

Three Links Care Center
Resident Handbook

Three Links


Welcome to Three Links Care Center

This booklet has been assembled to provide information for those who are interested in the care and services provided at Three Links Care Center.



Our Mission Statement

Creating Peace of Mind for Those we Serve

Our Vision Statement

Honoring Individuals Through Their Life Journey

Our Values

Community
Accountability
Respect
Empathy

Our Four Cornerstones

Respect
High Expectations
Communication
Leadership

At Three Links, we understand and accept our responsibilities to provide quality care, to respect the dignity of each person, to always act with the organization's values and to comply with all applicable laws and regulations. *Creating Peace of Mind for Those we Serve* is our mission and our calling.

Three Links Care Center is a 92-bed skilled nursing facility located on the organization's main campus in Northfield, MN. It is a not-for-profit organization founded in 1899 by the Minnesota Odd Fellows fraternal organization.

The building of Three Links Care Center is on two levels. The lower level is considered the first floor and is on ground level and can be accessed from what is considered the "employee entrance". The landscape is graded so what is considered the front or main entrance can also be accessed from ground level. It is considered the second level of the building.

Three Links Care Center has an indoor main lobby area that is large and spacious. A large chapel, a spacious dining room and several small sitting areas exist for watching television or visiting with friends or relatives. A family kitchen is available as well. Three nursing stations exist within the Three Links Care Center and are named:

The Bridge
Crossroads
Pathways

The Bridge: considered a transitional care unit and short-term. This area offers the coordination and continuity of health care during a movement from one health care setting to another or to home. The bridge has nine private rooms; five with private bath rooms (toilet and sink), and four with a shared bathroom (toilet and sink). It is located on the second level.

Crossroads: considered for long-term stays. This area offers all skilled nursing services required by Medicare and Medicaid. Crossroads has 11 private rooms with private bathrooms (toilet and sink), 28 private rooms with a shared bathroom (toilet and sink), and 11 semi-private rooms (two beds in one room). It is made up of three hallways, each hallway has a name, Iris, Daisy, and Marigold. Crossroads is located on the second level.

Pathways: a secured memory care environment for those who experience dementia. Pathways has ten private rooms with private bathrooms (toilet and sink) and six semi-private rooms. It is located on the first level.

The main campus also includes:

Cottage East, Cottage West, and Cottage on Forest – These three cottages are licensed as assisted living memory care settings and provide housing and services for to up-to 34 residents.

Reflections End-of-Life Care Suites and Respite Care – This is an eight unit private care suite environment dedicated to provide respite or end-of-life care.

Three Links Apartments and Park Ridge Apartments – Two separate apartment buildings which together provide 104 affordable housing units.

Three Links Home Care – A care service provided by licensed healthcare professionals in a personal residence or institutional setting.

Three Links Adult Day Services – A service designed to provide a break during the day to personal caregivers and offers an opportunity for older adults to socialize with their peers, participate in meaningful activities and obtain nursing supervision if necessary.

The main campus address is: 815 Forest Avenue, Northfield, MN 55057

The main telephone number is: 507.664.8800

The website is: www.threelinks.org

Other buildings and services owned and operated by Three Links:

Millstream Commons – A 44 unit, apartment style assisted living building located on the south end of downtown Northfield. Millstream Commons address is: 210 8th Street West, Northfield, MN 55057. Telephone: **507.650.0141**

The Villages of Lonsdale – A 56 unit building located in Lonsdale, MN. The Villages of Lonsdale offers 17 independent living apartments, 25 assisted living apartments and 14 memory care suites. The Villages of Lonsdale address is: 1000 NE Birch Street, Lonsdale, MN 55046. Telephone: **507.744.3453**

Three Links Care Center is licensed by Minnesota Department of Health and is required to have a licensed Nursing Home Administrator certified by Minnesota Board of Examiners for Nursing Home Administrators.

Three Links Care Center employs several individuals to assist resident and family members with services or questions. Some key roles within Three Links include:

Admissions Coordinator - Responsible for helping people be admitted to Three Links Care Center. This person works closely with the hospital discharge planner and family members to ensure a smooth transition to Three Links.

Clinical Nurse Coordinator - This nurse works closely with the Director of Nursing and is responsible for the clinical integrity for those residents assigned. Each nurse's station has one Clinical Nurse Coordinator. Your Clinical Nurse Coordinator is:

Director of Nursing (DON) – The DON is responsible for overseeing all aspects of the nursing department within the skilled nursing home.

Licensed Practical Nurse (LPN) – A LPN provides direct resident care, supervision and other nursing duties as assigned. Three Links employs many LPNs.

Nursing Assistant - Registered (NAR) This position is responsible for providing direct care to residents as assigned. Three Links employs many NARs.

Registered Nurse (RN) – A Registered Nurse is responsible for providing and coordinating resident care as assigned. Three Links employs many RNs.

Social Worker – This position is responsible for the coordination of resident emotional and psychosocial care and assumes the role of resident advocate. Your Social Worker is:

* There are many other positions and roles not listed here. Other positions may be highlighted elsewhere in this booklet.

Three Links is an equal opportunity employer and is committed to complying with all applicable laws providing equal employment opportunities. It is the policy of the company not to discriminate unlawfully against any qualified employee or applicant for employment because race, color, religion (including religious dress and grooming practice), sex (including pregnancy, childbirth, breastfeeding, or related medical condition), age, national origin, ancestry, physical or mental disability, genetic information, marital status, familial status, sexual orientation, gender identity, veteran status, or medical condition or any other consideration made unlawful by federal, state or local laws.

Resident Information

Activities

The activities at Three Links Care Center are coordinated through a group of employees from the Three Links Care Center Life Enrichment department. A Life Enrichment employee will meet with each resident to discuss interests and preferences and assist residents to continue to enjoy personal leisure activities. There are diverse activities available in large or small groups and activities designed for just one person. If you need assistance or have any questions regarding activities, contact the Life Enrichment staff at **507.664.8823**.

Activity Calendar

Employees from the Three Links Care Center Life Enrichment department are responsible for providing each resident a monthly calendar of scheduled events that are available at Three Links Care Center. Activity Calendars are also posted near the Therapy Room and in Pathways. It is also available online at: www.threelinks.org/care-center. For more information, contact the Life Enrichment staff at **507.664.8823**.

Activity Deck

The common area space near The Bridge and Crossroads is called the Activity Deck. It is a popular spot for small group activities and watching television. There is a table nearby which has area newspapers available. Please do not remove the newspapers from any Three Links Care Center public location.

Admission Process

The Three Links Care Center Admissions Coordinator will meet with you and/or your responsible parties, to explain the admission process, answer questions, and acquire necessary signatures on forms for admission and services available. People who are admitted to Three Links Care Center must have a physician's order to do so. Please contact the Admissions Coordinator at **507.664.8845**.

- See Combined Federal and State Bill of Rights, Admission.
- See Combined Federal and State Bill of Rights, Admission, Transfer, and Discharge.

Adult Day Services

A service designed to provide a break during the day to personal caregivers and offers an opportunity for older adults to socialize with their peers, participate in meaningful activities and obtain nursing supervision if necessary. Three Links provides this service on the main campus. For more information, contact **507.664.8865**.

Advance Health Care Directive

An Advance Health Care Directive, also known as a living will, personal directive, advance directive, or advance decision, is a written statement that a person gives that specifies what actions should be taken for their health if they are no longer able to make decisions due to illness or incapacity. The Three Links Care Center Social Worker, the Three Links Care Center Clinical Nurse Coordinator, or a physician can assist individuals who have questions regarding Advance Health Care Directives. If a resident has an existing Advance Health Care Directive, the resident/representative should provide a copy to the Three Links Care Center Admission Coordinator upon admission. If an Advance Health Care Directive form does not exist but a resident would like one created, the resident/representative should speak to a Three Links Care Center Social Worker.

- See Provider Orders for Life Sustaining Treatment (POLST)

Alcohol

Three Links Care Center may require residents who wish to have alcohol, to have a physician's order and the alcohol must be stored in the nurse's medication room or in a locked cabinet in the resident's room.

Assisted Living Services

Assisted living is an option for people who need and appreciate additional assistance with daily activities such as bathing, dressing, medication, and more. Three Links provides assisted living at Millstream Commons in Northfield and at The Villages of Lonsdale in Lonsdale. Three Links provides assisted living memory care services on the main campus at Cottage East, Cottage West, and Cottage on Forest and at The Villages of Lonsdale.

Atrium

There is an atrium located on the main campus. It is an all glass conservatory and physically connects Reflections to Cottage on Forest. Access to the atrium can be gained by walking outside on the sidewalk. It is a bright, sunny area to entertain friends. To reserve the atrium or for additional information, contact the Three Links Care Center receptionist at **507.664.8800**.

Atrium Dining Room

The Atrium Dining Room is separate from the atrium mentioned above. It is the main dining room with access to a secured outdoor courtyard located on the second floor in Three Links Care Center. Unless otherwise noted, people are welcomed to use the Atrium Dining Room to entertain guests and use the outdoor courtyard as weather permits.

Authorization for Direct Payment

An Authorization for Direct Payment form is available to have payments for resident care be automatically paid from a designated checking or savings account. Residents/representatives who elect this service must complete the form which authorizes Three Links Care Center to establish regularly scheduled payments. The authority a resident/representative gives to charge an account will remain in effect until Three Links is notified in writing to terminate this authorization. Written termination must be received by Three Links Care Center no later than the fifth day of a new month.

- See Billing

Barber and Beauty Shop

Barber and beauty shop services are available within the Three Links Care Center in the beauty shop located near the elevator on the first floor. Service information, including costs, are listed on a separate sheet in the admission packet. The cost of these services are not included in the resident's daily room rate. Residents are able to use their existing barber or stylist from the community, however the resident would be responsible for their own transportation and arrangements. For in-house appointments or more information about in-house services, call **507.664.8825**.

Bed-Hold and Readmission Policy

To comply with State and Federal law, a copy of Three Links Care Center's Bed-Hold and Readmission Policy is provided to each resident/representative upon admission. In the event the resident leaves Three Links Care Center for hospitalization or therapeutic leave, the resident/representative is given the option of holding or releasing the bed. When an unscheduled transport to the hospital occurs, a copy of the Bed-Hold and Readmission Policy is sent with the resident to the hospital. As soon as possible, the resident/representative should determine whether the resident will retain the bed and return to Three Links Care Center after hospitalization or release the bed and not return to Three Links Care Center. There may be a fee to hold a bed. Holding and paying for a bed-hold applies to residents who have Medicare as a pay source or are paying privately. Residents who are covered by Medical Assistance or covered under a Veteran's Contract have specific guidelines regarding bed holds. A Three Links Care Center Social Worker can assist with more information.

Billing

All billing is done through the Three Links Care Center Business Office. All payments are due within 30 days of statement receipt. Delayed payments are subject to finance charges and will result in contact from Business Office employees to establish a payment plan. Mutual cooperation in settlement of financial obligations is most desired; however when necessary, legal counsel will be sought if delinquent accounts persist. For questions concerning billing, contact a Three Links Care Center Business Office employee at **507.664.8830**.

- See Authorization for Direct Payment

Books and Magazines

Books and other reading material are available for resident use on the Activity Deck and in the bookcases adjacent to the fire place on the second level near the main entrance. For sight-impaired individuals, services are available through the public library. Contact a Three Links Care Center Life Enrichment employee about accessing radio talking books or other material available for vision impairment.

Cable Television

Individuals who reside in the area designated as Crossroads or Pathways must furnish their own televisions for their room. Since The Bridge is considered a

transitional care environment designed for short-term stays, televisions are provided for each resident. Television reception is not available without cable services. There is a charge for those residents who choose to have cable television access in their room.

Call Light

A call light or nurse call light, is an electronic call system located at the bedside and at the toilet in each resident's room. A call light is also available in public restrooms and in central bathing areas of the building. When the button is pushed on the call light pendant or in public areas, the cord is pulled, the Three Links Care Center nursing staff are informed that assistance is needed. Each location is identified and staff are informed of the site where assistance is needed.

Care Conference

Resident care conferences are required under State and Federal regulations. Care conferences are held within two weeks after admission and every 90 days thereafter. During this meeting, the resident's plan of care, also called care plan, is developed, reviewed and updated. Various staff members from several departments make up an interdisciplinary team. The Three Links Care Center interdisciplinary team works closely with each resident/representative, and encourages resident and family participation to ensure resident perspectives and needs are met. A special care conference may be initiated by staff or by the resident/representative to address a particular issue or to assist with discharge arrangements. The Three Links Care Center Social Worker schedules care conferences and will inform you in advance of the appointment.

Care Plan

A care plan, also known as plan of care, provides direction on the type of care an individual may need. A care plan is created through conversations with the resident/representative, several health assessments, physician and hospital information, prior and current condition, and observations. A care plan can remain stable or change often as the resident's conditions and needs remain consistent or change.

Channel 900

Channel 900, also known as the Three Links Channel, is a closed circuit television channel available on televisions that are located in common spaces. Information, activities and chapel services associated with Three Links are available on this channel.

Church, Chaplain Services and Clergy

A part-time chaplain is on Three Links Care Center staff and provides interdenominational worship and chapel services, Bible studies and visitation. Personal visits can be arranged by contacting the social worker or informing a nurse. Check the activity calendar for events and scheduled times. Clergy members from the resident's home congregation are welcomed anytime. The chaplain provides programs and chapel services on the closed circuit television station, channel 900, the Three Links Channel, available on televisions located in the common areas.

Clothing

When admitted, a sufficient supply of seasonable, comfortable clothes should be brought with the resident. Items should include undergarments and nightwear, socks, pants, shirts or blouses, dresses, sweaters, good fitting slippers, outdoor shoes, and a jacket, scarf and gloves. If there are outdoor activities, sunglasses may be necessary. Clothes brought with the resident at the time of admission or anytime thereafter should be brought first to a Three Links Care Center Social Worker to be recorded. The facility laundry staff are willing to label and launder individual resident clothing. However, family members may take resident clothing home to launder as well. In this situation, resident's clothing will not be labeled for identification and Three Links Care Center will not be responsible for loss or damage to clothing. Special fabrics or clothing that requires dry cleaning, cold water wash or lined drying are not recommended.

- See Inventory Sheet
- See Laundry Services

Combined Federal and State Bill of Rights

Upon admission, each resident/representative receives a copy of the Combined Federal and State Bill of Rights prepared by Minnesota Department of Health. All residents in any long term care facility have rights guaranteed to them under

Federal and State law. Any guardian or conservator of a resident, or in the absence of a guardian or conservator, an interested person, may seek enforcement of the rights on behalf of a resident.

Cottage East, Cottage West, and Cottage on Forest

These are three separate buildings located on the main campus of Three Links. Cottage East and West provide assisted living services for up-to ten individuals each and Cottage on Forest can provide assisted living services for up-to 14 people. The cottages are part of the memory care services offered by Three Links. For more information about any Cottage please call **507.664.7993** or **507.664.8845**.

Crossroads

Crossroads is the area of Three Links Care Center which provides housing and nursing services for up-to 61 individuals.

Dementia Care

Dementia care is provided in Pathways. Pathways is located on the first level of Three Links Care Center. As an organization, Three Links typically refers to this service as memory care.

- See Memory Care
- See Pathways

Dental Care

The resident/responsible party should immediately inform the nurse when a resident is experiencing any dental issues. Three Links has a contract with an outside vendor who provides convenient, on-site dental care each month. Residents are able to use their existing dentist from the community, however the resident would be responsible for their own transportation. In either case, the resident/responsible party is responsible for the dental bill incurred. Arrangements for dental services can be made with a Three Links Care Center Social Worker.

Diets

Each resident's attending physician orders the resident's diet.

Dietician

Three Links Care Center employs a full-time registered dietician. This position is part of the interdisciplinary team which works with residents and families and participates in Care Conferences. The Three Links Care Center dietician is responsible for managing the clinical aspects of each resident's nutritional care.

Discharge Planning

When a discharge from Three Links Care Center is anticipated, a Three Links Care Center Social Worker will assist the resident in that process. A physician's order is necessary and a post-discharge plan will be developed to assist the resident in adjusting to their anticipated living environment. A post-discharge plan may determine special equipment or necessary in-home services required for the resident to discharge. Rehabilitation staff from Three Links Care Center may be requested to complete a home assessment with the resident in the resident's anticipated living environment. Home assessments may assist in determining the need for special equipment necessary for safety and improved independence for the resident. Residents/representatives do have the right to discharge against medical advice. In this rare situation, Three Links Care Center staff are responsible to inform the resident/representative of the risks versus benefits of a discharge against medical advice, and notify the resident's physician, any responsible party and file a Minnesota Adult Abuse Reporting Center (MAARC) report. Law enforcement will also be notified if Three Links Care Center staff determine the discharging resident is a potential danger to their self or to others.

- See MAARC
- See Combined Federal and State Bill of Rights, Admission, Transfer, and Discharge

Electrical Extension Cords

Extension cords and electrical adaptors, such as three prong plugs, are **NOT** permitted in Three Links Care Center. This is a Federal law which Three Links Care Center must strictly enforce and comply with. Three Links Care Center will provide one power tap (power strip) to each resident. A relocatable power tap is permitted if the power tap meets the following three qualifications: The power tap has a fuse or breaker built into the power tap by the manufacturer, the power tap has an Underwriters Laboratories (UL) tag listed on the power tap by the

manufacturer, and the power tap has the words “Relocatable Power Tap” listed on the power tap by the manufacturer. Any device with a motor cannot be plugged into a relocatable power tap. This could include a lift chair, an electric bed or refrigerator. Any device with a motor must be plugged directly into an electrical wall receptacle.

- See Fire Safety

Electric Razor

Residents may bring their own personal electric razor to shave. Razors should be labeled with the resident’s name and should be documented on the resident’s Inventory Sheet.

- See Inventory Sheet

Electronic Monitoring

Resident/representatives have the right to place an electronic monitoring device, such as a video camera or tape recorder, in the resident’s room after appropriate consent and notification requirements are met by the resident, and if appropriate, the resident’s roommate. Electronic monitoring means the placement and use of an electronic monitoring device by a resident in the resident’s room as an additional layer of comfort to family members that their resident is getting the care and services necessary for good outcomes.

Emergency Contact

When a person is admitted to Three Links Care Center, the resident/representative should designate three people as emergency contacts. The resident’s representative may be one of the emergency contacts. This is helpful in the event of a medical emergency. Residents/representatives should remember if individuals, phone numbers, email address, or a mailing address changes, to notify a Three Links Care Center Social Worker so that information can be updated. In the event of a medical emergency, and contact has been made with one of the identified emergency contacts, Three Links Care Center requests the notified person inform the other emergency contacts. In situations where a resident has multiple children or interested individuals in the care, outcomes and condition of that resident, Three Links Care Center requests that upon notification, the identified emergency contact(s) notify other family and

interested individuals, provided the resident/representative has approved the sharing of health information.

- See Resident/Representative

Facsimile Services (FAX)

Three Links Care Center has facsimile services available. The Three Links Care Center receptionist located in the main entrance area, second floor, can assist and provide information about current costs associated with sending or receiving facsimiles. The Three Links Care Center FAX number is **507.645.0942**.

Family Council

Three Links Care Center has a Family Council. Family Council participants are family and friends of residents who live in Three Links Care Center. Individuals can join the Council at any time. Family Council participants advocate for the well-being of their relatives by partnering with Three Links Care Center staff to promote and enhance the quality of daily life. Interested individuals should contact a Three Links Care Center Social Worker.

Family Kitchen

The Family Kitchen is located near The Bridge and Crossroads and is available for residents and their guests. Located adjacent to the Activity Deck, the Family Kitchen is equipped with a coffee maker, microwave, refrigerator, stove and sink. Food stored in the Family Kitchen refrigerator or freezer must be labeled with the owner's name and dated the day it went into the refrigerator. Marking supplies are located in an adjacent drawer. To reserve this area, contact Three Links Care Center Life Enrichment staff at **507.664.8823**.

Fire Drills

Three Links Care Center is required to complete 12 fire drills each year. In the event of a fire or a fire drill, an alarm will sound and any open door which is open because it has a magnetic door holder which makes the door to stay open, will release and close. The Three Links Care Center staff are trained to practice as if a fire drill is real. Residents are encouraged to stay in their room, remain calm and wait for instruction from staff. The doors to resident rooms will be closed and hallways must be cleared with nothing, equipment or people, being allowed to stay or be stored in a hallway. Fire drills are necessary for staff to be educated

and prepared in the event of a real emergency. Residents and guests will be expected and encouraged to cooperate.

Fire Safety

Electrical items such as clocks, radios and televisions are allowed. However, extension cords are not. Any device with a motor must be plugged directly into an electrical wall receptacle. Electrical equipment which creates heat is not permitted, this includes but is not limited to: heating pads, electric blankets, recliners with internal heating elements, space heaters, microwaves, coffee pots, hot plates or heated scent warmers. Real candles are not allowed, even for show. Smoking, including electronic cigarettes and vaping are not permitted throughout the building or outside on Three Links property. In the event of a real fire and smoke is present, individuals are encourage to stay as close to the floor and near a window when possible. Three Links Care Center has an installed sprinkler system, smoke detectors and fire rated doors throughout the building.

- See Electrical Extension Cords

Food and Gifts for Residents

All gifts brought to a resident should first be checked in with a Social Worker. Each resident has an inventory sheet which lists all personal belongings brought with the resident upon admission. The inventory sheet must be updated to reflect new item(s) brought in after admission or when an item is removed from the resident's room. Gifts of clothing should be labeled. Perishable and non-perishable food items must be stored in airtight plastic containers and at appropriate temperatures.

- See Inventory Sheet
- See Snacks

Foundation

The Three Links Foundation accepts gifts and manages charitable activities on behalf of the entire organization, including Millstream Commons and The Villages of Lonsdale. Individuals may wish to make a gift to Three Links in honor or in memory of a friend or family member, or make a donation to enhance the quality of life for those served. Gifts are directed to an area of greatest need or to a specific program or project per the donor's request. The Foundation is able to assist those who would like to make a major gift or planned gifts such as

establishing a charitable trust or annuity. All donations are acknowledged by an official receipt, which may be used for income tax purposes. For more information, contact the Director of Development at Three Links at **507.664.8867**.

- See Gratuities

Furniture

Each resident's room is provided with a bed and mattress, a chair, night stand and dresser. Residents are allowed to bring personal items from a prior living environment to make their stay comfortable as long as it does not infringe on the rights of roommates and does not violate any safety and fire codes set by the National Fire Protection Association (NFPA, 2012) codes. Furniture must be appropriate in size for the room. Couch and chairs must meet the facility standards for cleaning and safety. Three Links Care Center housekeeping staff uses products which contain hydrogen peroxide and/or bleach infused cleaning solutions which could have the potential to discolor or damage any fabric or wood. All items brought into the facility should be documented on the resident's inventory sheet.

- See Inventory Sheet
- See Missing Items and Resident Property Replacement Policy

Gift Shop

Towne Square Gifts gift shop is located on the second floor near the Activity Deck and the Phone Booth. This gift shop sells items such as candy, soda, greeting cards, toiletries, and gifts. Over-the-counter medications are not available or sold at Towne Square Gifts. Towne Square Gifts accepts cash and some credit/debit cards. Residents who have a Resident Trust Account may charge items to their Resident Trust Account.

Gratuities

Three Links Care Center is committed to providing high quality, consistent, and equal service to all residents. Because of its potential for compromising this goal, individually tipping any employee of Three Links is prohibited. Tipping is broadly defined to include monetary gifts of any kind, and gifts of personal items such as clothing, jewelry, furniture, appliances, etc. Three Links Care Center employees who individually accept tips are subject to disciplinary action, including termination. Resident/Representatives or others can donate to Three Links Care

Center for employee gratuities. In such cases, the Administrator will ensure the gift is equally distributed and appropriate taxes are assessed.

- See Foundation

Grievance Procedure

Residents/representatives who have a suggestion, concern or grievance are encouraged to communicate their issue with a Three Links Care Center Social Worker. The Social Worker will document the resident/representative's issue, however, any Three Links Care Center employee can initiate documenting the resident/representative's issue on a Suggestion, Concern, or Grievance Form. Once this is established, the form will be used to record information/investigation, findings and outcomes or resolutions to the issue. If the issue is not resolved, the resident/representative can request to speak with the Administrator. If satisfaction is not attained, the resident/representative may contact the Office of Health Facility Complaints at **800.369.7994**. Grievance information and complete contact information is provided upon admission in a resident admission packet and is posted prominently within Three Links Care Center.

- See Combined Federal and State Bill of Rights, Grievance
- See Office of Health Facility Complaints
- See Ombudsman
- See Suggestion, Concern or Grievance
- See Resident Council

Guest Meals

Residents may invite a guest(s) for any Three Links Care Center meal. Reservations for a guest(s) should be made in advance. Current costs associated with a guest meal can be attained from a Three Links Care Center Social Worker or at the time a reservation is made. Reservations can be made by calling the Three Links Care Center Culinary Services at **507.664.8837**.

Guest Room

A guest room exists, much like a motel room, at Three Links Apartments. Three Links Apartments is located on the main campus and just across the parking lot from Three Links Care Center's main entrance. There is a daily charge for the

guest room and it is available on a first-come basis. Reservations are required and can be made by calling the Three Links Apartment Manager at **507.664.8850**.

HIPAA

Three Links Care Center staff pledge to protect the privacy and confidentiality of each person's protected health information and to comply with the rules set forth in the Final Privacy Regulations of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

- See Combined Federal and State Bill of Rights, Privacy and Confidentiality
- See Notice of Privacy Practices

Home Care Services

Home health services are available for Three Links residents returning home. Since 1993, Three Links Home Care has been Medicare Certified and can provide nursing and Therapy Services (Physical, Occupational and Speech Therapy) in an individual's home. In addition, services such as cleaning and other home maker services are available. For more information contact Three Links Home Care at **507.664.8863**.

Housekeeping Services

Each room is cleaned daily by Three Links Care Center Housekeeping staff. Paper products will be replenished as necessary. Please be cautious in areas with yellow colored signage that states "wet floor" as these areas have recently been mopped. For more information please contact Three Links Care Center Housekeeping at **507.664.8840**.

Interdisciplinary Team

Often referred to as the IDT, the interdisciplinary team are those employees of Three Links Care Center who create and monitor the resident's individualized care plan. Typically members of the IDT are the Clinical Nurse Coordinator, the Dietician, the Director of Life Enrichment, the Rehabilitation Therapy Director, the resident's Social Worker and the resident's physician.

Inventory Sheet

An inventory sheet is used at the time of a resident's admission to Three Links Care Center to document all personal items (clothing, furniture, jewelry, etc.)

brought with the resident. If gifts or new items are brought to a resident during their stay, the item(s) should be taken to the Social Services office, second floor, Room 265, so the item(s) can be added to the resident's inventory sheet. Also, if an item which belongs to a resident is removed from their room or possession, a Three Links Care Center Social Worker should be informed so the inventory sheet can be updated to reflect the removal. Financial and sentimental valuables are strongly discouraged at Three Links Care Center.

- See Food and Gifts for Residents
- See Missing Items and Resident Property Replacement Policy

Laundry Services

Residents can have their laundry washed by Three Links Care Center laundry staff or have family members take it home. The facility laundry staff are willing to label and launder individual resident clothing. There is no additional cost to a resident for this service. Clothes brought with the resident at the time of admission will be recorded by a Three Links Care Center Social Worker for identification purposes. Clothing brought to the resident after admission should first be brought to a Three Links Care Center Social Worker to be recorded. Special fabrics or clothing that requires dry cleaning, cold water wash or lined drying are not recommended. Residents who wish to have their clothing washed elsewhere may do so. In this situation, resident's clothing will not be labeled for identification, unless requested, and Three Links Care Center will not be responsible for loss or damage to clothing.

Linens/Towels/Furniture

Linens and towels are provided by Three Links Care Center. Bed linens are changed at least once a week according to an established schedule. Clean towels are provided daily or more often when necessary. Each room is provided with a bed and mattress, a chair, night stand and dresser. Residents are allowed to bring personal items from home to make their stay comfortable as long as it does not infringe on the rights of roommates and does not violate any safety and fire codes. If new items are brought to a resident during their stay, the item(s) should be taken to the Social Services office, second floor, Room 265, so the item(s) can be added to the resident's inventory sheet.

- Inventory Sheet

- Missing Items and Resident Replacement Policy
- See Wall and Floor Décor

Lounge Areas

Residents are encouraged to use Three Links Care Center lounge and other public areas. The lounge by the main entrance features a fireplace for residents and their guests to gather. Lounge areas can be reserved by contacting Three Links Care Center Life Enrichment staff at **507.664.8823**.

MAARC

The Minnesota Adult Abuse Reporting Center (MAARC) has been designated by the Minnesota Department of Human Services (DHS) to be the single, statewide common entry point (CEP) for accepting reports of suspected maltreatment of vulnerable adults. Three Links Care Center staff are mandated to report any suspected maltreatment of a vulnerable adult by filing a MAARC report electronically.

Mail Service

Personal mail is delivered unopened to each resident's room Monday through Saturday with the exceptions of holidays. Mail can be read to the resident by Three Links Care Center Life Enrichment staff, upon request. Residents can deposit mail in the mailbox located next to the phone booth and near the Activity Deck or bring it to the Three Links Care Center receptionist in the main entrance area, second floor. Stationery and writing implements are available at a charge from Three Links Care Center Life Enrichment staff. Stamps can be purchased at the receptionist's desk on the second level near the main entrance. Charges for stamps can be paid in cash or charged to the resident's Trust Account.

Maintenance Services

Three Links Care Center Environmental Services staff maintain all Three Links Care Center equipment and the physical building. The environmental service staff are available to move furniture, hang pictures or connect television cable and telephones in resident rooms. Three Links Care Center prohibits any employee to fix, repair or assemble any resident's personal furniture, equipment or appliances.

Meals

Meals are provided to all residents of Three Links Care Center. This includes breakfast, lunch and dinner. There are two dining rooms, the Atrium, is available for those residents who reside on Crossroads and The Bridge. The second dining room is located on the first floor and reserved for those residents who reside on Pathways. Meal times are posted and vary for both dining rooms. Residents may choose to have a meal at any time within the posted time frame. For residents who wish to eat at any other time(s), they may request to have a tray set aside.

Medicaid

Medicaid is a federal and state program that assists individuals with paying for health care services including care at Three Links Care Center. Individuals receiving Medicaid must meet financial eligibility requirements.

Resident/representatives who have questions about Medicaid should speak to a Three Links Care Center Social Worker.

Medical Equipment

In the event a resident needs medical equipment or medical supplies, Three Links Care Center staff will assist in obtaining the equipment or supplies, including oxygen. Standard wheelchairs are provided by Three Links Care Center at no charge. However, there may be costs associated for special equipment or special wheelchair enhancements. A Three Links Care Center staff member will discuss costs associated with any medical equipment needs, including wheelchair enhancements, prior to ordering.

Medicare

Medicare is the federal health insurance program for people who are 65 and older, certain younger people with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD). There are different parts of Medicare that help cover specific services, such as, Medicare Part A which pays for inpatient services or Medicare Part B, which pays for outpatient services. Certain criteria must be met for a resident to be eligible for Medicare. If criteria for Medicare can no longer be sustained, the resident/representative will be notified of a Medicare Denial. Resident/responsible party members who have questions about Medicare should speak to a Three Links Care Center Social Worker.

Medicare Denial

Medicare Denial is issued to a resident/representative when the resident no longer is receiving or participating in care which is covered by Medicare. For example, if a resident is receiving Medicare coverage for rehabilitation therapy and the resident refuses to participate in rehabilitation therapy, the resident/representative would receive a Medicare Denial. Once Medicare is no longer a payer source for the resident, the resident would pay for their care privately, or through Medicaid. Residents/representatives who have questions about Medicare should speak to a Three Links Care Center Social Worker.

Medications

Nursing staff will dispense medications that are prescribed to each resident. Over-the-counter medications, such as, vitamins, aspirin, ibuprofen, eye drops, and ointments are to be kept at the nurses' station. Residents have the right to self-administer medications, however, each person who does, must be assessed by a Three Links Care Center nurse and must complete daily log entries for each medication. All medications must be labeled and packaged according to specific criteria.

- See Pharmacy Services

Memory Care

Memory care is provided in Pathways. Pathways is located on the first level of Three Links Care Center. Memory care is specialized care for individuals experiencing memory loss.

Menus

Menus are posted by each Three Links Care Center dining room and available upon request.

Millstream Commons

Millstream Commons is a 44 unit, apartment style assisted living community in downtown Northfield, owned and operated by Three Links. For more information about Millstream Commons please call **507.650.0141**.

Missing Items and Resident Property Replacement Policy

If a resident's personal property becomes missing, the resident/representative should report the missing item(s) immediately to a Three Links Care Center employee. The resident's Social Worker and other Three Links Care Center staff will assist in locating the missing item(s). If the missing item(s) is not found Three Links Care Center employees will continue the procedures outlined in the Resident Property Replacement Policy. Resident's personal property should be recorded on the resident's Inventory Sheet. A copy of the Resident Property Replacement policy is available upon request.

Newspaper

Newspapers are delivered to Three Links Care Center according to the Newspaper's distribution schedule. Local and other area newspapers are available on the table located on the Activity Deck. Newspapers should not be removed from this area. Residents who wish to personally subscribe and receive a newspaper will be responsible for paying the subscription and contacting the newspaper with any subscription delivery concerns. Personal newspapers will be delivered to the resident on the same day it is delivered to Three Links Care Center.

Notary Services

Notary services are available at Three Links Care Center. Residents who require notary services should make an appointment with a Three Links Care Center Social Worker.

Notice of Privacy Practices

Upon admission, each resident/representative receives a copy of Three Links Care Center's Notice of Privacy Practices. Three Links Care Center is required by federal and state law to protect the health information of each resident served. The information in this notice describes how medical information about a resident can be use and disclosed and how the resident can gain access to the information.

- See Combined Federal and State Bill of Rights, Privacy and Confidentiality
- See HIPAA

Nurse Call Light

- See Call Light

Nurse Practitioner

A Nurse Practitioner is a Registered Nurse who has completed additional education and training to assess patient needs, order and interpret diagnostic and laboratory tests, diagnose diseases, and formulate and prescribe treatment plans. Three Links Care Center works with a contracted physician provider group who employs physicians as well as nurse practitioners. Nurse practitioners assist the physician in making required patient visits, as well as, caring for residents who are ill or injured.

- See Physician

Occupational Therapy

Occupational Therapy (OT) is a professional rehabilitation service which can assist residents who experience difficulty performing routine daily activities, such as, dressing, bathing, eating, body positioning and maintaining safety in their living environment. A physician's order is required to receive OT services.

Office of Health Facility Complaints

The Office of Health Facility Complaints (OHFC) works closely with the Minnesota Department of Health's Licensing and Certification section. This office investigates reports and complaints of health care facilities violating state and federal regulations. Residents/representatives who have a suggestion, concern or grievance are encouraged to communicate their issue with a Three Links Care Center Social Worker. The Social Worker will document the resident/representative's issue, however, any Three Links Care Center employee can initiate documenting the resident/representative's issue on a Suggestion, Concern, or Grievance Form. Once this is established, the form will be used to record information/investigation, findings and outcomes or resolutions to the issue. If the issue is not resolved, the resident/representative can request to speak with the Administrator. If satisfaction is not attained, the resident/representative may contact the Office of Health Facility Complaints at **800.369.7994**.

- See Combined Federal and State Bill of Rights, Grievance

- Grievance Procedure
- See Office of Health Facility Complaints
- See Ombudsman
- See Suggestion, Concern or Grievance
- See Resident Council

Ombudsman

The Ombudsman program is a patient advocacy group which will visit and assist residents of Three Links Care Center. Ombudsman employees work to resolve problems for residents. Residents/representatives who have a suggestion, concern or grievance are encouraged to communicate their issue with a Three Links Care Center Social Worker. The Social Worker will document the resident/representative's issue, however, any Three Links Care Center employee can initiate documenting the resident/representative's issue on a Suggestion, Concern, or Grievance Form. Once this is established, the form will be used to record information/investigation, findings and outcomes or resolutions to the issue. If the issue is not resolved, the resident/representative can request to speak with the Administrator. If satisfaction is not attained, the resident/representative may contact the Office of Ombudsman for Long-Term Care at MBA.OOLTC@state.mn.us or by calling **800.657.3591**.

- See Grievance Procedure
- See Suggestion, Concern or Grievance
- See Resident Council

Optometrist Services

An optometrist makes regular visits to Three Links Care Center and is able to complete an eye examination on-site. The optometrist's staff assists with selection, repair and adjustment of eyeglass frames. Residents are able to choose an off-site optometrist. Residents/representatives are responsible for travel to and from off-site optometrist appointments. Expenses accrued with any optometrist visit is the responsibility of the resident/representative.

Out of Facility

If a resident chooses to leave Three Links Care Center for any period of time, the resident must "sign out" on the Sign Out book located at The Bridge nurse station.

Upon return the resident would “sign in” in this same book. Any planned or scheduled leave should be communicated as soon as possible as this allows staff to prepare any medications and adjust care schedules for the resident. If the resident is leaving the facility overnight or for an extended period of time. The Bed-Hold Policy will apply. Residents/representatives with questions about leaving the facility should ask a Three Links Care Center Social Worker.

Pathways

Pathways is a special, secured area located on the first floor of Three Links Care Center and provides services to individuals experiencing later stages of Alzheimer’s disease or other related dementia. The philosophy of Pathways is to provide an environment that is sensitive to the needs of individuals who exhibit purposeful wandering and symptoms or behaviors that may be disturbing to others. Employees work together to provide care that will maximize the residents’ strengths and maintain a level of independence for as long as possible. Pathways features its own dining and activity rooms, a family kitchen and an enclosed garden with outdoor walking paths and benches. Whenever family are taking a resident out of Pathways, even to the enclosed garden, staff should be informed.

Pets

Pets are allowed to visit. Pets must be current with their immunizations and on a leash or in a pet carrier while in Three Links Care Center. Pets are not allowed in any Three Links Care Center dining room or the Family Kitchen nor are pets allowed to stay overnight. Those bringing pets into Three Links Care Center are responsible for looking after, cleaning up and taking animals outside to relieve themselves.

Personal Hygiene Supplies

Three Links Care Center provides each resident with routine personal hygiene supplies including, brush, comb, toothbrush, denture toothbrush, denture adhesive, toothpaste, soap, shampoo, lotion, and incontinent wash wipes. All items are generic brands. Special request items, if attained, will be charged to the resident’s account. The resident/representative may bring in specific brands or products of choice, however, each item should be affixed with a labeled displaying the resident’s name for identification.

Pharmacy Services

All medications are prescribed by the resident's attending physician. The nursing staff will order resident medications from the pharmacy. Medicare regulations require Three Links Care Center to use a contracted pharmacy for those residents receiving care and services covered under Medicare as their pay source. If the stay at Three Links Care Center is not being covered under Medicare, the resident/representative is able to use a local pharmacy vendor of choice or by mail order.

- See Medications

Phone Booth

A private phone (landline) "booth" (a small enclosed area, without a door) is available on the second floor, located next to the Activity Deck and the Towne Square Gifts gift shop. There is no charge for local calls, but long-distance calls requires a calling card. This telephone line does not accept incoming telephone calls.

- See Telephone

Physical Therapy

Physical Therapy (PT) is a professional rehabilitation service which can assist residents who may need muscle strengthening or experience difficulty with mobility. A physician's order is required to receive PT services.

Physician Services

Each resident/representative is responsible to designate a licensed physician for the supervision of care and treatment while residing at Three Links Care Center. A contracted physician provider group is available to select from. Members from this physician provider group are typically in Three Links Care Center daily, Monday through Friday. If a physician is selected other than the contracted physician provider group, the 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 providing the necessary patient visits as required by the Minnesota Department of Health. The frequency of patient visits vary dependent upon the resident's payment source and length of stay in Three Links Care Center following admission.

- See Nurse Practitioner
- See Combined Federal and State Bill of Rights, Choice of Attending Physician

Podiatrist

A podiatrist makes regular visits to Three Links Care Center and is able to provide podiatry services on-site. Residents are able to choose an off-site podiatrist. Residents/representatives are responsible for travel to and from off-site podiatrist appointments. Expenses accrued with any podiatrist visit is the responsibility of the resident/representative.

Private Insurance

If a resident has a private insurance policy for nursing home coverage, the resident/representative should inform the admissions coordinator of the name of the private insurance company, the policy number(s) and special criteria applicable to the private insurance policy for payment coverage while residing at Three Links Care Center. This information will be provided to the Three Links Care Center Business Office staff to establish payment from the insurance company. For questions concerning insurance billing, contact a Three Links Business Office employee at **507.664.8830**.

Provider Orders for Life Sustaining Treatment (POLST)

Provider Orders for Life Sustaining Treatment (POLST) is a legal document stating the type of care a person would like in an emergency medical situation. This form may be altered and changed as often as a person would like. If a resident has an existing POLST, the resident/representative should provide a copy to the Three Links Care Center Admission Coordinator upon admission. If a POLST form does not exist but a resident would like one created, the Three Links Care Center Clinical Nurse Coordinator can assist the resident/representative in completing a POLST form.

- See Advanced Health Care Directives

Record Retention

Resident medical records will be maintained for a period of ten years following the date of death or discharge. At the end of ten years, the medical records,

including admissions, nurses' notes, physical examinations and dental visits will be destroyed.

Refrigerators

All resident rooms on The Bridge are furnished with small refrigerators which provides 1.7 cubic feet of storage. Residents on Crossroads may bring their own small refrigerator provided there is room and the refrigerator can be plugged directly into an electrical wall receptacle. Refrigerators should not exceed 2.0 cubic feet of storage. Food and beverages stored in the resident's refrigerator should be dated the day it was opened. The Family Kitchen has a refrigerator and freezer available for resident use. Food stored in the Family Kitchen refrigerator or freezer must be labeled with the owner's name and dated the day it went into the refrigerator.

- See Electrical Extension Cords
- See Family Kitchen

Rehabilitation Therapy Services

Rehabilitation therapy services (physical, occupational and speech) are available in Three Links Care Center. A contracted rehabilitation therapy provider works closely with the nursing staff to incorporate these services for those who have a physician's order to receive therapy. Rehabilitation therapy staff are available Monday through Friday. The schedule may be altered due to holidays.

Resident Council

Resident Council is held on a regular monthly basis and is open to all current Three Links Care Center residents. Resident Council provides an opportunity for Three Links Care Center residents to openly discuss any suggestions, concerns and problem-solve issues together. Upon invitation, employees of Three Links Care Center may attend Resident Council to provide information, share news of upcoming events and projects or ask for opinions and gain perspective. Contact a Three Links Care Center Social Worker for more information.

- See Grievance procedure
- See Ombudsman
- See Suggestion, Concern and Grievance Form

Resident/Representative – a resident is a person who resides at Three Links Care Center. A representative is a person designated by the Three Links Care Center resident, or court appointed, to assist the resident in decision making or to make decisions on behalf of the resident.

Resident Rights

Each resident/representative is provided a copy of the resident rights at the time of admission. Resident Rights are periodically revised by state and federal statute. A portion of the Resident Rights are read and reviewed at Resident Council Meetings and all Resident Rights are reviewed yearly at each resident's care conference. A Three Links Care Center Social Worker can review and explain Resident Rights in detail.

- See Combined Federal and State Bill of Rights.

Resident Trust Account

Establishing a Resident Trust Account (RTA) is available to each resident. An RTA is like a savings account at a local bank, but is managed by Three Links Care Center Business Office staff. Deposits placed in a RTA are in an interest bearing account, and are not comingled with any other monies associated with Three Links Care Center. Having an RTA allows residents to have access to their cash for purchases at Towne Square Gift shop, the barber and beauty shop, or on personal outings. It is a safe guard and protects money from theft or loss. The Three Links Care Center Business Office is where a resident/representative would go to deposit or withdrawal from their established RTA. The Three Links Care Center Business Office is open Monday – Friday, 8:00 AM to 3:30 PM and is located on the second floor near the receptionist area. A small amount of cash is available on weekends and after business hours at the nurse's station for those residents who have an RTA. Residents/representatives who wish to set up an RTA should speak with a Three Links Care Center Social Worker.

Room Changes

Room Changes may be necessary when there is a level of care change or when there is a concern with roommate compatibility. Three Links Care Center reserves the right to make those changes when necessary. Three Links Care Center staff will inform the resident/representative when there is a change in room or

roommate assignment. The physical moving of resident's personal property can be completed by employees of Three Links Care Center.

Seasonal Decorations

Live plants and flowers are always welcomed at Three Links Care Center. However, federal law prohibits live evergreens, such as wreaths and potted evergreens. Certain items are prohibited to hang on or from resident's door.

- See Wall and Floor Décor

Semi-Private Rooms

There are 11 semi-private rooms on Crossroads and 6 semi-private rooms on Pathways. A semi-private room means that there are two beds located in one room with a privacy curtain provided. The Three Links Care Center Admissions Coordinator and Social Workers work closely with each resident/representative to ensure roommates are compatible.

Skilled Nursing

Three Links Care Center provides skilled nursing. Skilled nursing is a type of nursing that offers long- or short-term care for people that need rehabilitation or suffer from serious health issues. Once admitted to skilled nursing, several different Three Links Care Center staff will complete a number of assessments to evaluate the resident's care needs. The outcome of these assessments create an individualized plan of care which integrates the resident's mental, physical, social, and spiritual needs.

- See Care Plan

Snacks

Three Links Care Center Life Enrichment staff offer a snack and beverage in between lunch and dinner. Three Links Care Center nursing staff delivers in-between meal snacks as requested. Guests are welcomed to bring in snacks and items to a resident.

- See Food and Gifts for Residents

Social Media

The use of social media is a common form of communication, i.e., email, Facebook, YouTube or blogs. These outlets provide each person an opportunity

to share opinions and experiences and are able to bring the community closer. At the same time, these written messages create opportunity for harm if they result in inappropriate disclosures. Three Links Care Center encourages everyone to be mindful of the information being shared, to be sensitive toward others and to never share private health information. The use of personal cell phones, digital cameras and other scans, or other media with respect to photographs, photography or audio tape recordings of residents is not permitted within shared social areas of Three Links Care Center. No one is allowed to post images of other residents without written consent.

Social Services

Three Links Care Center Social Workers are available to all residents and family members to provide preliminary counseling services or are able to direct individuals to the appropriate services or available community resources.

Solicitation

Solicitation in common areas at Three Links Care Center is strictly prohibited. Solicitation of written materials and sale of products related to a personal business or fundraiser are examples of prohibited acts.

Speech Therapy

Speech Therapy (SPT) is a professional rehabilitation service which can assist residents who may need assistance in improving speech-language expression, comprehension, oral motor skills and swallowing. Depending upon the resident's need, the treatment may be for aural rehabilitation, aphasia/dysphasia management and/or cognitive rehabilitation. A physician's order is required to receive SPT services.

Suggestion, Concern, and Grievance Form

Three Links Care Center utilizes a form entitled, "Suggestion, Concern, or Grievance Form". This form is used by a resident/representative who may have identified an issue of concern, such as, a lost article of clothing or when a person feels a service area could be improved. This form should be filled out by the resident/representative and explain the event or issue. However, any Three Links Care Center employee can initiate documenting the resident/representative's issue on a Suggestion, Concern, or Grievance Form. Once completed, this form

should be turned into a Three Links Care Center Social Worker. The Social Worker will work with the appropriate Three Links Care Center department for further review and resolution. The form is communicated with Three Links Care Center management team and tracked through Three Links Care Center's Quality Committee to ensure efficiencies and customer satisfaction. Three Links Care Center's management team appreciates resident/representative feedback and maintains a "No Retaliation" stance. Forms are provided in the admission packet and can be attained by asking a Three Links Care Center staff member or anonymously on a wall kiosk by the Activity Deck. They can also be turned in anonymously on a wall kiosk by the Activity Deck.

- See Combined Federal and State Bill of Rights, Grievances.
- See Grievance procedure
- See Ombudsman
- See Resident Council

Tobacco Free Policy

All Three Links property, inside and outside, are considered tobacco free and smoke free, including chewing tobacco, electronic cigarettes and vaping. Smoking is not allowed anywhere on the property, including parking lots.

Telephone

Residents are allowed to have a mobile cell phone at their expense. Resident rooms located on The Bridge are equipped with land-line telephones which provide local service. Residents who reside in the area designated as Crossroads must furnish their own telephone. There is a charge to have local (landline) telephone service in any resident room. Local calling area includes the communities of Northfield, Dundas and Lonsdale. Also, some locations in area codes 612, 651, 763 and 952 are considered local. Three Links Care Center has a public landline phone which is stationary (not mobile) located next to the Activity Deck and the Towne Square Gift shop, second floor. Residents who do not have a mobile cell phone or have land-line telephone service in their room can still receive calls. Resident's family or friends can call the resident's respective nurse station and a Three Links Care Center employee will transfer the telephone call to a cordless phone and bring the telephone receiver to the resident's location.

Three Links Care Center staff can assist residents who need assistance with text-based telecommunication devices (TDD and TTY).

- See Phone Booth

Thunderstorm Watch and Warning

A *thunderstorm watch* is an alert issued by national weather forecasting agencies when weather conditions are favorable for the development of severe thunderstorms. A *thunderstorm warning* is an alert issued by national weather forecasting agencies to warn the public that severe thunderstorms are occurring. Three Links Care Center is located in Rice County, however part of the community of Northfield is located in Dakota County, less than two miles north of Three Links Care Center campus. The zip code for Three Links Care Center is 55057. Severe thunderstorms season extends from March through November in Minnesota. When necessary, instructions for storm safety will be announced over the Three Links Care Center telephone paging system. Three Links Care Center staff prepares for severe weather emergencies by practicing severe weather drills. If a thunderstorm watch is issued, Three Links Care Center staff will prepare for a possible high winds, hail and lightening. Hallways will be cleared and items from windowsills will be removed. Curtains and blinds will be closed. Using their own judgement during a thunderstorm watch, visitors may enter and exit Three Links Care Center.

If a thunderstorm warning is issued, all people in Three Links Care Center should prepare for high winds, hail and lightning. Stay away from windows and move to interior areas within Three Links Care Center. Residents who are in bed shall remain in their bed, positioned with extra blankets for protection. Visitors will be advised not to leave Three Links Care Center.

Tornado Watch and Warning

A *tornado watch* is an alert issued by national weather forecasting agencies when weather conditions are favorable for the development of severe thunderstorms that are capable of producing tornadoes. A *tornado warning* is an alert issued by national weather forecasting agencies to warn the public that severe thunderstorms with tornadoes are occurring. Three Links Care Center is located in Rice County, however part of the community of Northfield is located in Dakota County, less than two miles north of Three Links Care Center campus. The zip

code for Three Links Care Center is 55057. Tornado and severe thunderstorms season extends from March through November in Minnesota. When necessary, instructions for storm safety will be announced over the Three Links Care Center telephone paging system. Three Links Care Center staff prepares for severe weather emergencies by practicing tornado drills.

If a tornado watch is issued, Three Links Care Center staff will prepare for a possible tornado. Hallways will be cleared and items from windowsills will be removed. Curtains and blinds will be closed. Using their own judgement during a tornado watch, visitors may enter and exit Three Links Care Center.

If a tornado warning is issued, all people in Three Links Care Center should seek shelter immediately. Safe areas in Three Links Care Center include small rooms with no windows, i.e., resident bathrooms, bathing areas and public areas designated with a yellow TORNADO SHELTER sign. Resident who are in bed shall remain in their bed, positioned with extra blankets for protection. Visitors will be advised not to leave Three Links Care Center.

Transportation

Bus service on Northfield Hiawathaland Transit is available to Three Links Care Center residents for transportation within the community or Northfield. Reservations must be made and a 24-hour notice is encouraged for any ride needing the use of a lift. The bus is handicapped-accessible and has a mechanical lift for wheelchair accessibility. The bus will pick up and return passengers at the main front entrance of Three Links Care Center. The toll-free dispatch telephone number to reserve or ask questions regarding this service is **866.623.7505**. Taxi service is available within the community of Northfield. For out of town travel, resident/representative should speak with a Three Links Care Center Social Worker. Transportation costs associated with any of these services is the responsibility of the resident/representative.

Valuables

Financial and sentimental valuables are strongly discouraged at Three Links Care Center. A Resident Trust Account is available for any Three Links Care Center resident to keep money accounted for and have access to. Wallets or purses

should contain only items of minimal value. Any item that is brought with a resident or to a resident must be documented on the resident's Inventory Sheet.

- See Inventory Sheet
- See Missing Items and Resident Property Replacement Policy

Vending Machines

Vending machines exist in the Three Links Care Center employee lounge located on the first floor. Soda, snacks, candy and light meal items are available for sale. The dispensary accepts cash and credit cards. Items cannot be charged to a resident's account.

- See Gift Shop

Veterans Administration Contracts (VA)

Three Links has a contract with the Veteran Administration. Eligibility for VA benefits is determined by the Veterans Administration.

The Villages of Lonsdale

Owned and operated by Three Links, The Villages of Lonsdale is a 56 unit building offering 17 independent living apartments, 25 assisted living apartments and 14 memory care suites, located in Lonsdale, MN. For more information about The Villages of Lonsdale please call **507.744.3453**

Visiting Hours and Guests

Recommended visiting hours are 9:00 AM to 9:00 PM. However, Three Links Care Center does allow residents to have a guest(s) anytime, provided the resident consents and the conversation and activity are not disruptive to other residents. All visitors to The Bridge and Crossroads must sign-in with the receptionist at the receptionist desk at the main entrance, second floor, in the front lobby. Guests on Pathways should notify a Three Links Care Center staff member when they enter Pathways. Please encourage any guest who is not feeling well, has a sore throat, or cold, or fever, or other symptoms of illness to refrain from entering Three Links Care Center and visiting in person. Three Links Care Center doors which provide entrance into and egress out of the building remain unlocked during business hours. These exterior doors are automatically locked eliminating access into Three Links Care Center between 7:00 PM and 5:00 AM. For guests arriving during those hours, a call system exists outside, to the left of the main front door.

Guests should push the gray button on the box and wait for a response from a staff member inside Three Links Care Center.

Volunteers

Three Links Care Center is fortunate in having many volunteers to support in a variety of ways. Volunteers may assist residents with BINGO, participate in music activities or help during afternoon social time. Volunteers are also able to provide company, companionship and conversation. If a resident would like a visiting volunteer, the resident should speak with a Three Links Care Center Life Enrichment staff member. Individuals who are interested in volunteering at Three Links Care Center should contact the Three Links Care Center Volunteer Coordinator at **507.664.8823**.

Wall and Floor Décor

Wall decorations including those placed on resident doors must have proof of being flame retardant. Wall decorations cannot exceed 30 percent of wall coverage of each wall. Scattered or throw rugs are not permitted. The staff in Environmental Services are able to assist residents in hanging pictures or other wall décor. A fire retardant chemical is available. However, the chemical may cause discoloration or damage to the item. Three Links Care Center is not responsible for any damage caused by the chemical. All items brought into the facility should be documented on the resident's inventory sheet.

- See Seasonal Decorations

Wireless Internet

Wireless internet is available at no charge. If assistance is needed to access Wi-Fi, contact a Three Links Care Center Life Enrichment employee.

The Wi-Fi ID is: TLCC-Guest

The Wi-Fi password is: Three815Links!

Three Links Care Center
815 Forest Avenue
Northfield, MN 55057

Phone: 507-664-8800
Fax: 507-645-0942
threelinks.org
email: reply@threelinks.org

Creating peace of mind for those we serve