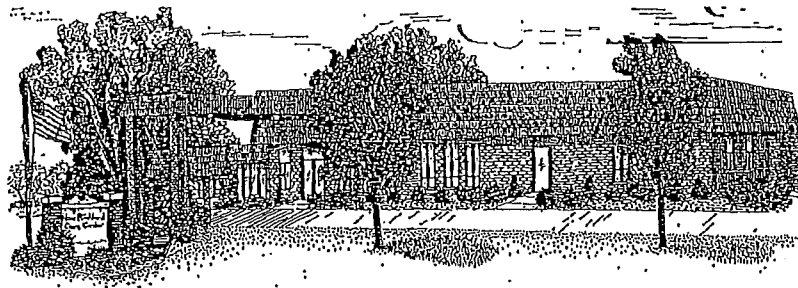


NEW RICHLAND CARE CENTER  
P.O. BOX 477  
NEW RICHLAND, MN 56072

*New Richland Care Center*  
*Caring and Sharing since 1975*



*January 2017*



## **New Richland Care Center**

### ***January 2017 Newsletter***

#### **From the Desk of the Administrator!**

It is hard to believe that 2017 is finally here. A lot has happened in the last year, from having good community involvement at the Care Center to the need to evacuate the center due to flooding. What makes New Richland so special, is the people, we come together helping each other during times of need as well as celebrating the special events throughout the year.

Speaking of celebrating, January 22 thru the 28<sup>th</sup> is Activity Professional Week. I hope you are able to visit our center and show your appreciation to the activity department.

With all the new requirements in the first phase of rules in the Federal Registry that became effective November 2016 and the second phase that will go into effect November 2017. The New Year will continue to be a year of change for the Long Term Care Industry.

We look forward to the challenges that await us and look forward to serving the New Richland Community.

Happy New Year,

Don Alexander  
Administrator

#### **"Meeting Our NRCC Family"**

New to the Care Center in November is Sarah Sundve. She is a New Richland Native and lives right here in New Richland. Sarah was born in Albert Lea, MN. and has only lived in MN. her whole life. She is married and has 5 kids and 2 dogs total in her blended family. In her time away from NRCC she works at the NRCC Ambulance as an EMT. Her hobbies are running with all the kids sporting activities, quality family time and just relaxing. She applied at the care center because she wanted to care for others. Which is why the residents are her favorite thing about working at NRCC.

Ginger Mountin is the R.N. Nurse Manager for the 100 Hall. She started with the Care Center in July. We are very lucky to employ her because she comes with a lot of nursing home experience and knowledge. She has lived in Wisconsin but Mankato, MN. is her home now. Ginger has three adult children and 6 grandchildren. In her spare time she loves to garden and sew. Growing up Ginger wanted to be a veterinarian and she does have 1 cat to welcome her home every day from work. Her favorite thing about working at NRCC is the residents. They always bring a smile to her soul!

## Grievances & Complaints

### For Residents or Family of the New Richland Care Center

All residents have the right to voice their concerns/complaints either in writing or verbally. New Richland Care Center staff wishes to empower each resident and/or family member to feel they have rights while living in the facility. The staff at the New Richland Care Center work very diligently to ensure that enforcing residents' rights is always a priority. You may file a grievance in regards to treatment, medical care, behavior of other residents, staff members, theft of property without fear of reprisal, or threat of discharge.

**Who can file a grievance:** Any resident, family member, resident advocate or representative of the resident may file a grievance or complaint.

**Where are the forms located:** In the file box above the survey results.

**Grievance Officer:** Penni Mueller, Social Services Director, the grievance officer is responsible for overseeing the grievance process, leading any necessary investigations by the facility, maintaining confidentiality of all information associated with the grievance and immediately reporting to the administrator and health department any allegations of abuse. The grievance officer will keep a log of grievances/concerns and review them quarterly with our Quality Assurance Process Improvement meetings for further review.

Grievances may be submitted orally or in writing, those in writing must be signed by the person filing the grievance, the officer can assist you in filing the grievances and will be the person working with the department where you have your concern, completing the investigation and reviewing the outcomes with the administrator. We are given 5 working days to investigate your grievance. The person filing the grievance will have the findings shared with them and any actions needed to correct the identified problem. Should the resident not be satisfied with the result of the investigation, or the recommended actions, he or she may file a written complaint to the local ombudsman office, or to the state survey and certification agency.

**Resident Rights:** The combined Federal and State Bill of Rights were updated on 11/28/2016, when the booklets are ready with the updated information we will be reviewing the changes with the residents here. Family members and/or resident representatives will also be given this information, we have some copies for your review by the magazine rack, please take time to review.

Find us at: [www.newrichlandcarecenter.com](http://www.newrichlandcarecenter.com)

E-mail your residents at: [ccresidents@hotmail.com](mailto:ccresidents@hotmail.com)

To Contact Managers and Nurses: e-mail or call:

Don Alexander, Administrator: 507-417-4501—[dalexander@nrcarecenter.com](mailto:dalexander@nrcarecenter.com)

Susan Reyerson, Business Office Manager: 507-417-4502—[sreyerson@nrcarecenter.com](mailto:sreyerson@nrcarecenter.com)

Penni Mueller, Social Services Director: 507-417-4503—[pmueller@nrcarecenter.com](mailto:pmueller@nrcarecenter.com)

Kathy Flor, Activity Director: 507-417-4504—[kflor@nrcarecenter.com](mailto:kflor@nrcarecenter.com)

Marnie Jansen Studnicka, Director of Nursing: 507-417-4507—[mjansen@nrcarecenter.com](mailto:mjansen@nrcarecenter.com)

Tammy Krueger, MDS Coordinator/Nurse Manager: 507-417-4010—[tkrueger@nrcarecenter.com](mailto:tkrueger@nrcarecenter.com)

Ginger Mountin, MDS Coordinator/Nurse Manager: 507-417-4506—[gmountin@nrcarecenter.com](mailto:gmountin@nrcarecenter.com)

Lana Purdie, Dietary Manager: 507-417-4509—[lpurdie@nrcarecenter.com](mailto:lpurdie@nrcarecenter.com)

## **Office of Ombudsman for Long Term Care**

### **What is the Office of Ombudsman for Long –Term Care?**

The Ombudsman program is a service of the Minnesota Board on Aging. The Office advocates for adults needing or receiving long-term care. The Office promotes person-directed living that respects individual values and preferences and preserves individual rights.

Regional ombudsman and volunteers work with consumers, their families, health care and service providers and public agencies to ensure the health, safety, welfare and rights of long-term care consumers.

The Office also works for reform in the health care and social services deliver systems through changes in state and federal law and administrative policy.

### **Who does the ombudsman serve?**

~Residents of nursing homes and boarding care homes.

~Residents of other adult care home (housing with services, assisted living, customized living or foster care).

~Person requesting or receiving home care services.

~Medicare beneficiaries with hospital access or discharge concerns.

~Anyone seeking information about long-term care services.

### **How can an ombudsman help?**

As an independent consumer advocate, an ombudsman can

Provide information and consultation about

- Consumer rights
- Service options
- Regulations that apply to long-term care facilities and in-home and community based services.

Investigate and work to resolve individual complaints relating to

- Quality of care or services
- Quality of life
- Rights violations
- Access to services
- Service Termination
- Discharge or eviction
- Public benefit programs

Work with service providers to promote a culture of person-directed living

Identify systemic issues and advocate for change.

### **New Richland Care Center's Regional Ombudsman is:**

Dave Christianson

11 Civic Center Plaza, Suite 001

Mankato, Mn. 56001

Phone: (651) 341-9797 Fax: (651) 431-7452 E-mail: [dave.e.christianson@state.mn.us](mailto:dave.e.christianson@state.mn.us)

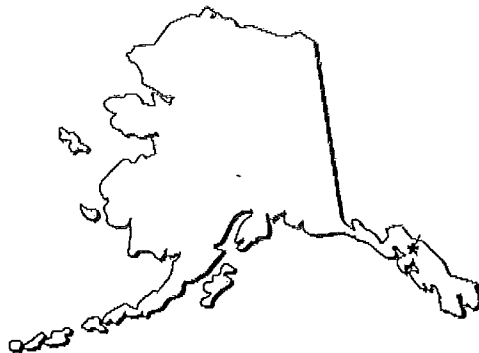


# LOCATIONS IN ALASKA WORD SEARCH

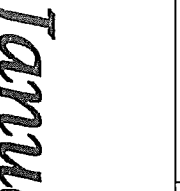
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## WORD LIST

- ALEUTIAN ISLANDS
- ANCHORAGE
- BARROW
- FAIRBANKS
- GALENA
- JUNEAU
- KENAI
- KETCHIKAN
- KODIAK
- NOME
- SEWARD
- SITKA
- SKAGWAY
- VALDEZ
- WASILLA



| SUNDAY   | MONDAY   | TUESDAY  | WEDNESDAY   | THURSDAY  | FRIDAY  | SATURDAY  |
|--|--|--|---|---|---|---|
| <b>1</b> Happy New Year<br>9:45 Catholic Comm.<br>10:00 Peace & Power<br>Channel 7<br>12:00 Vikings vs. Bears<br>2:00 Coffee Shop<br>2:30 Card Bingo<br>3:30 St. Peter's Sunday<br>Service DVD-Act. TV | <b>2</b><br>9:30 Fitness Fun<br>10:15 Pfeffer/Dominos<br>2:30 Candy Bar Bingo<br>6:00 Grocery Game   | <b>3</b> 9:00 Catholic Rosary<br>10:30 Monthly<br>Communion Service/YSL<br>2:30 Hangman<br>6:00 Poker Dice                                   | <b>4</b> Dani's Beauty Shop<br>9:00 Maniures/Movie<br>1:00 Shopcart<br>2:30 January Potpourri &<br>Trivia<br>6:00 Dice 1-6  | <b>5</b> Cheri's Beauty Shop<br>9:30 Fitness Fun<br>10:15 YSL<br>10:30 Worship Service<br>w/ Pastor Williams<br>2:30 Card Bingo<br>6:00 Poker Dice                        | <b>6</b><br>9:00 Catholic Mass<br>10:15 YSL/<br>Pfeffer/Dominos<br>2:30 Bingo<br>6:00 6-5-4 Dice Game   | <b>7</b><br>AM Leisure Visits<br>11:00 Fitness Fun<br>2:00-2:30 Coffee/Social<br>2:30 Treasure Hunt Game  |
| <b>8</b> 9:45 Catholic Comm.<br>10:00 Worship Service<br>with Congregational<br>Church in the Chapel<br>2:00 Coffee Shop<br>2:30 Card Bingo<br>3:30 St. Peter's Sunday<br>Service DVD-Act. TV          | <b>9</b><br>7:30 Waffle Breakfast<br>9:30 Fitness Fun<br>10:15 UNDECORATE<br>2:30 Movie<br>6:00 Grocery Game   | <b>10</b> 9:00 Catholic Rosary<br>10:15 YSL/<br>Pfeffer/Dominos<br>2:30 Word in a Word<br>6:00 Poker Dice                                    | <b>11</b> Dani's Beauty Shop<br>9:00 Maniures/Movie<br>1:00 Shopcart<br>2:30 Mary Ann's Music<br>(Interactive Karaoke<br>Sing-a-long)<br>6:00 Dice 1-6  | <b>12</b> Cheri's Beauty Shop<br>9:30 Fitness Fun<br>10:15 YSL<br>10:30 Worship Service<br>w/ Pastor Thompson<br>2:30 Guggenheim Frame<br>6:00 Poker Dice                 | <b>13</b><br>9:00 Catholic Mass<br>10:00 Bible Study w/<br>Timothy Blackman<br>10:15 YSL<br>2:30 Bingo<br>6:00 6-5-4 Dice Game  | <b>14</b><br>AM Leisure Visits<br>11:00 Fitness Fun<br>2:00-2:30 Coffee/Social<br>2:30 Treasure Hunt Game   |
| <b>15</b> 9:45 Catholic Comm.<br>10:00 Peace & Power<br>Channel 7<br>2:00 Coffee Shop<br>2:30 Card Bingo<br>3:30 St. Peter's Sunday<br>Service DVD-Act. TV   | <b>16</b> Jim's Barbershop<br>9:30 Fitness Fun<br>10:15 Pfeffer/Dominos/<br>YSL<br>2:30 Food Committee/<br>Resident Council Meeting<br>6:00 Grocery Game | <b>17</b><br>9:00 Catholic Rosary<br>10:15 YSL/<br>Pfeffer/Dominos<br>2:30 Trivia & Mind<br>Stretchers<br>6:00 Poker Dice                    | <b>18</b> Dani's Beauty Shop<br>9:00 Maniures/Movie<br>1:00 Shopcart<br>2:30 Jingo w/<br>Kristin & Karla<br>6:00 Dice 1-6   | <b>19</b> Cheri's Beauty Shop<br>9:30 Fitness Fun<br>10:15 YSL<br>10:30 Worship Service<br>w/ Pastor Moistkass<br>2:30 Sing along w/<br>Beth Wilson<br>6:00 Poker Dice    | <b>20</b> National Hat Day<br>9:00 Catholic Mass<br>10:00 Bible Study w/<br>Pastor Brey<br>10:15 YSL<br>2:30 Bingo/Community<br>Invited to Play Bingo<br>6:00 6-5-4 Dice Game | <b>21</b><br>AM Leisure Visits<br>11:00 Fitness Fun<br>2:00-2:30 Coffee/Social<br>2:30 Treasure Hunt Game   |
| <b>22</b> 9:45 Catholic Comm.<br>10:00 Peace & Power<br>Channel 7<br>2:00 Coffee Shop<br>2:30 Card Bingo<br>3:30 St. Peter's Sunday<br>Service DVD-Act. TV   | <b>23</b><br>9:30 Fitness Fun<br>10:15 Pfeffer/Dominos<br>2:30 United States<br>Trivia Bingo<br>6:00 Grocery Game  | <b>24</b><br>9:00 Catholic Rosary<br>10:15 YSL/<br>Pfeffer/Dominos<br>2:30 Global Belly<br>Laugh Day<br>6:00 Poker Dice                      | <b>25</b> Dani's Beauty Shop<br>National Kazoo Day<br>9:00 Maniures/Movie<br>1:00 Shopcart<br>2:30 Monthly Birthday<br>Party/Kazoo Kratziness<br>w/Kristen & Kathy<br>6:00 Dice 1-6   | <b>26</b> Cheri's Beauty Shop<br>9:30 Fitness Fun<br>10:15 YSL<br>10:30 Worship Service<br>w/ Pastor Sliper<br>2:30 Snowman Racing<br>5:15 Supper Club<br>6:00 Poker Dice | <b>27</b><br>9:00 Catholic Mass<br>10:00 Bible Study w/<br>Nadine Strenge<br>10:15 YSL<br>2:30 Bingo<br>6:00 6-5-4 Dice Game  | <b>28</b><br>AM Leisure Visits<br>11:00 Fitness Fun<br>2:00-2:30 Coffee/Social<br>2:30 Music with<br>Dunnell Lenort<br>(Singer & Performer<br>Classic & Country)            |
| <b>29</b> 9:45 Catholic Comm.<br>10:00 Peace & Power<br>Channel 7<br>2:00 Coffee Shop<br>2:30 Card Bingo<br>3:30 St. Peter's Sunday<br>Service DVD-Act. TV   | <b>30</b><br>9:30 Fitness Fun<br>10:15 YSL/<br>Pfeffer/Dominos<br>2:30 Name 10 Trivia<br>6:00 Grocery Game   | <b>31</b><br>9:00 Catholic Rosary<br>10:15 YSL/<br>Pfeffer/Dominos<br>2:30 Music w/ent Larson<br>/Electronic Accordionist<br>6:00 Poker Dice | <b>Nrc Mailing Address</b><br>P.O. Box 477<br>Send e-mail greetings to:<br><a href="mailto:ccristians@hoainn.com">ccristians@hoainn.com</a><br>Just put your family<br>member's name in the<br>subject line. We will print<br>& deliver them! | <b>Small Groups</b><br>ongoing<br>-Monday - Sunday<br>Coffee at 2:00<br>unless otherwise noted.   | <b>Beaside Memorial</b><br>Services as needed<br>-Programs are<br>subject to change.<br>NRCC Phone Number<br>507-465-3292   | <b>January Staff</b><br><i>Anniversaries</i><br>One Year<br>Kathy Knudson,<br>Jane Tappe<br><i>Five Years</i><br>Toshiua Naser<br>Many thanks for your<br>years of service. |



January 2017

