

# Welcome to ShareHaven

## Useful Phone Numbers

**Mary Stelter, ShareHaven Manager**.....237-6230  
**ShareHaven North Resident Assistant** ..... 237-6225  
237-6227  
**ShareHaven South Resident Assistant** ..... 237-6226  
237-6228  
**Campus Health Nurse** ..... 237-6260  
**Evergreen Beauty and Barber Shop**..... 237-2170  
**Bill Krueger, Business Resources Manager**... 237-2111

## Staff Phone Numbers

## **Care Conferences**

Care planning will take place within 30 days of Residency and every six months thereafter, unless a change in resident condition warrants further consideration.

Family and resident participation at care conferences is encouraged, as the meetings provide an opportunity to discuss progress, goals and challenges.

## **Care Conferences**

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## **Activities**

Spending time in purposeful activities enhances residents' lives. Our activities are developed around the seven dimensions of wellness: emotional, environmental, intellectual, physical, social, spiritual and vocational.

We encourage families to take part in activities. If you have a special skill or talent you would like to share, we would be delighted to showcase it.

## **Visiting Hours**

ShareHaven welcomes visitors! The front door is unlocked from 7:00 a.m. to 5:00 p.m. If you are visiting after those hours, please ring the doorbell and staff will assist you. Be prepared to provide your name and that of the resident you wish to visit.

## **Spiritual Care**

The Evergreen Chaplain visits ShareHaven residents Weekly.

## **Activities, Visiting Hours, Spiritual Care**

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## **Weather Emergencies**

Evergreen has weather emergency radios and staff is trained regularly on handling weather emergencies.

## **Weather Watches**

Staff will close shades and curtains during severe thunderstorm or tornado watches as a precaution. Items on window sills may be moved if they pose the threat of becoming airborne.

## **Weather Warnings**

During a severe thunderstorm or tornado warning, procedures will follow those of a weather watch and in addition, residents are required to be indoors.

During a tornado warning, staff will close doors and residents will move to the nearest shelter area.

## **Weather Emergencies**

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## **Dining Services**

A selective menu offers choices for all three meals each day. Breakfast is prepared to order by ShareHaven staff, allowing residents to eat whenever they prefer. The noon lunch meals and 5:00 p.m. supper meals are prepared in The GardenSide kitchen in the Manor Building and are delivered to ShareHaven. Family members who wish to dine with residents can purchase a ticket at the Evergreen Front Office. If a resident will be gone during mealtime, he or she may have a meal served early or upon return, or the resident may instead opt for a sack lunch to take along. Snacks are offered throughout the day and evening.

Residents who are on altered diets (i.e. mechanical soft or pureed) may have limited choices, as not all foods can be altered with success.

The kitchen requires a 24-hour notice for substitutions, therefore let the ShareHaven staff know if Substitutions are desired.

## **Laundry**

ShareHaven has laundry facilities in each household and staff does resident laundry every day. Staff will mark the resident clothing for identification purposes. Family members may elect to do the resident's laundry in their own home.

## **Laundry, Dining Services**

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## **Uniquely You, Beauty and Barber Shop**

Uniquely You, the Evergreen beauty and barber shop, is located in CreekView North but for convenience, beauticians come directly to ShareHaven. Standing or special appointments are available all day on Tuesdays. ShareHaven staff will make appointments at the request of family. Call Uniquely You at 237-2170 for a list of services and costs. If you prefer, family or your own personal beautician may use the beautician's sink and facilities at ShareHaven.

## **WI-FI**

Evergreen provides free wireless Internet service for residents and visitors on our campus. To access:

1. Search for available Wi-Fi networks.
2. Click on the one titled ERC\_Guest.
3. When connected, open to a white HP screen.
4. Enter the username "Guest" and password "1234guest." *(Note the single upper case G.)*

## **Television**

Daily rates include basic cable with cable hook-ups in each resident room. Premium services are available and will be billed directly to the resident. Residents are responsible for bringing their own television.

## **Telephone**

Land-line service, if installed, is billed directly to the resident. If desired, call your telephone company to arrange for installation. Some residents opt for cell phones instead of land-line service.

Residents may use ShareHaven phones at no cost for local calls in and out. We suggest families provide a pre-paid calling card for long-distance calls.

## **Other Amenities**

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## **Telephone**

Land-line service, if installed, is billed directly to the resident. If desired, call your telephone company to arrange for installation. Some residents opt for cell phones instead of land-line service.

Residents may use ShareHaven phones at no cost for local calls in and out. We suggest families provide a pre-paid calling card for long-distance calls.

## **Mail**

Mail can be sent to the resident at this address:

**Resident Name**  
**c/o ShareHaven**  
**Evergreen**  
**1130 North Westfield Street**  
**Oshkosh WI 54902**

Mail is delivered Monday through Saturday. Staff sorts and delivers to resident rooms. Opening and reading mail is a great activity for families!

## **Newspaper**

For newspaper delivery, please contact the paper directly and provide this address:

**Evergreen ShareHaven**  
**1095 North Westfield Street**  
**Oshkosh WI 54902**

The delivery person drops off a bundle of newspapers and our staff personally delivers them. Newspapers are not labeled with the resident's name, so it is important that families notify the ShareHaven staff about the start and end of delivery service.

## **Other Special Deliveries**

Special deliveries should be addressed to:

**Resident Name**  
**Evergreen ShareHaven**  
**1095 North Westfield Street**  
**Oshkosh WI 54902**

## **Phone, Deliveries**

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## **Ombudsman**

Ombudsmen are advocates who protect and promote the rights of resident in nursing homes and group homes.

Call 1-800-815-0015 if you have questions or concerns about your rights and care.

An Ombudsman will assist you by providing information, investigating your concerns, and working with you and your caregivers toward problem resolution.

## **Ombudsman**

