Viewcrest Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 86,293. 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.

<table>
<thead>
<tr>
<th>Core Values:</th>
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<tbody>
<tr>
<td><strong>Integrity</strong></td>
<td>We faithfully adhere to high principles and professional standards.</td>
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<td><strong>Commitment</strong></td>
<td>We dedicate ourselves to those we serve.</td>
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<tr>
<td><strong>Respect</strong></td>
<td>We value and treat each individual with compassion and dignity.</td>
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<tr>
<td><strong>Excellence</strong></td>
<td>We have the passion to do our best.</td>
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<td><strong>Service</strong></td>
<td>We deliver what has not been done, before it is expected.</td>
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<tr>
<td><strong>Stewardship</strong></td>
<td>We wisely employ the talents, resources, and relationships entrusted to us.</td>
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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 professional health care setting.

**Providing Quality Care and Services for Older Adults**

Last year, Viewcrest cared for 212 residents. Of those, over 90% are residents of Duluth and Hermantown.

Viewcrest features:
- 24 Hour Skilled Nursing Care
• Physical, Occupational, and Speech Therapy
• Short stay physical and nursing rehabilitation
• Long term care
• Ostomy, wound and IV therapies
• Social Services
• Spiritual Care
• Social events and entertainment
• Beauty and barber services
• Restaurant style dining

Viewcrest offers many social opportunities including:
• Cooking Group
• Voting
• Fishing outings
• One To One Visits
• Men’s Group
• Summer Carnival
• Mother’s Day Tea
• Father’s Day BBQ
• Snow day
• Holiday Celebrations
• Tea Party
• Nail Care
• Politician Visits
• Picnics
• Bingo
• Music activities
• Ice cream Socials
• Exercise Groups
• Birthday Parties
• Painting Classes
• Craft Groups
• Lunch, shopping, casino and other outings
• Library Services
• Card Club
• Bowling
• Scrapbooking
• Gardening
• Baseball games
• Resident Activity Healthy Brain Trivia Games
• Computer assistance, including Free Wi-Fi
• Wii Games

Viewcrest offers services and programs to assist older adults and family members in the community by providing:
• Outpatient Therapy Services
• Volunteer opportunities
• Training at local schools and universities
• Community Group meeting room

**Recognizing Spiritual Needs and Individuality**

Spiritual care is an integral part of care at Viewcrest. In addition to our pastoral care staff, Viewcrest partners with the following:
• St. Lawrence Catholic Church
• Gospel Tabernacle
• Christ Lutheran Church
• Hillside United Methodist Church
Spiritual services offered to residents include:
- Bible study
- Grief support group and/or individual support
- Church services and nondenominational services

Providing Access to Educational Opportunities

Viewcrest believes providing opportunities to further education and learn new information and skills are essential to providing quality, comprehensive, and holistic resident care.

Last year, Viewcrest granted $125,086 in scholarships to employees.

Viewcrest also provides on-site clinical training for Nurse and Nursing Assistant students.

Helping Community Members in Need

*Viewcrest Health Center is participating in a SFHS collaborative grant to improve our resident’s quality of care and safety by expanding our infection prevention and control program.*

*The purpose of this project is to mitigate the nursing staff shortage the country is facing. The project focuses efforts on our recruitment and hiring process and retention programs and practices.*

*The objectives of the program will enhance surveillance, accurately identify infections, perform timely reporting, complete extensive investigations, advocate for proper treatment, reduce the overall rate of infection, and prevent the spread of communicable diseases.*

Community Training
1. Training at the St. Louis County Social Services Convention
2. 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:
- Chamber of Commerce
- Food Drives
- School Supply Drive
- Salvation Army Toy Drive
- Head of Lake Activity Directors
- Aging Network Group
• Cub Scouts

**Volunteerism**

Many volunteers, including 225-250 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
- Prayer - One To One and in groups
- One-on-one for reminiscing/sitting outside
- Assisting on Clinic Appointments
- Bell Choir music
- Coffee and social activities by church groups
- Assistance during Bingo, other activities
- Play piano
- Pass out calendars
- Serve on our Auxiliary

**Promoting Economic Development**

Viewcrest Health Center spends approximately $1.3 million in local business’ products and services. Local businesses Viewcrest purchased from last year include:

- Comfort Systems
- Contract Tile & Carpet
- Carlson Florist
- Duluth Area Chamber of Commerce
- Dey Dist. Inc.
- Daugherty Hardware
- DSC Communications Inc.
- Duluth Plumbing Supplies
- Duluth News Tribune
- Duluth Lions Club
- ESC Systems
- Engwall Florists
- E-Z Storage Co.
- Evergreen Lawn Service
- U.S. Bank
- Fond Du Lac Tribal & Community College
- Guardian Pest Control
- Super One Foods
- St Mary’s Medical Center
- Twin Ports Paper & Supply
- Northland Fire & Safety
- Olive Garden
- Upper Lakes Foods Inc.
- United Way of Duluth
- UDAC
- World of Fish
- Karin Johnson Aquarium
- Willman Service Inc.
- Health Med Group
- Big Daddy’s
- Sammy’s
- St. Mary’s Hospital
- Flament Hampshire Inc
- Highland Signs
- Central Sales Warehouse
- Twin Ports Low Vision
- Green Mill
- Shopko
- Walmart
- Target
- Freedom Transportation
- Fitger’s-on-the-Lake
- Arrowhead Springs Inc
- Duluth Sheet Metal
- World Market
- Andren’s Inc
- Duluth Senior Expo
- B&B Associates
- Peterson Anderson Flowers
- Downtown Computers
- Piedmont BP
- Tars & Stripes
- Northland Appliance Services
- Sara’s Table, Chester
Great Lakes Alarm
Gartner Refrigeration
St Louis Co. Social Services
Norm Johnson Plumbing
Jayen Communications Inc.
Minnesota Power
Michael’s
Midwest Medical Equipment
Northern Lights Transportation
Northern MN/WI area clerk of courts
Northern Graphics
Perkins
Pizza Hut
Roto Rooter Sewer Services
Restaurant 301
Sell Hardware Inc
Superior Print
SMDC Clinical Labs
Sherwin-Williams Co
St Luke’s Hospital
Stout Mechanical Inc
Specialist
Blackwood’s
A-1 Disposal
RCB Collections
SMDC Hospice St. Luke’s Clinics
M.C. Roofing
Doucette’s Party & Tent
Yax Technologies Inc.
SMDC Health System
East End Hardware
Jamar
Northern Access
Essentia Health
Northwest Respiratory
A.G. O’Brien Plumbing and Heating
American Indian Community Housing Organization
College of St. Scholastica
Jimmy John’s
Benson Electric
Sinott Blacktop
Caldwell Plumbing & Heating
Lundeen Productions
Arrowhead Radio & Security
Creek Café
Famous Dave’s
Piedmont Heights Dental
Hearing Associates
Thatcher Auto
Underground Aquatics
Ace Hardware
Great Lakes Electrical
Erbert’s & Gerbert’s
Northland Billing
St. Louis County Auditors
Best Buy
KFC
Subway
Cub Foods
Johnson, Killen & Seiler
Johnson’s Bakery
Sears
Meadowlark Florist
Morin’s Siding and Window
Shel/Don Reprod. Co
U.F.C.W. Local
Northern Business Products
Piedmont Liquor

There are 159 employees working for Viewcrest. Approximately 128 of these employees live in the Duluth, Superior, Proctor and Hermantown areas.

Each year, Viewcrest pays more than $5.5 million in wages and benefits to employees.
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<tr>
<th>For More Information</th>
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<tbody>
<tr>
<td>Facility Information</td>
</tr>
<tr>
<td>Viewcrest Health Center</td>
</tr>
<tr>
<td>3111 Church Place</td>
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<tr>
<td>Duluth, MN 55811</td>
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<tr>
<td>Phone: (218) 727-8801</td>
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<tr>
<td>Fax: (218) 727-6460</td>
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<tr>
<td>Web Site: <a href="http://www.viewcrest.sfhs.org/">http://www.viewcrest.sfhs.org/</a></td>
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<tr>
<td>Facebook: <a href="http://www.facebook.com/Viewcresthealthcenter">Http://www.facebook.com/Viewcresthealthcenter</a></td>
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<tr>
<td>Administrator</td>
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<td>Lana Port, Director of Nursing</td>
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<td>Amy Hahn</td>
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<td>Email: <a href="mailto:ahahn@viewcrest.sfhs.org">ahahn@viewcrest.sfhs.org</a></td>
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