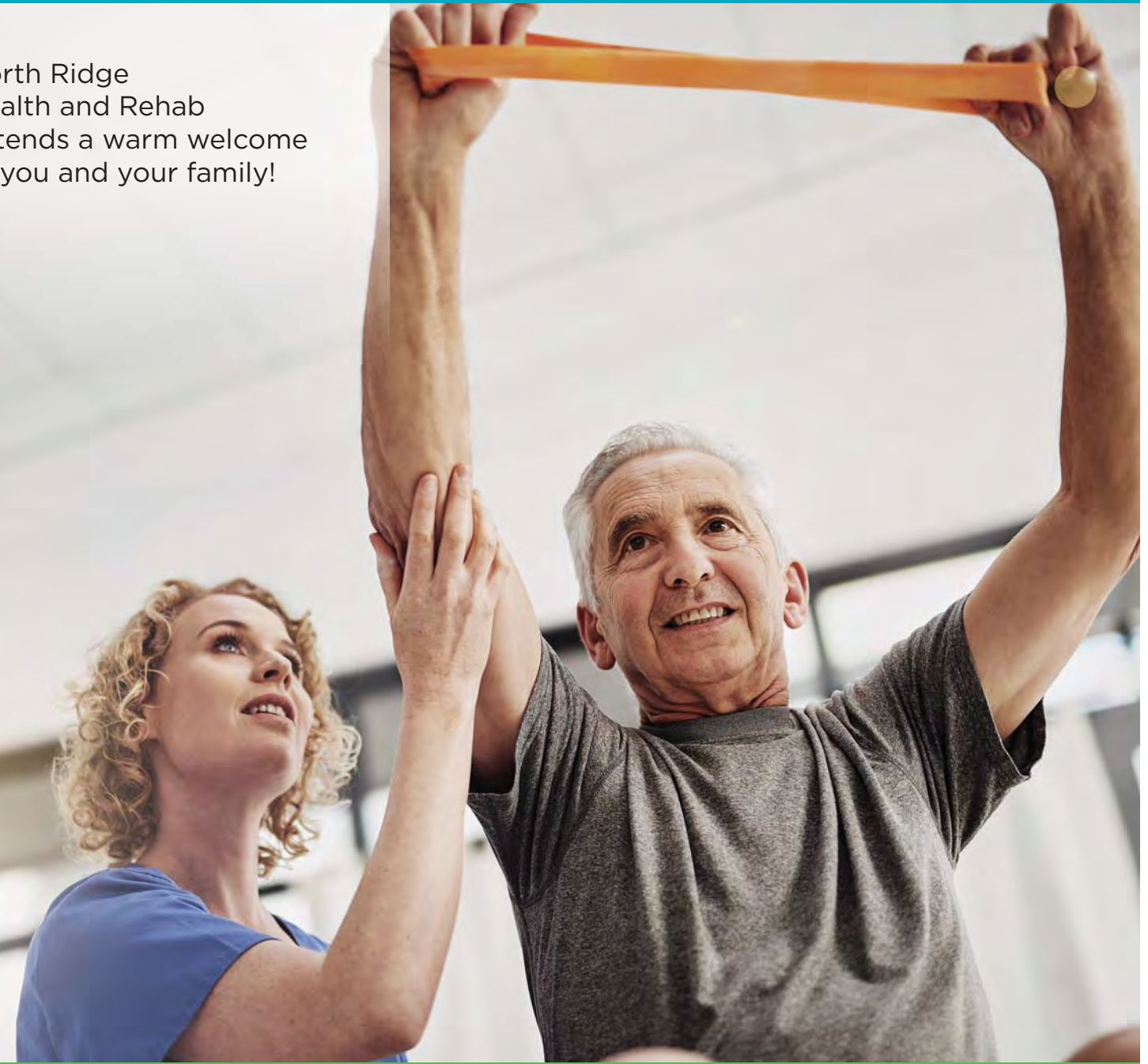


NORTH RIDGE FAMILY HANDBOOK

North Ridge
Health and Rehab
extends a warm welcome
to you and your family!





WELCOME

CONTACT INFORMATION

Administration

Administrator763-592-2609
 West Building Administrator . .763-592-2891
 East Building Administrator . . .763-592-2806

Beauty Shop

West Beauty Shop763-592-2839
 East Beauty Shop763-592-2838

Business Office

Receptionist Desk763-592-2721

Health Information

Director of Health Information .763-592-2745

The Nook Gift Shop

Cashier763-592-2777

Nursing

Director of Nursing763-592-2603
 Assistant Director of Nursing . .763-592-2801
 Nursing Supervisor
 (Evenings, Nights, Weekends) . .763-226-4621
 1SW Nurse Manager763-592-3002
 1SW Main Nursing Station763-592-3001
 2W Nurse Manager763-592-3061
 2W Main Nursing Station763-592-3060
 3W Nurse Manager763-592-3201
 3W Main Nursing Station763-592-3200
 BWS Nurse Manager763-592-3651
 BWS Main Nursing Station763-592-3650
 TCU Nurse Manager763-592-3351
 TCU Main Nursing Station763-592-3350

Nutrition Services

Director of Nutrition Services . .763-592-2917
 1SW/3W Dietician763-592-2922
 2W/BWS Dietician763-592-2921
 TCU Dietician763-592-2923

Rehabilitation Services

Physical Therapy.763-592-2760
 Occupational Therapy.763-592-2760
 Speech Therapy763-592-2755
 Outpatient Clinic.763-592-2769

Therapeutic Recreation

1SW Activity Room763-592-2890
 2W Activity Room763-592-2928
 3W Activity Room763-592-2929
 TCU Activities Office763-592-3332

25. How do I access the wireless internet?

There is wireless internet available at North Ridge. The Wi-Fi network address is **MHG-Guest**, and the password is **1potato2potato**. Please note that the lobby and dining room areas have the most stable signal.

26. Are meals available for visitors?

Yes, guest meals are available for visitors in any of our dining rooms. Guest meals can be purchased ahead of time at the information center, switchboard, or main nursing stations. Guest meals are \$5.00, and holiday guest meals are \$8.00.

27. What is The Nook?

The Nook is your on-premise, go-to spot for various care products and gifts, as well as a selection of foods and beverages available for purchase. The Nook is located on the 1st floor of the West Building, and accepts cash or credit/debit cards. If you need guidance or transportation assistance to The Nook, please ask any staff member—they will be happy to help you! **The Nook is open Monday - Friday from 10:00 a.m. to 2:00 p.m. and is closed on weekends.**

To our New Residents and Families:

Welcome to North Ridge! It is our pleasure to be of service to you and your family and we look forward to getting to know you.

Here at North Ridge, our top priorities are your well-being, your safety, and your peace of mind. Our dedicated staff is here to provide you with the medical, therapeutic, and support resources you need to sustain your optimum level of health, activity and independence throughout your stay with us.

We understand that this is a time of change for you. To help put you at ease as you settle in with us, we created this handbook to provide you with answers to some of the questions most frequently asked by other residents who have come to call North Ridge their home. Home—we truly do want you to feel at home here. So remember, you can ask us anything and we will do our very best to answer your questions and make you comfortable.

To help you get to know us and make new friends, we have organized a Family Council which meets on the 3rd Thursday of each month from 4:00-5:00 p.m. in the Chapel on the 1st Floor. At Family Council, you can meet with Administration and Nursing staff to learn about changes, hear updates, and ask questions. Directors and Managers from other departments often attend Family Council as well. All Residents, Family Members, and Resident Representatives are welcome. Please join us!

Additionally, a Family Council Newsletter is sent to each Resident’s primary contact person. The newsletter contains a summary of the previous month’s Family Council Meeting, an anticipated agenda for the upcoming council meeting, a current staff directory, a schedule of therapeutic and recreational activities, and additional information of interest. Copies of the most recent Family Council Newsletter are also available near the Information Center in the front lobby and on each nursing unit.

Please feel free to contact me if you need my assistance. Please email me at mcscan@hotmail.com with any questions. Please put NRFC in the subject heading.

Again, on behalf of all us here at North Ridge, welcome—welcome home!

Sincerely,



Chris Scanlan
Family Council Facilitator

Dear Families

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20. How can I voice my concerns or problems?

Our number one priority is always the safety, well-being, and care of our residents. Prompt reporting of any concerns you or your loved one may have is key in helping us to continuously improve and deliver the superior service our residents deserve. If you have any issues or concerns related to the care of your loved one, North Ridge has a grievance procedure and policy to assist in resolving any problems as effectively as possible. Any resident or representative can fill out a grievance form (located near the nursing station on each unit) or speak directly with their Unit Manager or Social Worker concerning any and all problems. A copy of the grievance form can be requested if you would like to keep a copy.

Additionally, residents or their representatives may email any concerns to: grievance@nr-hc.com.

1. Please fill out all required sections of the grievance form to ensure a seamless and quick investigation. The more details the better!
2. Return the grievance form to your Unit Manager or Social Worker, who will then deliver the form to the appropriate Administrator.
3. The Administrator and/or Social Worker will follow up with the resident and/or their representative within five working days for a status update.

We appreciate your involvement, cooperation, and patience in resolving grievances, as we strive to do our best for each of our residents.

21. What should I do if I feel uncomfortable about another resident's behavior?

If you or your loved one feels uncomfortable about another resident's behavior, please alert the nursing staff. The nursing staff may be able to address and/or resolve the issue; however, to protect another resident's privacy, our staff will not be able to explain to you any details concerning the behavior, the diagnosis, or the Care Plan of another resident. This is an example of the HIPPA Act (see page 3), which is designed to protect the rights and privacy of all our residents.

22. How can I provide positive feedback or compliments?

We love feedback from our residents and their families! If anyone at the North Ridge community has gone above and beyond for you or your loved one, it brightens our day to hear about it. Aside from directly communicating to your Care Team that they are doing a great job, you can also write us a note and place it in a Smile Station box located on the wall in each unit throughout various locations in the community. These boxes are checked periodically and your compliments are delivered to those who have earned special thanks from you or our residents!

MISCELLANEOUS

23. What is the policy for smoking on campus?

North Ridge offers a designated smoking area for individuals who choose to smoke. The smoking area can be accessed through the stairwell entrance near the main lobby. For residents who need assistance entering or exiting the building, there is a doorbell located near the outer door which alerts select staff pagers of your need for assistance. Smoking is NOT permitted in any other area on campus.

24. How do residents travel outside of the facility?

There are several transportation options available for residents. North Ridge works with the following transportation companies:

- TCT: 952-884-6824
- Travelon: 952-926-9292
- Northland: 952-922-6876

Prices vary according to each company and distance. Some insurance plans contract with certain transportation companies to allow for discounts to the residents. The Health Unit Coordinator sets up transportation on behalf of residents for any health-related scheduled appointments outside of the facility. Residents typically do not need to schedule any transportation for themselves, but may schedule transportation for personal activities.

NURSE: Nurses assist the Nurse Manager in responsibility for total resident care on their assigned wing(s) or nursing unit(s). They also perform any or all professional nursing duties, such as medication administration and treatment administration, as determined by qualifications and training.

NURSE MANAGER: Daily nursing operations in an assigned unit are the responsibility of the Nurse Manager. The Nursing Manager is also accountable for all functions, activities, training and education of all nursing staff on their unit. Under the supervision of the Director of Nursing, the Nurse Manager has overall responsibility for the nursing care that is delivered to our residents.

NUTRITION AIDE: A Nutrition Aide performs tasks to assist in meal service for the Nutrition Services Department. Their work involves preparation of the meal service area in the dining room and assistance in serving meals, as well as the cleaning and sanitation of equipment and work areas, and other routine cleaning tasks. Nutrition Aides work under supervision of the Dietary Manager.

DIETICIAN: The Dietician is responsible for the clinical nutritional needs of residents, and assesses nutritional status initially, monthly, or quarterly as needed. The Dietician also assists with keeping computerized dietary records current.

HEALTH UNIT COORDINATOR: This individual assists nursing personnel with keeping accurate resident records while maintaining the confidentiality of resident information. They also assist with keeping computerized records current, and are responsible for monitoring resident behavior and scheduling resident appointments with other health services. You can typically find the Health Unit Coordinator stationed at the main nursing desk.

SOCIAL WORKER: The Social Worker's primary responsibility is to assisting with the medically related, social and emotional needs of residents upon admission and throughout their stay. The Social Worker acts as the main source of contact for residents and their loved ones. Discharge planning, as needed, is also handled by the Social Worker.

RECREATION SPECIALIST: Under direct supervision from the Director of Therapeutic Recreation, the Recreation Specialist is responsible for the planning and implementation of a therapeutic recreation program which meets the physical, mental,

psychosocial and spiritual needs of our residents.

PHYSICAL THERAPIST: Physical Therapists (PT) help injured and/or ill people improve their movement and mobility skills, and manage their pain. These therapists are often an important part of the rehabilitation and treatment of patients with injuries or chronic conditions that impact their motion and movement.

PHYSICAL THERAPY ASSISTANT: Physical Therapist Assistants (PTA) work under the direction and supervision of Physical Therapists. They help patients who are recovering from injuries and illnesses regain movement and mobility, and manage their pain.

OCCUPATIONAL THERAPIST: Occupational Therapists (OT) treat injured, ill, or disabled patients across their lifespan through the therapeutic use of everyday activities. They help these patients develop, recover, adapt, compensate for, and/or improve the skills needed for daily living, self-care, and leisure involvement. They also help improve the cognitive, fine motor, and visual perceptual functions of patients to maximize their independence.

OCCUPATIONAL THERAPY ASSISTANT: Occupational Therapy Assistants (COTA) work under the direction and supervision of Occupational Therapists to help patients develop, recover, adapt, compensate for, and improve the skills needed for daily living, self care, and leisure involvement. They also help improve the cognitive, fine motor, and visual perceptual functions of patients to maximize their independence.

SPEECH-LANGUAGE PATHOLOGIST: Speech-Language Pathologists (sometimes called Speech Therapists, ST, or SLP) assess, diagnose, treat, and help prevent communication and swallowing disorder resulting from a variety of causes, such as a stroke, brain injury, hearing loss, developmental delay, cleft palate, cerebral palsy, or emotional problems.

BEAUTICIAN: This professional provides beautician and barber services to our residents at their request. Residents or their loved ones may set up appointments by calling the East or West Beauty Shops

SUPPORT AND RESOURCES

1. Who is North Ridge Health and Rehab? What is "Mission CARES?"

North Ridge Health and Rehab is a skilled nursing community that cares for over 300 patients with a variety of health care needs. North Ridge offers a full range of services including 24/7 comprehensive rehabilitative services and long-term care, with a focus on wellness and enriched quality of life for patients and residents. It is one of 31 Mission Health regional care communities that collectively provide skilled nursing services for over 2,000 seniors in five states. Mission Health is based in Tampa, FL and is a premier provider of senior living services in skilled rehabilitation centers that manages and operates independent senior living, assisted living, short-stay rehabilitation, and skilled nursing communities in Georgia, Kansas, Minnesota, Tennessee and Wisconsin. Mission Health is dedicated to providing quality care, with a focus on helping patients and residents enjoy healthy, fulfilling lives.

How does Mission Health deliver on its values? Any time you are at a Mission Health community, the core values of "CARES" are evident in the service you and your loved one receive. CARES stands for the Mission Health values of Character, Attitude, Respect, Excellence, and Service, and means that Mission Health employees are constantly striving to enhance the lives of those we serve.

As a Mission Health community, North Ridge seeks to provide a uniquely compassionate, comprehensive care plan for our residents, while reaching out to family and the surrounding community for supportive involvement. Should you wish to learn more about what sets Mission Health apart from other skilled nursing and rehabilitation options, please see the company website at www.missionhealthcommunities.com.

2. What is Family Council?

Family Council is a platform for all resident representatives, responsible parties, and family members to meet and discuss events/news occurring at North Ridge Health and Rehab. Family Council is facilitated by a volunteer who is also a family member of a resident at North Ridge. Traditionally the Administrator, East Building/West Building

Administrator, the Director of Nursing, and a variety of guests attend the meeting to provide updates on the administrative changes occurring within the center. The purpose of Family Council is to give families a place to meet with fellow family members where their voices can be heard by the management team and they can provide feedback to North Ridge to help us improve your loved one's experiences. Family Council usually occurs on the third Thursday every month at 4 p.m. and is located in the Chapel on the first floor. Snacks and beverages are provided. If you cannot attend Family Council, the Family Council Facilitator creates and manages a newsletter with monthly updates that is mailed home to residents' families.

3. What is Resident Council?

Input from North Ridge residents is essential to providing an excellent service experience. Through the Resident Council, residents have a platform to meet and discuss upcoming events, relevant news, and any concerns or suggestions they may have regarding North Ridge Health and Rehab. By becoming active participants in the Resident Council, residents can seize an additional opportunity to have their voices heard and provide crucial feedback to the management team on how to improve the Mission Health Experience.

Resident Council is run by a Board of three members (a secretary, president, and treasurer) who are also residents at North Ridge. Individuals present at the meetings include: the Resident Council Board members, the Therapeutic Recreation Assistant Director, respective Administrators, the Director of Nursing, and any residents who wish to attend. Resident Council is held the second Monday of the month at 2 p.m. in the 2West Dining Room.

4. What are Resident Rights?

Resident Rights are federally set regulations that guarantee quality of life. Further details of your Resident Rights are included in your admission packet.

5. What is HIPAA?

The Health Insurance Portability and Accountability Act of 1996, also known as the Privacy Rules, dictates who can have access to particular protected health information. HIPAA requirements are intended to

protect your loved one's private information and ensure that North Ridge staff maintains appropriate confidentiality regarding all of our residents. Further information can be found at the following: whatishipaa.org.

6. Do you offer any family support resources?

North Ridge is invested in not only the residents, but their loved ones as well. In addition to becoming involved in the Family Council, please feel free to speak to your Social Worker today about additional family support resources.

PERSONAL ITEMS & BELONGINGS

7. What items does North Ridge provide? Do I need to bring any personal items for my loved one?

We want our residents to feel cared for and prepared to focus on well-being and recovery—to that end, North Ridge provides all the personal items needed during a resident's stay. Items provided include: toothbrush, toothpaste, mouthwash, deodorant, shampoo, shaving cream, disposable razors, aftershave, lotion, body wash, incontinence products, wet wipes, hand soap, combs, hospital style gowns, washcloths, towels, bedding, sheets, pillows, window treatments, cable hook-up, and select furniture. These items are included in the billed price and are of no extra charge to the resident during their stay here. Should you wish to bring specific brands of any product, you are welcome to do so. Please consult with your Care Team before bringing in any personal furniture items, as we will need to be sure they fit appropriately, and inspect them prior to move-in.

8. Do I need to label clothing items for my loved one? What is the procedure for getting clothing items labeled?

Though it is not required that residents label any of their clothing, it is recommended. Should you wish to have any clothing items labeled, please bring them to your designated Social Worker for further direction. The items will then be delivered to the appropriate party for labeling, and returned to the resident. We encourage all residents to allow North Ridge to label the clothing as it prevents any confusion or discrepancy later on.

9. What is the laundry process for my loved one's items?

North Ridge handles all residents laundry, except when families choose to provide this service themselves.

10. Procedure for missing clothing items:

Notify a unit staff member as soon as you are aware the item is missing. Contact the Social Worker to facilitate the process of retrieval/replacement. Reimbursement can only occur if an item went missing or was broken while living at North Ridge, and a missing item report was completed with proper search documentation. The process takes about 1-2 months after a receipt is submitted to Accounts Payable. A check to be issued to the individual who submitted the receipt.

10. What do I do if other items go missing?

North Ridge has a missing items policy and procedure. Please take note that North Ridge is not responsible for valuable items if they are lost or misplaced. We encourage keeping valuable items at home or within a lockbox in the resident's room. For items that are eligible for reimbursement by North Ridge, a receipt for the missing item or the missing item's replacement is needed. Please contact the appropriate Social Worker with further questions.

12. Who do I go to if I have questions or concerns regarding my wheelchair?

If you or your loved one are having trouble with your wheelchair, please let our staff know immediately so it can be evaluated by the Therapy Department. Wheelchairs are on a rotating cleaning schedule that occurs at night. Wheelchair maintenance and repairs can be requested by asking a staff member to place an electronic "TELS" work order. The Wheelchair Clinic, used for repositioning needs and special accommodations, is open to all residents; however, every individual needs to have a physician order to attend.

FINANCES

13. How can I set up a funds account for my loved one?

North Ridge maintains resident trust fund accounts for residents. Residents or their legal representative must sign an authorization form in order to open an account. The form and an initial deposit should be given to the Business Office. Most residents use their trust fund for Beauty Shop charges or vending machine money. Please contact the Business Office for more information.

14. Who can I talk to regarding financial questions and issues?

Residents and/or their representatives can visit or call the Business Office located on the first floor for answers to any financial questions. The Business Office is open 8:30 a.m. to 4:30 p.m. Monday-Friday and is closed for lunch from 12:00-1:00 p.m. daily.

15. Is there a fee for having a private room?

Yes, there is an additional charge of \$30 per day, unless the private room is deemed medically necessary. Please see your Social Worker, the Business Office, or the Nurse Manager for further information.

CARE & CAREGIVERS

16. How are the Medical Doctor and Nurse Practitioner assigned to my loved one? How often do they visit?

Physicians and Nurse Practitioners visit new patients every 30 days for the first 90 days, then every 60 days thereafter. The Medical Doctor and/or Nurse Practitioner are assigned by the Primary Clinician or Primary MD unless there are special requests. Every resident has the right to choose who they want for their medical team.

17. What is a Care Conference?

A Care Conference is a meeting with the Interdisciplinary Care Team, the resident, and the resident's loved ones to discuss the resident's care. Individuals who typically attend care conferences are the resident, Social Worker, Nurse Manager, Dietician, Recreation Specialist, and the Physical Therapy/Occupational Therapy/Speech Therapy

Representative. The resident or their responsible party may decide to invite others as desired. Care Conferences are held upon admission, quarterly, or as needed. Care Conferences are usually about 15 minutes long. Families are notified of upcoming scheduled Care Conferences by their Social Worker. Quarterly care conferences are federally mandated. If you think a Care Conference was missed, please contact the appropriate Social Worker for further clarification.

18. What is a Plan of Care?

Your experience at North Ridge begins with a Plan of Care or Individual Care Plan—a customized nursing care strategy that is created in consultation with your Medical Sector and Specialized Care Team. This plan outlines a framework of care and acts like an instruction manual that is individualized for your loved one. Upon admission, quarterly, and as needed, the Interdisciplinary Team constructs what is called a Care Plan. The team (a Nurse, Social Worker, Recreational Specialist, Therapist, and Dietician) meets to address the various facets related to the care of your loved one. This can include but is not limited to: behavior management, activities and daily living needs, specific acute care needs, treatments, lifestyle choices, etc. The Care Plan is then discussed with the resident and/or their representative at a Care Conference. Families are welcome to discuss the Care Plan at any time with their Care Team.

19. What are the roles of individuals who provide care to my loved one?

Part of the Mission Experience at North Ridge is a well-rounded team of care professionals who work together to help your loved one live his or her best life. It is important to become familiar with these caregivers and the role they play in your loved one's Care Plan. The wide range of services at North Ridge Health and Rehab provide each resident with access to the resources needed for their individual care. The list below is designed to give you a general understanding of who handles various responsibilities and the assistance they provide.

NURSING ASSISTANT: This person assists with providing total personal care to our residents in a safe, kind and efficient manner, while accepting direction and supervision from an RN or LPN.