



Social Accountability Statement - 2024

Trinity Care Center (TCC) has been a vital partner of the Farmington community since its opening of the skilled nursing facility in 1968. Originally, as part of a hospital corporation, it has a large contingent of volunteers from the community who have provided support and encouragement. Farmington Health Services (FHS), the corporation that operates both Trinity Care Center, Trinity Terrace (Independent and Assisted Living) and Trinity Suites (Memory Care), has a symbiotic relationship with the community, accepting the support of the community and returning the favor back to the community, which helps make Farmington a better place to live. Volunteers and visitors are able to participate in the many recreational and social activities within FHS which helps maintain our residents and tenants integrated in community activities.

OUR MISSION EXPRESSING OUR VALUES BY PROVIDING CARE THAT VALUES EVERY HUMAN LIFE

St. Francis Health Services owns and operates Farmington Health Services, which does business as Trinity Care Center, and is sponsored by the Catholic Diocese of St. Cloud. We are dedicated in promoting the Ethical and Religious Directive for Catholic Health Care services.

OUR VALUES	
INTEGRITY	WE FAITHFULLY ADHERE TO HIGH PRINCIPLES AND PROFESSIONAL STANDARDS
COMMITMENT	WE DEDICATE OURSELVES TO THE CARE WE SERVE
RESPECT	WE VALUE AND TREAT EACH INDIVIDUAL WITH COMPASSION AND DIGNITY
EXCELLENCE	WE HAVE THE PASSION TO DO OUR BEST
SERVICE	WE DELIVER WHAT HAS NOT BEEN DONE, BEFORE IT IS EXPECTED
STEWARDSHIP	WE WISELY EMPLOY THE TALENTS, RESOURCES, AND RELATIONSHIPS ENTRUSTED TO US

PROMOTING COMMUNITY DEVELOPMENT

TCC seeks to purchase locally whenever possible. Last year, Trinity Campus purchased over \$175,000.00 in goods and services from local businesses. Following is a list of area businesses TCC has purchased services or products:

- Bourbon Butcher
- Celts
- City of Farmington
- Crest Exteriors
- Dairy Queen
- Farmington Bakery
- Farmington Business Association Farmington Community Education
- Farmington Fairgrounds
- Kwik Trip
- 1st Line/Leeweas
- Midwest Machine Peine Plumbing & Heating Inc
- Pellicci Ace Hardware

- Dakota Awards Engraving
- Dakota County Agricultural Society Inc.
- Dakota County Lumber
- Dakota County Regional Chamber of Commerce
- Dakota Logo, LLC
- Dick's Sanitation
- Dollar Store
- Dryer Vent Wizard
- El Charro
- Farmington Greenhouse
- Farmington Library
- Farmington Liquors
- Farmington Printing
- Full Service Battery
- Gerster's Jewelry
- Hedlund Irrigation & Landscaping, Inc.
- Heikkila Studios
- Helm Electric
- Impact Auto
- Pizza Man
- Prime General
- Rambling River Center
- Rehder & Associates
- Rotary Club of Farmington
- Subway
- Sweet Kneads
- Wengs

Additionally we refer many outpatient clients and families to local businesses.

- Allina Medical Clinic, Farmington
- Corner Medical, Apple Valley
- Darts, Apple Valley
- Farmington Clinic – Northfield Hospital & Clinic's
- Hanger Prosthetics & Orthotics, Burnsville
- Rambling River Senior Center
- River Valley Home Care, Farmington

TCC employs over 200 individuals and of these employees, 75% or more are from the local (Farmington, Lakeville, Rosemount) area. Last year, Trinity Campus was the 3rd largest employer in Farmington.

FHS paid over \$8.4 million in wages and benefits to staff last year.

Providing Quality Care and Services for Older Adults

Farmington Health Services consists of an 84 bed skilled nursing facility, a 54 unit Independent/Assisted Living Center, and a 10 unit Memory Care Center. The facility provides medical, social, and spiritual care to its residents without regard to race, color, creed, or national origin, in furtherance of the organization's exempt status. During the current reporting year, the organization had close to 24,000 patient days and provided services to more than 222 patients in the Nursing Home of which over 75% me specifically to receive rehabilitative services to regain their strength and independence. More than half of those clients were able to return home. Trinity Campus provided housing for more than 60 tenants at the Independent/Assisted Living and Memory Care Centers.

On a given year, Trinity Care Center and our therapy partner, Big Stone Therapies provides physical, occupational and speech therapy services to over 80 community members on an outpatient basis. We are able to provide therapies for:

- Orthopedic Injuries
- Back and Neck Injuries
- Sports Related Injuries
- Stroke
- Hip Fractures
- Speech Disorders

- Amputations
- Spinal Dysfunction
- Chronic Pain
- Big/Loud Parkinson's Therapy
- Fall prevention
- Deconditioning
- Cognitive Communication Disorders
- Activities of Daily Living – Dressing, Grooming, bathing, and toileting
- Swallowing Disorders
- Post-Surgical Conditions
- Neurological Disorders
- Vestibular Rehabilitation
- Lymphedema Treatment
- TMJ/Craniofacial Pain
- Balance Deficits

Trinity has a solid, reputable activity program that is warmly open to all residents and their family members. Our extensive volunteer group is part of this wonderful program.

- Weekly Bingo (at least 3x)
- Brain Aerobics (Trivia, higher education, creative writing)
- Reminisce, Memory Lane
- Sing-a-longs
- Weekly Exercise Classes
- Weekly Happy Hour
- Weekly Music Programs
- Weekly Card Playing/Crossword Puzzles
- Weekly Movies
- Happy Hour
- Celebration of all Major Holidays
- Baking/Cooking
- “hired” bands, magicians.
- Outings to DQ, Ace Hardware, Restaurants, Shopping trips and much more!
- Manicures
- Pet visits/In-house Aviary & Aquarium
- Weekly Crafts & Jewelry Making
- Themed Socials
- Monthly Veteran Coffee Chats and visits from Project Veterans
- Weekly Bike Rides
- Bon Fires
- Digital Fun

Trinity Care Center has attained high marks on the annual Minnesota Department of Health Surveys. An example of this commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) grants awarded by the MN Department of Human Services (DHS). An example of this commitment to excellence is the implementation of “Nursing Facility Performance-Based Incentive Payment Program” (PIPP) grants awarded by the MN Department of Human Services (DHS). In 2023, we implemented the UKG Love Em’ or Leave Em’ Grant

SFHS, like many organizations across our state, has faced many challenges in regards to employee recruitment, turnover, retention and the increase of pool staffing in some of our care centers. This is not something new to the long term care industry and we have overcome many obstacles through the years to address the above challenges; but then the world faced an unknown pandemic. Throughout these last 30 months all healthcare settings have had to fight to find staff and keep them.

For several years SFHS has implemented an employee engagement survey. Employee engagement surveys are a way for our organization to see areas of concerns and also areas of

improvement, a way for an employee to feel a sense of power knowing that their voice is being heard.

SFHS proposes to decrease employee turnover for each of the care centers. We believe that by improving our turnover and addressing why turnover is a problem, we will see increase in resident satisfaction within our care centers that will have positive impact on our resident care.

Recognizing Spiritual Needs and Individuality

Upon admission, residents are assessed for their spiritual needs. Our job & mission is to accommodate these needs. Our Chaplain is at Trinity weekly, visiting with residents and leading non-denominational services. Our Care Center is visited and supported loyally by many members of the community churches, as follows:

- All Saints Catholic Church
- Bethlehem Lutheran
- Bethel's Rock
- Bible Baptist
- Church of Jesus Christ Latter Day Saints
- Church of the Advent
- Community of Hope
- Faith United Methodist
- Farmington Lutheran Church
- Grace Community Bible Church
- Highview Christiania
- Hope Lutheran
- Hosanna!
- Light of the World
- Lord of Life Lutheran Church
- Real Tree Church
- St. Joseph Catholic Church
- St. John's Lutheran Church
- St. Michaels Catholic Church
- Shepherd of the Valley
- Trinity EFC
- Trinity Lutheran Church

We also offer spiritual activities most every day of the week. They include, but are not limited to the following:

- Weekly 1-1 Rosary visits
- 1-1 visits with Pastor Bob & Chaplain Don 1/week
- Pastor Don's Weekly Bible Study
- Bible Study & Devotions
- Hymn Sing & Hymn Singers
- Numerous Bible Studies led by various churches
- Quarterly Remembrance Services

Providing Access to Educational Opportunities

Within the last year, TCC awarded over \$18,000 in scholarships to employees to further their education at local colleges. Scholarships have been given for those obtaining Licensed Practical Nursing, Registered Nursing degrees, certified nursing assistants and trained medication aides. Scholarships can be used to pay the cost of tuition and books for our employees. Individuals who acquire their CNA certificates are eligible for full reimbursement including tuition and cost of books.

Trinity Care Center encourages employees and others community youth to consider careers in aging services. TCC also assists the local colleges with on-site training programs. Several classes of Certified Nursing Assistant (CNA) and Licensed Practical Nurses (LPN's) conduct onsite training throughout the year. This is hands-on training with the residents we serve.

Employees of TCC have the opportunity to attend multi-session leadership training that is sponsored by the parent corporation, St. Francis Health Services of Morris, MN. The World Class Leadership program facilitates this education and the training is offered on a yearly basis.

TCC works with the Farmington School District to provide opportunities for students to experience long term care. For many youth, this is their first opportunity to experience life in a long term care community. This positive experience often changes their attitudes toward "old people".

Helping Community Members in Need

Trinity Care Center has a solid foundation in Farmington that supports its community.

Trinity Care Center encourages integration of services between our care center and the community at large. Developmentally disabled students are welcomed into our home to allow them the opportunity to become comfortable around seniors and non-controlled environments. This experience also permits our residents and staff to develop an understanding of the difficulties these young people have in normal activities of daily living. These shared experiences develop compassion and empathy in our residents and staff.

Serving as Active Community Members

TCC employees are active members of their community, participating in area churches, school events and fraternal and social groups. In the past year, TCC has sponsored various events through the Chamber of Commerce, Senior Center, the City of Farmington, Rotary related events and Farmington Business Association.

Volunteerism

Each and every year, countless volunteers donate endless hours to our residents here at Trinity. These volunteers assist with activities, special events, outings, projects and 1-1 interaction with the residents. In a typical year we amass over 2,000 hours of volunteer support. The following is a list of activities provided by our dedicated group of volunteers:

- Community Work Service
- Manicures
- Pet therapy Visits
- Rosary/Catholic Mass
- Protestant Services
- Crafts and Jewelry Making
- Church Services by numerous denominations
- 1 to 1 visits
- Hymnal Singers
- Happy Hour
- Active Games

- Women's Tea
- Special Music programs
- Brain Aerobics/Word Finds
- Veteran Events
- Grill Outs
- Red Hat Society
- Bingo
- Board/Card Games
- Bike Rides
- Dances

Volunteers are also generous participants with our ongoing fundraising projects.

For More Information		
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