



*The Neighbors*  
of Dunn County

# NEWS FROM THE NEIGHBORS

September/October 2017



## USED BOOK SALE

September 18-25th

The book sale will be set up in the entrance and Bistro area of the Central Neighborhood. All proceeds from the sale will go to the Resident Sugar Bowl Fund.

Thank you for your support!

## Nursing Notes...



We will once again be offering flu shots to our residents and staff this year. On advice of our Medical Director, flu shots will be administered in mid November. Any questions or concerns can be directed to the nursing staff.



## From the Administrator's desk...

Summer? Where did it go? Kids are going back to school. Autumn is in the air and winter won't be that far along. As I find myself in the sixth decade of life, I believe time does go faster the older we get, or at least it feels that way.

Today, I want to take a few minutes to talk about the revised, Nursing Home rules and regulations put out by the Centers for Medicare and Medicaid Services (CMS) last year (2016). It is the most comprehensive update and re-write of nursing home regulations since OBRA 1987 and they are called the Nursing Home "Final Rule" or "Mega-Rules" and we are being given three years to phase-in the new requirements. We are in Phase II in 2017. The following are some of the items we want you to know about:

**Abuse Policy and Procedure:** Now includes the terms, "exploitation," and "involuntary seclusion" and are to be reported to the administrator not more than 2 hours upon forming a suspicion of any type of abuse, neglect or mistreatment or to the police or state agencies if a crime has occurred.

**Visitation Policy:** Essentially allows visitation 24 hours/day, 7 days per week and may include some overnights. However, we do not allow visitors to live in the facility.

**Grievances & Grievance Officer:** Any complaints or grievances are to be tracked and responded to in writing within 14 days and information kept on file for several years. We have appointed Tracy Fischer, Social Services Mentor as our facility's Grievance Officer. I am her back-up.

**Food brought in for residents:** Families and friends can now bring in food for residents. All we need to do is label it, date it (if not eaten immediately) and ensure it is stored properly. Remember the old pot-luck dinners? Sounds like we might be able to do that again or take fresh garden produce grown in your home garden. Again, we just need to be informed so that we prepare, re-heat, and/or label, date and store these items properly and safely.

**Resident Refrigerators:** While unnecessary, but allowed, residents who have mini-refrigerators in their rooms need to have the temperature of the refrigerator monitored and items placed in the refrigerators monitored for proper labeling, storage, dating, cleanliness, etc. to avoid expired foods or foods past the "Use By" date.

There are many policies that the staff have updated and continue to work on including *Emergency/ Disaster Planning* for which we will be holding some *emergency exercises in September and October* with the help of volunteers who will act as residents in need of emergency assistance. It has been said that this type of planning has been very useful, practical and saved nursing home resident lives during Hurricane Harvey. Our hope of course is that such plans never have to be utilized, but if it does, we'll be better prepared.

Recently, we just completed the *resident satisfaction surveys*. The completed surveys have been mailed back to NRC Health – the company commissioned to provide the surveys, analyze the surveys and provide us a report with the results within the next few weeks. In *September we intend to survey families* for their level of satisfaction with our services. So, watch for a letter of introduction from me soon. And, in *November, we'll be surveying our employee's level of satisfaction*. We had great results in 2015 and are hoping for the same this year, but we'll always learn how we can do things better no matter what. As a reminder, if you have a concern, please talk to us now about how we can help you resolve it before completing the satisfaction survey. Lastly, I want to thank those of you that advocated on behalf of nursing homes to receive an increase in reimbursement rates through the Wisconsin Medical Assistance program. We haven't had an increase in a long time, but it looks like once the legislature passes the budget, we'll be getting a bit of a bump. Thanks again and enjoy what's left of summer.

Anthony Manzella, Community Mentor/Administrator

## **Volunteers Needed:**

**New Federal regulations require our facility to practice emergency evacuations.**

**We are planning an internal evacuation on September 26th and an external evacuation on October 17th. We would like to utilize volunteers instead of upsetting our residents. We will need approximately 16 volunteers from 1:00 - 3:00 p.m. on these days. Please contact Sally Rocque at 715-456-4589 to help out!**

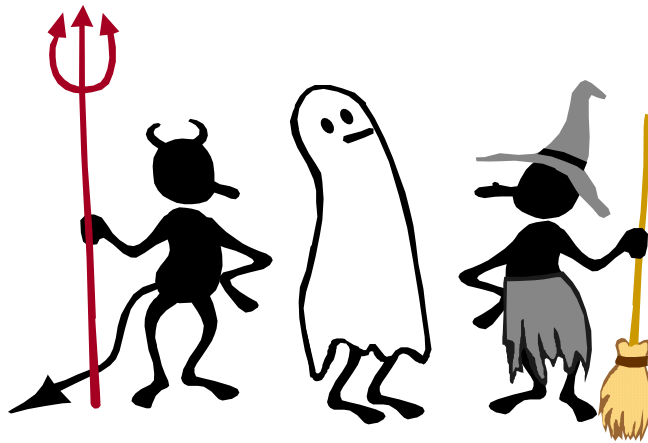


### *TECHNOLOGY TIDBITS*



Did you know The Neighbors of Dunn County has a SKYPE account? Family and friends who are interested in Skyping with residents should contact the Life Enhancement Department. We have a laptop with a 17" screen, webcam and headphones available for residents to use. We also have an iPad for Facetime. Wi-Fi is available throughout the campus with free access to our residents and visitors. Each house has a computer set up in their den for resident/visitor use. Residents are also welcome to bring in their own devices (laptops, smartphones, tablets, ipads, etc.)

# TRICK-OR-TREATING



Houses will be open to friends  
and family members  
of residents and staff  
for Trick-or-Treating on  
**SUNDAY, October 29th**  
**from 2 – 3 p.m.**



Join us for brownies and ice cream  
**Sunday, Sept. 10<sup>th</sup>**  
from 2-3 p.m.  
in all the houses

**Residents'**  
**Rights**



Due to changes put in place at the federal level by the Centers for Medicare and Medicaid Services (CMS), there have been revisions and updates made to the rights guaranteed to those who reside in skilled nursing facilities. If you are interested in looking over these rights, they are posted in the resident postings binders that are located on the bookshelves in the dens in each household at The Neighbors.



*The Neighbors*  
of Dunn County

Generations of caring since 1892

2901 Forbes Avenue

Menomonie, WI 54751



Find us on:  
**facebook®**