

RESIDENT guide

LAKESWOOD CARE CENTER
401 Prairie Ave. NE | Staples, MN
www.lakewoodhealthsystem.com

WELCOME

TO LAKEWOOD CARE CENTER



Thank you for choosing Lakewood Health System Care Center! Whether you've chosen to make this your home, or are just with us for a short stay, we look forward to getting to know and care for you.

At the center of our services is a pledge to treat every person with the respect and dignity they deserve, and to focus on improving your quality of life, by delivering the highest quality of care.

We don't like to call ourselves a nursing home, instead, we are a home with nursing care. We don't just care for you, we care about you—and together, we strive to make every day the best it can be.

This handbook is your quick guide to help answer questions and provide you with information about Lakewood Care Center and all it has to offer.

Our team is here to help as you begin your journey with us. If you can't find what you're looking for, or if you have any questions or concerns, please let us know.

Welcome to Lakewood Care Center - we're very glad you're here!

401 PRAIRIE AVENUE NE - STAPLES, MN 56479 | LAKEWOODHEALTHSYSTEM.COM

This institution is an equal opportunity provider and employer.

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CONTACTS

INTERNAL

Administration

Kathy Dobson, LSW, LNHA	Vice President of Senior Services	218-894-8344
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Quality

Taylor Senden	Quality Coordinator	218-894-8348
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Nursing

Ashley Wallgren, RN	Director of Nursing	218-894-8335
Nicole Van Heel, RN	Wing 1 Supervisor	218-894-8221
Jaqualine Peterson, RN	Wing 2 Supervisor	218-894-8138
Heather Mains, RN	Wing 3 Supervisor	218-894-8374
Katie Paine Santos, RN	Wing 4 Supervisor	218-894-8220
Andrew Sullivan, RN	Memory Care Supervisor	218-894-8213

Resident Services

Amy Dumpprope, LPN	Resident Services Coordinator	218-894-8343
Barbara Trantina, LPN	Resident Services Coordinator	218-894-8288

Activities

Katie Schueller	Supervisor	218-894-8340
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Business Office

Tracy Brand Esler	Resident Accounts	218-894-8042
Michelle Lundquist	Resident Accounts	218-894-8393

Nutrition Services

Bobbijo Rinas	Nutrition Services Manager	218-894-8055
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Other

Jackie Lahr	Customer Experience/Grievance Officer	218-894-8778
Care Van	Medical Transportation	218-894-8331

CONTACTS

ADVOCACY AGENCIES

Commence Health

Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-Q10 Program)
PO Box 2687
Virginia Beach, VA 23450
Phone: 1-888-524-9900
TTY: 711

Mid-Minnesota Legal Aid/Minnesota Disability Law Center

430 1st Ave. N - Suite 300
Minneapolis, MN 55401
St. Paul, MN 55164-0970
Phone: 1-800-292-4150
Intake phone: 1-877-696-6529
Email: mndlc@mylegalaid.org (info@mylegalaid.org)?

State Office of Ombudsman for Long Term Care

PO Box 64971
St. Paul, MN 55164
Phone: 1-800-657-3591
TTY: 711
Email: MBA.OOLTC@state.mn.us

Office of Ombudsman for Mental Health and Developmental Disabilities

121 7th Place E. - #420
Metro Square Building
St. Paul, MN 55101
Phone: 1-800-657-3706
Email: ombudsman.mhdd@state.mn.us

Minnesota Aging Pathways

540 Cedar Street
St. Paul, MN 55164
Phone: 1-800-333-2433
Email: aging.pathways@state.mn.us

CONTACTS

REGULATORY AGENCIES

Minnesota Department of Human Services

(Medicaid Fraud and Abuse-payment issues)

Surveillance and Integrity Review Services

PO Box 64982

St. Paul, MN 55164

Phone: 1-800-657-3750

Email: DHS.SIRS@state.mn.us

Centers for Medicaid/Medicare Services (CMS)

Region V

233 N. Michigan Ave., Suite 600

Chicago, IL 60601

Phone: 312-353-9810

Email: ROCHIORA@cms.hhs.gov

Minnesota Adult Abuse Reporting Center (MAARC)

Department of Human Services

PO Box 64976

St. Paul, MN 55164

Phone: 1-844-880-1574

Email: DHS.AdultProtection@state.mn.us

Minnesota Department of Health

Office of Health Facility Complaints

PO Box 64970

St. Paul, MN 55164

Phone: 1-800-369-7994

Email: health.ohfc-complaints@state.mn.us

Minnesota Department of Health

Health Regulation Division

PO Box 64900

St. Paul, MN 55164

Phone: 651-201-4101

Email: health.fpc-licensing@state.mn.us

THINGS TO KNOW

FREQUENTLY ASKED QUESTIONS

Do you have Wi-Fi?

Wi-Fi is free to Lakewood guests and residents. Look for 'LHS Guest' on your Wi-Fi device.

Who is Lakewood's cable carrier?

Lakewood's cable carrier is Direct TV.

Can a resident leave and go on an outing or overnight visit with family or friends?

We encourage our residents to remain active and go out with family and friends. When going out of the building, it is important for our residents to check in and out with staff. A sign out book is located at Door A by the HUC office. It is also important to be aware of the insurance guidelines for overnight outings. Please check with staff on insurance guidelines for overnight outings prior to departure.

When will I receive my bill from Lakewood Care Center?

You will be billed monthly in advance by the 10th day of each calendar month. Payment is due by the 20th of each calendar month. Billing may be delayed if waiting on insurance authorization.

How will I get my money refunded to me from my personal needs account should I discharge from the care center?

Money is returned to the resident/resident's financial representative within 30 business days.

When can my personal needs account be accessed?

24 hours a day/7 days per week. If the business office is closed, please see the charge nurse.

Who furnishes resident rooms?

Short-term stay rooms are furnished with a bed, TV, nightstand and seating; long-term rooms have a bed and nightstand. It is the responsibility of the resident and/or family to furnish additional items. Maintenance can help load/unload these items as needed.

What are visiting hours?

Visiting hours at the care center are not restricted. Our entrances are secured between the hours of 8 p.m. and 6 a.m. Visitors arriving during those hours should ring the door bell located in the vestibule outside Door A and staff will assist. Some restrictions may apply for specific circumstances such as infectious disease, etc.

How do I get my laundry cleaned?

Laundry is done in-house and returned to the resident's room within 24 hours, with the exception of Sundays and Fridays. If you are a new resident or have a new clothing item to be washed, items should be placed in the bag provided, with a note so laundry knows to label it to get it back to the right person. Family is responsible for any items that cannot be laundered (i.e. wool sweaters, shoes).

How often will I see a medical provider?

Our primary physicians typically round monthly at the care center. An advance practice clinician (APC) is available Monday through Friday for needs that arise between visits. If you have questions in the meantime, we encourage you to talk with your nursing care coordinator.

THINGS TO KNOW

YOUR TEAM

ABOUT THE TEAM

A team of individuals works together to provide coordinated care to our residents. Team members you may see day-to-day include:

- Medical doctors (MD)
- Advanced practice clinicians (physician assistants (PA) and nurse practitioners (NP))
- Registered nurses (RN)
- Licensed practical nurses (LPN)
- Certified nursing assistants (CNA)
- Activities staff
- Social workers
- Resident services
- Nutrition services/dietary staff
- Maintenance staff
- Environmental services staff
- Business office staff

SHIFT CHANGES

Nurses rotate between days, evenings, and nights. Some may work 12-hour shifts in a week, so you are likely to have several nurses during a given week. Rest assured a nurse is assigned to every patient. You will have the opportunity to get to know several caregivers. We try to create consistent staffing whenever possible, but also welcome new employees who are interested in a healthcare career.

ROUNDING PROVIDERS

The following providers do regular rounding on our residents.

- Dr. Christine Albrecht (Chief Medical Officer)
- Dr. Julie Benson (Medical Director of Senior Services)
- Dr. Paige Carlson
- Dr. Alex Harsha
- Dr. Michael Hudalla

THINGS TO KNOW

YOUR ROOM

To help keep your space safe, comfortable and clutter-free, please follow the below guidelines.

- Keep pathways in the hallways, gathering areas, nursing stations and resident rooms free of obstacles and clutter to ensure the safety of residents, visitors, and staff.
- As the seasons change, take this opportunity to exchange out clothing and decorations.
- It is against the fire marshal's code to have extension/power cords in resident rooms. When decorating, we CANNOT have anything on the doors. This includes lights and decorations.
- It is difficult to control the temperature in the building as weather changes frequently. The maintenance staff does their best to make the stay of our residents and their families comfortable. Thank you for your understanding!
- During the winter months, please be cautious of snow and ice when walking in the parking lots and on sidewalks.
- Warm blankets are available upon request. We are not allowed to have electric blankets or heating pads in the facility for the safety of the residents.
- Candles are allowed if they do NOT have a wick; reed diffusers are allowed.
- Power cords are against the fire marshal codes.
- Each resident is permitted one hook on the wall outside their room on which to hang decorations. Decorations cannot stick out beyond the handrail or hang from the ceiling or door.
- Adding personal touches to your room is encouraged. We ask that items cover 50% of the wall or less in order to reduce clutter. Items cannot be placed above the closet or light fixtures. These are critical for the safety of the resident as well as staff providing care.
- We ask that residents NOT bring in appliances, such as refrigerators, air humidifiers, or coffee makers. Refrigerators are occasionally allowed depending on the situation. A refrigerator is available specifically for resident items. If you bring in an item, it will be labeled and dated and it will then be available at any time to the resident.
- Commercially prepared food and beverages from restaurants or grocery stores is allowed. Please notify staff when outside food is brought in, label perishable items with the resident's name and date, and transport/store food safely to maintain proper temperatures and prevent contamination.
- Do NOT bring homemade foods for group sharing/potlucks, expired food or beverages, or foods that do not match a resident's prescribed diet or texture restrictions.
- Although it is great to get fresh air we ask that residents not open their windows. This is to help maintain regulatory compliance for building temperatures. Residents are encouraged to get outside when possible and enjoy the many seasons. Sunscreen is available.
- Gardening plants are allowed, but we are not able to have trees (especially trees with lights on them for the holidays). Some plants may be toxic, so please ask for a list.
- Television or TV is an item the resident or their family can bring in. Our experience is that some TVs do not work well with our carrier. Please talk with Resident Services or Maintenance for suggestions or questions.

THINGS TO KNOW

TV CHANNEL GUIDE

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| 26 IND - KSTC | 57 History Channel |
| 27 FDNOR | 58 INSP |
| 28 NewsMXH | 59 Lifetime |
| 29 ESPN | 60 TBN |
| 30 ESPN2 | 61 National Geographic |
| 31 ESPNU | 62 Paramount |
| 32 Fox Sports 1 | 63 RFD-TV |
| 33 AccuWeather | 64 SyFy |
| 34 CNBC | 65 TBS |
| 35 CNN | 66 Turner Classic Movies |
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| 37 Fox News | 68 TNT |
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THINGS TO KNOW

OTHER SPACES & SERVICES

FAMILY AND HOLIDAY GATHERING SPACES

We encourage family and friends to visit as often as they like, especially around the holidays. Lakewood Care Center does have limited space available for larger gatherings, including the:

- Family room
- Activities room
- Gazebo (the gazebo is best utilized during the warmer months of the year)

Any of these spaces can be reserved by contacting the Activities department. For larger groups planning to dine at Generations Café, our Nutrition Services staff does appreciate some advance notice, to ensure we have staff and food to accommodate guests.

EXTRA/OPTIONAL SERVICES

Phone	Hook-up	\$20
	Monthly	\$10
Cable	Hook-up	\$10
	Monthly	\$20
Beauty shop	Men's hair cut	\$14
	Women's hair cut	\$15
	Wash and set	\$15
	Wash, set, and cut	\$30
	Permanent, set, and cut	\$70
	Permanent and cut	\$60
	Color and cut	\$50

THINGS TO KNOW

NUTRITIONAL SERVICES

MEAL TIMES

- Breakfast – 7:30 a.m.
- Lunch – 11:30 a.m.
- Dinner – 5:30 p.m.

**The doors to the dining room are open earlier for resident enjoyment, but we do not start serving until the designated time.*

- Room trays are available for in-room dining
- Like at home, most people like to have their spot at the dining room table. We carry that tradition to the Depot Café. If you do not like where you are seated, we will gladly find you a different area in the dining room.
- We utilize a mobile hot cart to serve you table-side. On that cart is the main entrée for the day.
- An ala cart menu is available if you do not want the main entrée. On the dining room table there is a menu from which you can choose. We have a short order cook available at all meals who will make your request. Please know it will take longer to make your order, but rest assured, it is always fresh and made to order.
- If you need additional assistance at mealtimes, nursing staff will be available.
- If your family would like to eat with you in the main dining room, they may purchase a meal ticket: 10 meals for \$55, or they can purchase single meals as desired.
- We may have speech therapy work with you if you are experiencing problems chewing or swallowing your food.
- The Food for Thought Committee involves both residents and food service staff to help discuss the menu. If you are interested in being on this committee, please contact Nutrition Services or Activities.
- Special meals are planned throughout the year, please watch for postings.
- Holiday meals are planned throughout the year. If your family members would like to join you, please let us know, so we can prepare additional food.
- If you are out of the building for an appointment, we will provide you with food/dining options before or after you return.
- Generations Café is available for all three meals. Resident meals will be at no charge; your family will be charged the regular price. At the café, we have a salad bar available for lunch.

THINGS TO KNOW

UNRESTRICTED DIET

At Lakewood Care Center, we believe mealtime should be enjoyable. As a resident, you have the right to make choices about the foods you eat. For many older adults, strict diets are not always necessary, and your healthcare team can work with you to create a meal plan that balances your health needs with the foods you enjoy.

YOUR FOOD CHOICES MATTER

- You may be able to enjoy a regular diet instead of a restrictive diet, depending on your health needs and personal preferences.
- Your care plan should be individualized, taking into account both your medical needs and your wishes.
- If you have concerns about your diet, you can discuss them with your healthcare provider and care team.

WHY SOME DIET RESTRICTIONS MAY BE REDUCED

Research has shown that highly restrictive diets for conditions such as diabetes, high blood pressure, or high cholesterol may provide only limited benefits for many older adults. In some cases, restrictive diets can make food less enjoyable, leading to poor appetite, unintended weight loss, and reduced nutrition.

FOR RESIDENTS WITH DIABETES

Many older adults do well with a balanced diet that includes a variety of foods and consistent carbohydrates rather than a highly restrictive diabetic diet. Care decisions are based on each person's individual health situation.

FOR RESIDENTS WITH HIGH BLOOD PRESSURE OR HIGH CHOLESTEROL

Some sodium- or cholesterol-restricted diets may have only modest effects on blood pressure or cholesterol levels. Your healthcare provider can help determine whether dietary restrictions are necessary or whether other treatments may be appropriate.

OUR GOAL

As a resident of Lakewood Care Center, you can expect to be involved in decisions about your meals. Our goal is to support both your health and your quality of life by offering food choices that are enjoyable, nourishing, and tailored to your individual needs.

For questions about meal options or dietary preferences, talk with the nursing staff, dietitian, or your healthcare provider.

THINGS TO KNOW

DE-PRESCRIBING (STOPPING) MEDICATIONS

Making a move is a great opportunity to take a fresh look at all medications, vitamins, and supplements. Many older adults take numerous medications each day, and some may no longer be needed or could even cause problems.

KEY THINGS TO KNOW

1. It's common to be taking more medications than necessary.
 - Adults over 65 often take multiple prescription medications, along with over-the-counter medicines and supplements.
 - The more medications someone takes, the greater the chance of side effects, drug interactions, or missed doses.
2. Your medication list will be reviewed regularly.
 - In a nursing home, medications are reviewed by not only your medical provider, but also by a pharmacist.
 - They look at whether each medication is still needed, safe, and working as intended.
3. Some medications may be reduced or stopped ("deprescribed"). This doesn't mean someone is giving up on treatment. Instead, the goal is to:
 - Reduce unnecessary medications.
 - Lower the risk of side effects.
 - Simplify daily medication routines.
 - Improve quality of life.

WHY MIGHT A MEDICATION BE STOPPED?

1. A condition may have improved or disappeared.
 - Medications started years ago for problems such as ulcers, depression, or pain may no longer be needed.
2. The risks may now outweigh the benefits.
 - Certain cholesterol medications, blood pressure medications, or other preventive drugs may be less beneficial as people get older and could increase the risk of side effects such as muscle pain, dizziness, or falls.
3. One medication may be treating the side effects of another.
 - Sometimes a person ends up taking extra medications to manage side effects caused by an original medication.
 - Reviewing the entire list can help eliminate unnecessary drugs.

BE CAREFUL WITH VITAMINS AND SUPPLEMENTS

Many people assume vitamins and supplements are harmless, but:

- Some may not provide significant health benefits.
- Some can cause side effects.
- Some can interact with prescription medications, including blood thinners, which can increase the risk of serious bleeding.

Be sure to tell our team about every medication, vitamin, supplement, herb, or over-the-counter product being taken.

THINGS TO KNOW

DE-PRESCRIBING (STOPPING) MEDICATIONS

BENEFITS FOR RESIDENTS AND FAMILIES

Residents and their families should feel comfortable asking their care team:

- Why is this medication being prescribed?
- Is it still necessary?
- What are the side effects?
- Could any medications be safely reduced or stopped?
- Are there any concerns about interactions with vitamins or supplements?

BOTTOM LINE

One of the biggest benefits of living at Lakewood Care Center is having a team available to regularly review your medications for safety and effectiveness. The goal is not to stop medications unnecessarily, but to ensure that every medication being taken still provides more benefit than risk.

THINGS TO KNOW

ANTIBIOTIC USE

ANTIBIOTICS ARE POWERFUL—BUT NOT ALWAYS NEEDED

- Antibiotics treat bacterial infections, but they do not work against viruses such as the flu or most cases of bronchitis.
- Antibiotics can be life-saving when used for serious bacterial infections like pneumonia, sepsis, or meningitis.
- Using antibiotics when they aren't needed can make them less effective when they are truly necessary.

KNOW THE RISKS OF ANTIBIOTICS

- Antibiotics can cause side effects ranging from upset stomach and rashes to serious allergic reactions.
- They can increase the risk of a dangerous diarrhea infection called *C. difficile* (*C. diff*).
- Overuse of antibiotics can create antibiotic-resistant bacteria, making future infections harder to treat.

WE ARE COMMITTED TO SAFE ANTIBIOTIC USE

- The nursing home works to ensure residents receive the right antibiotic, at the right dose, for the right amount of time—and only when necessary. This approach is called antibiotic stewardship.
- The facility monitors antibiotic use, tracks complications, educates staff and residents, and continually works to improve prescribing practices.

HOW RESIDENTS AND FAMILIES CAN HELP

- Ask questions whenever an antibiotic is prescribed, including:
 - Why is this antibiotic needed?
 - What infection is being treated?
 - What are the risks and possible side effects?
- Stay up to date on recommended vaccines, including flu and pneumonia vaccines.
- Help prevent the spread of germs:
 - Wash or sanitize hands frequently.
 - Ask staff and visitors to clean their hands before providing care.
 - Cover coughs and sneezes.
 - Avoid visiting or gathering with others when sick.

IN SUMMARY

Good antibiotic use protects your health today and helps ensure these important medications continue to work in the future. By preventing infections and using antibiotics wisely, residents, families, and staff can work together to create a safer, healthier community.

THINGS TO KNOW

RESTORATIVE SLEEP & DEMENTIA TRAINING PROGRAMS

RESTORATIVE SLEEP PROGRAM

Quality sleep is essential to healing and well-being and Lakewood Care Center is fortunate to have received funding through MN DHS PIPP Grant for a restorative sleep program.

As part of this program, your family member may potentially be wearing a device called an Actiwatch. It looks like a watch and is worn continuously for five to seven days and nights to measure their naps and light exposure during the day, and sleep efficiency at night.

The data provided by the Actiwatch will assist us in determining if residents are getting good, quality sleep which is important for daytime alertness and overall health.

There is no charge to you, your family member, their insurance, or Medicare.

If you have any questions, please call us at 218-894-8348.

DEMENTIA TRAINING

As part of our service to the residents of Lakewood Care Center, all nursing, dietary, housekeeping, maintenance and resident services team members take part in dementia training upon hire and at least yearly thereafter. Part of the training they receive includes information specific to Alzheimer's disease or related disorders. Areas of required training include:

- An explanation of Alzheimer's disease and related disorders
- Assistance with activities of daily living
- Problem solving with challenging behaviors
- Communication skills
- Dementia management and abuse prevention

All nursing team members are provided this training upon hire or at new employee orientation, and at least yearly thereafter. All other team members receive training at least yearly which involves viewing videos, reading provided literature, and completing computer-based modules.

We recognize education and training as key elements of the care we provide to our residents, and we are dedicated to delivering that care with excellence.

THINGS TO KNOW

YOUR RIGHTS AND SAFETY

COMBINED FEDERAL AND STATE RESIDENT BILL OF RIGHTS

All residents in long-term care facilities have rights guaranteed to them under Federal and State law. These rights apply to residents of facilities certified under the Medicaid or Medicare programs.

Certain rights exist only under Minnesota law. These rights are presented in italics. All other rights exist under federal law and apply to residents of facilities certified under the Medicaid or Medicare programs. If your right under Minnesota law is comparable to your right under federal law, your federal right is presented.

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

No facility can require a resident to waive these rights as a condition of admission or continued stay. A full copy of the Minnesota Resident Bill of Rights is available by talking with a staff member.

HEALTH INFORMATION MANAGEMENT

Our Health Information Management (HIM) team performs such tasks as obtaining patient consent, certifying medical records, and deciding what information can be released. They will be happy to handle any request for information, whether it is for personal use, transfer of care, legal, or insurance.

Release of Information: 218-894-8064 or fax: 218-894-8552

RESIDENT SAFETY

Dedicated to resident safety initiatives, Lakewood Health System has a committed team of employees whose focus each and every day is on the programs, initiatives and information necessary to make your safety a constant priority. From the safe disposal of needles and syringes to proper resident identification to skin safety initiatives, we understand the vital importance of feeling safe and well-taken care of when it comes to your healthcare needs.

THINGS TO KNOW

RESTRAINTS

Choosing to make Lakewood Care Center your home is about more than safety—it's also about maintaining dignity, independence, comfort, and quality of life. The best care balances safety with your right to make choices and stay as active as possible.

RESTRAINTS ARE USUALLY NOT THE ANSWER

Many families worry about falls and may assume restraints help protect their loved one. However, research shows that restraints do not prevent falls and can actually increase the risk of injury and serious health complications.

WHAT IS A RESTRAINT?

A restraint is anything that prevents a person from moving freely. Examples include:

- Belts, vests, or lap cushions
- Certain tray tables or specialty chairs
- Bed rails used to prevent someone from getting out of bed
- Wrist or ankle restraints
- Mittens or devices that limit hand movement

WHY MOBILITY MATTERS

When residents can move around safely on their own, they are more likely to:

- Maintain strength and muscle function
- Stay independent longer
- Participate in daily activities
- Interact with others
- Feel happier and more in control of their lives
- Preserve their dignity and quality of life

WHAT TO EXPECT FROM OUR TEAM

- Treat residents with dignity and respect.
- Encourage independence and mobility whenever possible.
- Create an individualized care plan based on the resident's needs, preferences, routines, and health conditions.
- Include residents and family members in care planning discussions.
- Look for the causes of falls and address those causes rather than relying on restraints.

HOW FAMILIES CAN HELP

You are an important part of the care team. Consider:

- Sharing information about your loved one's routines, hobbies, interests, likes, dislikes, and sleep patterns.
- Bringing familiar items from home, such as photos, blankets, books, or a favorite chair.
- Visiting when possible and staying involved in care discussions.
- Asking questions and advocating for your loved one's preferences and wishes.

THINGS TO KNOW

RESTRAINTS

QUESTIONS TO ASK IF RESTRAINTS ARE SUGGESTED

If a restraint is recommended, ask:

- Why is it needed?
- What other approaches were tried first?
- What are the risks?
- How will this benefit my loved one?
- How long will it be used?
- What is the plan to reduce and remove it?

IMPORTANT RISKS OF RESTRAINTS

Restraints can contribute to serious health problems, including:

- Falls and injuries
- Loss of strength and mobility
- Anxiety, agitation, or depression
- Bed sores
- Poor nutrition and dehydration
- Infections
- Loss of dignity and independence
- In severe cases, serious injury or death

FALL PREVENTION SHOULD BE PERSONALIZED

Every resident is different. The safest approach is a care plan that considers:

- Strength and mobility
- Pain management
- Fatigue and weakness
- Medication effects
- Proper footwear
- Lighting and room setup
- Appropriate mobility equipment such as walkers or wheelchairs

A NOTE ABOUT BED RAILS

Many people believe bed rails make residents safer. However, evidence does not support bed rails as a safety measure, and they can sometimes create additional risks. Alternatives such as lower beds or environmental changes may be safer options.

WHAT TO EXPECT

As a resident, you should expect care that promotes freedom, dignity, independence, and safety. The Lakewood Care Center team works with residents and families to create personalized care plans, encourage mobility, and use restraints only as a last resort.

THINGS TO KNOW

GRIEVANCE PROCEDURE

If you have a concern or suggestion relating to the rights in the Resident's Bill of Rights or any other rights, we encourage you to take the following steps:

Notify the nurse in charge. Many concerns or problems can be resolved at the point of care. If the matter cannot be resolved by the nurse in charge, please contact:

- **Ashley Wallgren - Director of Nursing**
218-894-8335 or ashleywallgren@lakewoodhealthsystem.com
- **Amy Dumpprope - Resident Services Coordinator**
218-894-8343 or amydumpprope@lakewoodhealthsystem.com
- **Barbara Trantina - Resident Services Coordinator**
218-894-8288 or barbaratrantina@lakewoodhealthsystem.com
- **Jackie Lahr - Grievance Officer**
218-894-8778 or jackielahr@lakewoodhealthsystem.com

If a solution has not been reached you may contact Kathy Dobson, Vice President of Senior Services or Lisa Bjerga, President and CEO. These individuals can be reached at 218-894-1515. At this point, we ask that you put your grievance in writing, following the instructions below, in order to ensure the proper follow-up.

Anonymous Grievances

Grievances can be filed orally or in written format, and may be done so anonymously. In the event assistance is needed, please feel free to contact Care Center Resident Services or Customer Experience at 218-894-8778. You may also contact one of the agencies listed below. All grievances received internally will be resolved within a timely manner with a goal to be resolved within seven days.

If none of the above steps resolves your concern, or at any point you feel necessary, you may take the grievance to an outside representative of your choice. Inquiries or complaints regarding medical treatment or the Resident's Bill of Rights may be directed to any of the agencies listed below:

State Office of Ombudsman for Long Term Care - Minnesota Board on Aging

PO Box 64971
St. Paul, MN 55164
Email: mba.ooltc@state.mn.us

Phone: 651-431-2555
Toll free: 800-657-3591
Fax: 651-431-7452

Office of Health Facility Complaints

PO Box 64970
St. Paul, MN 55164

Phone: 651-201-4201
Toll free: 800-369-7994

Minnesota Board of Medical Practice

University Park Plaza
2829 University Ave SE Suite 500
Minneapolis, MN 55414

Phone: 612-617-2130
Toll Free: 800-657-3709
Fax: 612-617-2166
Email: medical.board@state.mn.us

Commence Health - BFCC-QIO Program

PO Box 2687
Virginia Beach, VA 23450

Phone: 888-524-9900
TTY: 711

Your comfort, safety, and happiness are our main concern, and we hope you will give us the opportunity to assist you in any way we can, should a problem arise. Administration will not discriminate or use coercion or reprisal against a resident for taking any of these steps to resolve a problem.

Puede obtener esta informacion en Espanol.

RESOURCES

ACTIVITIES

GROUP ACTIVITIES

- Cards, dominos and games
- Discussion groups
- Mens' and ladies' groups
- Church services
- Music
- Exercise
- Reading groups
- Social time
- Pet time
- Adapted sports
- Bingo
- Wii game
- Mind stimulating activities (word games, crosswords, quizzes)

ADDITIONAL ACTIVITIES

- Gardening
- Shopping trips
- Picnics
- Golf cart and trishaw bike rides (seasonal)
- Musical entertainment
- Special outings
- Planned special events
- Computer
- Quarterly special events
- Annual Care Center Cruise Week (Fall)

Each month, a calendar of activities is posted outside the Activities Room. It includes the dates and times of the activities scheduled for each day. If you have questions, please contact the Activities staff. Family members are always welcome to come enjoy activities and events with their loved one.

RESOURCES

TRANSPORTATION

CARE VAN

Care Van is Lakewood Health System's state approved, specialized transportation for non emergency medical services. Our professional and timely drivers will help you get into and out of your home and your medical destination.

Whatever your needs, we're here to help with every last detail—even assistance with registration when you arrive at your appointment. In addition, caregivers are always welcome to ride along absolutely free of charge.

- Transportation for medical, dental and eye appointments
- Stretcher service
- Wheelchair
- Ambulatory

Not only will we get you to any of our Lakewood Health System clinics, we will also transport you to any other medical appointment you may have.

If you have a referral to another facility beyond the Staples area, such as St. Cloud, Little Falls, Brainerd, Fargo, the Twin Cities or a VA hospital, you can rest assured we'll get you there in a safe and timely manner.

You are welcome to ride the Care Van, no matter your age. We happily serve clients of all ages and provide transportation to any medical appointment, including: eye, dental, chiropractic, and therapy and counseling sessions.

Your ride may be covered by your insurance health plan (Medicaid through Medical Assistance of Minnesota only). Payment can be made on the date of service or you can arrange billing through our office. Call our office for an estimate of the charge for your specific transportation needs.

Call us during office hours: 218-894-8331

Monday - Friday from 8 a.m. - 4:30 p.m. (closed on observed holidays)

You are also welcome to leave us a message at this same number, 24/7, and our staff will contact you as soon as possible. We prefer as much notice as possible, but we will do everything we can to accommodate your request.

FRIENDLY RIDER

The Friendly Rider provides public transport to Wadena, Otter Tail, Todd and Morrison counties. Buses serve the cities of Wadena and Staples daily from 6 a.m. to 6 p.m. They also have daily service to Eagle Bend, Clarissa, Browerville, Verndale, Aldrich, Motley, Bertha, and Hewitt. Hours of operation to those cities varies.

Schedule your trip by calling 218-631-5760 or schedule online at friendlyrider.com. Scheduling in advance (at least 2 hours) is appreciated. Cost varies by trip. Prices can be found on their website.

RESOURCES

RESIDENT AND SPIRITUAL SERVICES

RESIDENT SERVICES

Lakewood Care Center's Resident Services team provides a variety of services for care center residents. They work as an advocate for you, and are available to meet with you and your family to discuss any questions or concerns you may have.

They provide discharge planning for residents returning to a community setting. Examples of discharge planning needs may include: home health care services, meal assistance, financial assistance, home medical equipment, etc.

HEALTHCARE DIRECTIVES

A healthcare directive is a form available to all patients over the age of 18. This form would direct your family, friends and caregivers to your wishes regarding your medical care if circumstances do not allow you to speak on your own behalf. These forms are available through the Resident Services department and are free to all clients of Lakewood Health System. For more information, call Lakewood Health System Resident Services.

SPIRITUAL CARE

Lakewood Health System has a dedicated and compassionate team of on-staff spiritual health professionals who are available to work cooperatively with you and your faith community. Our spiritual health team consists of chaplains whose services will be initiated only with your permission. Your conversations with us are 100% confidential, and we will not contact your church or clergy unless specifically requested to do so.

The Lakewood Health System chaplain is an ordained minister approved for healthcare chaplaincy and is a member of recognized faith-based communities. Our chaplain is available to assist with reflection or to provide a listening ear or encouragement as you travel along your healthcare journey.

RESOURCES

FINANCIAL SERVICES

BILLING & COLLECTION POLICY

When it comes to paying your bills, it is the goal to provide clear and consistent guidelines for conducting billing and collections practices in a manner that promotes compliance, patient satisfaction, and efficiency. Through the use of billing statements, written correspondence, and phone calls, Lakewood Health System will make diligent efforts to inform patients of their financial responsibilities, as well as follow-up with patients regarding outstanding accounts.

If insurance is not covering your stay, you will receive a monthly bill from our business office. Under the Medicare regulations, this facility will either bill Medicare for your services if the facility initially determines the services are covered by Medicare, or give you a denial notice, at which time you can ask the facility to submit a demand bill to Medicare on your behalf.

In order to use Medicaid benefits, county human services must determine you are eligible for Medical Assistance; this facility will automatically bill the Department of Human Services for payment of your services, as required by Medicaid regulations. To contact the local county human services department call:

Todd County Social Services: 320-732-4500

Wadena County Social Services: 218-631-7605

Other county social services phone numbers are available upon request.

If you have already paid for services, and Medicare or Medicaid later pays for those services, you are entitled to a refund. This facility will automatically refund any money due to you according to procedures to which you and the facility agreed. If you have any questions about refunds, please call Tracy Brand Esler at 218-894-8042 or Michelle Lundquist at 218-894-8393.

RESOURCES

SUPPORT & RECOGNITION

LAKEWOOD FOUNDATION

The Lakewood Health System Foundation supports the health and well-being of residents, patients, and the community by funding patient care, community health programs, financial assistance for cancer patients, Parkinson's therapy classes, senior care services, and other healthcare needs that benefit the communities Lakewood serves.

Donations can be made online and directed to specific programs or funds, including General Support, Oncology Support, Parkinson's, Pink Ribbon Cupboard, Senior Care, and Orange Impact. The Foundation also accepts planned gifts, estate gifts, stocks, real estate, personal property donations, and memorial or honorary gifts.

Every gift helps Lakewood continue providing quality healthcare services and community support now and into the future

To learn more about the Foundation, how funds are supporting our community, or how to donate, please scan the QR code with your smartphone or tablet camera, visit the Foundation page at lakewoodhealthsystem.com, or email foundation@lakewoodhealthsystem.com



SENIOR LIVING NEWSLETTER

The Senior Living newsletter is a quarterly publication created to keep residents, tenants, families, and staff informed and connected. Each edition includes community news, resident and staff spotlights, health and wellness information, upcoming and recaps of past events, activity calendars, special celebrations, and updates from Senior Living leadership and medical providers. The newsletter highlights the people, programs, and accomplishments that make the Lakewood senior living communities special while fostering communication and engagement among residents, families, employees, and the broader community.

Digital versions of past and current newsletters can be found online by scanning the QR code with your smartphone or tablet camera, or visiting seniorliving.lakewoodhealthsystem.com.



GRATEFUL PATIENT (RESIDENT)

Every day, patients, residents, and families experience moments at Lakewood Health System that make a lasting difference.

Maybe it was a medical provider who gave you hope. A nurse who went above and beyond. An activities aide who put a smile on your face. Or a care team that was there when you needed them most.

If someone at Lakewood made a difference in your life, we'd love to hear your story. Your feedback helps us recognize exceptional caregivers and celebrate the impact they make in the lives of our patients, residents, and families.

Please scan the QR code with your smartphone or tablet camera, or visit lakewoodhealthsystem.com and search Grateful Patient.



RESOURCES

RESTAURANTS

Business	Type of food	Address	Phone
B&B Sports Bar & Grill	Sports bar, burgers, baskets, pub fare	115 2nd Ave NE, Staples	218-894-2661
Beck's Burger Co.	Burgers, sandwiches, fries, craft beer, bar & grill fare	119 3rd St NE, Staples	218-296-5191
Burger King	Fast-food burgers, chicken, breakfast	201 2nd St NE, Staples	218-894-3202
Casey's	Pizza, sandwiches, bakery items	713 US-10 E, Staples	218-894-0572
Dairy Queen	Burgers, chicken, ice cream	1100 2nd Ave NE, Staples	218-894-1143
Lefty's Bar	Burgers, sandwiches, pub food	423 2nd Ave NE, Staples	218-894-9979
Monte Azul	Mexican cuisine, tacos, burritos, margaritas	304 2nd Ave NE, Staples	218-894-0148
Spot Cafe	Cafe, breakfast, lunch, sandwiches, salads	116 2nd Ave NE, Staples	218-894-9928
Stomping Grounds	Coffee, specialty drinks, wraps, sandwiches	213 4th St NE, Staples	218-895-5750
Subway	Sandwiches, wraps, salads, breakfast	1101 2nd Ave NE, Staples	218-894-3916
The Boxcar	Burgers, wraps, sandwiches, appetizers	102 4th St NE, Staples	218-296-5007
The Vintage Golf Club	Sandwiches, burgers, appetizers, and casual dining fare	27923 McGivern Drive, Staples	218-895-7300
Tower Pizza	Pizza, pasta, wings	414 2nd Ave NE, Staples	218-894-3299
Wahoo Valley Bar & Grill	American food, burgers, sandwiches	19680 Wahoo Valley Dr, Staples	218-894-1691
BBQ Smokehouse Plus	BBQ, smoked meats, deli items	17 Beaulieu St W, Motley	218-352-6666
BRICKS Restaurant	American comfort food, breakfast, buffet, sandwiches	265 US-10 W, Motley	218-352-6677
Dairy Queen	Burgers, chicken, ice cream	264 Highway 10 S, Motley	218-352-6152
Friendly Inn	Burgers, sandwiches, seafood, daily specials	2321 330th St, Motley	218-575-3295
H & R Ten-Hi	Bar food, pizza, sandwiches, pub fare	133 US-10 S, Motley	218-352-6310
Pine Ridge Golf Club	Steakhouse and American dining	34500 Hillcrest Rd, Motley	218-575-3300

Locations on this page are subject to change. For the most up-to-date information, please call or search online.

RESOURCES

HOTELS

Business	Address	Phone
Timberlake Hotel	1212 2nd Ave NE, Staples	218-895-1300
EconoLux Inn	109 2nd Ave NW, Staples	218-306-9851
Eastwood Inn	900 Highway 10 S, Motley	218-352-6386

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RESOURCES

CHURCHES

Business	Address	Phone
Faith Lutheran Church	430 12th St NE, Staples	218-894-1546
Sacred Heart Catholic Church	310 4th St NE, Staples	218-894-2296
Staples Alliance Church	1512 8th St NE, Staples	218-894-2891
Staples Assembly of God	914 3rd Ave NE, Staples	218-894-1081
Staples Church of Christ	27343 490th St, Staples	218-894-2609
Staples Seventh-day Adventist Church	421 Dakota Ave SE, Staples	218-894-0033
Staples United Methodist Church	310 5th St NE, Staples	218-894-2008
Thomastown Covenant Church	15940 251st Ave, Staples	218-894-3923
Trinity Lutheran Church	1000 4th St NE, Staples	218-894-2372
Motley Free Methodist Church	33 Wellwood St E, Motley	218-352-6888
Motley United Methodist Church	847 3rd Ave S, Motley	612-221-1111
St. John's Lutheran Church	497 3rd Ave S, Motley	218-352-6399
St. Michael Catholic Church	280 1st Ave S, Motley	218-631-1593

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