

Celebrating the Seasons of Your Life



Loch Haven
Senior Living Community
Macon, Missouri

Our tradition sparks innovation!

*Thank you for considering **Loch Haven Senior Living Community** to provide for your healthcare needs. Loch Haven has been in operation as a not-for-profit nursing community since 1969. It is operated by the Macon County Nursing Home District. The mission of Loch Haven, since the very beginning, has been to offer the **BEST**, the **NEWEST** and the most **COMPASSIONATE** care to our residents. We believe in our tradition of excellence, enhanced by a pioneering spirit, has “spared” us to look to the future with vision and innovation.*



A move to a healthcare community can be a stressful life transition. Some look at the possibilities at what lies ahead...yet others are wary of change. Please be assured that we hope to make the transition process as seamless and stress-less as possible. Our staff is committed to providing you with the highest quality of care and outstanding customer service for both short and long term stays.



This guide is designed to assist you in making a decision about your move to Loch Haven. Our staff is available to assist you and your loved ones with questions or concerns that may arise before or during your stay.

The Admission Process

Now that you have chosen Loch Haven as your healthcare partner, it's time to get the process started. The first contact most people have at our facility is with our Social Service Department. Our social Service Director's primary responsibility is to act as a resident advocate and to ensure that your healthcare needs are being provided for in a protected and secure environment. Here's what we do for you to make the transition as easy as possible.



- Our Social Service Director will secure medical charts from your current physician or hospital, most recent visit progress notes, history and physical, medication list, and any recent labs or tests concerning the prospective resident.
- In this booklet is a list of physicians affiliated with Loch Haven Senior Living Community. You must have or secure one of these local physicians before admission.
- Our insurance clerk will verify benefits, file claims, Medicare, supplements, and/or long term care insurance forms.
- With the assistance of Social Service personnel admission paperwork will be completed prior to or upon admission.



OUR RATES

The Loch Haven Business Office is open Monday thru Friday 8 a.m. to 4:30 p.m.

*Rates as of January 1, 2026

*Per Day

LOCH HAVEN RATES

SEMI- PRIVATE \$190.00

OUT OF DISTRICT SCU \$196.00

PRIVATE \$210.00

SEMI AS PRIVATE \$217.00

PRIVATE SUITE \$221.00

PRIVATE SUITE PRIVATE BATHROOM \$228.00

OUT OF DISTRICT GENERAL \$5.00/DAY

“DAY BREAK”

FULL DAY \$50.00

Our day break services are designed to provide care and companionship to older adults who need assistance/ supervision during the day. We provide meals, activities, social interactions, and some health-related services in a facility where they are monitored by trained staff and licensed nurses. They are allowed to enjoy safe and productive days in a caring environment while returning to the comfort and familiarity of home at night.

APARTMENTS (Assisted Living)

STUDIO \$80.00

ONE BEDROOM \$117.00

NEW ONE BEDROOM \$122.00

COUPLE APT OCCUPIED BY TWO \$260.00

COUPLE APT OCCUPIED BY ONE \$130.00

- Residents pending approval for funding by Medicaid (Title XIX) WILL PAY Loch Haven any social Security and/or pension income minus \$50.00 for residents personal use. All Payments are due on a monthly basis. A service charge may be added to delinquent accounts.

- All self-paying residents will pay 30 days in advance upon the day of admission. Refunds are pro-rated from the day of discharge.
- Personal funds and valuables should not be kept in the resident's room. Funds may be deposited into a personal account through the Business Office or Social Services. Withdrawals may be made during normal business hours, Monday through Friday. At discharge, the remaining balance will be refunded.

We accept Medicare, Medicaid, private pay, private insurance, and Long Term Care Insurance.

Medicare: Medicare requires that you have at least a three night in-patient stay at the hospital. You will then qualify for a period of time, anywhere from 1-100 days. We evaluate twice weekly to determine whether or not the resident is continuing to meet Med A requirements. Medicare pays for up to 20 days (as long as you are qualifying). For days 21-100, Medicare puts a portion. If you have a Medicare supplement insurance or Medicaid, it may pay the remainder (depending on your plan). After leaving the hospital you are eligible to receive your Medicare benefits if you choose to come to Loch Haven within 30 days of your prior hospital stay, even if you had initially discharged to home.

Medicaid: No hospital stay is required for admission. Resident will be required to pay a monthly surplus to Loch Haven.

Private Payment: No hospital stay is required for admission.

Please let us know if we can be further assistance. We would be glad to answer any questions that you might have. Contact our Director of Social Services, Julie Mason at 660-385-3113.

Miscellaneous Charges

- Telephone Rates
- Medical Supplies and personal care items will be billed each month. You may inquire at the business office for a copy of all such charges.
- Beauty Shop— Perms, Hair Color, Wash & Set
- Barber



Our Services



Transportation

Transportation to and from appointments will be provided upon request of family or resident.

LH Transportation

- Dr appt in Macon \$15
- Dr Appt up to 70 miles \$100
- Dr. Appt up to 120 \$150
- Dr. Appt over 121 \$200

Transport to & From Emergency room

- In Macon \$50
- Up to 70 miles \$100
- Up to 120 miles \$150
- Over 120 \$200

No charge for

- Pickup for admission to Loch Haven
- Funeral transportation charges for family: in town or immediate family members funeral. (Out of town use, same charge as using for social outing)
- Medicaid transportation can be arranged free of charge if we know at least 5 days in advance of your appointment. A family member can also ride free.

*Staff member accompaniment is:

In Town \$10 — Out of town \$20

Laundry

We are happy to provide laundry services for our residents, at no additional cost. All personal clothing must be marked with name. This must be done prior to or immediately at the time of admission to ensure that clothing does not get lost.

- Families may choose to do the laundry themselves. If you choose this method, you must supply a laundry bag to keep in closet for soiled clothing. The laundry must be done weekly or more often, if necessary. Heavily soiled clothing may be sent to Loch Haven laundry for immediate washing.
- Families may choose to have Loch Haven provide this service. Soiled laundry is washed daily.

House Keeping

The Loch Haven Housekeeping Department is ready to serve our clients. Our housekeeping personnel follow regular cleaning schedules to assure a safe, clean and happy environment for all our residents.

Missouri Telehealth offers some residents the chance to visit with doctors without the need to travel for the visit. Your visit takes place at Loch Haven, where you will meet with your doctor over a secure and confidential television connection. A telehealth visit will not cost any more money than seeing the doctor in person. This service is available to the residents of Loch Haven, staff, and also the community. To set up an appointment or if you are needing more information, contact Loch Haven.

Therapy

Physical Performance Systems is a contract therapy company. Our team of physical, occupational and speech therapists provide inpatient therapy to the residents at Loch Haven. We are dedicated to providing individualized treatment approaches to meet the needs of each resident as they may experience an illness, injury or functional decline.

PHYSICAL THERAPY: Physical Therapy is an integral part of treatment for patients with pain and/or movement dysfunction resulting from disability or disease. The primary objective is to increase to areas of muscle strength, motor development, functional capacity including ambulation, transfers, activities of daily living and respiratory and circulatory efficiency. Equipment available includes a whirlpool, parallel bars, exercise table, shoulder wheel, paraffin bath, hydro collator, stationary bike, finger ladder, and various ambulation devices.

OCCUPATIONAL THERAPY: Occupational Therapy helps people with disabilities to return to their life roles through the use of therapeutic methods, applied and assistive technology, and environmental modifications. Residents typically benefit from this service following a stroke, fracture, or any other debilitating change of health.

SPEECH THERAPY: Speech therapy offers comprehensive evaluation and treatment for individuals who have developed speech, swallowing, or cognitive problems following an injury or illness. This type of therapy is often needed following a stroke and a number of chronic diseases.



RESTORATIVE THERAPY is a Loch Haven Department consisting of restorative therapy aides who help our residents maintain their highest level of function. Activities include: ambulation, exercises, and other activities of daily living. The treatment is prescribed and monitored by a licensed therapist. These services are provided at no additional charge. All physical therapy equipment used in our Therapy Room is available and utilized by our Restorative Therapy staff. Most therapy services are covered by Part A or Part B Medicare.

If you are considering a short-term stay after hospitalization, contact us for further information



The Legacy Neighborhoods



The Legacy Neighborhoods of Loch Haven Senior Living Community are where it all began in 1969. A dedicated group of “forward thinkers” were determined that Loch Haven would become the leader in providing the best care possible to area citizens.

In the Legacy building you will find the residential neighborhoods of Sunset Village, Mountain View and Special Brook. All department heads and administration offices are found here as well.



The Legacy Neighborhoods have a dining room, beauty shop and a large activity room. Although our therapy services are offered throughout our Loch Haven community, the main therapy room is found in the Legacy Building.

We feel strongly that Loch Haven is a new home for those who move here. Our residents are free to decorate their rooms to add a personal touch. Relationships are also encouraged. Very often you will see a resident enjoying a snack or cup of coffee in the Meals and Memories Café with a friend. And there are plenty of sitting areas in each neighborhood for visiting and independent activities.

There have been many additions over the years to the Loch Haven community, but the consistent quality of care and the focus on resident centered care all began in our Legacy Neighborhoods.





The Apartments

Those who come to live at the Loch Haven Apartments very often discover that there is an abundance of life left to live. And that's exactly what they do each and every day. Residents are given opportunities to explore their interests, socialize and maintain a lifestyle in which they were accustomed. The Apartments are located on the south side of the front circle drive and include 26 apartments. There are a variety of floor plans from which to choose. There are studio apartments, one bedroom apartments, and couple apartments; all have private bathrooms.

Our residents enjoy a sitting area for quiet conversations and a large family room for group activities and family gatherings. The dining room is a favorite gathering place as well. There's always something delicious cooking in the kitchen! And residents are welcome to continue cooking just like they did at home.

Activities are a very important part of life at the apartments. Independent activities are encouraged as well as large groups. Our residents enjoy arts and crafts, a morning exercise program, an in-house musical group, games, parties, outings, holiday dinners with family, religious services and much more. And the residents are always ready to go out for an outing on the town.

The qualifications to reside in the Apartments require that a resident be physically and mentally capable of negotiating a path to safety unassisted, and able to care for their most personal needs. Resident must have bowel and bladder control.

The Loch Haven Apartments give residents the personal support and help they need, when they need it. They enjoy a full list of amenities that come with living here. Each resident receives their own unique assistance tailored to their specific needs... all delivered by a loving and caring staff.



Activities

Activities Make our

It's important to us that our residents stay active and engaged as much as possible each and every day. We make sure that activities are centered on our residents and their interests.



At Loch Haven our residents are offered large and small group activities as well as outings on a regular basis. Staying connected to the community is very important to us because it's important to our residents. For our residents who are unable to participate, one-on-one activities are offered daily. There are plenty of opportunities for independent activities as well.

The Activity Department holds a monthly Resident Council meeting for all residents. Resident Council is a forum for residents to voice their ideas and/or concerns.



Another important part of our Activity Department is our Volunteer Program. Whether our volunteers are here daily, weekly, monthly or every now and then, their contributions to our community is invaluable. There are plenty of volunteering opportunities throughout our entire campus. Those who have a unique gift and would like to share it with our residents are welcome to become a Loch Haven Volunteer!

Our staff of Activity Professionals are committed to keeping our residents active. They work together as a team to plan activities and events. It's a win-win situation for everyone!



Physicians List

Upon admission to Loch Haven, it is required for all residents to have a local physician during their stay. Arrangements need to be made prior to admission. The resident or family is responsible for contacting the physician of their choice.

Following is a list of local physicians from which to choose.

**Dr. James McDowell,
M.D.**

Total Family Care
1201 N. Rutherford
Macon, MO 63552

Dr. Julie Burdin, M.D.

Total Family Care
1201 N. Rutherford
Macon, MO 63552
660-385-8900

Dr. Lisa Mayes, D.O.

Total Family Care
1201 N. Rutherford
Macon, MO 63552
660-385-8900

Administrator: Kelsey Hinshaw, NHA
Director of Nursing: Lea Apel, DON
Social Services: Julie Mason, BSW
MDS Coordinator: Lea Apel, RN
North Unit Coordinator: Heather Fleming, RN
Medical Director: Dr. James McDowell
Activity Director: Janis Fraley
Apartment Manager: Crystal Bouman
Insurance/Acct Payable: Beccalynn Hayden
Dining Services Managers: Mindy Lewis
Registered Dietician: Jaclyn Butler
Central Supply: Brenda Primrose





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Loch Haven Senior Living Community

Social Service Director: Julie Mason

701 Sunset Hills Dr.

Macon, Missouri 63552

Phone: 660-385-3113

Fax: 660-385-2838

Email: jmason@lochhaven.com

www.lochhaven.com