

PROGRAM STATEMENT

Maureen Pohjonen
RN Administrator

LaVerne Gurske
Director

Willow Manor is operated by Willow Manor Inc.

It is the policy of Willow Manor to treat all residents the same without regard to ethnicity or religion. All residents will be treated with consideration, respect and with full recognition of their dignity and individuality. Our facility is a Class C Semi-Ambulatory facility, which means we will be serving 8 elderly residents who are ambulatory, semi-ambulatory and who are mentally and physically capable of responding to a fire alarm by exiting the building without any help or verbal or physical prompting. Our main focus is to make sure that everyone's environment is always safe and secure. Our facility will provide an awake staff 24 hours per day, 7 days per week. Included is a registered nurse available on-call Monday – Friday.

SERVICES. As appropriate, Willow Manor will teach residents the necessary skills to achieve and maintain the resident's the necessary sills to achieve and maintain the resident's highest level of functioning. In addition to the assessed needs as determined under s. DHS 83.35 (1), Willow Manor will provide or arrange services adequate to meet the needs of the residents in all of the following areas:

- (a) *Personal care.* Personal care services will be designed and provided to allow a resident to increase or maintain independence.
- (b) *Supervision.* Willow Manor will provide supervision appropriate to the resident's needs.
- (c) *Leisure time activities.* Willow Manor will provide a daily activity program to meet the interests and capabilities of the residents. Employees will encourage and promote resident participation in the activity program. Willow Manor will develop and post the activity schedule in an area available to residents.
- (d) *Community activities.* Willow Manor will provide information and assistance to facilitate participation in personal and community activities. Willow Manor will develop, update and make available to all residents, monthly schedules and notices of community activities, including costs.
- (e) *Family and social contacts.* Willow Manor will encourage and assist residents in maintaining family and social contacts.
- (f) *Communication skills.* Willow Manor will provide services to meet the resident's communication needs.
- (g) *Health monitoring.* 1. Willow Manor will monitor the health of residents and make arrangements for physical health, oral health or mental health services unless otherwise arranged for by the resident. Each resident will have an annual physical health examination completed by a physician, unless seen by a physician more frequently.

2. When indicated, Willow Manor will observe residents' food and fluid intake and acceptance of diet. Willow Manor will report significant deviations from normal food and fluid intake patterns to the resident's physician or dietician.

3. Willow Manor will document communication with the resident's physician and other health care providers, and will record any changes in the resident's health or mental health status in the resident's record.

(h) *Medication administration.* Willow Manor will provide medication administration appropriate to the resident's needs.

(i) *Behavior management.* Willow Manor will provide services to manage resident's behaviors that may be harmful to themselves or others.

(j) *Information and referral.* Willow Manor will provide information and referral to appropriate community services.

(k) *Transportation.* Willow Manor will provide or arrange for transportation when needed for medical appointments, work, educational or training programs, religious services and for a reasonable number of community activities of interest.

Respite care may be provided by Willow Manor based on the availability of a bed.