

Heritage Manor Health Center  
*Social Accountability Statement 2012*

Chisholm is a small, northern Minnesota community located on beautiful Longyear Lake. The city is home to over 4,500 residents. At Heritage Manor Health Center, we strive to make the town of Chisholm a better place to live. Through our relationship with the community, we encourage participation in the lives of our residents through volunteering, partaking in social events and an active connection with those in our surrounding area.

*Our Mission:* We are committed to express *Christ's* message of love and hope by providing for health, residential, community, and allied services in a holistic, competent, and caring manner that recognizes the value and dignity in every human life.

St. Francis Health Services owns and operates Heritage Manor and is sponsored by the Catholic Diocese of St. Cloud. We agree to promote the Ethical and Religious Directive for Catholic Health Care services.

| <i>Core Values:</i> |   |
|---------------------|---|
| <i>Integrity</i>    | We faithfully adhere to high principles and professional standards.         |
| <i>Commitment</i>   | We dedicate ourselves to those we serve.                                    |
| <i>Respect</i>      | We value and treat each individual with compassion and dignity.             |
| <i>Excellence</i>   | We have the passion to do our best.   |
| <i>Service</i>      | We deliver what has not been done, before it is expected.                   |
| <i>Stewardship</i>  | We wisely employ the talents, resources, and relationships entrusted to us. |

Heritage Manor believes in a resident centered care model. Because of this, we have programs that offer our residents increased flexibility in how their day is structured and how/when they receive care and services. One such program is the five-meal plan, which allows residents more choice in when they go to sleep, wake up and have breakfast.

**Providing Quality Care and Services for Older Adults**

On average, Heritage Manor cares for 78 individuals, with about 80% from the Chisholm/Balkan area. In a given year, over 175 individuals will use our services. Many individuals use our services for recuperation from surgery and/or short-term rehab. Often, those individuals stay with us for one to three months.

On a given year, our Physical and Occupational Therapy Departments will treat about 40 community members on an outpatient basis. We are able to provide therapies for:

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Orthopedic Injuries</li> <li>• Back and Neck Injuries</li> <li>• Sports Related Injuries</li> <li>• Amputations</li> </ul> | <ul style="list-style-type: none"> <li>• Speech Disorders</li> <li>• Swallowing Disorders</li> <li>• Post-Surgical Conditions</li> <li>• Neurological Disorders</li> </ul> |
|---|--|

|  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Spinal Dysfunction</li> <li>• Chronic Pain</li> </ul> | <ul style="list-style-type: none"> <li>• Stroke</li> <li>• Hip Fractures</li> </ul> |
|--|---|

In addition to medical services, Heritage Manor offers a wide variety of opportunities for socialization within our community. Family and public participation is encouraged. Activities include:

- Live Music
- Bingo
- Word Puzzles
- Bible Study
- Current Events
- Veteran's day Service
- Offsite trips
- Movie Matinees
- Shopping Cart
- Memory Games
- Religious Services
- Birthday party every month
- Special Parties
- Communion
- AM Excercise
- Special Meals
- Wee Games
- Resident Computer
- Memorial Day Service

### Recognizing Spiritual Needs and Individuality

Spiritual care is an integral part of holistic resident care. Upon admission, each resident is assessed for his or her spiritual history and needs. In keeping with this, Heritage Manor has participation from the following local churches:

- Grace Lutheran Church
- Bible Study
- United Methodist Church
- Jehovah Witness Elders
- Mass by Fr. Perkovich
- Wesley United Methodist Church
- St. Joseph's Catholic Church
- Chisholm Baptist Church
- Faith ELCA Lutheran Church
- Assembly of god
- St. Basil Serbian Orthodox church
- Salvation Army
- Sonshine Sing Along

Our churches and staff offer multiple spiritual activities for our residents including:

- Monthly Remembrance Services
- Weekly Communion
- Weekly Worship Services
- End of Life Care/Support
- Hospice/Grief Assistance
- Spiritual Care Kits
- Clergy Visits When Needed

### Providing Access to Educational Opportunities

Education is a high priority in health care and for Heritage Manor Health Center. Providing opportunities to further education and learn new information and skills is essential to providing quality, comprehensive, and holistic resident care.

Heritage Manor awards scholarship monies to assist staff in furthering their education. In past years, scholarships have been given for those obtaining Licensed Practical Nursing and Registered Nursing degrees and Dietary Manager Certification.

Staff is encouraged to apply to attend the St. Francis Health Services World Class Leadership Academy.

Additionally, Heritage Manor provides training programs each year to cover topics in:

- Infection Control
- Disaster Planning
- Abuse and neglect Prevention
- Proper Lifting Procedures
- Fire Safety
- Alzheimer's/Dementia Training
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics

Heritage Manor encourages others to consider careers in aging services. Heritage Manor assists the local colleges with on-site training programs. Several classes of Certified Nursing Assistant (CNA) and Registered Nurses (RN's) do onsite training throughout the year. This is hands-on training with the residents we serve.

### Helping Community Members in Need

Heritage Manor supports many organizations within the community and is a member of the Chisholm Chamber of Commerce. Over the past year, Heritage Manor has given to the following community organizations:

- Chisholm Community Foundation
- Chisholm High School Yearbook
- Chisholm Little League Association
- Chisholm Police Children Safety Initiative

Heritage Manor regularly sponsors advertising in:

- St. Joseph's Church Bulletin
- Knights of Columbus Bulletin
- Chisholm Tribune and Press Weekly Church Section
- The Northlands "Senior Reporter"
- Hibbing Daily Tribune and the Chisholm Free Press

### Serving as Active Community Members

In the past year, Heritage Manor has sponsored an employee summer volleyball team and a woman's curling team.

## Volunteerism

Over the past year, 46 volunteers have donated approximately 1,371 hours to the residents of Heritage Manor. Volunteers assist the facility with activities, special celebrations, outside activities, and one-on-one interaction with residents.

## Promoting Economic Development

Heritage Manor purchases products and services from many local businesses. Last year, Heritage Manor purchased \$204,000 in goods and services from local businesses. Business Heritage Manor routinely purchases from include:

- Casey Drug
- Life Security and Control Systems
- Bark Design
- Keyboard Liquor
- Black Bear Bakery
- Nosan Oil Company
- Lake Street Floral
- Iron Range Carpet Cleaning
- Jubilee Foods
- Subway
- First National Bank of Chisholm
- Sinko Snowplowing
- Chisholm Tire
- Chisholm Dental Service
- Ryan's Independent Electric
- V&S Variety
- Chisholm Tribune and Press
- Choppy's pizza
- City of Chisholm
- Snickers Pizza

There are 120 employees working for Heritage Manor and of these employees 55 are Chisholm/Balken residents. Each year, Heritage Manor pays approximately \$3,800,000 in wages and benefits to staff members who work for our organization.

For More Information

|                        |  |
|------------------------|--|
| Facility Information   | Heritage Manor Health Center<br>321 N.E. 6 <sup>th</sup> Street<br>Chisholm, MN 55719<br>Phone: (218) 254-5765<br>Fax: (218) 254-5767<br>Web Site: <a href="http://www.hmhc.sfhs.org/">http://www.hmhc.sfhs.org/</a> |
| Administrator          | Geoffrey Ryan, Administrator<br>Phone: (218) 274-7714<br><b>Email:</b> <a href="mailto:gryan@hmhc.sfhs.org">gryan@hmhc.sfhs.org</a>  |
| Director of Nursing    | Chester Fishel, Director of Nursing<br>Phone: (218)274-7711<br>Email: <a href="mailto:cfishel@hmhc.sfhs.org">cfishel@hmhc.sfhs.org</a>   |
| Admissions Information | Glenda Townley, Social Services Director<br>Phone: (218) 274-7713<br><b>Email:</b> <a href="mailto:gtownley@hmhc.sfhs.org">gtownley@hmhc.sfhs.org</a>  |