



# *Family Handbook*

A Member of the Ecumen Family



[www.bethanyalexandria.org](http://www.bethanyalexandria.org)

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# Frequently Asked Questions

## FAQ

Bethany Community welcomes and encourages any questions you might have. We have listed here answers to some questions we are asked most often. Please give us a call if you have any other questions or if you would like further explanation of any of these.

### **1. What are the visiting hours?**

- There are no set visiting hours. However, the doors are locked at 11:00 p.m. and unlocked at 6:45 a.m. The west and circle drive entrance have a buzzer to alert staff that someone would like to enter. Children are always welcome.

### **2. What items should I bring to the nursing home?**

- New residents are encouraged to bring a TV, radio, or a favorite chair in good condition. Microwave ovens, electric grills, hot-plates, portable heaters, heating pads, electric blankets, and extension cords are not allowed. We ask that any other appliance that is brought be checked by maintenance. Maintenance does provide carts to assist with larger items during move-in. See “What to Bring” on page 19 and “How to Make a Nursing Home Feel More Like Home” on page 12.

### **3. What are the responsibilities of the people involved in my loved ones care?**

- There are people working with your loved one in all different areas of their care. Look at our Glossary of Positions on page 14 for what each position at Bethany does for your loved one.

### **4. How are our nursing care / room and board paid for?**

- The most common source of funding is Medicaid. Medical and financial criteria must be met to qualify under this source. Please contact Douglas County Social Services for details. Other methods of funding include: Medicare for skilled services, Long-Term Care insurance, and private funds.

### **5. How much does telephone service/cable tv/internet cost?**

- We have telephones available throughout the building for resident use. Residents can also choose to have phone service in their room. Look at our Price List for charges. Contact your Lifestyles Coordinator for more information. Bethany Community has provided a computer with internet services that is located outside of the Chapel in Bethany Home.

### **6. When are payments due?**

- All payments - including private pay, telephone, cable TV, Medicaid Spend-down, Medicare Co-Insurance, Insurance Co-Pays - are due by the 10th of the month. Bills are mailed on the 1st and due by the 10th.

**7. Do you accept credit card payments?**

- We are not set up to accept credit card payments. However, we do offer direct pay - which will automatically withdraw the billed amount from your checking or savings each month so you do not have to worry about mailing a check each month. Please contact the business office or a lifestyles coordinator for a direct pay form.

**8. Under current privacy laws, can I have access to my loved ones health information?**

- In order to view or communicate with nurses about your loved ones health information, you must either have Power of Attorney or be listed on their Face Sheet in their records. If neither of these have been arranged, tell the nurse that you would like to be included on a list for access. This access will be verified by the resident or other responsible party.

**9. How can I make the move easier on my loved one?**

- In the first couple of days, try to be there to help your loved one set up their room, attend activities with them, and visit with them. Bring items to the room that have been important to them, such as pictures or blankets. It is also nice to have a plant in the room. Visit our “How to” section for more information.

**10. How do I make my visits more meaningful?**

- During your visit you could plan on either attending one of our activities or creating your own experience with a look through a photo album or eating a snack or meal. It is good to tailor your visit to your loved ones personality. If they enjoy flowers, take them outside to look at the flowers. If they enjoy reading, bring them a new book or read to them. See “How to Visit Your Loved One In A Nursing Home” on page 9 and “How to Feel Comfortable Visiting A Nursing Home” on page 11.

**11. Can I bring a pet to Bethany?**

- Pets are allowed and encouraged to visit Bethany. If the pet is easily excitable, we ask that the adult contain it or keep it on a leash. All visiting pets need to have proper vaccinations, be clean and in good health. Before you bring a pet to Bethany we ask that you read through our Pet Policy and follow the guidelines listed. We want to ensure the safety of all visitors, staff and residents at Bethany Community.

**12. What role do the volunteers play at Bethany Community?**

- Our volunteers are here to enrich the lives of our residents by building their self esteem, giving them companionship, and much more. Volunteers help with things such as hair care, and coffee shop. But we have a lot of one-to-one activities and small groups, including visiting, bookmobile, shopping with or for residents, garden help, fruit cart, church services, music performance, and help in the dining rooms. You name it, if someone wants to try something, we are always open to new ideas. Contact our Volunteer Coordinator if you want to be a Volunteer.

**13. Does Bethany Community provide transportation for residents?**

- Bethany Community does not provide transportation to appointments outside of the facility. If you or your loved one is unable to provide transportation, Bethany Community will assist you in making arrangements with the appropriate service. If you are not on Medical Assistance, you will be responsible for the transportation cost. Other modes of transportation available include:

Medi-Van: 1-800-422-0976

People's Express: 1-800-450-0123

Rainbow Rider: 1-800-450-7770

North Ambulance Douglas County: 320-763-6160

**14. How can I learn about activities that are offered to my loved one?**

- We give each resident a calendar of events; they are also posted on the neighborhood bulletin boards. The Special Events calendars are also posted on our website. Daily Activity schedules are listed on the dry erase boards located in each household. Spontaneous or impromptu activities are also offered that may not be on the boards.

**15. How do residents go on outings?**

- We try very hard to encourage residents to go on as many outings as possible and as they desire. Due to the number allowed in the bus, often residents do need to take turns. If a resident has an outing of interest to them, they need to let the Lifestyles Coordinator or Director of Resident Services know. We will add them to the list or waiting list.

**16. How can I reserve a room for special occasions?**

- We have rooms available for gatherings for our residents with family and friends. Reservations can be made by contacting the Receptionist or Randee Hall by phone or email. ([randeehall@ecumen.org](mailto:randeehall@ecumen.org)). We will need to know day, time, room, the expected size of the group, special set-up or arrangements you will need. If you have catering needs, there may be a nominal fee. Rooms that can be reserved include: Westward Ho, West Conference Room and the Guest Dining Room (this room has a stove and sink).

**17. What do I do with my loved one's belongings if they pass away?**

- The expectation at Bethany Community is that your loved one's belongings should be taken out of his/her room within 24 hours. We do provide storage space for a reasonable charge.

**18. What services does our home health provide?**

- Bethel Manor I, II and Winona Shores all offer 24-hour home health services. They can assist with activities such as dressing, grooming, bathing, escorting residents and a lot more. Contact Home Health or Housing Managers for more information. We also have our Service Description located on our website.

# How to Determine if a Senior Is Ready To Move to a Nursing Home/ Assisted Living:

- 1** Keep in mind that the culture is changing; more and more elderly are staying in their own homes, assisted living or independent apartments longer. Bethel Manor I, II and Winona Shores are Bethany's Independent and Assisted Living Communities. They offer 24 hour home health care to residents in these apartments. For more information about 24 hour services, call Bethel Manor's or Winona Shores' Housing Director or their Social Service Department. We also have the Service Descriptions listed on our website.
- 2** Discuss moving into a skilled nursing facility (SNF), or nursing home, if a senior needs 24-hour continuous nursing care or is no longer safe in their own home. Safety issues can include leaving the burners on, not closing doors or inability to navigate dangerous stairwells.
- 3** Is the senior aware of his/her surroundings? If not, this may be a sign of memory impairment and there may be a need 24-hour care.
- 4** Can the senior still transfer in and out of bed and take baths and showers alone? Is he/she able to dress by herself? Is he/she continent?
- 5** Look at a senior's daily activities. Are they able to cook three meals a day, clean their home and do the laundry? Or do they require assistance with these kinds of activities?
- 6** If your parent is residing alone and is at risk for injury from falls, it may be time to consider placement in a Long Term Care Facility.
- 7** If your parent suffers from incontinence, it may be time to consider a transitional living arrangement.
- 8** If your parent's cognitive abilities are changing and they can no longer maintain independence, it may be time to consider a Long Term Care Facility.

## How to Discuss a Nursing Home With Aging Parent:

- 1** Start discussing it early. Before the time arrives when a parent can no longer stay in their home safely, bring up the topic of what should happen “in case”. It won’t come as much of a shock if they know what to expect in advance, and they will have a good, clear mind to express their desires.
- 2** Encourage your parent to have input on the decision. Gather information from different facilities and ask your parent to look them over and give you feedback. When you are discussing this, talk about getting on a waiting list for their favorite facility to ensure they end up where they want to be.
- 3** Talk about money. As hard as it is to bring it up, it’s essential that you prepare for the high cost of nursing care before you need it. Many aging parents do not have the financial assets to pay for the care, but there are other options. Look at “How are our nursing care/ room and board paid for?” in our Frequently Asked Questions section
- 4** Arrange for a family meeting to discuss the distribution of your parent’s belongings. Sadly, nursing homes don’t provide a lot of room for a resident to bring along some of the items that they have collected over a lifetime. Allowing your parent to disperse these treasures to family members can ease the transition for everyone involved.

## **How to Prepare Your Parents For Living in a Long Term Care Facility:**

- 1** It is possible that there is a waiting list for Bethany Community. It is better to get on a waiting list in a facility of their choice than have to be moved into another because it is the only available room. Place their name on the waiting list well in advance of their need for services.
  
- 2** In looking for a facility, try to find one you feel comfortable visiting. If you aren't comfortable, it is likely your parent won't be either. Visit at different times of the day to see how different staff interacts with residents.
  
- 3** Allow your parent time to express their feelings about this very important life transition. There may be concerns about this move or their new living arrangements that can be eased by conversation with our staff. Time to express feelings helps with the adjustment process. To parents who are functioning at a high cognitive level, openly express your emotions. Communicating your respect for a beloved parent even with recognition of diminished functioning can do a lot to ease the pain the transition.
  
- 4** Make a plan with your parent for weekly outings, if possible. If you cannot leave the facility with your parent, make a weekly visit a priority.
  
- 5** Allow your parent to talk about death and his/her concerns, what type of service they want, and share your love with her/him.

## How to Visit Your Loved One in a Nursing Home:

- 1** Call and ask what time is convenient for you to visit. The staff may provide you with the best times to come when the resident is more receptive to company. You would not want to interrupt meals or other regularly scheduled events. You are welcome to eat a meal with your loved one, visit our Price List for charges for guest meals on page 19. Please notify a staff member if you would like to be a guest for a meal.
- 2** Knock before entering their room. Remember to treat it as if you were visiting them at their own home.
- 3** Be sure to be honest with your loved one about their other family members or friends. It is important they are included in details as they were when they lived independently.
- 4** Look beyond their physical impairments, confusion and disorientation. Simple, loving gestures like holding hands and looking into their eyes really makes a difference. You can probably remember all of the stories that they love to tell, but listen intently as if it is the first time you have heard it. They often come to life when telling about their life experiences.
- 5** Bring along their favorite music or movies. Think about the activities they enjoyed before becoming a resident. Try to incorporate some of these things into your visits.
- 6** Share photographs and home movies. Help them prepare letters to other family members. Doing these things will help maintain the relationship with your loved one and keep them involved in family life events.
- 7** Encourage your loved one to be involved in activities offered at the nursing home. Bethany provides a monthly calendar of events to each resident and it is also available on the website. Look over these events and help them get excited about participating in them.
- 8** If their health permits, take your loved one out of the nursing home for an afternoon. If they grew up in town, take them by some of their favorite spots in the area and let them tell you stories about what they remember about these places. Seeing the places might spark memories and leave a feeling of contentment.

- 9 Do not over visit. Be sure to leave time for yourself and for them to establish their own routine and relationships with their fellow residents.

# How to Feel Comfortable Visiting a Nursing Home:

- 1** Look beyond the physical appearance of the elderly. Think of them as individuals with the same hopes and fears as you. Most of the residents will have pictures of themselves when they were younger. Try to imagine the experiences they have had throughout their lives. Remember that each person is unique!
- 2** Remember that even when someone is confused or comatose, there is a chance of reaching them by touch and presence. Connect with the elderly by holding their hands and looking into their eyes.
- 3** Talk to younger children about the visit before you go. Explain to them that they may see elderly people in wheelchairs or with walkers and prepare them for the fact that they might not respond to them. Be prepared to answer questions about any of the sights, odors or sounds that the children might encounter. Read some books with your children to help them to understand life in a nursing home. A few good books would be “Sunshine Home” by Eve Bunting, “Remember That” by Leslea Newman and “Old People, Frogs and Albert” by Nancy Hope Wilson.
- 4** Get to know the caregivers and introduce yourself to other residents. Find out what events are scheduled and participate if possible. When you get to know some of the residents, you’ll feel more comfortable.
- 5** Call in advance to see when it would be convenient for you to visit. Show the same respect you would if you were visiting someone in their home. Make sure your visit doesn’t interfere with planned activities such as bathing, exercise or meals. You want to be able to have a relaxed visit. Do things that you would normally do if you were visiting them at home. Don’t feel like you have to force an unnatural situation just because you are visiting them at a nursing home.

# How to Make a Nursing Home Feel More Like Home:

- 1** Bring in a favorite chair that your loved one enjoys relaxing in. Having a comfortable and familiar chair helps make the transition easier by making their new home to be similar to their previous one.
- 2** Decorate the walls of the room with items that are familiar to the resident. Hang a few favorite paintings or pictures taken from the walls of their home.
- 3** Place pictures of family members around the room to surround the resident with familiar faces. This is also helpful for those suffering from dementia or Alzheimer's to help them remember the faces of family members.
- 4** Place a small refrigerator in the resident's rooms and stock it with their favorite snacks and beverages so they can help themselves in between meals. Be sure to keep health needs and conditions in mind when choosing what to put in refrigerator. (Any appliances should be checked by Maintenance at Bethany)
- 5** Provide a television and a radio in the room of your loved one to help them feel more like home. A VCR or DVD player with some of their favorite shows recorded would provide a nice afternoon activity. You could also leave a copy of home movies or a picture slide show for them to watch. If there is a special event in the family such as a birthday party that they are not able to attend, try sending them a recording of it. This will help them feel connected and up-to-date with family that might live far away.
- 6** Give your loved one a calendar with important family dates on it such as birthdays, anniversaries or weddings. This will be especially helpful for residents with dementia.

# How to Make a Long Term Care Plan:

- 1** Select a qualified professional to help you make your care plan, such as an Elder Law Attorney.
- 2** Nominate within the plan the person or persons you wish to care for you or make decisions about your care.
- 3** Understand your flexibility and rights, and to whom your caregiver is accountable. A good care plan ensures flexibility not only to the caregiver but also to the person being cared for.
- 4** Don't wait for a crisis to plan. Making a care plan ahead of time will ease the stress of making decisions when an emergency happens.
- 5** Consider Long Term Care Insurance. This type of insurance is becoming more and more popular and is a great way to provide for long term care without putting the estate in jeopardy.

# Glossary of Positions:

**Accounts Receivable/Billing:** Handles the billings from Bethany Home. Accounts Receivable also deals with billing Medicare, Medical Assistance, and other insurances. They also handle Resident Accounts. If there is a question on a private pay account, please direct those questions to the Director of the Business Office.

**Administrator:** The Campus Administrator is responsible for the overall operations of all the services on Bethany's campus. Develops and oversees the annual operations budget. Develop a strategic plan and action steps to assure it is accomplished. Establish policies and procedures to assure compliance with regulations. Assure quality of care and quality of life establishes Bethany Community as provider of choice in our community.

**Campus Housing Director:** Campus Housing Directors' main duties are to oversee the managers of Bethel Manor I, II and Winona Shores and Adult Day Services. Also, oversees home care program/RN Manager. Handle marketing of the buildings, fund raising, all aspects of compliance, supervision of staff, preparation of 3 housing budgets, home care budget and ADS budget, HUD housing contract renewals, management reviews, HUD building inspections, tours for prospective tenants, Lifestyle Covenants, AP's, AR, resident activities, and attend various meetings in the community as well as on campus.

**Chaplain:** Chaplaincy coordinator develops, directs and coordinates Bethany's spiritual care program to assure we meet the spiritual care needs of those we serve. The Chaplain provides worship services for residents at Bethany Community.

**Clinical Manager:** This is an RN position and they are the Manager of a household or station. They work with residents, family, staff – all departments, and outside resources to assess, implement and evaluate the plan of care for all residents. They are accountable to the Medical Director & Director of Nursing for all of the clinical care of the residents & they are supervisors of all the staff on their households/stations – making decisions on hiring, discipline, promotion or termination of their staff.

**Certified Nurses Aides (CNA):** CNA's provide the hour to hour care of the residents. They assist in feeding, bathing, changing and dressing the residents.

**Director of Adult Day Services:** Responsible for developing, planning, coordinating and implementing all aspects of Day Services Program for Adult Day Care.

**Director of Business Office:** Assures the functions of the business office department run smoothly and efficiently - this includes billing, collections, accounts payable, payroll and reception. Responsible for all financial functions and reporting for Bethany Community. Director of Business Office also helps patients and families with financial and insurance questions. For questions regarding your bill, please call 320-763-1138. A business office staff member is available to assist you Monday through Friday, 8:00 a.m. to 4:00 p.m.

**Director of Community Dining:** Performing all clinical tasks with the supervision of a Registered Dietician. The Director of Community Dining establishes standards, policies and procedures for food preparation and department operations that meet long term care regulations. The Director of Community Dining facilitates each household's abilities to promote the nutritional well being and positive dining experience of all residents; facilitates the effective completion of care plans and RAI (Resident Assessment Instrument) documentation with regards to nutritional needs and attends care conferences of residents.

**Director of Nursing (DON):** Responsible for organization and administration of the Nursing Service Department. Plans, directs, observes and evaluates all activities/functions within the department including supplies, staff recruitment, retention, education, quality, budget and safety. The DON is ultimately responsible for all care given to clients. Before directing any questions to the DON, confront your loved ones Clinical Coordinator.

**Director of Resident Services:** Resident Services includes activities, social services, volunteers, chaplain, wellness center and adult day services. Assure there is on-going programming which is designed to meet, in accordance with the comprehensive assessment, the interests and the physical, mental, and psycho social well-being of each resident.

**Director of Social Services:** Performs job functions related to preadmission work, actual admission work, social service planning and implementation, and discharge planning. The Director of Social Services is responsible for Transitions Coordinators and Lifestyles Coordinators duties.

**Director of Support Services:** The Director of Support Services is responsible for the overall coordination and supervision of all Maintenance, laundry and housekeeping and technology activities to provide residents and staff with a physical environment that is safe, clean, attractive and operates without interruption.

**Lifestyles Coordinator:** The Lifestyles Coordinator is a blended role with primary responsibilities in social services and activities. The primary purpose of the position is to enhance the resident's quality of life working closely with the RN Clinical Coordinator (RNCC) or the Nurse Manager to effectively create home. The Lifestyles Coordinators are each assigned to a household where they can have a smaller and more individualized relationship with each resident. They are first contact for questions including your loved ones activity record and daily routine.

**LPN:** In addition to doing the same work as the NAR & TMA the LPN assists the physician to see patients, process doctor's orders, informs the RN if a resident need further assessment, orders medications, monitors the work of the NAR & TMA, does medical charting and oversees the basic operations of the household.

**Medical Director:** The Medical Director is a physician charged with the responsibility for the assurance of quality medical care in the facility.

**Medical Records Coordinator:** Responsible for organizing and managing the health records of all resident in facility and upon discharge. Facilitate paperwork for

admissions, return from the hospital, obtaining necessary information from the hospital. Maintain current Doctor's orders on computer, schedule physician visits, coordinating papers for MA, MC, QAR, readmissions, discharges, death, LOC changes.

**Nursing Assistant/Registered (NAR):** Works with residents 1:1 on a daily basis; cares for the basic needs of the resident including dressing, grooming, bathing, toileting, and eating.

**Nursing Supply:** Responsible for requisitioning, stocking and monitoring use of all supplies for resident care within the nursing department.

**Occupational Therapist (OT):** The occupational therapist teaches residents/patients how to perform daily activities.

**Productions Supervisor (Dietary):** Supervises all kitchen staff; oversees the cooking, serving, dietary changes and kitchen cleaning and equipment maintenance. He/she also orders foods, beverages, and supplies for kitchen and maintains all kitchen equipment in good working order.

**Reimbursement/ Admission Manager:** This position is an RN position and is responsible to take all calls relating to admission of residents and making the decision whether or not Bethany can accommodate and care for each patient. They also complete the majority of the MDS (Minimum Data Set). This is a computerized tool which is an assessment of each resident head to toe and is the way that the state & federal government decide what to charge for the residents care.

**Restorative Nursing:** This is a Nursing Assistant that has had special training in restorative care i.e. Range of Motion, Exercises, ambulating, splint application etc.

**Registered Nurse/ RN:** In addition to being accountable for the same job duties as the NAR, TMA, and LPN the RN does all the comprehensive physical assessment of the resident. The RN also does all monitoring of medications, restorative nursing, Medicare coverage, Care Plans, MDS's & paper assessments (this is how the resident's room rate is figured out. The floor RN is also in charge of the whole building for any emergencies after hours, weekends & holidays.

**Speech Therapist (ST):** The speech therapist helps anyone who has difficulty chewing, swallowing food or with speech.

**Staffing Coordinator:** Ensures that the nursing home has adequate nursing staff to care for our residents. They are responsible to monitor all discipline for attendance and ensure that the Nurse Manager has completed the discipline. They work with payroll to ensure accuracy in regards to what hours the nursing staff use for vacation, work, travel, and education.

**Staff Development Coordinator:** Ensures that all departments have required education completed, POC for all colleges and students, Co-Chair of the Safety Committee, Infection Control Nurse, Member of Employee Council, works with community experts on providing education for Bethany Community and works with all employees that have

had injuries at work to include Work Comp Claims, Co-Advisor for Continuous Quality Improvement.

**Trained Medication Assistant (TMA)/Certified Medication Aide (CMA):**

Responsible for administering medications to residents as ordered by the attending physician, under the direction of the attending physician, the nurse supervisor, charge nurse, and the Director of Nursing Services. They do this in addition to the same work as the NAR.

**Transition Coordinator:** The primary purpose of the position is to assure smooth transitions from hospital to sub acute and back to resident's home. While in sub acute, the transitions coordinator will assure the resident's quality of life is enhanced by working closely with the RN Clinical Coordinator (RNCC) or the Nurse Manager.

**Volunteer Coordinator:** Coordinates and recruits volunteers to provide services to residents of Bethany Community. Organizes and conducts volunteer meetings.

## Price List

- **Guest Meals:**
  - \$5.00 for breakfast
  - \$5.00 for noon and supper meals on weekdays
  - \$6.00 for noon and supper meals on weekends
  - \$10.00 for holiday meals
- **Internet:** A computer with internet access is provided outside of the chapel for all residents to use.
  - Sub-Acute: Wireless Internet is available in all Sub-Acute Rooms.  
Residents must provide his/her own laptop. Charge is \$1.00 per day.
- **Maintenance:** (These costs include end-of-life)
  - Pack up belongings for departed resident: \$50 (includes boxes with labels)
  - Store belongings and/or furnishings: \$35/week (6 week maximum)
  - Dispose of clothing items: \$10 (total for all)
  - Dispose of furniture items: \$20 per item
- **Take-Home Frozen Meals:** (Call the Kitchen at Ext. 153 to order)
  - \$4.00 per plate
- **Telephone:**
  - \$35.00 Hook-Up Fee
  - \$25.00 Monthly Charge
  - \$0.10 per minute for long distance calls.
- **Television/Cable:**
  - Long-term care: \$25.00 Monthly Charge
  - Sub-Acute: TV provided, Charges are \$1.00 per day

# Bethany Community Directory:

General phone #320-762-1567

## Households by Room Number:

Rm #2101-2117 – **Turtle Beach** (3 South) – Ph #320-763-2198

Rm #2120-2144 – **Maple Lake** (3 North) – Ph #320-763-1127

Rm #2201-2216 – **Latoka Landing** (4 South) – Ph #320-763-2197

Rm #2220-2240 – **Darling Springs** (4 North) – Ph #320-763-1136

Rm #101-116 – **Sub-Acute 1** – Ph #320-763-1123

Rm #201-216 – **Sub-Acute 2** – Ph #320-763-1126

	Ext:		Ext:
<b>Executive Director:</b>		<b>Director of Nursing:</b>	
Carol Kvidt	..... 133	Irmadene Hanson	..... 128
CarolKvidt@ecumen.org		IrmadeneHanson@ecumen.org	
Direct Line: 320-763-1133		Direct Line: 320-763-1128	
<b>Lifestyles Coordinators:</b>		<b>RN Clinical Coordinator:</b>	
<u>Latoka Landing (4S):</u>		<u>Latoka Landing (4S):</u>	
Brenda Hvezda	..... 127	Alisha Bumann	..... 172
BrendaHvezda@ecumen.org		AlishaBumann@ecumen.org	
Direct Line: 320-763-2195		Direct Line: 320-763-2187	
<u>Darling Springs (4N):</u>		<u>Darling Springs (4N):</u>	
Brenda Hvezda	..... 127	Alisha Bumann	..... 172
BrendaHvezda@ecumen.org		AlishaBumann@ecumen.org	
Direct Line: 320-763-2195		Direct Line: 320-763-2187	
<u>Turtle Beach (3S):</u>		<u>Turtle Beach (3S):</u>	
Amy Whelan	..... 245	Christina Nessman	..... 137
AmyWhelan@ecumen.org		ChristinaNessman@ecumen.org	
		Direct Line: 320-763-1137	
<u>Maple Lake (3N):</u>		<u>Maple Lake (3N):</u>	
Amy Whelan	..... 245	Christina Nessman	..... 137
AmyWhelan@ecumen.org		ChristinaNessman@ecumen.org	
		Direct Line: 320-763-1137	
<u>Lifestyles Coordinator</u>		<b><u>Admissions and MDS :</u></b>	
Kathy Wenker	..... 169	Deb Buker 320-763-2185	..... 129
KathyWenker@ecumen.org		DebBuker@ecumen.org	..... 217
		Holly Jerzak 320-763-2186	.....
		HollyJerzak@ecumen.org	
<b>Transition Coordinator:</b>		<b>Sub Acute RN Manager:</b>	
<u>Sub Acute:</u>		Shannon Bahr	..... 157
Tracy Kent	..... 147	ShannonBahr@ecumen.org	
TracyKent@ecumen.org		Direct Line: 320-763-1139	
Direct Line: 320-763-2194			

Ext: 150  
**Director of Social Services:**  
 Jamie Tikkanen .....  
[JamieTikkanen@ecumen.org](mailto:JamieTikkanen@ecumen.org)  
 Direct Line: 320-763-2191

Ext: 145  
**Director of Resident Services:**  
 Randee Hall .....  
[RandeeHall@ecumen.org](mailto:RandeeHall@ecumen.org)  
 Direct Line: 320-763-2192

Ext: 230  
**Director of Support Services:**  
 Grady Third .....  
[GradyThird@ecumen.org](mailto:GradyThird@ecumen.org)  
 Direct Line: 320-763-2182

Ext: 127  
**Volunteer Coordinator:**  
 Brenda Hvezda .....  
[BrendaHvezda@ecumen.org](mailto:BrendaHvezda@ecumen.org)  
 Direct Line: 320-763-2195

Ext: 134  
**Financial Director:**  
 Lisa Schroeder .....  
[LisaSchroeder@ecumen.org](mailto:LisaSchroeder@ecumen.org)  
 Direct Line: 320-763-2190

Ext: 138  
**Billing/AR:**  
 Laurie Gault .....  
[LaurieGault@ecumen.org](mailto:LaurieGault@ecumen.org)  
 Direct Line: 320-763-1138

Ext: 140  
**Director of Campus Dining:**  
 Val Jerzak .....  
[ValJerzak@ecumen.org](mailto:ValJerzak@ecumen.org)  
 Direct Line: 320-763-2183

Ext: 131  
**Health Information Coord.**  
 Mandy Myrum .....  
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<u>Winona Shores:</u>		<u>Home Health Care RN:</u>	
Patti Carey	320-	Laurie Dykema	320-
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## What To Bring

It is important to make your loved ones new room as personal as possible. Bring any items that you can think of that they have cherished such as a picture, quilt or books. Try to use this time to talk about memories with family and friends. We have provided a list to use as a guide for clothing that could be brought. Remember, your loved one can bring whatever clothing they want and this is only a guide.

### Women

#### *Clothing*

- 5-8 dresses (back-snap dresses if incontinent)
- 5-8 changes of underwear
- 6 pairs of socks or stockings
- 2 pairs of slippers
- 2 pairs of shoes
- 3-6 pairs of pajamas or gowns
- 2 robes
- 3 sweaters
- Coat and hat/scarf/mittens

#### *Personal Care Items*

- Toothbrush
- Deodorant
- Body lotion
- Powder
- Shampoo
- Hairpins and roller (if used)
- Brush and comb
- Make-up/cosmetics (if used)
- Writing materials
- Small standing cosmetic mirror for table

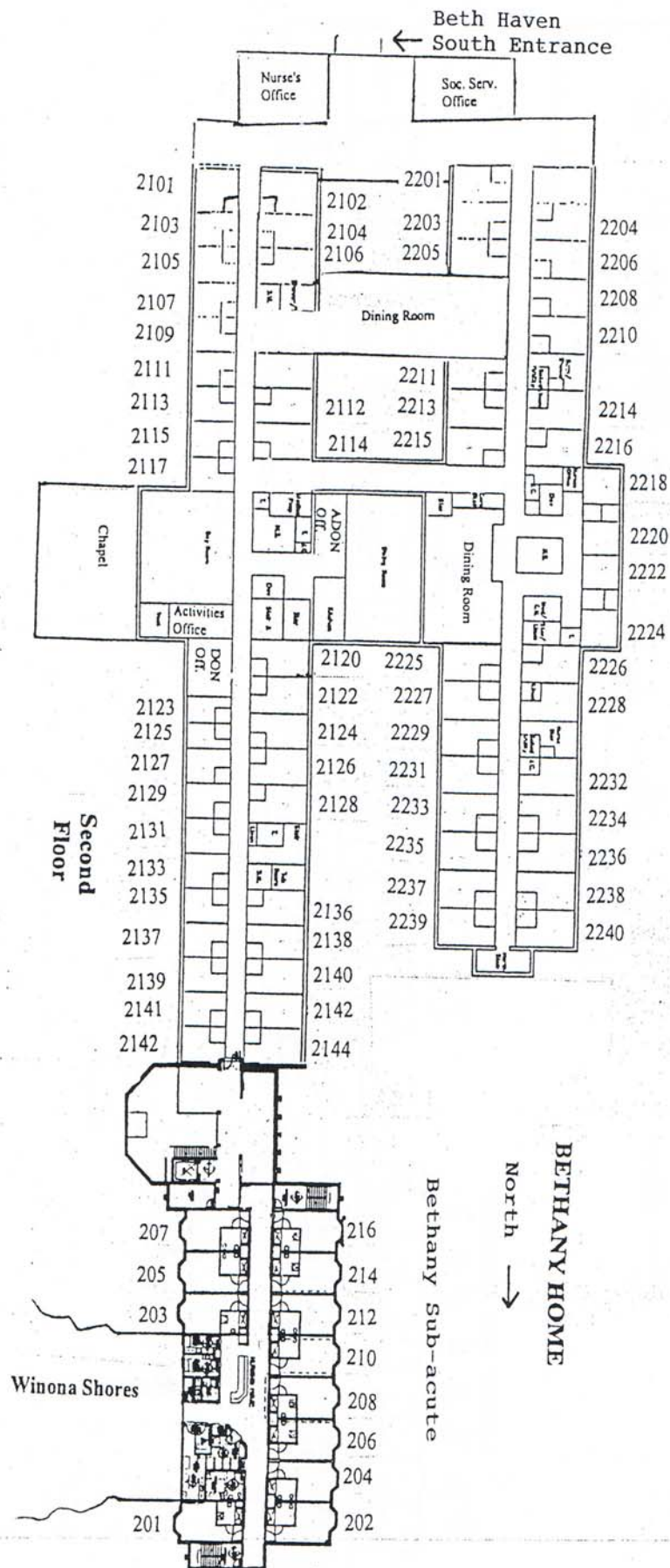
### Men

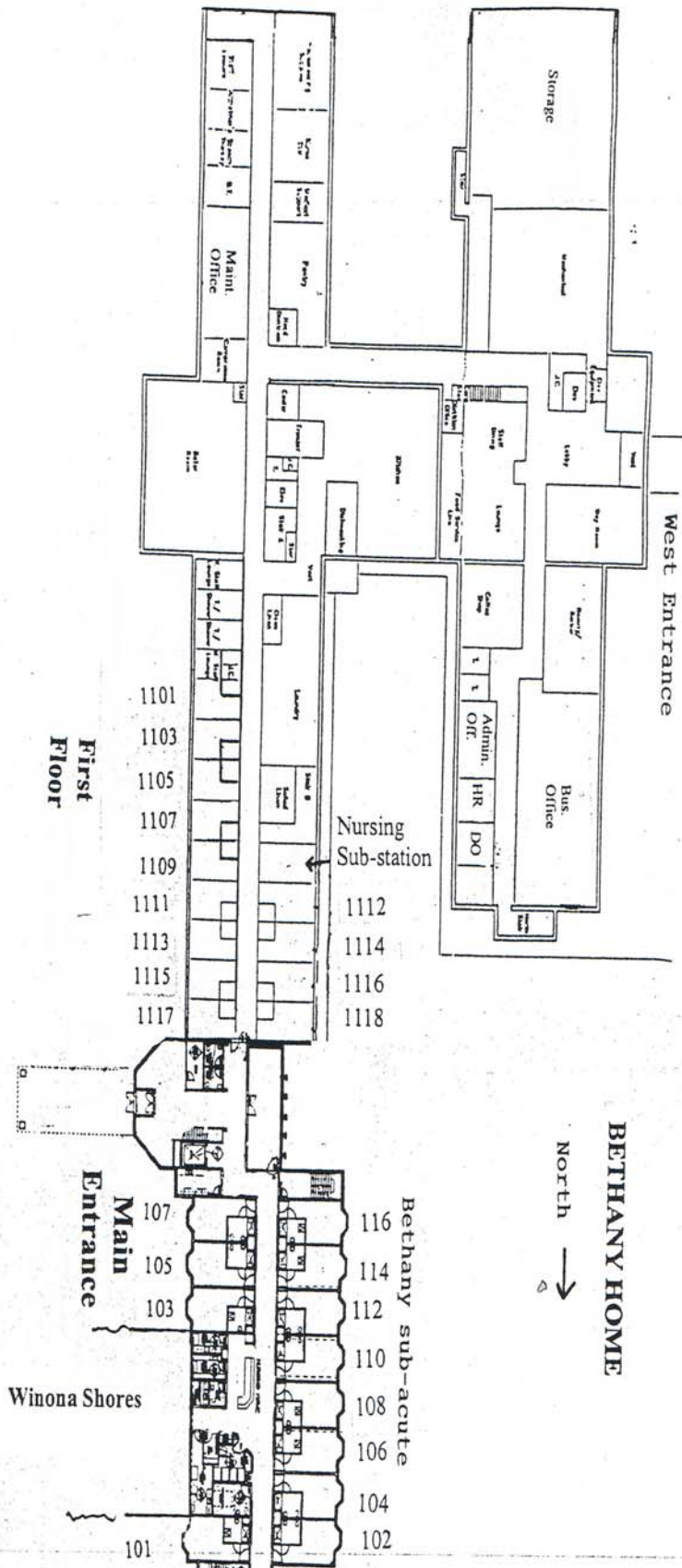
#### *Clothing*

- 5-8 pants/shirts
- 5-8 changes of underwear
- 2 pairs of shoes
- 8 pairs of socks
- 2 pairs of slippers
- 3-6 pairs of pajamas
- 2 robes
- 3 sweaters
- Coat and hat/scarf/mittens

#### *Personal Care Items*

- Toothbrush
- Deodorant
- Body lotion
- Powder
- Shampoo
- Shaving equipment
- Brush and comb
- Writing materials





# BETHANY HOME

