

July 28, 2021

Residents and Families,

We are excited to share that our new 96-bed nursing home tower is near completion with a move-in date targeted for mid-September. In the upcoming weeks we will be busy getting staff and you ready for the move in. The new tower has resident rooms on the 2nd, 3rd, and 4th floors. The first floor will consist of therapy, a large resident community room and ancillary services. Each floor has been assigned for specific resident care needs.

2nd Floor – 32 beds for Ventilator-dependent and significant skilled nursing needs

3rd Floor – 32 beds for Dementia Care

4th Floor – 32 beds for Short-term Rehab

What does this mean for you as a resident and where will you go? All residents will continue to be cared for here at Mount View throughout all stages of the transition. Some residents may, at this time, move to a unit setting most appropriate for their care needs, allowing for the best quality care services. Our team will have a conversation with you individually to review your care needs during a personal tour of the new facility.

At this time long-term care residents will remain on Northern Reflections, while the Southern Reflections unit (half of the 2nd floor of Mount View) is remodeled to accommodate dementia care residents. Gardenside Crossing residents will remain in their current location at this time, anticipating their move into the newly remodeled Southern Reflections area upon its completion. The remaining residents currently on Lake View Heights will move in September.

A member of our team will take you and 2 family members on an individual tour to see the new building, as well as your anticipated unit and room. During the tour, and while we are planning your move, we encourage you to provide us with continued feedback. Our goal is to work through your care needs for a smooth transition.

Tours will be Monday through Friday from 10 am to 4 pm starting August 19th and continue through September 10th. All tours must be scheduled in advance.

To schedule your individual tour, please call 715.370.9179.

One family tour will be scheduled per resident.

Covid-19 screening and face masks will be required during tours. Families should meet their tour guide in the current Mount View Main Entrance (door #1) at their scheduled time.

www.norcen.org



North Central Health Care

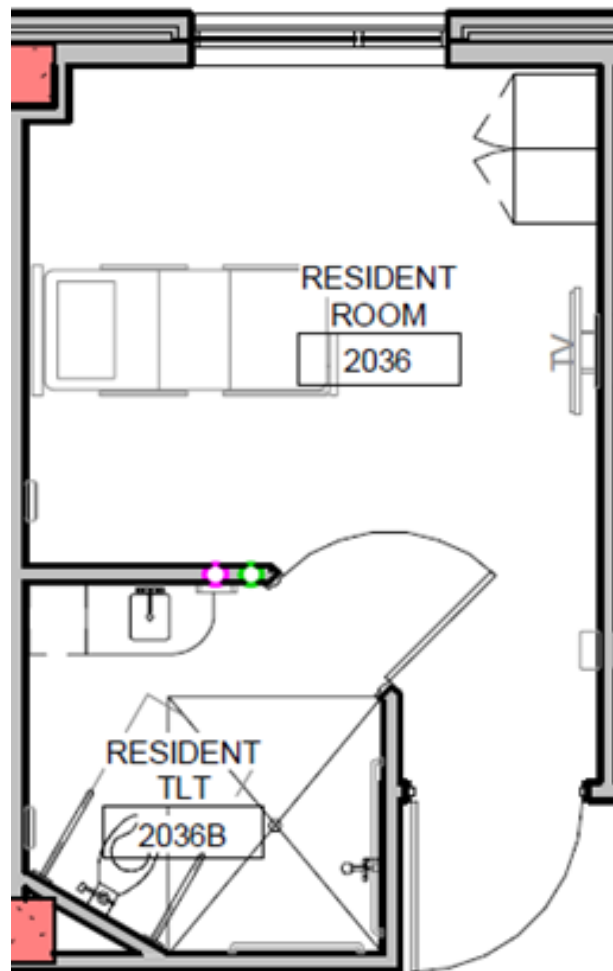
Person centered. Outcome focused.

Residents who will not be moving are encouraged to set up a tour as we welcome you to spend time in areas for activities, visits and therapy. Family members not able to attend the individual tour are welcome to attend the Mount View Tower Grand Opening Event on September 8th. Details of the event will be posted in-house as well as online at www.norcen.org/Family.

If you have questions related to your move outside of scheduling your tour, please do not hesitate to contact your Social Worker at Mount View. We are excited to share the new facility with you and your family and we thank you for your continued patience as we progress through the remaining phases of construction. Our goal remains to make this transition smooth for you and continue to provide all our residents with excellent care.

Sincerely,

Kristin Woller
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