

Viewcrest Health Center
Social Accountability Statement 2009

Viewcrest Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 84,167. Viewcrest Health Center is located in a quiet, friendly residential part of Duluth known as Piedmont Heights.

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 Viewcrest Health Center and is sponsored by the Catholic Diocese of St. Cloud. We are dedicated to promoting 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.

Viewcrest Health Center believes in a resident centered, hospitality care model. Our dedicated staff provides outstanding care and support. Each resident - with his or her individual life experience, memories and values is truly precious and unique. Together, our staff and residents create an environment that is as dynamic and invigorating as it is peaceful and relaxing, all in a serious health care setting.

Providing Quality Care and Services for Older Adults

In an average year, Viewcrest cares for 225 residents. Of those, over 90% are residents of Duluth, Superior and Hermantown.

Viewcrest offers services in,

- 24 Hour Skilled Nursing Care
- Spiritual Care (Residents and Family)
- Physical, Occupational, and Speech Therapy
- Wound and IV Therapy
- Ostomy Care
- Social Services

- Innovative Indoor “Central Park”
Atrium: With walking path, train depot cafe, stunning foliage, waterfall and fish pond.
- New Innovative Indoor “Mesa Park”
Atrium: With walking path, mini golf course, stunning foliage, stream, waterfall and fish pond.
- Strong Volunteer Services
- Creative Activities
- Beauty and Barber Services
- Cable TV - Private Phones Available
- All Private and Single Resident rooms
- Resident Choice Meal Plan

Viewcrest offers many social opportunities. Activities include:

- | | |
|---------------------|---|
| • Cooking Group | • Exercise Groups |
| • Voting | • Birthday Parties |
| • Fishing outings | • Craft Groups |
| • One To One Visits | • Lunch, shopping, casino and other outings |
| • Men’s Group | • Library Services |
| • Spelling Bee | • Card Club |
| • Tea Party | • Bowling |
| • Nail Care | • Scrapbooking |
| • Politician Visits | • Gardening |
| • Picnics | • Baseball games |
| • Bingo | |
| • Music activities | |
| • Ice cream Socials | |

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

- Outpatient Therapy Services
- Volunteer opportunities
- Training at local schools and universities

Recognizing Spiritual Needs and Individuality

Viewcrest is a spiritual care community, which includes members of the staff and community clergy. Spiritual care is an integral part of holistic resident care. Viewcrest has participation from the following local churches:

- St Lawrence Catholic Church
- Holy Family Catholic Church
- Christ Lutheran
- Salem Lutheran
- Hillside United Methodist

- Mt of Olives Baptist Church
- Apostles Gospel Church
- First Covenant Church
- Precious Lord Ministry

Spiritual services offered to residents include:

- Bible study
- Grief support group and/or individual support

Providing Access to Educational Opportunities

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

Last year, Viewcrest granted \$ 5,145 in scholarships to employees.

Viewcrest provides on-site clinical training for Nursing Assistant students as well as on-site experience in spiritual leadership and teaching Bible Study for Vineyard Leadership Institute students.

Helping Community Members in Need

Viewcrest is involved in:

- Training at the St Louis County. Social Services Convention
- Training at the Duluth Senior Expo

Serving as Active Community Members

Employees, board members and residents of Viewcrest are active in the community, participating in organizations such as:

- Lion's Club
- Chamber of Commerce
- St Louis County. Social Workers Association
- Northern Minnesota Parish Nurse Organization
- Fruit of the Vineyard Food Shelf and Compassion Medical Outreach for the Vineyard Church

Volunteerism

Many volunteers, including 55-60 volunteers from area churches (laity as well as pastors) donate their time to Viewcrest Health Center in various spiritual and social ways.

- Provide church services
- Pastoral care and grief support
- Sacraments

- Holy Day Support
- Prayer on One To One and in groups
- Providing music at Sunday Breakfast
- Bell Choir music
- Holiday Gifts by Salvation Army and Christ Lutheran
- Coffee and social activities provided weekly by church groups
- Play piano and assist with One to One twice weekly
- Pass out calendars
- Host tea parties
- Piedmont k-grade
- Animal Allies
- Auxiliary

Promoting Economic Development

Viewcrest Health Center purchases products from the local business spending \$1,1,079,795 last year. Local businesses Viewcrest purchased from last year include:

- | | | |
|--|-----------------------------|--------------------------------|
| • Comfort Systems | • Super One Foods | • Green Mill |
| • Contract Tile & Carpet | • Scalzo Architects Inc | • Shopko |
| • Carlson Florist | • St Mary's Medical Center | • Freedom Transportation |
| • Duluth Area Chamber of Commerce | • Twin Ports Paper & Supply | • Fitger's-on-the-Lake |
| • Dey Dist. Inc. | • Northland Fire & Safety | • Arrowhead Springs Inc |
| • Daugherty Hardware | • Olive Garden | • Duluth Sheet Metal |
| • DSC Communications Inc. | • Upper Lakes Foods Inc. | • World Market |
| • Duluth Plumbing Supplies | • United Way of Duluth | • Andren's Inc |
| • Duluth News Tribune | • UDAC | • Red Rock Radio Corporation |
| • Duluth Lions Club | • World of Fish | • Duluth Senior Expo |
| • ESC Systems | • Karin Johnson Aquarium | • B&B Associates |
| • Engwall Florists | • Willman Service Inc. | • Peterson Anderson Flowers |
| • E-Z Storage Co. | • Coopers Engraving Service | • Benha |
| • Evergreen Lawn Service | • Oman, Nord & Spott Law | • Downtown Computers |
| • Falks Pharmacy | • Kitchi Gami Club Superior | • Piedmont BP |
| • U.S. Bank | • Health Med Group | • Tars & Stripes |
| • Fire Fighter's Mutual | • Big Daddy's | • Great Harvest |
| • Fond Du Lac Tribal & Community College | • Sammy's | • Caribou |
| • Grandma's | • St. Mary's Hospital | • Comfort Inn West |
| • Guardian Pest Control | | • Northland Appliance Services |
| • Great Lakes Alarm | | • Grizzly's Grill & Saloon |
| • Gartner Refrigeration | | • Sara's Table, Chester |

- St Louis Co. Social Services
- Hobart Sales & Services
- Norm Johnson Plumbing
- Jayen Communications Inc.
- Minnesota Power
- MN Child Support
- Michael's
- Midwest Medical Equipment
- Northern Lights Transportation
- Northern MN/WI area clerk of courts
- Northern Graphics
- Orthopedic Associates
- Perkins
- Pizza Hut
- Pickwick
- Roro Rooter Sewer Services
- Radisson Hotel
- Sam's Florist & Greenhouse
- Sell Hardware Inc
- Superior Print
- SMDC Clinical Labs
- Sherwin-Williams Co
- St Luke's Hospital
- Stout Mechanical Inc
- Shel/Don Reprod. Co
- U.F.C.W. Local
- Northern Business Products
- Flament Hampshire Inc
- Highland Signs
- Electric Builders, Inc.
- Central Sales Warehouse
- Twin Ports Low Vision Specialist
- Blackwood's
- Smartsearch
- St. Louis County Sheriff
- MN Coaches & Voyageur Bus
- A-1 Disposal
- Holiday Inn
- RCB Collections
- SMDC Hospice St. Luke's Clinics
- M.C. Roofing
- Doucette's Party & Tent
- London Road Car Wash
- Yax Technologies Inc.
- SMDC Health System
- PVS News Clips
- Cartridge World
- Barnes and Noble
- Bellisio's Italian Restaurant
- East End Hardware
- Creek Café
- Famous Dave's
- Piedmont Heights Dental
- Hearing Associates
- Thatcher Auto
- Underground Aquatics
- Ace Hardware
- Miller Car Wash
- Great Lakes Electrical
- Enger Park Golf Course
- Erbert's & Gerbert's
- Lifecycles
- Frontier Woodworks
- Northland Billing
- St Louis City Human
- St. Louis County Auditors
- Best Buy
- KFC
- Subway
- Cub Foods
- T-Bonz
- Johnson, Killen & Seiler
- Johnson's Bakery
- Sears
- Saigon Café
- Blue Heron

There are 150 employees working for Viewcrest. 125 of these employees are from the Duluth, Superior, Proctor and Hermantown areas.

Each year Viewcrest pays around \$ 3,850,000 in wages and benefits to staff members who work for our organization.

For More Information

Facility Information	<p>Viewcrest Health Center 3111 Church Place Duluth, MN 55811 Phone: (218) 727-8801 Fax: (218) 727-6460</p> <p>Web Site: http://www.viewcrest.sfhs.org/</p>
Administrator	<p>Robert Dahl, Administrator Phone: (218) 279-4203 Email: rdahl@sfhs.org</p>
Director of Nursing	<p>Lynn Shepard, Director of Nursing Phone: (218)279-4219 Email: lshepard@viewcrest.sfhs.org</p>
Admissions Information	<p>Lynn Shepard, as above.</p>