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## RESIDENT GUIDE

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## TALAH CARE CENTER

Services at a glance...

- Quality 24-hour skilled Nursing Care
- Air Conditioning
- Private and Semi-Private Rooms
- Barber and Beauty Shop
- Chaplain on Staff
- Catholic and Protestant Services
- Nutritious Meals and Snacks
- Personal Laundry Services Furnished
- On-Site Rehabilitation Services
- Innovative Recreational Activities
- Intergenerational Programs with Kangaroo Pocket Child Care Center
- Resident Council
- Basic Cable TV
- Placements for Younger Adults
- Volunteer Program
- Medicare/Medicaid Certified

## RESIDENT AND FAMILY INFORMATION BOOKLET

### **PHILOSOPHY AND MISSION STATEMENT:**

Talahi Care Center (TCC) is dedicated to providing resident care that completely meets the needs or deficits of the resident in the center's setting. We will continually seek to meet the physical, emotional, social and spiritual needs of the resident while working closely with the resident's family during the stay. Emphasis will be placed on the resident's abilities and support will be provided to overcome disability or to adjust to changes in functional capacity.

We will strive to attain self-esteem and dignity in all we serve.

We will encourage the resident to make choices in their daily activities.

We will work in cooperation with residents and families to help each resident to attain and maintain their highest functional level.

### **ADMISSION:**

TCC will admit all residents without regard to sex, race, creed, color or national origin. An individual must be sixteen years of age and be admitted on the advice of a physician shall furnish the nursing home with:

- The results of the physical examination
- A medical history
- Results of a Mantoux test or chest x-ray
- Orders for medications and/or treatments

To ensure a smooth transition and adjustment to TCC, a pre-admission visit by the family and resident with our Licensed Social Worker and Director of Nursing Services is advised.

### **MEDICAL DIRECTOR:**

The Medical Director is a licensed physician who is responsible for medical practices at the facility. The other aspects of resident care are governed by the Quality Assurance Committee.

### **FINANCIAL ARRANGEMENTS/ SERVICE AGREEMENT:**

Prior to or at the time of admission, the resident or the responsible party is required to sign a rate agreement. The agreement states the services furnished by the facility and obligates the signer to pay for services rendered. Payment for such services is payable monthly, in advance. If the resident gives notice and leaves before the month is ended, the remainder is refunded. We ask that a two-week advance notice be given if the resident intends to leave the facility, so that necessary discharge planning can be completed.

All admittances require a signed rate agreement even if Medical Assistance is granted or is pending. When therapy services are ordered by the attending physician, a therapy rate agreement must be signed before services can begin.

Medical Assistance is a program to assist persons who cannot meet the costs of necessary medical care. This program is operated by state government within federal guidelines. If a resident meets the eligibility requirements, part or all of his/her medical bills can be paid by the Medical Assistance Program.

TCC is also a Medicare Certified Facility. Upon the resi-

### **DAY OF ADMISSION:**

- Spend time with the resident.
- Meet the staff and new roommate.
- Help the resident get settled.
- Complete admission forms with the Social Worker.
- Set a definite date for your next visit.

### **AFTER ADMISSION:**

We encourage families and friends to visit the resident regularly and to participate in scheduled activities. It is important that the resident maintain close ties with his/her family while forming new ties with the TCC's family.

Outings, rides and home visits are encouraged if the resident is physically able to participate. When planning an outing or overnight home stay for your loved one, notify the nursing staff of your plans so that medications can be prearranged.

### **COMPLAINTS:**

If the resident or a family member has a concern, it should first be discussed with the appropriate staff member or Social Worker. The Social Worker will explain the complaint procedure during admission.



its or withdrawals can be made through the receptionist seven days a week during office hours. The Resident Trust Fund is an Interest bearing account. Residents are not allowed to draw out more than their account balance. Contact the social worker for further information.

### **SMOKING AREAS:**

Smoking is permitted in the designated smoking lounge. Smoking is NOT PERMITTED in resident rooms, hallways, storage areas, the entrance to the facility or other areas not posted as smoking areas. All smoking areas are posted.

### **TELEPHONE, RADIO AND TELEVISION:**

Residents may have their telephone, radio or television set installed in their room. Maintenance staff will hook up TV's. Please consider space limitations when choosing a television set and check with the staff if you have a question. Cable TV is available at a minimal charge each month. Telephone installation and maintenance fees are a private expense to the resident.

## **FAMILY INVOLVEMENT**

### **WHAT THE FAMILY CAN DO TO HELP THE RESIDENT**

#### **PRE-ADMISSION:**

- Discuss TCC selection with resident.
- Tour the facility with the resident, if possible.
- Arrange for financial coverage.
- Consider what personal items the resident will want to bring to make it more home-like for the resident.
- Inform the Social Worker of the social history, background, likes and dislikes, in order to enable the needs of the resident to be better met.

dent's admission and/or return from the hospital, staff will assess the medical and nursing needs and determine Medicare coverage.

TCC also receives referrals from the VA Hospital.

### **PHYSICIAN SERVICES:**

The resident needs to choose an attending physician who will follow them in TCC and be responsible for their overall plan of care. State law requires that residents must be seen by the attending physician every thirty (30) days for the first ninety (90) days of their stay, and at a minimum of every sixty (60) days thereafter. Residents receiving Physical Therapy, Occupational Therapy, Speech Therapy, or while on Medicare, must be seen every thirty (30) days.

### **SPECIAL SERVICES - SPECIALISTS:**

The services of a dentist, psychologist, podiatrist or other specialist, can be arranged as needed.

### **NURSING SERVICE:**

The Director of Nursing supervises the nursing services provided by licensed nurses and nursing assistants. These nursing services are under the direction of professional nurses twenty-four (24) hours a day. The nursing staff will make all necessary medical appointments as required by the resident's condition, in compliance with federal and state regulations. Questions regarding nursing care should be directed to the charge nurse or the Director of Nursing.

### **MEDICATIONS:**

It is the policy of TCC to use a specified medication dispensing systems from a community pharmacy. The possibility

for error in ordering and receiving medications is reduced greatly and prompt 24 hours service is possible when designated pharmacy is used. The resident may accept the community pharmacy or reject them and use their choice of vendor.

Families shall not order or bring in medications without the knowledge of nursing staff. Medications including aspirin, laxatives, cough drops, etc. are NOT ALLOWED to be kept in the resident's room without a specific order for "at bedside". Use of alcoholic beverages must have the approval of the physician. All such beverages shall be stored by TCC.

#### **MEDICAL RECORDS:**

Medical records are the property of the facility and cannot be released to families, friends or others without an Authorization for Release of Information form signed by the resident or legal guardian.

#### **TRANSPORTATION:**

For all appointments, appropriate transportation will be arranged for the resident. The Metropolitan Transit Commission (MTC) special services bus or other specialized transportation services can be used to transport the resident. The cost for transportation is the responsibility of the resident. Families are encouraged to accompany residents to appointments.

#### **REHABILITATIVE SERVICES:**

Special rehabilitation services, as ordered by an attending physician are available through TCC. Services include: Occupational, Physical, Speech, Respiratory, and IV Therapy as well as Psychological Services.

TCC.

- To provide time for giving suggestions and airing grievances.
- To promote communication between residents and staff.

#### **FAMILY COUNCIL:**

The Family Council is composed of family members and friends of residents. Its main purpose is to improve the quality of life for the residents, support other family members and friends and provide education. All family member and concerned persons are welcome to participate.

#### **VOLUNTEERS:**

Various groups as well as individuals volunteer their time and talents regularly. Among them are church groups, foster companions, college students, junior volunteers and volunteers from the St. Cloud Area Retired Senior Volunteer Program (RSVP). Many residents, as well as family members, are also active volunteers. For further information about the volunteer program contact the TCC Volunteer Coordinator.

#### **VISITING HOURS:**

There are no restrictions on visiting hours, but visitors are encouraged to consider other residents when in our facility. General guidelines for times would be 9:00 a.m. to 9:00 p.m. Children are welcome and in accordance with state regulations, pets are permitted in the building when held or on a leash.

#### **RESIDENT TRUST FUND:**

The Resident Trust Fund is a service of TCC established to provide a safe place for depositing resident's personal funds, and maintain daily accessibility to spending money. Depos-

Due to safety regulations, some items such as candles, extension cords and live evergreen plants/trees are not allowed in resident rooms.

### **BEAUTY SHOP/BARBER SERVICES:**

Barber and beauty shop services are scheduled for every Monday and Tuesday. There is a minimal charge for services and a rate schedule is posted in the barber-beauty shop area to cut hair, give permanents and other related activity.

### **MAIL:**

Mail is delivered and picked up at TCC daily. It is sorted and distributed in an unopened condition. Those residents needing assistance with opening or reading of mail are helped by the staff.

### **ROOM PLACEMENTS:**

Rooms are not assigned on a permanent basis upon admission. If the condition of the resident, or of other residents in the home, necessitate a relocation, TCC has the authority to make a change. The resident and his/her responsible party are notified prior to any change. Discretion and the utmost consideration for the resident will be used before making any room changes and rules regarding room changes will be followed prior to the relocation of the resident.

### **RESIDENT COUNCIL:**

The Resident Council meets once a month. All residents are invited and encouraged to attend and participate. The objectives of the Council are:

- To give the residents greater participation in the affairs of

### **DIETARY SERVICES:**

All diets are ordered by the attending physician. Meal times are 8:00 a.m. for breakfast, noon for dinner and 6:00 p.m. for supper. Nourishments are offered at 10:00 a.m., 3:00 p.m. and 7:00 p.m. Meals for guests are available upon request and arrangements should be made with the receptionist, between 8:30 a.m. and 4:30 p.m.

The Food Service Director and Registered Dietician, along with nursing service monitor each individual's nutritional program. Dietary likes and dislikes are given special consideration.

### **THERAPEUTIC RECREATION SERVICES:**

TCC offers a creative recreational program seven days per week. The recreation staff attempts to meet resident needs socially, emotionally, physically and intellectually with various group activities and individual activities.

The activities include physically active groups such as exercises, balloon volleyball, bowling, walks. More passive groups such as bingo, crafts, music groups, table games, current events, cooking, movies and theme parties are scheduled regularly. Activities are planned both at the TCC and within the community. Recreation staff provide leadership for specialized resident groups such as Reminiscence, Sensory and Stimulation.

Each month residents are encouraged to provide suggestions for recreational activities of interest. Monthly schedules of activities are posted throughout the facility and provided to each resident.

### **SOCIAL SERVICES:**

Our licensed and accredited social worker will assist the family and resident with the admission process and discharge planning, financial arrangements and the on-going psychosocial needs of the resident. Services provided by licensed psychologists can be arranged within the facility after an order from the attending physician has been obtained. The social worker is available from 8:00 a.m. to 4:30 p.m. on weekdays and at other times by request.

### **LAUNDRY SERVICES:**

TCC offers laundry service at no additional cost. Clothing will be marked at the nursing home. When family members bring in clothing, all items need to be given to the charge nurse to assure that name tags are attached. The resident's laundry may be taken home if the family desires. TCC does not provide dry cleaning services and does not recommend clothing requiring this cleaning method.

### **HOUSEKEEPING SERVICES:**

Housekeeping services are provided on a daily basis with emphasis on maintaining a clean, neat environment. Before bringing in furniture or other large items, please check with the staff. Due to limited amount of storage and room space, we ask that articles not stored at the facility or in the resident's room.

### **MAINTENANCE SERVICES:**

Our building and grounds are well maintained to provide a safe environment. Constant surveillance for any possible hazard is maintained by the entire staff and repairs are made promptly.

### **SPIRITUAL CARE:**

Providing spiritual care for residents is an important aspect of our total care approach. A chaplain is on staff to address individual needs. Pastors and priests from the St. Cloud area, provide regular church services.

Catholic and Protestant services are held weekly. Services are also held monthly by the Salvation Army. Other religious activities, such as Bible studies and singing hymns, are scheduled throughout the month.

## **DAILY LIVING SITUATIONS**

### **PERSONAL ITEMS:**

The residents should bring a sufficient supply of clothing and toiletries upon admission. The following items are recommended as minimum:

- 5-6 changes of outer clothing
- 5-7 changes of undergarments and stockings
- 2 robes
- 2-3 nightgowns or pajamas
- 2 pairs of shoes (preferably with low heels and non-skid soles)
- 1 pair of slippers
- Coats, mittens and scarves as appropriate for weather
- Hair rollers
- Deodorant (no aerosol can be permitted)
- Combs, brushes, cosmetics as needed (no aerosol cans permitted)
- Electric razor
- Room decorations and personal items such as pictures, plants and knick-knacks

Any questions regarding clothing and adaptive wear should be referred to the social worker. It is the responsibility of the family to purchase clothing and toiletries for the resident.