Thief River Care Center

Social Accountability Statement 2011

Thief River Falls is a small, rural Northeastern Minnesota community located on the outskirts of the Red River Valley. The city is now home to over 10,000 residents and approximately 520 businesses. Pennington Health Services is located in Thief River Falls, Minnesota and is in close proximity to the communities of Middle River, Plummer, St. Hilaire, Grygla, Karlstad and Warren.

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 Pennington Health Services and is sponsored by the Catholic Diocese of St. Cloud. We agree to promote the Ethical and Religious Directive for Catholic Health Care services.

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

Pennington Health Services community purchases products from the local businesses in which we have spent approximately $150,000 in the last year. Business TRCC routinely purchases from include:

- Hardware Hank
- Thief River Paint and Glass
- Hugo’s
- Computer Run
- Thrifty White
- The Times
- Model Laundry
- Lee’s Plumbing
- TRF Ministorage
- Dollar Store Plus
- Johnson Drywall
- Pennington Square
- Rick’s Appliance
- Les’s sanitation
- Bredeson’s
- Tony Dorn/Marco
- Sjobergs Cable
- Pizza Hut
- Sanford Hospital
- Sanford Clinic
- Evergreen Eating Emporium
- Ace Hardware
- Kip & Chuck’s Lock and Key
- Northland Community & Technical College
- United Building Center
- Super One
- Super One
- Wal-Mart

There are 90 staff members working for TRCC and of these employees approximately 95% are residents of Thief River Falls, Middle River, Plummer, St. Hilaire, Grygla, Karlstad and Warren.

Each year, Thief River Care Center pays approximately $2.1 million in wages and benefits to staff members who work for our organization.
Providing Quality Care and Services for Older Adults

On average Thief River Care Center cares for up to 70 individuals, about 95% are from the Thief River Falls areas. In a given year, over 130 members from this community as well as the surrounding communities in an approximate 45 mile radius will use our services for many things such as respite care, therapy services, and post-surgical care.

TRCC offers services or programs to assist older adults and family members within the community by providing:

- Family caregiver meetings
- Educational seminars
- Activities for the public to participate in

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

- Bowling
- Bingo
- Word Puzzles
- Bible Study
- Current Events
- Trivia
- Red Hat
- Movie Nights
- Readings
- Memories & Story Time
- Sit dancing
- Birthday Social every month
- Baking
- Movie Night
- Offsite trips
- Nail Polishing
- Exercises
- Ball toss
- Hand Massage
- It’s Never Too Late computer system

TRCC is a spiritual care community, which includes members of the TRCC staff and community clergy. Spiritual care is an integral part of holistic resident care. In keeping with this, TRCC has participation from our area churches of all faiths.

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

- Quarterly Remembrance Services
- Weekly Communion
- Weekly Worship Services
- Catholic mass
- Bible Study Weekly
- End of Life Care/Support and Loving Comfort Program
- Hospice/Grief Assistance
- Clergy Visits When Needed
- Catholic communion weekly

In a given year our Therapy Team will treat approximately over 125 members from our community as well as more from the surrounding communities during their stay at TRCC. We are able to provide therapies for:

- Lymphedema
- Strengthening
- Conditioning
- Orthopedic Injuries
- Amputations
- Chronic Pain
- Post surgical conditions
- Stroke
- Neurological Disorders
- Balance Issues
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• Speech Disorders
• Swallowing Disorders

TRCC provides many types of specialized care to our residents. These services include:

• Wound Treatment
• Ostomy Care
• Post-Surgical Care
• Tube Feeding
• Palliative care

Providing Access to Educational Opportunities

Education is a high priority in health care and for Thief River Care Center (TRCC). Providing opportunities to further education and learn new information and skills is essential to providing quality, comprehensive, and holistic resident care.

Staff is offered the opportunity to attend our state Aging Services of Minnesota convention for seminars and additional educational opportunities related to their specific area of expertise or to learn more about other interdisciplinary departments within the facility.

TRCC staff has the opportunity for additional training the Department of Human Services workshops.

Additionally, Thief River Care Center provides training programs each year to cover topics in:

• Infection Control
• Disaster Planning
• Abuse and Neglect Prevention
• Vulnerable Adult
• Proper Lifting Procedures
• Fire Safety
• Alzheimer’s/Dementia Training
• Clinical Issues
• Corporate Compliance/Code of Ethics

TRCC also assists the local colleges with on-site training programs. Several Licensed Practical Nursing (LPN) classes do onsite training throughout the year. This is hands-on-training with the residents we serve.

Employees of TRCC have and continue to have the opportunity to attend multi-session leadership training that is sponsored by the parent corporation, St. Francis Health Services of Morris, MN. The World Class Leadership program facilitates this education and the training offered on a yearly basis, with one employee graduating in the course in 2011.

Serving as Active Community Members

TRCC employees, board members and residents are active in the community. They are affiliated with several organizations including:

• Thief River Falls Rotary
• Golden Pioneers
• Lions
• Cystic Fibrosis Society
• Alzheimer’s Association
• Thief River Falls Chamber of Commerce
• American Legion
• Veterans of Foreign Wars
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Helping Community Members in Need

Over the past year, 170 volunteers have donated approximately 1400 hours to the residents of Thief River Care Center. Volunteers assist the facility with activities, special celebrations, outside activities, and one-on-one interaction with the residents.

Thief River Care Center regularly sponsors advertising in:

- The Times
- The Watch
- Local church bulletins
- Lutheran Journal
- Thief River Falls Chamber
- Civil Air Patrol

For More Information

| Facility Information | Thief River Care Center  
Thief River Falls, MN 56701  
Phone: (218) 683-8100  
Fax: (218) 683-8130  
Web Site: [www.sfhs.org](http://www.sfhs.org) |
|---|---|
| Administrator/  
Director of Nursing | Michele Halvorson, MHA, LNHA  
Phone: (218) 683-8101  
Email: [mhalvorson@trcc.sfhs.org](mailto:mhalvorson@trcc.sfhs.org)  
Mary Nigg, Interim DON  
Phone: (218) 683-8102  
Email: [mnigg@sfhs.org](mailto:mnigg@sfhs.org) |
| Admissions Information | Jennifer Johnson, Social Services Director  
Phone: (218) 683-8104  
Email: [jjohnson@trcc.sfhs.org](mailto:jjohnson@trcc.sfhs.org) |