upon admission. Suggestion / Concern forms are found at the entrances to Pathways and the Bridge and also at the main reception desk.

### **Bed Hold Policy**

To comply with state and federal law, the Three Links Care Center's Bed Hold and Re-admission Policy is given to you and / or your resident representative upon admission.

In the event of your transfer to a hospital, nursing will send a copy of the Bed Hold Policy with you. As soon as possible, determination must be made whether you or your resident representative wishes to hold your bed at the care center. Holding and paying for a bed hold applies to residents whose pay source is Medicare or private pay. Residents covered by Medical Assistance and Veteran's contracts have specific guidelines regarding bed holds.

A resident may be absent from the facility due to a therapeutic leave with a physician's order. The social worker will assist with arrangements for a therapeutic leave.

### **Room Transfers**

Occasionally, a room transfer to a more appropriate location is necessary due to changing needs. This could be a move from one room to another or from one area of care to another, as determined by the nursing staff.

Our social worker will contact you and / or your resident representative to discuss the need for a transfer and to offer a tour of the new location. Our staff will work closely with a resident representative to determine the best way to inform a resident of the need to move. Housekeeping staff is available to assist in moving your belongings, if desired. Our maintenance staff will assist with moving furniture or hanging pictures.

### **Leaving the Facility**

You are asked to sign out at the Bridge Nurses Station when leaving the premises. If you plan to leave for any length of time, we ask that you let the nursing staff know in advance so that medications can be prepared, if necessary.

## **Billing**

All billing procedures are handled through the business office. Questions or concerns about billing should be directed to Resident Accounts at 507-664-8830.

Prompt payments are required. Delayed payments are subject to finance charges and will result in contact from the business office to set up a payment plan. We desire mutual cooperation in settlement of financial obligations; however, if necessary, legal counsel will be sought if delinquent accounts persist.

## **Tobacco Free Policy**

All of Three Links buildings and grounds are tobacco free and smoke free. Electronic, or E cigarettes, and chewing tobacco use are not allowed. No smoking is allowed in our parking lots. Smoking is allowed only off campus grounds.

## **Questions?**

If you have questions or concerns, please ask us! To help direct your inquiries, you may also refer to the staff list you received upon admission. Department members who work for you are listed there along with their names, positions and phone numbers. We'd like your stay with us to be as satisfying as possible.