



Bethany Home

Resident Handbook

Bethany Home
1020 Lark St
Alexandria, MN 56308
Ph. (320) 762-1567
www.bethanyalexandria.org

an  ECUMEN[®] community

Updated December 2011

WELCOME TO BETHANY COMMUNITY

"A CARING FAMILY"

Our Mission:

We create home for older adults, wherever they choose to live.

"IT'S THE PEOPLE!"

Ask anyone who's familiar with Bethany Community why it's such a special place and they'll probably tell you, "It's the people!"

Our dedicated staff provides outstanding care and support. Each resident - with his or her individual life experience, memories and values - is truly honored. Together, our staff and residents create an environment that's as dynamic and invigorating as it is peaceful and relaxing, all in a serious health care setting.

We would like to extend a warm welcome and trust this informational booklet will help you become better acquainted with us.

As it is with many experiences that are new, there may be questions or concerns that arise, or there may be questions about the information contained in this booklet. If so, we want you to feel free to ask our staff about various policies and procedures.

We feel privileged you have chosen Bethany Community and appreciate the opportunity to serve you and your family.

Bethany Community Staff,

Carol Kvidt, Administrator / Executive Director

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Quality of Life

Activities & Social Services Department

Long-term care households have a Lifestyles Coordinator and SubAcute has a Transitions Coordinator. These are blended roles and the Coordinators are responsible for activities and social services needs for the residents in their respective households. The Transitions and Lifestyles Coordinators work with residents and families toward meeting recreation/leisure interests, emotional and psychosocial needs, adjustment to and discharge from Bethany, as desired or needed. The Director of Activities/Resident Services and the Director of Social Services are also involved in assuring that residents' needs are met and the household staff is responsive, professional and caring with residents and families.

Upon admission to Bethany Community, Lifestyles and Transitions Coordinators will visit with each resident to get acquainted and complete admission paperwork and assessments. If a resident is unable to answer questions family will be contacted. Ongoing assessments are conducted, as required, to evaluate the activity, psychosocial and vulnerable areas of a resident.

Discharge planning is a team effort. The Lifestyles and Transitions Coordinators are advocates for assuring that appropriate services and needs are met for a successful transition to home, assisted living, another facility or various other options.

Activities are offered seven days a week as well as 1-2 evenings per week. A monthly activity calendar is given to each resident and a daily activity calendar is posted in each household. There are a variety of group events, entertainment, games, exercise, movies, music, news, outings, and more planned for activities. The calendar will also include as many opportunities outside of Bethany as possible such as movies, shopping, picnics, pontoon rides, fishing trips, golf cart rides, and trips to restaurants and other local places. We strongly encourage residents to attend events of interest to them. It is our goal to keep residents as mentally alert and physically active as possible. There are also one-on-one visits with residents when attending group activities is not the resident's preference.

Barber/ Beauty Shop Services

Licensed beautician services are available on Thursdays and Fridays. The barber visits Bethany Community once a month, usually on the third Wednesday. The resident is responsible to pay either directly to the provider of service or make arrangements to have it come out of his/her resident account. Every Tuesday, volunteers provide a free service of a shampoo and set to female residents.

Business Office

Bethany is not responsible for loss or damage to any of the residents' personal property or money. Residents should store valuable personal property with family members or other responsible parties of their choice. A safe is available at the business office for safekeeping of small articles (watch, ring, etc.). Items can be placed in or removed from this safe Monday-Friday, 8:00 a.m. to 4:00 p.m.

Care Conferences

The resident and family are encouraged to attend regular care conferences held approximately every 3 months. If you are not able to attend in person and would prefer to participate by phone conference or Skype, please notify staff. Notification of an upcoming care conference is sent by mail or e-mail to the primary family contact. Please keep in mind that only one person will be sent the notice so it is that family member's responsibility to inform any other family member who may wish to attend. If you would like to attend, please contact the Lifestyle/Transition Coordinator or Social Worker when you receive the e-mail or postcard to verify your attendance. You or your family may also request a special conference at any time.

Chaplaincy Service

Bethany's chaplaincy service is provided by Pastor Andrea Olson. Phone: (320) 763-1129. Our philosophy is to show respect for each resident's spirituality and value for each person's worth, in celebration of the love of God. Our Sunday worship service is held at 2:00 p.m. in the Chapel. Special worship services will be posted in the monthly calendar.

Holy Communion is served the first Sunday of each month and on other Holy Days. Individual communion is provided in rooms as needed or requested. Bible study is offered monthly and times and dates are posted in the activity calendar; we welcome and invite all to attend.

Programs for Catholics include a televised Catholic mass on Channel 5 at 10:00 a.m. on Sundays in the Activity Room. A Priest from St. Mary's in Alexandria leads mass monthly. Dates and times for Rosary can be found on the activity calendar.

Special congregational programs include: Zion Lutheran Church communion (LCMS) which takes place on the 2nd Thursday each month, and the Evangelical Covenant Church (as scheduled every three months).

Coffee Shop

We have a beautiful coffee shop located on our lower level and run by volunteers. The shop is open Monday through Friday from 9-11am and 2-4pm in addition to Saturdays from 2-4pm.

End-of-Life

End-of-life often brings on strong emotions and the need to make funeral arrangements quickly. We understand that the loss of your loved one is a difficult time, and yet, we want to help make the transition as peaceful as possible. The expectation at Bethany is that your loved one's belongings be taken out of his/her room within 24 hours after he/she passes. If you are unable to do so, we can provide storage space for a reasonable charge. See our Price List on page 12 for charges.

Family Council

We encourage families to be involved with their loved ones. We offer a family council that meets the third Tuesday of every month at 1:30 p.m. in the Guest Dining Room. All family members and friends of Bethany residents are welcome to attend.

Family and Group Get-Togethers

We have a variety of rooms available for parties, family get-togethers, etc. Refreshments can be provided; upon your request; for a nominal charge. Please contact the Director of Resident Services to reserve an area and assist with arrangements.

Mail

Mail is delivered to the residents Monday through Saturday and staff is available to assist residents in opening or reading their mail if they are asked to. Postage can be purchased at the Business Office.

Motorized Scooters and Wheelchairs

Any resident operating a motorized scooter or wheelchair will need to do so in a safe, courteous manner. If there is an accident involving a resident operating a motorized scooter or wheelchair that jeopardizes the safety of either the driver or others, staff will inform the resident that an immediate intervention is required to assure safety. The interdisciplinary team will determine an ongoing action plan based on each individual situation and the resident's physical and mental abilities.

Outings

We encourage residents to go out of the facility with their families as much as possible. Family members and friends are encouraged to take residents out and can make arrangements with the nurse. Nursing will arrange to send along the resident's medication for the length of time he/she expects to be gone, along with directions. If you plan on being gone for more than 72 hours, we need to have a physician's order so please notify the nurse a couple of days in advance. When you leave the building you or a family member must sign out. A sign out book is located at each nurse's station.

Payments/Resident Accounts

The business office is responsible for the billing of services and for receiving payments. The payments come from Private Pay, Medical Assistance and Resident Resources, Medicare and HMO's. When a resident is on Medical Assistance, you are responsible for paying the Resident Resource (spend down), which is due by the 10th of the month. Private Pay is also due by the 10th of the month.

All other payments are due by the 10th of the month. NSF and ACH return fees occur when a resident/family makes a payment via check or electronic transfer and there are not sufficient funds available to process the payment. The fee collected will be used to offset the bank charges and administrative costs. There will be a \$30 charge for all ACH and check returns.

The business office is also responsible for maintaining the resident trust fund for the residents. At any time a resident may open a resident trust fund by completing a resident account form. This account does draw interest. Cash can be withdrawn when needed by the resident by coming to the business office and signing a withdrawal slip. Beauty shop, barber shop and fruit cart costs for the resident can be charged and then paid for out of their resident trust fund. A quarterly statement will be sent to the resident or the responsible party. Postage stamps may be purchased at the business office. The business office is open 8:00 a.m. to 4:00 p.m. Monday through Friday and is closed on weekends and holidays. Cash can also be deposited or withdrawn when the business office is closed (evenings, weekends, holidays) – please contact the charge nurse on Maple Lake to access resident money.

Resident Council

We also encourage residents to be actively involved in life at Bethany. One way of doing that is for them to attend resident council which meets the first Tuesday of every month, or as indicated on the activity calendar.

Smoking and Tobacco Use

All residents have the right to a safe environment to live. The most frequent cause of fires in health care facilities is smoking materials. The right to the safety of the facility and residents supersedes the individual's right to smoke. Tobacco use of any kind by residents or visitors is not permitted on Bethany Community property. If a resident chooses not to adhere to this policy, he/she will be issued a discharge notice.

Telephone

Telephones are available throughout the building for resident use. Long distance calls will be logged and residents will be billed at the end of the month. If at any time you desire to make arrangements for a private call, notify your nurse and a phone will be made available for your use. A private phone area is available in the Fireside Lounge.

Residents can choose to have phone service in their room, by contacting the business office or your Lifestyle/Transitions Coordinator or Social Worker. See our Price List on page 12 for charges.

If you have a telephone hooked up in your room, to get an outside line you will need to dial 9 and then the number you are calling.

Most resident rooms at Bethany Community are wired for telephone service. Telephones must be furnished by the resident or family, with the exception of the Sub Acute unit. Any telephone problems should be directed to the business office. The monthly bill will come directly to you.

Television

Residents may bring in a television and cable can be hooked up by contacting your Lifestyle Coordinator. Our short term rehab rooms are furnished with televisions for the convenience of a short stay. In addition, there are TV's located in various lounge areas for residents' use. See our Price List on page 12 for charges.

Transportation

Bethany Community does not transport residents to appointments or private family events. If you or your family is unable to provide transportation, Bethany Community will assist you in arranging it with the appropriate service. If you are not covered by medical assistance, MSHO or SNBC, you will be responsible for the transportation costs.

Local cab companies include:

Viking Taxi 808-5000
Radio Cab 763-3333.

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 763-6160.

Visitors

Relatives and friends are welcome to visit Bethany Community at any time. There are no set visiting hours. However, doors are locked at 10:00 p.m. The west and the circle drive entrances have a buzzer to alert staff that someone would like to enter. Children are always welcome. Pets are also allowed to visit if accompanied by an adult. Pets need to be contained or on a leash. All visiting pets need to have proper vaccinations, be clean, and in good health.

Volunteers

Volunteers play an important part in carrying out some of the activities and services at Bethany Community. We are fortunate to have them share their time and talents. Volunteers are used in many different areas of our home. We welcome all individuals interested in participating in our volunteer program to please contact our volunteer coordinator for more information.

Wireless Internet

Wireless Internet access is available in all rooms. Free WiFi. Check with staff for password. Residents must provide his/her own laptop computer for this service. See our Price List on page 12 for charges.

Quality of Care

Dental/Vision/Hearing

We will ask you if you would like to see the dentist, eye doctor or hearing specialist at care conferences annually. You also may ask that an appointment for any of these services be made at any time by contacting the charge nurse.

Dietary Department

Residents are visited regularly by the Director of Dining Services. Dietary and nursing staff work together to provide excellent nutritional care to the residents. Spouses and guests are welcome to eat with the residents at a reasonable charge. Please notify a staff member if you would like a guest meal. See our Price List on page 12 for charges.

On Christmas, Thanksgiving and Easter the Dietary department serves a buffet style meal for the residents who have family as guests. This meal is served in the Multi Purpose Room. Reservations for holiday meals are required.

Coffee and snacks are available to visitors. Due to state regulations, no home canned or baked foods can be served to the residents by the dietary staff. Family may bring home cooked foods to be shared with their loved one. All food should be checked in with the nursing station to be sure that they are permitted on the diet your doctor has prescribed for you. All food items that are kept in the rooms need to be in air tight containers that are labeled and dated.

Nursing Services

Individual nursing services are provided in accordance with physician's orders, resident input and a comprehensive assessment, which are outlined in the plan of care. Our services range from assistance with grooming and eating, to more complex activities such as IV's and specialized medical treatments. We assist residents in achieving and maintaining their optimum level of independence and ability. We have licensed nursing personnel on duty 24 hours a day.

Pharmacy & Medications

Trumm and Thrifty White are the pharmacies that Bethany Community uses to provide medications. If you request a different pharmacy, they must be able to provide pharmacy services 24 hours a day and be able to provide medications as the physician orders them. All medications must be ordered by a physician. Requests to be responsible for administering your own medications will be evaluated on an individual basis.

Physician Services

You will need to choose a physician before you are admitted to Bethany Community. If you choose a physician that does not come to Bethany you will be responsible for the transportation charges incurred getting to your appointments. You will need to see your physician at specified intervals unless you privately pay and sign a waiver. Dr. Douglas Griffin is Bethany Community's medical director.

Restraints

Bethany Community allows the use of restraints only after a comprehensive assessment, an interdisciplinary meeting, and with a physician's order.

Quality of Environment

Housekeeping

The housekeeping department is staffed seven days a week. Housekeeping cleans each room thoroughly once every two weeks. Every day, rooms are dust mopped and damp mopped, waste baskets emptied, and bathrooms cleaned. Halls, dining areas, common living spaces, and bathing areas rooms are also cleaned daily. Windows are washed inside and out twice a year. Any special housekeeping needs should be reported to the Housekeeping Coordinator. Floor care is also part of housekeeping. Residents rooms are emptied of furniture and machine scrubbed, waxed, or shampooed as needed. New residents are encouraged to decorate with pictures, belongings or a favorite chair in good condition. These items should be marked for personal identification.

Laundry

We use a commercial laundry for residents clothing in long term care as well as all our linens. Laundry is picked up and delivered three times a week. Residents do need six days of clothing in their closet. Our laundry department does deliver clothing to resident drawers and closets.

Marking of personal clothing is very important. This aids in the reduction of lost and misplaced clothing. For our short-stay residents on Sub Acute, we have blue mesh laundry bags marked for each room. These bags are ONLY for items of personal clothing and not for facility linens. Please make sure that all clothing submitted for laundering is first marked using either a temporary tag or submitted for iron-on tags. It is impossible to return clothing to the correct person if it arrives in the laundry unmarked. Despite our best efforts, some items do not get marked before being submitted for laundering, which results in items of unclaimed clothing. Please check with the nursing staff or Laundry Coordinator for any missing clothing. Articles that contain wool or other delicate fabrics should be taken home or washed by family. Laundry is not responsible for damaged items.

Maintenance

Our maintenance department is available every day for household maintenance issues. Contact the nursing staff to issue a work request for maintenance department if assistance is needed with hanging pictures. Please do not use gum backed or foam tape picture hangers (although the 3M removable picture hangers are acceptable). Walls are repaired and painted as needed before a resident moves in. Maintenance repairs any plumbing issues and replaces light bulbs as needed.

Any concerns you may have about the physical building and its' maintenance should be reported to nursing staff who will submit an appropriate work request to the maintenance department. Any appliances brought in should be checked by maintenance. Things not permitted in resident rooms include microwave ovens, electric grills, hot-plates, portable heaters, heating pads, electric blankets, and extension cords. If an extension cord is needed, please ask the nursing staff to submit a work request for a suitable surge protector.

Missing or Broken Personal Belongings

When a resident reports personal belongings are missing the staff will assist with a search for the item. Often the staff finds the item in the resident's own room, but, if the item is not found the search is expanded. Medically necessary items (glasses, hearing aids, dentures) that are accidentally broken by staff will be repaired and paid for by Bethany Community.

Safety and Fire

There are fire and emergency plans for Bethany Community. We are required by the state to have fire drills throughout the year. We also have a yearly tornado drill to keep our staff and residents prepared for emergencies.

Storage Services

The expectation at Bethany is that your loved one's belongings be taken out of his/her room within 24 hours after they discharge. If you are unable to do so, we do provide storage space for a reasonable charge. See our Price List on page 12 for charges.

Resident Responsibilities

While a resident at Bethany Home you have many rights, but you also have certain responsibilities. By assuming the responsibilities listed below, you will enhance your own well-being as you reside and interact with others and contribute to the overall quality of life at Bethany Community. Please contact the Leadership team if you have any questions about the following resident responsibilities:

- ❖ Provide to the best of your knowledge accurate and complete information about your current health status, past illnesses, hospitalizations, medications, and other matters pertaining to your health.
- ❖ Report any changes in your health condition to the Charge Nurse.
- ❖ Become informed about your total health status.
- ❖ Become involved in planning your care and treatment.
- ❖ Make it known whether you clearly understand the treatment plan and comprehend what is expected of you.
- ❖ Follow the treatment plan agreed upon in your care conference, including the instructions of health professionals as they carry out the interdisciplinary plan of care and the orders of your doctor.
- ❖ Fully understand the consequences and accept responsibility for your actions if you refuse ordered medical treatment or do not follow your doctor's orders.
- ❖ Assure that the financial obligations of your care are paid in a timely manner according to the Admission Agreement.
- ❖ Become familiar with and follow the facility's rules and regulations regarding resident conduct and care.
- ❖ Be considerate of the rights of other residents, including such areas as noise control, smoking, visitors, and especially confidentiality.
- ❖ Treat the staff with consideration--try to understand their responsibilities and respect their efforts.
- ❖ Be respectful of the personal property of other residents and of the property of this facility.
- ❖ Get involved in daily life here--attend activities, help make plans and preparations and contribute your special talents.
- ❖ Participate in Resident Council meetings and help to shape decisions that will directly affect your life within the facility.
- ❖ Stay active as a citizen and as a part of your community. Keep informed about issues and activities, find out about community services available to you, and do not forget to vote.
- ❖ Know and comply with safety regulations regarding fires and other disasters, and cooperate with periodic safety drills.
- ❖ Be responsible for asking when you don't understand, for making suggestions, and for knowing the whole story before making a formal complaint. Know and follow the facility's grievance procedure.

Medicare and Medicaid

How to use your Medicare benefits: 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.

How to use your Medicaid benefits: In order to use Medicaid benefits, the County Human Services Department must determine that you are eligible for Medicaid. Once you are determined to be eligible for Medicaid, this facility will automatically bill the Department of Human Services for payment for your services, as required by Medicaid regulations. To contact the County Human Services Department, call: **(320) 762-2302**

To receive refunds: 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 you and the facility have agreed to. If you have any questions about refunds, please talk to: **Director of Finance and Facility Operations**

Concerns and Grievances

Each resident has the right to voice a grievance or recommend changes in the facility's policies and procedures. The resident's exercise of this right shall be free from restraint, interference, coercion, discrimination or reprisal. The resident also has the right to expect prompt efforts by the facility to resolve grievances that he/she may have.

Concerns should be directed to the person best equipped with knowledge in the area of concern. Direct your concerns to the appropriate supervisor or to the nurse in the absence of the supervisor. See attached list of staff.

The individual receiving your concern will discuss with you the manner in which you want the concern handled. Together, there will be a process taken to investigate the issue and a plan developed to address the concern. If you are not satisfied with the results of the response please contact the administrator. If you are still unhappy, the following are available to you:

Nursing Home Advocate

Ann Holme
Regional Ombudsman for Long Term Care
40719 County Hwy 23
Ortonville, MN 56278
Phone: 320-273-2364 or 800-657-3591
E-mail: ann.holme@state.mn.us

MI/MR Advocate

MN Disability Law Center
430 1st Ave. N. Suite 300
Minneapolis, MN 55401-9618
Phone: 1-800-292-4150 or
612-332-1441 or
TDD 612-332-4668

State Licensure and Certification Agency

Minnesota Department of Health
Division of Facility and Provider Compliance
393 N. Dunlap St.
P.O. Box 64900
St. Paul, MN 55164-0900
Phone: 612-643-2101

Office of Health Facility Complaints

393 N. Dunlap St.
P.O. Box 64970
St. Paul, MN 55164-0970
Phone: 1-800-369-7994

Price List

- **Guest Meals:**

Guest meal tickets must be purchased in advance from the business office.

- \$ 7.00 for breakfast, noon, or supper meals
- \$ 12.00 for holiday meals

- **Internet:** A computer with internet access is provided outside of the chapel for all residents to use.

- Wireless Internet is available in all Rooms – Short Term Rehab and Long Term Care. Residents must provide own laptop/computer. Free WiFi.

- **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
- Repair of residents personal property : \$15 per hour

- **Take-Home Frozen Meals:** (Call the Kitchen at Ext. 35060 to order)

- \$ 5.00 per plate

- **Telephone:**

- \$35.00 Hook-Up Fee
- \$26.00 Monthly Charge
- \$0.10 per minute for long distance calls.

- **TV - Cable TV service:**

- Long-term Care (Residents must provide own tv) :
 - \$10 Hook-up fee
 - \$26.00 Monthly Charge
- Short Term Rehab: TV provided, Charges are \$1.00 per day

- **Television rental for Long-term care:**

- \$1 per day

<u>TITLE</u>	<u>NAME</u>	<u>HOURS TO CONTACT:</u>
Administrator/Executive Dir	Carol Kvidt	M - F 8:00 - 5:00
Director of Nursing	Deb Buker	M - F 7:30 - 4:30
Director of Social Services	Jamie Tikkanen	M - F 8:00 - 3:00
Director of Resident Services (Activities)	Randee Hall	M - F 8:00 - 4:30
Director of Campus Dining	Val Jerzak	M - F 7:30 - 4:00
Director of Finance and Facility Operations	Lisa Schroeder	M - F 8:00 - 4:30
Therapy Coordinator	Rita Kopp	M - F 8:00 - 4:30
Health Information Manager	Mandy Myrum	M - F 7:30 - 4:00
Chaplain	Andrea Olson	Call 763-1129 for appt.
Volunteer Coordinator	Brenda Hvezda	Call 763-2195 for appt.
Director of Campus Housing & Home Health	Patti Carey	M - F 8:00 - 4:30
Director of Human Resources	Sandi Vautthauer	M - F 8:00 - 5:00

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 #320-763-1124

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

Rm #101-116 – **Short Term Rehab 1** – Ph #320-763-1123

Rm #201-216 – **Short Term Rehab 2** – Ph #320-763-1126

Ext:

Executive Director:

Carol Kvidt 31133
CarolKvidt@ecumen.org
Direct Line: 320-763-1133

Ext:

Clinical Director:

Deb Buker, RN 31128
DebBuker@ecumen.org
Direct Line: 320-763-1128

Lifestyles Coordinators:

Darling Springs and Latoka Landing:

Brenda Hvezda 32195
BrendaHvezda@ecumen.org
Direct Line: 320-763-2195

Maple Lake and Turtle Beach:

Kathy Wenker 32196
KathyWenker@ecumen.org
Direct Line: 320-763-2196

RN Clinical Coordinators:

Darling Springs and Latoka Landing:

Alisha Colby, RN 32187
AlishaColby@ecumen.org
Direct Line: 320-763-2187

Maple Lake and Turtle Beach:

Christina Nessman, RN 31137
ChristinaNessman@ecumen.org
Direct Line: 320-763-1137

Director of Social Services:

Jamie Tikkanen, LSW 36412
JamieTikkanen@ecumen.org
Direct Line: 320-763-2191

Director of Campus Dining:

Val Jerzak 32183
ValJerzak@ecumen.org
Direct Line: 320-763-2183

Admissions and MDS :

Krista Rehm, RN 32186
KristaRehm@ecumen.org
Direct Line: 320-763-2186

Admissions and MDS :

Jessy DeZeeuw, RN 32185
JessicaDeZeeuw@ecumen.org
Direct Line: 320-763-2185

Ext:

Short Term Rehab

Social Services:

Tracy Kent, LSW 32194
TracyKent@ecumen.org
Direct Line: 320-763-2194

Director of Resident Services

(Activities):

Randee Hall 32192
RandeeHall@ecumen.org
Direct Line: 320-763-2192

Volunteer Coordinator:

Brenda Hvezda 32195
BrendaHvezda@ecumen.org
Direct Line: 320-763-2195

Director of Human Resources

Sandi Vathauer 32197
SandraVathauer@ecumen.org
Direct Line: 320-763-2197

Director of Finance and Facility Operations:

Lisa Schroeder 32190
LisaSchroeder@ecumen.org
Direct Line: 320-763-2190

Administrative Coordinator:

Evelyn Thoennes 32188
EvelynThoennes@ecumen.org
Direct Line: 320-763-2188

Billing /Accounts Receivable:

Laurie Gault 31138
LaurieGault@ecumen.org
Direct Line: 320-763-1138

Ext:

Short Term Rehab

RN Clinical Coordinator:

Shannon Bahr, RN 31139
ShannonBahr@ecumen.org
Direct Line: 320-763-1139

Chaplain:

Andrea Olson 31129
AndreaOlson@ecumen.org
Direct Line: 320-763-1129

Rehab Care Coordinator:

Rita Kopp 35035
RitaKopp@ecumen.org
Direct Line: 320-759-5035

Health Information Manager

Mandy Myrum 31131
AmandaMyrum@ecumen.org
Direct Line: 320-763-1131

Housekeeping, Laundry, Grounds Coordinator:

Julie Eipperle 760-3865
JulieEipperle@ecumen.org
Direct Line: 320-760-3865

Maintenance Coordinator

Darren Lichty 760-3854
DarrenLichty@ecumen.org
Direct Line: 320-760-3854

Foundation/Donations:

Carol Kvidt 31133
CarolKvidt@ecumen.org
Direct Line: 320-763-1133

<u>Independent Living/ Housing with Services:</u>	Ext.		Ext.
<u>Bethel Manor:</u>			<u>Housing Social Worker:</u>
Wendy Halbe	37200		Michele Kellenberger
WendyHalbe@ecumen.org			MicheleKellenberger@ecumen.org
Direct Line: 320-763-7200			Direct Line: 320-763-3027
<u>Winona Shores:</u>			<u>Home Health Care RN:</u>
Patti Carey	31120		Laurie Dykema
PattiCarey@ecumen.org			LaurieDykema@ecumen.org
Direct Line: 320-763-1120			Direct Line: 320-763-2180
<u>Day Services Program:</u>			
Carla Nienaber	32181		
CarlaNienaber@ecumen.org			
Direct Line: 320-763-2181			

Fax Lines	Number:		Fax Lines	Number:
Short Term Rehab 1	320-763-2184		Short Term Rehab 2	320-759-6329
Maple Lake	320-759-6327		Darling Springs	320-762-0196
Turtle Beach	320-759-6327		Latoka Landing	320-762-0196
Business Office	320-762-5316		Short Term Rehab Manager	320-763-1134
Health Information / HIM	320-759-6276		Admissions	320-759-6276
Therapy	320-762-9993		Home Health	320-759-6297
Winona Shores	320-763-1121		Bethel Manor	320-763-7204
Human Resources	320-759-6264			