

# *Information for Residents & Families*

## **Admission Time**

The most convenient time for an admission is between 10:00 a.m. and 1:00 p.m. Monday through Friday. This allows time for the resident to become oriented to the new surroundings before nightfall.

## **Visiting Hours**

There are no fixed visiting hours. Feel free to visit at any time; however, the most convenient visiting hours are 9:00 a.m. to 8:00 p.m. Children and pets are welcome visitors. The kids (and adults alike) may enjoy visiting the animals in the Side Yard, reading or playing in the School House, or sharing some soft-serve ice cream at Frank's Dairy Bar.

## **Bringing in Food for Residents**

For the protection of the resident, food brought for the resident must conform to his or her prescribed diet. We encourage nutritious snacks such as fruit and crackers. All food should be in containers that seal securely. If you have any questions concerning appropriate food items, please check with the unit nurse or the resident's physician.

## **Leave of Absence**

With the physician's permission, residents may be granted a leave of absence from the facility. A leave of absence must be signed by the resident or responsible party and the resident must be signed back in upon return. The request should be cleared through the charge nurse in advance.

*\*Residents enrolled in the Medicaid program or VA contract are permitted a limited number of overnight leaves.*

## **Retaining the Room**

If a resident is temporarily transferred to the hospital, you will be asked if you would like to hold the bed. If the bed is held, the room will be secured. If the bed is not held, you will want to pick up your resident's belongings as soon as possible. Clothing will be held for a limited time after discharge. After that, it will be disposed of, as we do not have storage space. Medicaid will hold the bed for 5 days.

## **Telephone**

Local phone services included in the private room rate. All rooms have in-house phone service and the ability to receive incoming calls at no additional charge. Semi-private, outgoing telephone service is available and encouraged. Arrangements must be made with the Social Services Director. A "house line" for local calls is conveniently located on the Garman Wing.

## **Beauty and Barber Services**

Beauty and barber services are available upon request and are provided on-site several days a week.

### **Newspapers**

Residents often wish to receive newspapers during their stay. Please make arrangements with the paper you wish to receive. Papers are distributed daily.

### **Extension Cords**

For safety purposes, neither extension cords, nor three-way plugs are allowed.

### **Televisions**

Televisions are located throughout the facility. Residents may bring in T.V. sets for their own rooms. Electronic remote controls are helpful and permitted, however, cord type remote controls are a safety hazard and not permitted. Our staff is required to inspect all electrical items brought into the building to determine if they are safe. Our facility has cable T.V. for residents use at no cost.

### **Dining With Your Resident**

We enjoy having guests, so please feel free to dine with your resident either at our noon or evening meal. Please call at least two hours before serving time to make a reservation. See reception desk for meal prices. We can also arrange for special parties and other events. You are always welcome to dine with us during holiday seasons. Holiday meals are special and reservations will be needed in advance as we generally have many visitors.

### **Activity Calendar**

All residents are encouraged to participate and families are always welcome. If you or a group would like to provide entertainment or an activity for/with our residents, our Activity Director would like to speak with you. Examples of activities include exercise classes, van rides to various locations such as the Journey Museum, Spearfish Canyon, Dinosaur Park, fishing at Canyon Lake (vary every year), manicures, Game Night, Movie Night, relaxing massages, baking, crafts, and a monthly birthday party. An Activity Calendar is posted in each resident room and at the Hotel.

### **Family & Special Events**

Upcoming events and information in which you might be interested are conveniently posted within the facility and are periodically mailed to family members. Some of the annual special events include:

Easter Egg Hunt	Mothers Day Social
Father's Day Picnic at the park	Luau
Fall Festival	Thanksgiving Dinner
Christmas Party	

Smaller events include a New Years celebration, roasting smores for the 4th of July, and carving pumpkins for Halloween.

### **Personalized Care Conferences**

These conferences are designed to discuss individual needs or personal concerns. Families are encouraged to attend these conferences and are notified of the date and time by telephone.

### **Resident Spending Money**

We suggest that residents keep on hand only a small amount of change for candy bars or soft drinks. Residents may have a trust account set up for their needs. Ask the business office for details.

### **Birthday Parties**

A birthday party is held once a month to celebrate all of the residents' birthdays in that particular month. Please see the activity calendar for the date and time. You might want to have a family celebration for your resident's birthday. Please check ahead with the Activity Coordinator to make arrangements.

### **Spiritual Needs**

There are regularly scheduled Protestant and Catholic services to meet the spiritual needs of our residents. In addition to devotional time, there are times for hymn singing, bible studies and Church services.

### **Physical Therapy**

Every new resident is assessed by physical therapy (PT) consultant and a restorative program is designed for the resident.

### **Dietary**

Our dietary department provides 3 high quality meals daily to meet the nutritional needs of our residents. Buffet meal choices are offered at each meal. There are two dining schedules depending on whether the resident requires assistance to eat.

#### Dining Schedule

Breakfast	7:30 AM
Lunch	11:30 Noon
Dinner	5:30 PM

#### Assisted Dining Schedule

Breakfast	7:00 AM
Lunch	11:00 AM
Dinner	5:00 PM

Snacks are provided in the morning, afternoon, and before bedtime. If you wish to bring food or treats for a resident, please have them marked with the resident's name and the date. We encourage nutritious snacks such as fruit and crackers. Please place all food in containers that seal securely.

### **Laundry Services**

Personal laundry is done daily on the premises. Any articles missing should be reported immediately to the laundry. We will inform you if the resident needs additional clothing items.

### **Residents Clothing Recommendations**

### **Women**

4-5 pairs of slacks  
4-5 blouses  
4-5 dresses/ dusters  
2-3 sweaters (machine washable!)  
3-4 pairs of hosiery, knee socks  
walking shoes (non-slip soles)  
slippers  
2-3 nightgowns  
1 robe  
4 slips  
8 pairs of underwear  
comb/brush  
make-up kit  
cologne/perfume  
glasses  
dentures  
hearing aids

### **Men**

4-5 pairs of trousers  
4-5 shirts  
8 t-shirts  
8 pairs of shorts/briefs  
walking shoes (non-slip soles)  
  
slippers  
2-3 pairs of pajamas  
1 robe  
4-5 handkerchiefs (optional)  
1 belt or suspenders  
comb/brush  
razor/electric shaver  
aftershave/cologne  
glasses  
dentures  
hearing aids

### **Recommended Marking of Personal Clothing**

For your protection, we request that all personal clothing be properly labeled before it's brought into the building. Our staff will provide laundry markers and will assist in marking clothing, if needed.

A. Light-colored clothing should be marked with a black laundry marker. Dark-colored clothing should have sewn in label with resident's name. The identification should consist of the individual's first initial and last name.

B. Please mark clothing items either on the label or on the waist/neckband area.

Closets periodically need to be cleaned to remove clothing that is out of season or in need of repair. Any items removed from the building need to be deleted from the inventory sheet at the nurses unit. We always appreciate family assistance with this, since we are not able to count/guarantee clothing items.

### **Personal Belongings**

We encourage residents to bring personal items to outfit/decorate their room and make it as home-like as possible. However, items of significant value that are removed from the facility at a later date, need to be removed from the resident's inventory on their medical record (i.e. – expensive jewelry, furniture, medical equipment, televisions, etc.).

# *Admission Requirements*

## Fountain Springs Health Care

When arriving from a hospital, or coming directly from home, we require that the following records be received:

1. Medical history and physical examination report: This information must be current, within 5 days prior to, or 48 hrs after admission, and must be completed by your physician.
2. Admission or transfer orders: These must be signed by a physician and include current medication (prescription) and other special orders for care.
3. Pre-admission screening program: This needs to be completed and approved by your local area agency on aging.
4. Personal physician: We encourage your personal physician to monitor your progress at our facility. If your physician is unable to visit, our staff and Medical Director will assist you in securing a physician.
5. Tuberculin skin test: This test will be administered the day of admission and repeated in one week to be in compliance with South Dakota health regulation.

### **Admission Paperwork**

We want to make the day of admission easy for everyone. Once you arrive at our facility, a staff member will greet you and your family and escort you to your room. After you are comfortable, you may help unpack and get settled.

If necessary paperwork and/or financial arrangements have not been completed, our facility's staff will need to spend about an hour assisting you with these forms. Our staff is trained to make things easier for you.

To assist us in the admission process, please bring the following documents (if applicable) to be photocopied for our files.

_____ Social Security card	_____ Guardian/Conservator papers
_____ Medicare card	_____ Power of Attorney papers
_____ Insurance cards	_____
_____ Medicaid card	_____

# ***GENERAL INFORMATION***

## **Fountain Springs Health Care**

**Accommodations-** We offer private and semi-private accommodations. Residents are encouraged to bring their personal touches to their individual rooms. We understand that having surroundings as home-like as possible is very important.

**Nursing Care-** Individualized attention to each resident is carried out by a competent staff or Registered Nurses, Licensed Practical Nurses and Certified Nursing Assistants.

**Dining-** Our dining rooms are attractive and comfortable with a beautiful view of the surrounding hills. Prepared by a professional nutritional staff, meals are well balanced and carefully individualized. All three meals are offered with buffet style choices. Special meal times include holiday dinners served with all the trimmings, birthday parties, private dining for families, theme dinners and even "romantic" candlelight dining. There are two dining schedules depending on whether the resident requires assistance to eat.

### Dining Schedule

Breakfast	7:30 AM
Lunch	11:30 Noon
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### Assisted Dining Schedule

Breakfast	7:00 AM
Lunch	11:00 AM
Dinner	5:00 PM

Snacks are provided in the morning, afternoon and before bedtime. If you wish to bring food or treats for a resident, please have them marked with the resident's name and the date. We encourage nutritious snacks such as fruit and crackers. Please place all snacks in containers that seal securely.

**Social Services-** Professional social services are offered to make the adjustment of entering a health care facility an enjoyable experience. Attaining the highest quality of life is a goal we strive to reach for each resident. Individual and family counseling referral services support groups and discharge planning are all areas our Social Services Department addresses.

**Prescriptions/Pharmacy Services-** All medication needs are handled by a professional pharmacy. Each month a pharmacist visits our facility to review all medical charts and drug therapy. Each prescription is automatically refilled and delivered to our facility and is available 7 days a week on a 24-hour basis.

**Therapy-** Physical therapy, in consultation with each resident's physician, is prepared to meet the needs of each individual. Our goal is to obtain maximum recovery and rehabilitation for each resident.

**Supplies and Equipment-** All medical equipment such as wheelchairs, canes and walkers, are available either by purchase or rental through third parties. We can assist you in making these purchases or arranging rental agreements.

**Medical Appointments-** We can assist residents in making appointments for medical services, such as dental care, podiatry, eye care, etc. Some appointments can be held on-site at the facility.

**Social Programs and Recreation-** Our professional staff plans and coordinates programs and encourages everyone to participate in activities that have always been a part of their lives. New activities are always in the making, and local community groups sponsor many programs. Some of the activities include exercise classes, bingo and other card games; baking; outings to parks, museums and local attractions; movies; crafts; and religious services involving several churches and denominations.

**Safety Features-**Fountain Springs Health Care is equipped with alarm systems on all outside doors, heat and smoke detectors, and sprinkler systems that make our facility a very secure place for our residents.

# **WELCOME!**

## **From Fountain Springs Health Care**

Your satisfaction is our primary concern. The staff desires to help our residents and their families achieve happiness during a stay here, as well as to provide the best possible nursing care.

The staff is continually involved in developing and reviewing a plan of care appropriate for you and/or your loved one. We will strive to serve you with personalized care, and active participation from you is encouraged so that the best results can be achieved.

In order to promote happiness and an "at home" feeling, we strive to recruit staff members who desire to be personable and to meet your needs professionally. We maintain an active volunteer staff to assist in providing entertainment, games, crafts, parties, outings, religious services, and many other activities for the enjoyment of our residents.

*Thank you for choosing Fountain Springs Health Care!*

### **DEPARTMENT SUPERVISORS**

Administrator:	Mary Sateren
Director of Nursing:	Wendy Smith
Assistant Director of Nursing:	Cindy Morris
Social Services Director:	Pat Fippin
Activity Director:	Holly Cole
Dietary Manager:	Rita Dvorak
Maintenance:	Rob Amiotte
Laundry:	Lou Hopfinger
Housekeeping:	Joe Wilt
Office Manager:	Jean Andrews
Quality Assurance:	Cindy Morris

### **CONSULTANTS & SPECIAL SERVICES**

Medical Director:	Al Wessel Jr., M.D.
Pharmacy:	Medicine Shoppe
Dietician:	Julie Richardson LN RD
Beautician:	Alice Brown
Physical Therapists:	PT/OT Professionals