

Maryhill Manor HANDBOOK

**Information about the programs
and services provided by
Maryhill Manor.**

FROM THE ADMINISTRATOR

Welcome to Maryhill Manor!

The staff members of Maryhill Manor are dedicated to providing high quality, compassionate care in an understanding atmosphere. We believe that you should stay in control of your own life as much as possible. Our staff is not here to direct you, but rather to offer you assistance with any of your needs in whatever way we can, be they social, emotional, spiritual or physical. We view aging as a life-long process, not an illness, and we are here to assist you with any changes in your life that come about because of that process.

Maryhill Manor opened its doors in the spring of 1964 with the cooperation of several local business leaders. Mr. and Mrs. Vincent Crary later became the sole owners and operators until 1984. It was in that year that Maryhill Manor was purchased by Lutheran Hospitals and Homes Society. In 2002 we were purchased by SMP Health System, whose corporate offices are in Fargo. The Sisters of Mary of the Presentation, who have their convent (Maryvale) north of Valley City, are the sponsors of this organization. The Sisters of Mary of the Presentation have a strong history of mission and service in our area, with particular emphasis on serving the elderly and the poor.

Maryhill Manor provides care and services to individuals regardless of race, creed or color. Each resident is encouraged and assisted throughout their stay to exercise their rights as a resident and as a citizen, and to this end may voice grievances and recommend changes in policies.

Maryhill Manor is licensed by the North Dakota State Department of Health as a skilled nursing facility serving 48 levels of care. We offer a gracious and dignified way of life in which the physical, emotional and spiritual needs of the residents are the first concern of every employee.

I am proud of Maryhill Manor and the people who work here. We have staff who have shown their dedication through many years of service (average length of service is over 8 years) and will make every attempt to make you comfortable during your stay, whether you are here for short-term rehabilitation or for a more long-term stay. We welcome your suggestions and comments and are happy to visit with you concerning your special needs.

The following handbook has been prepared to help you become acquainted with Maryhill Manor services and policies.

Sincerely yours,

Nancy Farnham

Administrator
Maryhill Manor

OUR MISSION

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

CARE PHILOSOPHY

We believe that the people who live at Maryhill Manor deserve a dignified way of life where their physical, emotional and spiritual needs are all seen as equally important. Aging is not an illness, but rather a normal part of life. Changes that occur throughout life require adaptations. If you have experienced an illness or disease, those changes will require further adaptations and we have skilled staff trained to provide the medical care that may be needed.

We feel it is very important for people to have control of their own lives. We strive to assist residents to live with as much independence as possible. To this end, the residents of Maryhill Manor direct the caregivers, making decisions for themselves and participating in the life of Maryhill Manor and the community as they choose.

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

We strive to keep the quality of the environment homelike as well as safe, comfortable and supportive. There have been adaptations made in the environment to help you to be as independent as possible (i.e. grab rails in the bathrooms, handrails in the hallways). We also want the surroundings at Maryhill to be interesting and pleasant for all who are here, so you will notice pets, plants, and other points of interest throughout the building. We also encourage visitors, particularly children, and want to assist you in keeping family ties and friendships strong. While you are residing at Maryhill Manor, we hope you will consider it home.



MARYHILL MANOR

Mission and Values

Mission Statement

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

Values

Relationships are purposely developed and nurtured among residents, families, staff, and community. Consistent relationships between residents and staff build trust and enhance continuity of care.

Environment is homelike, offering Christ-like hospitality to enhance socialization, independence, and dignity.

Stewardship is using responsibly all of our God-given gifts.

People-directed Care honors and respects residents' choices, encourages them to maintain control of their lives and preserves human dignity.

Ethical Care is guided by the Ethical & Religious Directives for Catholic Healthcare Services in all our decision-making. We act on behalf of justice for all, especially for the poor and the most vulnerable in society.

Compassion calls us to love and respect those in our care as Jesus would, recognizing the individuality of each person and responding to their physical, emotional, spiritual and social needs.

Teamwork commits us to the common good by serving with Spirit-filled joy and integrity. All team members are individually responsible for promoting an atmosphere of service and open communication among residents, family and staff.

NONDISCRIMINATION

Maryhill Manor and its owner, SMP Health System, does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, religion, sex, national origin, disability, age, or veteran status in admission, treatment or participation in its programs, services and activities, or in employment.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services. For further information regarding this policy, or to file a complaint alleging violations of this policy, please contact Aaron Alton, President SMP Health System 701-235-5750.

CASE MANAGEMENT DEPARTMENT

At the time of admission you are appointed a Case Manager. It is the responsibility of the case manager to coordinate all non-medical areas of your care, assist in developing an individual care plan, and help with the adjustments you are making. The case manager also works closely with other staff to assure continuity of care in all disciplines. The case manager will meet with you prior to and/or on the day of admission and is available to assist in any area where there is a need. The case manager continues to be directly involved in your care and support throughout your stay and is available to help you in any way possible.

The Case Management Department conducts programs that are aimed at helping individuals to attain and maintain their maximum levels of psychological, social, and physical functioning. A wide variety of functions are planned by the CM department to provide a chance for entertainment, socialization, relaxation and intellectual stimulation. Programs include such things as exercises, craft groups, bingo, discussion groups, birthday parties, sing-a-longs, movies, cards and table games, memory-sharing groups, baking and special events. The staff encourages your participation in the activities of your choice and enjoyment.

The CM department also puts a great deal of emphasis on one-to-one contact which includes letter reading, sensory stimulation, musical entertainment, and much visiting.

You can help our staff to meet your needs by informing us of your past interests and hobbies, even though you may no longer participate. This type of information will often give the staff some ideas about what types of activities or programs will be meaningful and enjoyable to you. We encourage any family members and friends who are interested to become involved with our program as volunteers, participants, or observers.

NURSING SERVICES

The nursing staff consists of registered nurses, licensed practical nurses (coordinated by the Nursing Services Coordinator), and resident assistants (coordinated by the Resident Care Coordinator) who are on duty twenty-four hours a day, seven days a week. A consistent program of ongoing education for both nurses and residents assistants is designed to improve skills and update changing knowledge of geriatric nursing. The resident assistant staff is arranged in such a way that the same staff members work with the same residents as much as possible. This is done to maximize continuity of care and give the opportunity for trusting relationships to be developed between staff and residents.

At all times you are to be treated with consideration, respect, and full recognition of your dignity and individuality. This includes privacy in treatment and personal care. You are to be fully informed of your medical condition. You are given the opportunity to participate in the planning of your medical treatment. In compliance with federal and state licensing regulations, a clinical record is maintained for each resident. This record, including medical and personal information, is treated confidentially. You may approve or refuse the release of your medical records to any individual outside Maryhill Manor. Your admission agreement includes a release of information so medical records may be released when you are transferred to another health care facility or requested for third party insurance payment. You also have the right to inspect and purchase photocopies of all records pertaining to you. If you wish to do so, please contact a staff nurse who will assist you. There will be a minimal charge for photocopies you request and they will be ready for you as quickly as possible and at a maximum of 48 hours of your request.

In order to provide continuity of care and in keeping with licensing regulations, we have what we call "care conferences." At a care conference, representatives from each department come together to evaluate your specific needs. This enables you to be directly involved with your plan of care. Each plan of care is evaluated once a month for the first three months and every three months thereafter. We encourage you to attend these routine care conferences or you may request a special care conference at any time. Family members are also invited and encouraged to attend care conferences, if this is the resident's wish. Staff members are available for consultation at your request.

When we need to communicate information to your family, we will contact the person listed on the admission form as the one to be "notified in case of emergency" and will rely on that person to inform the rest of the family.

LEGAL MATTERS

In our society, we often hear the concern expressed that things will not be carried out as one wishes if health changes make it difficult for them to speak for themselves. There are many legal ways to appoint a "spokesperson" or put your wishes in a written, binding format. Information is included in your admission packet about Advanced Directives, including Durable Power of Attorneys and Living Wills. We make every effort to follow your wishes in all aspects of your care. If you would like more information on this topic, please ask a staff member and they will direct you to someone who can help.

Also, in regard to legal matters, it is Maryhill Manor's policy that all residents follow and respect the laws of our society while residing at Maryhill. If a member of Maryhill Manor's staff has formed a good faith belief that a resident has used an illegal substance or performed any other illegal act, they are to report this to a member of the management team or the nurse on duty. Appropriate follow-up will be done, which may include the involvement of law enforcement and/or asking the resident to leave the facility. It is our goal to provide a safe, healthy, and comfortable environment for all our residents and illegal activity of any kind is not tolerated by our facility.

MEDICATIONS AND SUPPLIES

Medications are given only with a physician's prescription. Medications are obtained from local pharmacies. We contract with a registered pharmacist who performs monthly reviews of all medications given to each resident and provides information to the physicians regarding drug interactions.

All drugs and medications are delivered to the nurses and stored in the drug room. If you are able and prefer, you may have the medications in your room and dispense them yourself. A nurse will assist you to set up a self-administration program.

PHYSICIAN SERVICES

In compliance with federal and state licensing regulations, each skilled nursing resident must be seen by a physician every 30 days for the first 90 days after admission and at least once every 60 days thereafter. Physicians come into Maryhill Manor to provide this service and you will be asked to choose which physician you want to coordinate your care while at Maryhill. You will be billed directly by the physician for his/her services. All medications, diets, activities, and treatments are carried out according to physician orders.

MEDICAL APPOINTMENTS

Maryhill Manor will provide transportation to medical appointments, however, we feel it is preferable that you be accompanied to appointments by a family member or friend who can give you support and who knows your history and current concerns whenever possible. If they are unable to transport you in their vehicle, we can assist in arranging transportation and they can ride along or meet you at your destination. If a family member or friend is unable to accompany you, volunteers or staff members are available to escort you.

PHYSICAL THERAPY

Maryhill Manor works with a registered physical therapist to evaluate and outline the course of treatment for each resident. Shortly after you move in you are evaluated as to any rehabilitative needs you may have. A program of maintenance or rehabilitative therapy is planned. Should physical therapy be recommended, a prescription for that therapy comes from the physician and is carried out by the Registered Physical Therapist. Twenty percent of the cost not covered by Medicare B, Medicaid, or insurance is billed to you and will be included in your monthly statement.

If the registered therapist determines that a maintenance program is what is needed, these treatments are carried out by restorative care aides under the physical therapist's direction. These treatments are vital in maintaining and promoting as much functioning as possible and there is no additional cost for the restorative care aide's service.

SPEECH THERAPY, OCCUPATIONAL THERAPY

Speech therapy and occupational therapy are available when ordered by your physician and with your consultation. Charges will be made by the professional therapist directly to the responsible party. Twenty percent of the cost not covered by Medicare B, Medicaid, or insurance is billed to you and will be included in your monthly statement.

SPIRITUAL SERVICES

Maryhill Manor arranges to have weekly church services for both Protestant and Catholic denominations. Ministers and priests from the community give of their time to conduct services each week, which are open to residents and their guests. Your minister or priest is encouraged to continue pastoral care with you on an individual basis.

DIETARY SERVICES

The number one priority of our dietary department is to make meals that are appetizing and acceptable to your acquired tastes. Soon after your move to Maryhill Manor, someone from our staff will meet with you to discuss your mealtime likes and dislikes. We have a registered dietician on our staff who can arrange for any special dietary needs.

The dining room provides three meals a day and offers frequent between meal snacks. We have open dining for meals, meaning the times are flexible and you may sit wherever you choose in the dining room. We encourage people to come to the dining room to meet others and visit, but if you choose, meal service is also available in your room.

Let us know at any time if you would like something different than the meal served or have a food or diet concern. We want to provide food that you like!

DENTAL CARE

It is required that you have a dentist listed on your medical record. You are responsible for making such an arrangement with a local dentist. This regulation applies whether you have your own teeth or dentures.

FINANCIAL MATTERS

Charges for care are made by the day and are payable monthly. The basic rate varies according to the amount of care needed and accommodations desired. The rate includes nursing and personal care services, meals, laundry, housekeeping and supportive services. To determine the daily rate to be charged, residents care needs are assessed and they are classified into a rate/care category within 14 days of admission, after every hospitalization, and every three months routinely. The daily rate charge may change after any of these assessments and you will be notified of this change. The daily rate schedule is reviewed by the State once a year and rate schedules are set for the coming year. Maryhill Manor will inform the resident or responsible person of rate changes at least 30 days prior to their implementation, excluding rate changes due to a change in the level of care category a resident is in, which becomes effective immediately.

Maryhill Manor does not charge an admission fee. A statement is mailed at the beginning of each month including the room charge in advance for the month and any other miscellaneous charges for the month just past. Extra charges may include such services as a private room charge; 20% of therapy charges that are not covered by Medicare B, Medicaid or other insurances; and brand name supplies requested by the resident that are not ordinarily stocked.

HOLDING A ROOM

Full payment must be made for a room being reserved for an individual during time spent in a hospital or on a therapeutic leave away from Maryhill Manor.

For residents receiving Medical Assistance, the regulation regarding a bed hold as established by the N.D. Department of Human Services allows payment for a maximum of 15 days in case of each hospitalization. If Maryhill Manor accepts payment for the 15 day period and the resident is still not able to return, Maryhill will hold the bed for a reasonable length of time without payment pending the resident's discharge from the hospital. The length of time will be determined through a team decision to include the hospital SW, physician, resident, family member, and Maryhill staff.

For residents receiving Medical Assistance, a bed may also be reserved for a maximum of 24 days a year for visits away from Maryhill other than hospitalization. A physician's order is necessary for any leaves of absence from the facility. Just let the nurse in charge know when you are planning a leave and she will obtain the physician's order for you.

Upon discharge for an extended hospitalization or therapeutic leave, the resident discharged will have priority in being readmitted to our facility. They will be given the opportunity to accept the first opening that comes available.

TRANSFER AND DISCHARGE PROCEDURES

Transfers to the hospital, life sustaining measures and other health related issues will be provided in accordance with your wishes. We encourage you to discuss these issues with your physician, your family, and our staff before a crisis arises. Every effort is made to assure the best care possible.

When you are discharged, an order from the attending physician is required. If you choose to leave without such an order, you must sign a "Release of Responsibility" form. Medications are sent with you only with the physician's permission. The nurse will be responsible for contacting the physician.

RESIDENT COUNCIL

You are encouraged to attend the meetings of and become involved in the Resident Council of Maryhill Manor. The purposes of the Council are as follows:

To provide an opportunity for regular discussion of matters of interest and concern of the residents of the home.

To promote friendship and foster understanding among the residents.

To work for the common good of the residents, the home and community.

The Council meets monthly. We urge all residents to become involved in helping to shape the quality of their life here at Maryhill Manor.

ROOM CHANGES

Room changes may be requested by residents in order to find a compatible roommate situation. In most instances, a room change is accomplished when another room becomes available. In any room change situation, all efforts are made to inform all those involved, find a situation that is agreeable to everyone, and make the change go as smoothly as possible. Housekeeping staff will assist with moving belongings at the direction of you or your family member. A care conference may also be arranged involving you and our staff to insure that information regarding your care is passed along and any concerns you have can be discussed.

PETS

Much research has been done on the therapeutic aspects of having a pet. The list of positive effects a pet can have on a person is impressive and includes the following:

1. Companionship! 90% of pet owners talk to their pets.
2. Provides an expressive, loving and nurturing outlet.
People receive unconditional love in return.
3. TOUCH! Humans need touch to survive.
4. Petting an animal helps to calm the agitated.

Pets, continued

For these reasons, Maryhill Manor is an advocate for pet therapy. The State Health Department's only restrictions on pets are that they have their animal vaccinations and not be allowed in food preparation or serving areas. We welcome visitors to bring animals with them and allow residents to bring in their own pets, as well as often have "house" pets at Maryhill Manor.

If a pet makes you feel more at home here, please feel free to discuss the subject of a live-in pet more with our staff.

VISITORS

An open door policy is maintained at Maryhill Manor. If you would like to share a meal with a family or friend, arrangements can be made by contacting a staff member.

You can have privacy for your visits by asking for a special room. Please do not hesitate if this is your desire. If you would like to have a special gathering or party, we have a family visiting room and a larger multi-purpose room that can be reserved for your use.

Please ask your guests to cooperate in observing our regulations regarding smoking. (See smoking regulations)

CLOTHING AND PERSONAL POSSESSIONS

We will furnish each room with a bed, dresser and night stand. We encourage you to bring in your own furniture if you'd like, as well as to furnish your room with clocks, calendars, mirrors, personal photos, pictures, TV's (including stands), and radios. When hanging items on the walls, we can provide you with small nails or 3-M removable picture hangers. We discourage using tape on the walls since it can mar the wall when removed.

We encourage you to bring whatever will help to make your surroundings feel more familiar and comfortable. We want you to be at home and know your personal possessions make a world of difference in your comfort. When you're selecting belongings to bring, we also ask that you be sensitive to the rights of other residents, particularly your roommate.

Possessions, continued

All electrical appliances and products should be inspected for frayed or cracked wiring, bad plugs, loose connections, etc., before being brought into Maryhill Manor. Heating pads, small portable heaters and extension cords are not allowed due to the regulations of the State Fire Marshall. Some residents like to have their own, small (college-style) refrigerator in their rooms. We suggest that you purchase the type without a freezer if possible. If you buy one with a freezer, we ask that you don't use the freezer compartment, as we have discovered that these style refrigerators cannot maintain both compartments at their appropriate temperatures at the same time. We suggest the use of battery, rather than electric, clocks to reduce the use of multiple cords and plug adapters in the outlets.

You will furnish all your own clothing. If you are going to be here for a short stay and are wondering what to bring, we suggest the following:

1. All garments should be washable, perma-press.
2. Six sets of underclothing, or if you are incontinent, double that amount.
3. A minimum of two pair washable, non-skid slippers and a pair of shoes with good support.
4. Two robes or housecoats.
5. Sweaters
6. A "Sunday best" or dress-up outfit for special occasions.

All clothing should be marked upon admission as clearly as possible and in an area that is discrete and will not show through the clothing. See the "Labelling of Clothing" policy for more information. Please be sure that clothing brought in later is also marked. Items such as radios, razors, afghans, wheelchairs, etc., should also be marked with your name.

Laundry: We provide laundry services for all your machine washable garments. If you prefer to make other arrangements for your laundry, please notify the staff so the clothing will not be sent to our laundry. If you have items requiring hand washing or other special handling, please mark them accordingly.

Dry cleaning: Clothing which must be dry cleaned will be sent to the dry cleaners and the cost billed to you. Please label a garment if it is to be dry cleaned only.

Marking dentures and eye glasses: Please have dentures marked with your name or initials. Eyeglasses should also be identified. An optician can inscribe your name on the bow of the glasses. This can be done prior to admission. If yours are not marked, please inform us upon admission and we can assist you with this process.

VALUABLES

Maryhill Manor will assist in the protection of your personal property. We ask that you take reasonable care in the safeguarding of valuables you choose to keep in your possession to minimize the possibility of loss. Be selective in the valuables you choose to keep here, mark valuables in a permanent manner, and store them in a locked area if possible. A safe is available if you should need to store valuable items in a secured place. Cash can be kept in a Resident Trust Fund at Maryhill Manor. This account functions like a savings account and can be accessed almost every day.

HAIR CARE

Resident Assistants will do shampoo-sets and simple hair cuts or trims which is included in your daily rates. If you prefer to have professional hair care, there is a professional beautician here routinely to do shampoo-sets, permanents, haircuts and coloring. Residents are free to accept or decline this extra service. Charges for the professional hair care services are in addition to your daily rate and are set by the professional beauticians and barbers.

The beauty shop is also available for your personal use, if you would like to have a family member or friend do your hair. Do not hesitate to ask for further information about these services.

SMOKING REGULATIONS

Maryhill Manor is a smoke- and tobacco-free facility. There is no smoking permitted inside the building or anywhere on Maryhill's grounds, including the parking lot. This includes tobacco or similar products (including, but not limited to cigarettes, pipes, cigars, snuff, or chewing tobacco). Your cooperation is greatly appreciated!

MAIL SERVICE

Mail is delivered by the post office to the administrative offices and then delivered to each resident's room. Stamps may be purchased in the business office. All outgoing mail is taken from the administrative desk and the box by the front door and mailed daily, Monday through Friday. Please notify your case manager or business office staff of any special arrangements you would like to make regarding mail service.

TELEPHONE CALLS

Arrangements may be made to have a telephone in your room if you so desire. These arrangements and the method of payment should be made directly with the phone company.

Four residential phones are located in the building for personal phone calls. One is located in the main hallway, another is outside the west family room, one is in the southeast hallway and another in the northeast hallway. Please ask a staff member to assist you if you would like to place a long distance call.

GIFTS TO EMPLOYEES

Please do not give tips to the staff. Their job is to serve you. We are pleased when you appreciate the services of the staff and want to give them something to show that appreciation. However, many individuals, some of whom you may not have met, are also involved in your total care program. Consequently, we ask that you not single out any one or two employees but rather, if you so desire, give something, which can be shared and enjoyed by all the staff.

CONCERNS

We want to do the best we can for you. If you ever have a concern, we ask that you bring it to our attention as quickly as possible so we can get it resolved. You may voice concerns and grievances to the facility or other entities that hear grievances without discrimination or reprisal, and without fear of discrimination or reprisal. Such grievances include those with respect to care and treatment which has been furnished as well as that which has not been furnished, the behavior of staff and of other residents, and other concerns regarding your stay at Maryhill Manor. We will make prompt efforts to resolve grievances. The Administrator is the Grievance Official at Maryhill and their contact information is posted in the main hallway. We also have a Concern/Grievance form that can be found near the front door mailbox for your use if you wish. Grievances may be made verbally or in writing, and may also be made anonymously. If we are not able to satisfactorily resolve your grievance, you have the right to contact other entities (including the State Survey Agency and State Long-Term Care Ombudsman) whose contact information is also posted in the main hallway at Maryhill Manor.

CLOSING STATEMENT

This booklet is intended to be a guide for present and potential residents and is written to address specific concerns they may have. In certain situations it may be necessary to substitute the words "responsible party" for "you".

We hope you and your family will feel welcomed and at home at Maryhill Manor!

STAFF MEMBER NAMES
FOR YOUR INFORMATION AND USE

Administrator: _____

Nursing Services Coordinator: _____

Dietary Coordinator: _____

Case Manager: _____

Resident Care Coordinator: _____

Housekeeping/Laundry Coordinator: _____

Business Office Coordinator: _____

Resident Assistants:

Other: _____
