



Social Accountability Statement - 2025

Franciscan Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 87,680. Franciscan Health Center is located on beautiful Park Point. While taking a short drive over the bridge to Franciscan, you will see a view of the bay with the ships in port or see a ship coming into the harbor.

Our Mission: Expressing Christ’s love by providing care that values every human life.

St. Francis Health Services owns and operates Franciscan 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. SFHS is a faith-based, not-for-profit healthcare organization. In addition to their skilled nursing care centers, they offer a variety of services that include customized/assisted living, a full range of therapies, senior housing, transitional and skilled nursing care, and behavioral and residential programs throughout the state of Minnesota.

Core Values:	
Integrity	We faithfully adhere to high principles and professional standards.
Commitment	We dedicate ourselves to those 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.

Franciscan Health Center believes in a resident centered, hospitality care model. Major emphasis is placed on services that help restore the body and spirit and encourage the residents to function as independently as possible.

Providing Quality Care and Services for Older Adults

Last year, Franciscan cared for 72 individuals from Duluth and the surrounding area.

Franciscan offers services in:

- 24 Hour Skilled Nursing Care
- Physical, Occupational, and Speech Therapy
- On-site X-Ray
- Wound Therapy

- Ostomy Care
- Pastoral Care
- Beauty and Barber Shop
- Gift Shop
- I.V. Therapy
- Tracheotomy Care
- Hospice/Comfort Care
- Respite Care

A resident's day is enriched by a variety of activities. Volunteers augment our staff to provide companionship and support to our residents, assist with various activity outings.

- | | |
|------------------------|---------------------------------------|
| • Bingo | • Happy Hour |
| • Live Music and Dance | • Take out Thursday's |
| • Bentleyville Tours | • Monthly outings to area restaurants |
| • Bible Study | • Daily Activities |
| • Voting | • Craft corner |
| • Pet Therapy | • Resident of the Month |
| • Exercise group | • Bible Studies |
| • Boat rides | • Religious Services |
| • Morning Group | • Shopping |
| • Fishing on the Bay | • Morning Group |
| • Games | |

Franciscan offers services and programs to older adults and family members within the community by providing:

- Volunteers
- Park Point Run
- Park Point Rummage Sale
- Turkey Bingo
- Family BBQ
- Halloween Carnival
- Bake Sales
- Easter Egg Hunt
- Volunteer Tea
- Family Council
- Oktoberfest
- Summer family/staff picnic
- In-service training on Dementia related issues for both family and residents
- Holiday Tea
- Spring Luncheon

Recognizing Spiritual Needs and Individuality

Our Pastoral Care services provide spiritual care for all residents. This involves personal attention to the individual needs of each resident. The chaplain works with local clergy to meet the denominational needs regarding religious services and spiritual guidance for our residents. Franciscan Health Center is a community-oriented facility, combining residents and neighbors and events. Community interaction is welcomed and encouraged.

Providing Access to Educational Opportunities

Education is a high priority in health care and for Franciscan. Providing opportunities to further education and learn new information and skills is essential to providing quality, comprehensive, and holistic resident care.

Franciscan Health Center has a great opportunity for employee scholarships and Student Loan Reimbursement for employees who are interested in advancing in their careers. Franciscan awards scholarship monies to assist staff in furthering their education. In 2025, we were awarded over \$13,266 in scholarships and student loan reimbursement for NA/R, LPN, RN, OT, PT and SLP.

Additionally, Franciscan provides training programs each year to cover topics:

- Infection Control
- Disaster Planning
- Abuse and neglect Prevention
- Proper Lifting Procedures
- Fire Safety and Emergency Preparedness/Disaster planning
- Alzheimer's/Dementia Training
- Clinical Issues/Training
- Corporate Compliance/Code of Ethics

SFHS PIPP Grants

PIPP Grant for years 2025-2026 Advance Technology and Robotics

St. Francis Health Services is strengthening resident care and workforce stability by implementing technologies that support routine operational tasks and allow staff to focus more fully on meaningful, person-centered interactions with residents. Across our care centers, innovations such as interactive activity systems, virtual reality and learning programs, humanoid activity robots, service robots, autonomous floor-cleaning equipment, integrated vital-sign monitoring, and AI-supported care management tools are improving efficiency while enhancing resident engagement.

Helping Community Members in Need

Franciscan supports many organizations within the community. Over the past year, Franciscan has given or helped the following community organizations:

- Training at the St Louis County Social Services Convention
- Training at the Duluth Senior Expo
- Monthly meetings with area health care providers
- Lake Superior College job fairs
- WITC Job Fairs
- Northland Job Fair
- Partnership with area colleges with providing internships availability in Social Service, Human Resources and Therapy
- Dementia Support Group for community/facility families
- Education programs family and community members
- Lion's Club Pancake Day

Serving as Active Community Members

Employees, board members and residents of Franciscan are active in the community, participating in organizations such as:

- Duluth Lion's Club
- Aging Network Group
- St Louis County Social Workers Association
- Lake Superior College Advisory board for Certified Nursing Assistants
- St. Louis County Emergency Task Force
- MNDONA
- Support group for area Director of Nurses
- Activity Director Group
- Northeast Healthcare Preparedness Coalition
- SHRM
- Stratis Health
- Transition of Care Group

Volunteerism

Volunteers donate their time to Franciscan Health Center in various spiritual and social ways:

- Provide church services
- Pastoral care and grief support
- Sacraments
- Holy Day Support
- Prayer on One to One and in groups
- Providing music at Sunday Breakfast

- Bell Choir music
- Holiday Gifts by Salvation Army and Christ Lutheran
- Coffee and social activities provided weekly by church groups
- Play piano and assist with One to One twice weekly
- Pass out calendars
- Host tea parties
- Animal Allies
- V. A. Association
- Trillium Services/Choice Services
- Woodland Hills/RSI
- Alzheimer's support group monthly

Promoting Economic Development

The Franciscan Health Center community spends money locally. Last year, Franciscan Health Center purchased over \$425,000 in goods and services from local businesses. Local businesses Franciscan spent money with last year include:

- | | | |
|-------------------------------------|-----------------------------------|-----------------------------------|
| • A.W. Kuettel & Sons Inc. | • Heitman, Tanna | • Pro Print Inc. |
| • AFSCME Council 5 | • Horizon Healthcare Supply | • Progressive Care Solutions, LLC |
| • Allied Generators | • Hunt Electric | • Radisson |
| • Aro, Casey | • Jamar Company | • Rent a Space |
| • Arrowhead Springs Inc | • Jobs HQ | • Sammy's Pizza |
| • Batteries Plus | • Johnson Wilson Construction | • Engwall Florist |
| • Benson Electric | • Karin Johnson Aquarium | • Sell Hardware, Inc. |
| • Madsen, Cassie, RD | • Khoury, Barb | • Shel/Don Reproductions |
| • Carlberg, Matt | • Lake Superior College | • Sherwin-Williams |
| • Carlson Duluth Co. | • Lakeland Delivery Service, Inc. | • Shred-N-Go, Inc |
| • Chmielewski | • Living Design Inc. | • Simon Property Group |
| • City of Duluth | • Lundeen Productions | • Spoelhof M.D., Gerald |
| • Comfort Systems | • Midway Sewer Service | • St. Germain's Cabinet Inc. |
| • College of St. Scholastica | • ASP Sewer Services | • St. Louis County |
| • Diabetic & Comfort Shoes | • Minnesota Power | • St. Luke's |
| • Duluth Lions Club | • MN/WI Area Retail Clerks | • Superior Fuel Co. |
| • Duluth News Tribune | • Northern Access | • SuperOne Foods |
| • Essentia/SMDC | • Northern Business Products | • Thrifty White Pharmacy |
| • Essentia Health-Medical Equipment | • Northern Lights, Inc. | • Twin Ports Paper & Supply, Inc |
| • Fisher, Bill | • Northern Orthotics & | • UDAC |
| • Fitger's | | • UFCW Local 1189 |
| • Gartner Refrigeration | | |

- Glenwood Signs
- Glen Laspi
- Greenmill
- Grandma’s
- Great Lakes Door LLC
- Great Lakes Alarm
- Gross, Dale
- Haller, Gerry
- Harbor City School
- Harbor City Oil & Propane
- Prosthetic
- Northland Fire & Safety Inc.
- Northwest Respiratory Services, LLC.
- Orthopedic Associates
- Park Point Community Club
- Phil’s Garage Door Services
- Plunkett’s Pest Control
- Upper Lakes Foods
- Upward Transportation
- Viking Sprinkler Co.
- Viking Electric
- Waldriff
- Wentz, Mark
- WITC
- World of Fish

There are 65 employees working for Franciscan with 80% of these employees are from the Duluth/Superior area.

Each year, Franciscan pays over \$3.6 Million in wages and benefits to staff members who work for our organization.

For More Information	
Facility Information	<p>Franciscan Health Center “Building a Community Around Care” 3910 Minnesota Avenue Duluth, MN 55802 Phone: (218) 727-8933 Fax: (218) 727-6610</p> <p>Web Site: http://www.fhc.sfhs.org/</p>
Administrator	<p><u>Chester Fishel, Administrator</u> Phone: (218)302-6988 Email: chet.fishel@sfhs.org</p>
Director of Nursing	<p><u>Sammy Boit, Director of Nursing</u> Phone: (218) 302-6991 Email: Sammy.boit@sfhs.org</p>
Admissions Information	<p><u>Kayla LeBlanc, Social Services Director</u> Phone: (218) 302-6990 Email: kayla.leblanc@sfhs.org</p> <p>“Stop in anytime for a tour”</p>