



## Important Phone Numbers

Use the appropriate **pre-programmed button** on household phone to reach the resident assistant.

- Creekview North Nurse** Households 1,2,3 and 4  
(24 hours/day).....237-6201
- Creekview South Nurse** Households 7 and 8  
(24 hours/day).....237-6250
- Vicky Wenzel,**  
CV North and South Manager.....237-6210
- Liz Bellin, CV North Unit Clerk** .....237-6202
- Lynn Dubinski, CV South Unit Clerk**.....237-6212
- Vanessa Frank, Program Specialist**.....237-6265
- Kristin Kluz, Social Services Specialist**.....237-6214
- Sarah Salzsieder,**  
CV North Clinical Coordinator.....237-6204
- Jane Peters,**  
CV South Clinical Coordinator.....237-6215
- Bill Krueger, Business Resources Manager**..237-2111
- Phyllis Thompson, Volunteer Coordinator**..237-2126
- Evergreen Therapy Services** .....237-2163
- Peggy Bellin, Administrator**.....237-2140
- Julie Bishop, Diet & Nutrition Coordinator**..237-2146
- Pastor Nancy Green, Chaplain** .....237-2153

## Staff Phone Numbers

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## **Appointments**

Evergreen provides transportation services for residents. Call the CV North unit clerk at 237-6202 or CV South unit clerk at 237-6212 for information or to make a request for transportation.

## **Care Conferences**

Care conferences provide an opportunity to discuss resident progress, goals and challenges. Care planning takes place within 21 days of admission and then on a 90-day recurring basis, unless a change in resident condition warrants further consideration. Family and resident participation is highly encouraged. Conferences are held Tuesday afternoons on Creekview North and Wednesday afternoons on Creekview South.

If needed, care planning might include the ***Journey*** program which was developed by Evergreen and focuses on bringing comfort and self-respect to residents during the end of life experience. Staff are specially trained to care for residents with life-limiting conditions while offering support and assistance to families.

Please make care conference appointments with the Social Services Specialist at 237-6214.

## **Appointments - Care Conferences**

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## **Fitness Center**

Before using equipment in the Fitness Center, all users must sign a waiver of liability and complete an orientation with our Fitness Center Manager. Residents using the Fitness Center must have a doctor's order. Families are welcome to use the Fitness Center with the resident.

## **Aquatic Center**

There are many benefits to aquatic exercise. Our two pools — a warm-water therapeutic pool and a lap pool — meet the needs of residents wanting gentle therapy and those looking for more vigorous exercise. In addition to resident classes and open swims, Evergreen offers a family swim time each week for families to join their resident in the pools. A schedule of program days and times is posted outside the pool entrance.

## **Spiritual Services**

See the household activity board for details about a variety of worship and religious services that are held throughout the month. For personal needs, contact the Evergreen Chaplain at 237-2123.

## **Fitness - Aquatics - Spiritual Services**

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## **Activities**

Meaningful activities enhance quality of life. Our activities center around the seven dimensions of wellness: physical, intellectual, social, spiritual, emotional, vocational, and environmental.

Our Program Specialist is a certified occupational therapy assistant whose responsibility is to provide meaningful, enjoyable activities for residents.

Upon admission and then yearly, the Program Specialist assesses each resident for his or her interests. Families may receive a survey and are urged to complete and return it. Input helps us design activities that meet the needs of residents with varying physical and cognitive abilities.

Families are encouraged to participate in activities. If you have a special skill or talent you would like to share, we would be delighted to showcase it!

## **Library**

A selection of books is available in the library located in the Creekview North Neighborhood Center. Residents are also able to order specific titles for delivery from the Oshkosh Public Library.

## **Visiting Hours**

We welcome visitors! Main doors are open from 7:00 a.m. to 8:00 p.m. After hours, a phone or doorbell is available at entrances. Provide your name and that of the resident you wish to visit.

## **Activities - Library - Visiting Hours**

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## **Laundry**

The Creekview staff does resident laundry daily using the washing machines and dryers located in Creekview North and South households. Upon admission, the resident's name is marked on personal clothing by staff using our label machine. Whenever you bring additional clothing, please give it to the household staff and ask to have it labeled. Family may choose to take clothing home to launder; if so, we will provide a hamper for it and put a sign on the closet door indicating it will be laundered by family. All clothing still needs to be labeled in case it inadvertently gets put in with our laundry or is left somewhere else.

## **Weather Emergencies**

Weather emergency radios are located on each unit and staff is trained annually on how to handle weather emergencies. Severe thunderstorm and tornado watches and warnings are announced throughout the building via the page system.

### **Severe Thunderstorm Watch or Warning**

Upon announcement of a watch, staff will close shades and curtains. For safety during warnings, residents are required to be indoors.

### **Tornado Watch or Warning**

Upon announcement of a watch, staff will close shades, curtains and doors. Items on windowsills that may become airborne will be removed. In the event of a warning, staff will move able residents to the nearest shelter area.

## **Laundry - Weather Emergencies**

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## **Telephones**

Evergreen provides local phone service at no cost to residents in various public areas throughout the building. Families may want to provide the resident with a pre-paid calling card for making long distance calls.

Private landline telephone service is also available and if installed, will be billed directly to the resident. Please call your provider of choice to arrange service for a private in-room line. Some residents have opted to use cell phones instead of installing landline services.

## **Newspapers**

When newspaper delivery is ordered, please notify the Program Specialist at 237-6265. Newspaper carriers deliver a bundle of papers and our staff personally distributes them to resident subscribers. The newspapers are not labeled with names, so it is important to tell our staff the start and end dates of delivery service. Call the Northwestern directly at 426-6618 to order the Oshkosh newspaper.

## **Mail**

Mail can be sent to the resident at the following address:

Resident Name  
c/o Creekview North or c/o Creekview South  
Evergreen  
1130 N. Westfield Street  
Oshkosh, WI 54902

Mail is delivered to Creekview North and South Monday through Saturday and is then sorted and delivered to resident rooms. Opening and reading mail to the resident is a great activity for families!

## **Phones - Newspapers - Mail**

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## Dining Services

Breakfast is served at 8:30 a.m., lunch at noon, and supper at 5:30 p.m. Snacks are offered throughout the day and evening. If a resident will be gone during mealtime, he or she may have a meal served upon return or may opt for a sack lunch to take along. Family members may dine with the resident by purchasing a meal ticket at The GardenSide. Families must make reservations in advance for holiday meals.

Meal choices usually include at least two options for each component of the meal. Selections are more limited for residents on altered diets such as mechanical soft or pureed, as not all foods can be altered with success. A menu of substitutions is also available but 24-hour notice is required.

### Substitutions include:

Hamburger	Scrambled or poached egg
Cheeseburger	Broth
Hot dog	Baked potato
Grilled cheese sandwich	Green beans
Cold cheese sandwich	Carrots
Ham sandwich	Lettuce salad
Ham & cheese sandwich	Applesauce
Turkey sandwich	Seasonal fresh fruit
Peanut butter & jelly sandwich	Cottage cheese
Boneless chicken breast	Yogurt
Turkey (no bread)	Plain gelatin
Ham (no bread)	Cookie

**Soups:** Tomato, chicken noodle, soup of the day

**Cold Cereal:** Cornflakes, Rice Krispies, Cheerios, Bran Flakes, Raisin Bran, Golden Grahams

## Dining Options for Residents and Guests

Enjoy dining in **The GardenSide** with menus that match the finest restaurants! Open 7 days a week, with breakfast 7:30 to 9:00 a.m., lunch 11:30 a.m. to 1:30 p.m., and supper 5:30 to 7:00 p.m.

Enjoy indoor or outdoor casual dining at **Creekview Café**. Open Monday through Friday 9:00 a.m. to 4:00 p.m. Phone your order ahead at 237-2161.

## Dining

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## Television

Residents are responsible for providing their own television if desired. Evergreen offers basic cable TV service at no extra charge. Premium services are also available and are billed directly to the resident. Two cable hook-ups in all resident rooms allow for ease in arranging furniture. In-house programming can be found on Channel 123 or 955.

## Computers

All rooms are computer accessible. Secure Internet service of your choice or use our free Wi-Fi.

### To access wireless Internet:

Search for available Wi-Fi networks.

Locate the one titled ERC\_Guest.

Click and wait for the connection.

Open the Internet. A white HP screen will appear.

At the prompt enter the username "Guest" and password "1234guest" (uppercase G in the user name and all lowercases in the password).

## Uniquely You Beauty and Barber Shop

Our in-house salon offers hair care, manicures, pedicures, and massage for men and women. For services, costs, and billing arrangements or to make an appointment call 237-2170.

## Children's Play Area

Indoor children's play areas provide opportunities for different generations to share time together.

## Ombudsman

Ombudsmen are advocates who protect and promote the rights of residents in nursing and group homes. **Call 1-800-815-0015** if you have questions or concerns about your rights or care. An ombudsman will provide information, investigate concerns, and work with you and your caregivers toward problem resolution.

## Amenities - Ombudsman

