



Frequently Asked Questions

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LIVING AT LYNGBLOMSTEN

Senior Housing

Q Do you have Assisted Living?

A Our Senior Housing Coordinators work with you and Lyngblomsten's Home Health Services to find exactly the right fit for your needs, whether that is needing some light help here or there, or 24-hour in-home care. You also have the option of choosing an outside agency for your in-home care.

Q Why should I choose Lyngblomsten's Home Health Services over an outside agency?

A Our home health services are structured primarily as fee-for-service. This allows the client to only pay for the specific services he/she needs. What makes Lyngblomsten Home Health services the best choice for home care when a tenant lives in one of our housing units is that we can provide service in very small increments. If the tenant only needs a 5 minute visit, that is what they are charged. If he/she needs five short visits per day, that is what they get. Tenants will not be charged for a 2-3 block of time when they only need a short visit. That would not be possible from an outside agency.

Q What are the rent rates for The Heritage at Lyngblomsten and what is included?

A The Heritage at Lyngblomsten has seven different sizes of apartments (from efficiencies to large two bedroom units), and the rents in 2006 range from \$1,155 to \$1,950 per month. All utilities (except phone service) and a once per month apartment cleaning are included in the rent.

Q What meals are offered with Lyngblomsten senior housing?

A A noon meal is offered seven days per week. Tenants are required to eat at least 20 meals per month in the dining room. (The monthly rental does not include the food service.)

Q What is the difference between the Lyngblomsten Apartments and The Heritage at Lyngblomsten apartments?

A The Heritage is a market rate apartment building (tenants pay the full amount of rent). The Lyngblomsten Apartments is a HUD building where subsidized rentals are offered (tenants qualify for the federal government to help with rent payments).

Q Are there long waiting lists to get in to either apartment building?

A The typical wait for our prospective tenants is 1—6 months. This can vary depending on if you are waiting for a specific apartment with a specific floor plan and a specific view—that may take longer to become available. Always inquire about openings, because they are always changing. Contact Kathy Sortor at (651) 632-5422 or ksortor@lyngblomsten.org for more information.

Q Who should I contact if I have any senior housing questions?

A Contact Kathy Sortor at (651) 632-5422 or ksortor@lyngblomsten.org.

Care Center/TCU

Q What if I want my loved one to move to the Lyngblomsten Care Center—what's my first step?

A The first thing would be to call and schedule a tour. Tours are given everyday and usually take about 30 minutes. If you like what you see, contact the admissions coordinator and she will walk you through the admission process which includes a review of a doctor's order and recent physical. If your loved one is currently at another facility or in the hospital, their social worker will be able to handle most of the details for the transfer.

Q Who pays for my stay in the Care Center?

A Most short term stays in a nursing home are covered by a "third party payer"—usually your HMO or Medicare-Part A. If you stay longer than those organizations are willing to pay for (generally beyond two or three weeks), most people pay out of their own resources. As of November, 2006, rates at the Lyngblomsten Care Center range from approximately \$167 to \$248 per day (depending on the care level, double room vs. private room, etc.), and that adds up to quite a bit of money. If a person exhausts their resources, their nursing home stay is paid for by the State of Minnesota (Medicaid program).

Q What is covered by my room & board payment?

A The answer differs if the person is in the TCU or in a traditional long-term stay neighborhood. (See the Service House question for that difference.) Room and board includes 3 meals per day and snacks, medical care by the nurses, personal care by nursing assistants, laundry and housekeeping services, and activities by our Therapeutic Recreation Department including all concerts offered on campus. For TCU patients, telephone and cable services are also provided at no extra charge. Beauty shop visits are available but not covered by room and board.

Q What's the difference between a Service House and a regular Lyngblomsten neighborhood?

A Lyngblomsten's Service Houses have some similar components as the other neighborhoods such as person-centered care, home-like environments, and skilled and compassionate caregivers; however, the Service Houses take individualized care a step further. Unlike the "regular" neighborhoods (which have every meal prepared in the shared kitchen), the Service House rooms each have their own kitchenette for families and staff to assist in preparing morning and evening meals in the residents' own spaces (which are furnished with the residents' personal furniture from home). Also, Service House Care Assistants are "universal" workers who take care of personal cares, meals, cleaning, laundry, and activities—encouraging a deeper friendship between the caregiver and receiver.

Q Do you have to be a certain age to utilize the Lokensgard TCU?

A You must be 18 or older to utilize our TCU.

Q Pharmacies—who do you use and how do we get more medication that my loved one needs?

A We encourage our residents to use Omni Care because they package medication in a way that can be dispensed from our medication cart. You can choose any outside pharmacy as long as they dispense medication in the same way Omni Care does. At this time, we do not allow mail-order pharmacies. Contact Kathy Linden, RN, Clinical Services Coordinator, for more details at (651) 632-5408 or klinden@lyngblomsten.org.

Q What is a Resident Trust Account?

A A resident trust account is like a savings account at a bank. People can deposit money when they admit to Lyngblomsten to use for Beauty Shop visits, outings to local businesses, and for personal items the resident may wish to purchase while at our facility.

Q Is there a waiting list to get into either short-term or long-term stays at the Care Center?

A Because of the frequent admissions into our Lokensgard TCU, which is considered short-term stay, we do not have a waiting list there. There is, however, a waiting list for long term care. It varies by case, but a typical wait is three to six months, so it's a good idea to think ahead if possible.

Q Why are people so afraid of nursing homes?

A Perhaps people are afraid of dependency. Almost all long term nursing home residents are dependent on others for the activities of daily living, e.g. grooming, dressing, bathing, etc. Nobody really wants to be in that situation, but some do need such help due to chronic illness, dementia, or general weakness. Nursing homes are necessary to provide care on a “24/7” basis for persons with dependencies. All nursing homes in America are regulated by the government, and those regulations dictate a hospital-like environment that works in the acute setting but can be different from most people’s daily environment. Many progressive nursing homes, like the Lyngblomsten Care Center, have been working on transforming their program to be more “residential” – i.e. more like every day life. That requires a real change from the historical nursing home culture, hence the term “culture change.” The transformation is on-going and will take several years.

Q Who do I talk to if I have any concerns about the Care Center?

A If you have any questions during the week, contact our Administrator, Jeff Heinecke, at (651) 632-5308 or jheinecke@lyngblomsten.org. On the weekends, we always have a house supervisor on duty that you can ask to speak with or call at (651) 755-5965.

Miscellaneous

Q What are my options for transportation if I can no longer drive?

- A Most people rely on family and friends when it comes to transportation; if that is not an option, they then turn to various agencies:

Metro Mobility: (651) 602-1111 or visit www.metromobility.org for an application.

Red Cross: (651) 291-6790—must call seven days in advance.

Lyngblomsten bus: (wheelchair accessible) is available on Mondays only to take you to medical appointments for a \$7 fee. It is also available to older adults in the community on Tuesdays and Thursdays to bring them to the Lyngblomsten Community Center for lunch for a \$2 roundtrip fee.

Health East Transportation: (651) 232-1717 is available for those who are on the Elderly Waiver Program or on Medical Assistance through the county.

GETTING INVOLVED WITH LYNGBLOMSTEN

Community Center

Q What age do you have to be in order to use the Community Center?

A There really are no age restrictions. We love to meet new people, too, so please bring a friend! If you want to receive our monthly newsletter that highlights all of our activities and meals, contact (651) 632-5330 or gmrutz@lyngblomsten.org.

Q Do you have to be a paid member to use the Community Center?

A No. We do have voluntary membership dues of \$15 per person or \$25 per couple. It helps us cover newsletter expenses and shows your support of our center, but they are totally voluntary.

Volunteering

Q How do I become a Lyngblomsten Volunteer?

A There is a four-step process:

1. Fill out an application and background check form
2. Participate in an interview
3. Attend a volunteer orientation
4. Find the most fulfilling volunteer experience for you, and are ready to volunteer!

Q What opportunities are available for me and what are the hours?

A There are over 100 volunteer positions on the Lyngblomsten campus. The days, times and hours spent as a volunteer at Lyngblomsten depend on the volunteer position and activity. There are both structure and flexibility built into most volunteer positions. We'll work together to find the most fulfilling volunteer experience for you.

Q Do I need prior experience working with older adults to volunteer at Lyngblomsten?

A No! Volunteer Services offers a thorough volunteer orientation which provides new volunteers with needed information. Volunteer Services also offers specialized workshops, designed to help volunteers relate to seniors who are experiencing the changes of aging. Staff supervisors and Volunteer Services Staff are on site to provide support and information when needed.

Spiritual Matters

Q I've heard that Lyngblomsten is "partnered with churches"—what does that mean?

A This partnership means that a congregation has entered into a written Covenant agreement with Lyngblomsten to be involved in expanding and enriching their older adult ministry programs and to support Lyngblomsten's programs and services. Each congregation elects or appoints delegates to represent their congregation to keep the lines of communication open between Lyngblomsten and the church. The delegates also elect members to the Lyngblomsten Board of Directors. For more detailed information, contact Elizabeth Ekholm, Director of Church Relations, at (651) 632-5320 or EEKHOLM@LYNGBLOMSTEN.ORG.

Q Are there church services at Lyngblomsten?

A Yes, the following services are offered:

Sunday Worship: 10:30 AM in the Chapel (1st Sunday of the month with communion)

11:30 AM on Stanford for Stanford and Ostrand Neighborhoods

Bible Study: Wednesdays in the Chapel 10:15-10:45

Rosary and Mass: Wednesdays in the Chapel—3:00 PM Rosary, 3:30 PM Mass

Special Services: Holy Week services, Thanksgiving, Christmas Candlelight, Christmas Day, and quarterly Memorial Services

Weekly Devotions: Times posted on Neighborhood Activities calendars
