

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” and “How to Make a Nursing Home Feel More Like Home”.

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 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" and "How to Feel Comfortable Visiting A Nursing Home".

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). 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 or visit our Service Description page on our website.