

SERVICES AVAILABLE

(Services with a Fee)



Need help moving your loved one to our facility? Use our 5x8 enclosed trailer **FREE**.



We would like to make these items available to you upon request. The nutritional supplements will not be on hand until a resident request them (these items have an expiration date)

- Private Telephones
- Television Services in your room
- Transportation, whether medical or Non-medical – will be arranged
- Newspapers
- Stamps
- Nutritional supplements such as Boost or Ensure
- Incontinence and personal hygiene items
- Computer access (in your room)



Please keep in mind this is a new facility. We will try our best to accommodate your needs.

AMENITIES



We will provide the following:

- a) Nursing Services
- b) Daily grooming & hygiene
- c) Dietary services
- d) Resident activities
- e) Private room with private bathroom (toilet and sink)
- f) Housekeeping services
- g) Laundry services
- h) Maintenance services
- i) Business office services
- j) A telephone will be available for resident use
- k) Each room is wired and ready for residents to purchase television service for their room



These services are provided for all residents. If they request another brand of laundry detergent or toilet tissue it will be up to the resident, personal representative or family to make sure that a supply is available.



Three delicious meals will be served each day. There will also be snacks offered to our residents.



WILLOW MANOR

Iron River has a new (CBRF) Community Based Residential Facility that will serve and assist the elderly with all of their daily living needs. We will be staffed 24 hours per day, 7 days per week, to make sure that we have a safe and secure environment.

MISSION STATEMENT

It is both an honor and a privilege to be able to serve you. We will do our best to enhance the quality of life for older adults by providing a warm, secure and comfortable environment. With this in mind we hope to create “A Home” your home. We hope that we can become a part of your family and you a part of ours. Let’s make every moment matter: Together

**Address: 68290 District Street
Iron River, WI 54847
Phone Number: (715) 372-5005**

FINANANCES



Willow Manor will accept Medicaid, Private Insurance or Private Pay Residents. The rate is subject to change. Willow Manor agrees to provide thirty (30) days advance written notice to residents' if a rate change occurs. If the resident does not terminate this contract within seven (7) days of receipt of the notice, resident's failure to terminate shall constitute agreement to continue this contract in full force and affect the rate set forth in the written notice. It is the resident's obligation to ensure that Willow Manor is paid monthly in a timely fashion.

REFUND POLICY



Upon transfer, discharge, or death of a Resident, Willow Manor shall, within thirty (30) days, refund any prepaid amounts for services not rendered, However, Willow Manor shall not refund any amounts for Bed hold days unless the resident or resident's legal representative had requested that the Bed hold be discontinued.

QUESTIONS



Staff will be available 24 hours per day, so we do encourage residents to ask questions. If the staff cannot answer immediately, they will contact the Director and/or Administrator for help

PROGRAM SERVICES



This CBRF shall teach residents the necessary skills to achieve and maintain each resident's highest level of functioning. This facility shall provide or arrange services adequate to meet the needs of the residents in the following areas:

- a) Personal care services will allow a resident to increase or maintain independence
- b) Supervision will be appropriate to the resident's needs
- c) A daily activity schedule will be posted and participation will be encouraged
- d) A schedule of community activities will be posted, along with the cost
- e) We will assist in maintaining family and social contacts
- f) We will provide services to meet the resident's communication needs
- g) The CBRF will monitor resident's health (physical, oral and mental) unless other arrangements have been made by the resident. Each resident will have an annual physical completed by a physician, unless seen by a physician more frequently
- h) Significant changes in diet will be monitored closely and reported to resident's physician

MEDICATIONS



Medication administration. Willow Manor will provide medication administration appropriate to the resident's needs.

ACTIVITIES



Here at Willow Manor we believe that an active body and an active mind is the key to a long, healthy and happy life. We have great hopes that our facility and staff will fulfill all of the resident's and their family's expectations. The activities listed below are just the start. We hope to add things along the way once we find out what resident's want and what talents our staff, volunteers and residents' are gifted with.

- a) Low impact exercise
- b) Bingo
- c) Card & game night
- d) Sing-a-longs
- e) Jigsaw puzzles
- f) Monthly Birthday Party
- g) Learn to Scrapbook
- h) Pet Visiting Day



WELCOME