

HOMESTEAD PROGRAM AT HERITAGE AT FRAMINGHAM

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Resident/Legal Representative Signature_____ **Date**_____

Management Agent Signature_____ **Date**_____

NUMBER/TYPES OF UNITS AND STAFFING LEVELS

Heritage at Framingham features a total of 106 units. In the Classic building, there are 58 units: 24 studios, 22 one-bedroom units, 8 one-bedroom units with a den, 2 two-bedroom units and 2 two-bedroom deluxe units. In the Homestead building, there are 40 units: 32 studios and 8 suites.

Currently, Heritage at Framingham employs the following **minimum** number of Resident care staff (this includes Classic and Homestead buildings) Heritage exceeds these in most cases:

Times	Care Aides	Licensed Nurses	On Call
7 a.m. - 3 p.m.	6	1	1 Licensed Nurse
3 p.m. – 11 p.m.	3	0	1 Licensed Nurse
11 p.m. – 7 a.m.	3	0	1 Licensed Nurse

COPY OF RESIDENT’S HANDBOOK:

Handbook provided separately

ADDITIONAL FEE/CHARGE SCHEDULE

Personal Care

As many minutes per day as appropriate included in monthly fee
up to 2 hours per day
Beyond 2 hours per day, resident/family member responsible for bringing in additional care.

Community Fee \$2,500.00

Guest Meals

Breakfast \$3.75 per meal
Lunch \$7.50 per meal
Dinner \$10.00 per meal

Additional Maintenance \$40.00 per hour
(i.e. moving furniture, installing bath rails, etc.)

Additional Housekeeping \$35.00 per hour

Meal Credits \$7.50 per day
(given the 15th day of medical or personal leave)

Personal Laundry included in monthly fee

Beauty/Barber Salon see listing in salon

Escort Service to Medical Appointments \$35.00 per hour

Apartment Change Fee \$600.00

Replacement Keys \$5.00

Replacement Proximity Card \$15.00

GRIEVANCE PROCEDURE

Upon move-in, Residents will be informed and encouraged to make use of the Grievance procedure for the purpose of resolving complaints or conflicts.

Procedure

- Resident or Advocate informs the appropriate Department Director of a complaint situation requiring attention.
- The Department Director will work with the Resident to attain a mutually agreeable resolution of the issue.
- If the situation is not resolved to the Resident's satisfaction, the Resident or the Advocate is encouraged to report the complaint to the Executive Director who will respond to the Resident.
- Any unresolved situation will be directed to the CEO/President of Mary Ann Morse Healthcare Corp. who will work with the Resident/Advocate on resolution of the issue.
- At any time, the Resident may contact the Ombudsman for Assisted Living Facilities.

THE ASSISTED LIVING OMBUDSMAN PROGRAM

The Ombudsman representative is an advocate for Residents of assisted living communities. Ombudsmen work for the Executive Office of Elder Affairs. The role of the Ombudsman is to act as a mediator and advocate for Residents in assisted living communities.

You may wish to contact the Ombudsman at any time if you wish to ask a question, express a concern, or make a complaint. All calls will be kept confidential.

To reach an Ombudsman contact:

1-800-AGE-INFO

(1-800-243-4636)

or

(617) 727-7750)

TDD/tty: 1-800-872-0166

The Elder Abuse Hotline Number is:

1-800-922-2275

Available outside normal business hours, 24 hours a day, 7 days a week

The Assisted Living Ombudsman Program
Executive Office of Elder Affairs
1 Ashburton Place
5th Floor
Boston, MA 02108

**REASONABLE RULES FOR CONDUCT AND BEHAVIOR FOR
RESIDENTS, MANAGEMENT AND STAFF**

- Entrance doors, hallways, walks, lawns, elevators and other public areas shall not be obstructed. No personal belongings may be placed in the hallways, stairwells, or about the building.
- No nails, screws, or adhesive hangers, except standard picture hooks, shade brackets and curtain rod brackets may be placed in walls, woodwork, or any part of the apartment. No alterations or improvements shall be made by the Resident without the consent of the Executive Director.
- All drapes and shades or blinds installed by the Resident must be lined in white to present a uniform appearance.
- Insurance coverage maintained by the Community does not protect Residents from loss of personal property by theft, fire, water damage, etc. Each Resident is strongly advised to obtain renter's insurance protecting his or her personal property.
- The Resident and/or family is prohibited from adding, changing or in any way altering locks in the apartment without written permission of the Executive Director.

- All musical instruments, television sets, stereos, radios, etc. are to be played at a volume which will not disturb other persons. The Resident shall not make or allow any disturbing noises in the apartment by the Resident, family or guests.
- Management and Staff are to comply at all times with the standards of conduct contained in the current Heritage at Framingham Employee Handbook. With respect to management and staff interaction with Residents, management and staff shall:

strive to assure that each Resident is provided a dignified existence that promotes freedom of choice, self-determination and reasonable accommodation of individual needs;

respect a Resident's dignity and treat him/her with consideration, courtesy and respect;

assure that each Resident is protected from verbal, mental or physical abuse, corporal punishment and involuntary seclusion;

assure that Residents have personal privacy and access to their personal records;

not accept or provide benefits that could be seen as creating a conflict of interest; and

not use a Resident's resources for personal or improper purposes, or permit others to do so.

SERVICES AND AMENITIES

- Three meals per day
- Scheduled Daily Activities
- Wellness Program
- Personal care assistance, including help with bathing, dressing, and grooming
- Recreational trips
- 24 hour awake on-site staffing
- Self Administered Medication Management
- Beauty and Barber Shop

- Religious Services
- Weekly housekeeping
- Linen Service
- Medical Transportation within a 15-mile radius (with accompanying family or, at an additional fee, staff escort; see Additional Fees/Charge Schedule)
- Library

LIMITATION OF SERVICES

Heritage at Framingham does not provide the following services:

- Management of any communicable disease.
- A two person assist with any ADL (e.g. bathing, dressing, toileting, transferring, etc.).
- Management of unsafe Resident behaviors, such as wandering, verbally or physically aggressive behavior, including coercive or inappropriate sexual behavior.
- If you begin to wander or exhibit other behaviors so that we are unable to assure your safety, or the safety of others, we will assist you to move to a more appropriate setting.
- Incontinence care is available as part of a Resident’s individual service plan as long as it is manageable. Your family is responsible for supplying incontinence supplies. If your particular needs mean that your incontinence cannot be managed with incontinence products and assistance of one, we will assist you to move to a more appropriate setting.

ROLE OF NURSES

Heritage at Framingham is a non-medical, social model of senior living. The nurses cannot provide skilled nursing assessments or care. The Resident Care Director and nurses act as advocates for the Residents. The nurses will assist the Residents to coordinate necessary services to meet the Resident’s care needs.

ENTRY CRITERIA AND ASSESSMENT PROCESS

For entry criteria, see “Limitation of Services” above.

The Resident undergoes at his/her own expense a health evaluation review completed by a physician and/or a qualified human services agency

acceptable to the Community. The Resident also submits certain medical information on a form prescribed by the Community (the "Medical Evaluation Form") signed by a licensed physician or a nurse practitioner that confirms the Resident does not have any communicable disease.

The service plan is a tool to coordinate all services needed for a Resident. The Service Plan is created within 30 days of move-in, and is reviewed every 6 months thereafter or upon any change of status. The Resident or the Resident Representative must sign the Service Plan.

CPR POLICY

Heritage at Framingham is an Assisted Living non-medical model. Cardiopulmonary Resuscitation (CPR) is not performed by any staff. In the event of cardiac or respiratory arrest, 911 will be called immediately.

PHYSICAL DESIGN FEATURES OF HERITAGE AT FRAMINGHAM

Heritage at Framingham is a three-story building consisting of two wings – Classic and Homestead. Please see attached floor plans. The entire building, and each apartment, is sprinklered and has heat and smoke detectors. Heating and cooling is controlled from each apartment. Please note that in winter only heat is available. We switch the entire system over to air conditioning in the spring once the weather is consistently warm. In the fall we switch back to heating at an appropriate time.

SERVICE PLAN SAMPLE

See the attached Service Plan example. The service plan is a tool to coordinate all services needed for a Resident. The Service Plan is created prior to move-in and then reviewed within 30 days of move-in, and is again reviewed every 6 months thereafter or upon any change of status. The Resident or the Resident Representative must sign the Service Plan.

DIETS

Heritage at Framingham provides the following therapeutic diets: no added salt, low fat and no concentrated sweets.

ENRICHMENT ACTIVITIES

Homestead provides a planned daily activity program which includes gross motor activities, self-care activities, social activities and sensory and memory enhancement activities.

GUESTS; SECURITY POLICY

All exit doors in the entire building are locked and alarmed from 8 p.m. until 7 a.m. From 7 a.m. until 8 p.m., the alarms are off but doors remain locked from the outside, except for the Classic lobby and Homestead lobby.

We ask all guests to sign in and out in these two lobby areas.

COPY OF EMERGENCY INSTRUCTIONS GIVEN TO RESIDENTS

See the attached form given to Residents regarding instructions in an emergency situation.

FAMILY PARTICIPATION

It is a Heritage at Framingham policy that a family/representative participate in all service planning and any necessary meetings regarding Resident status.

RESIDENT CARE DIRECTOR

Heritage at Framingham employs a Resident Care Director who is a registered nurse, currently licensed by the Commonwealth of Massachusetts. The Executive Director supervises the Resident Care Director.

The Resident Care Director is responsible for the oversight of the Resident Care Staff that includes Resident Care Assistants (RCAs) and the R.N./L.P.N. supervisors. The Resident Care Director ensures that the Resident care staff is following the regulations of the Executive Office of Elder Affairs, as pertains to Assisted Living. The Resident Care Director oversees that the Resident care staff is meeting the needs of each Resident via a Service Plan, which is updated as needed or every six months.

Assisted Living is a non-medical, social model of senior living. Nurses in this setting cannot provide skilled nursing care or assessments.

MEDICATION MANAGEMENT POLICY

The Resident Care Department at Heritage at Framingham is led by a Registered Nurse, who serves as our Resident Care Director. The Resident Care Director is responsible for ensuring our community is compliant with all standards and regulations set forth by the Commonwealth of Massachusetts' Executive Office of Elder Affairs (EOEA).

In addition to the Resident Care Director, Heritage at Framingham has a Program Director who is a Registered Nurse overseeing the Homestead Program, a program designed to meet the needs of individuals with Alzheimer's Disease and memory impairment. The Homestead Program Director works in conjunction with the Resident Care Director to ensure the resident's needs are met while also overseeing the Homestead recreational program.

Heritage at Framingham has Registered Nurse coverage in addition to Resident Care Attendants meeting the needs of the residents 24 hours per day, seven days per week.

Self Administered Medication Management (SAMM)

POLICY

The residents of Heritage at Framingham may receive the services of Self-Administered Medication Management (SAMM) if requested by the resident or the resident's responsible party.

PURPOSE

To provide assistance to residents who have the need for SAMM in accordance with EOEA regulations.

PROCESS

The resident requiring SAMM must comply with the medication procedure of Heritage at Framingham as set forth by EOEA.

Oxygen Management

POLICY

Residents who require oxygen as part of their service plan may need and request cueing and reminders for safe and efficient administration.

PURPOSE

To provide assistance with oxygen in accordance with EOE A regulations.

PROCESS

The resident and/or his/her family will be responsible for the ordering, set-up and ongoing maintenance of oxygen supplies.

MEDICATION PROTOCOLS

MEDICATION PATCHES

The only assistance we may provide is to assist applying a patch with hand-over-hand technique.

EYE DROPS/EYE OINTMENTS

The only assistance we may provide is to place a hand on the resident's hand to steady and guide the placement of the bottle or tube.

INHALERS

The only assistance we may provide is to place a hand on the resident's hand to steady and guide the placement of the inhaler.

NASAL SPRAY

The only assistance we may provide is to place a hand on the resident's hand to steady and guide the placement of the nasal spray.

PRN MEDICATION

If PRN procedures are requested, the required steps will be reviewed with the family by the Resident Care Director.

Families are required to communicate any PRN medication assistance they provide to their family member to avoid possible overdoses.

HOMESTEAD SERVICE PLAN

Resident Name: _____ Apt #. _____ Date: _____

Reason for

Service Plan: Initial Move In 30 days after Move In 6 month Review Change of Status

DNR Yes No

POA Yes No

Legal Guardian Yes No

Health Care Proxy Yes No If yes, name: _____

Emergency Systems: Hourly Visual Checks

Homestead apartments have no stove capabilities

Need for Assistance in Emergency Situation:

Heritage at Framingham has 24 hour onsite awake staff

**Management, Nurses, RCA's, Housekeeping and Maintenance have keys to all apartments.
Staff is trained to always knock before entering an apartment.**

Goal(s)

Resident or Resident Representative states goal(s) to be:

Behavior Concerns: _____

If applicable see attached Behavior Management Plan

Resident Services

Ambulation Status: _____

Bathing: _____ Frequency: _____

Shower Spa

Comments: _____

Hygiene/Grooming: _____ Frequency: _____

Comments: _____

Dressing: _____ Frequency: _____

Comments: _____

Continent: _____ Frequency: _____

Depends Other incontinence products _____

Comments: _____

Laundry: _____ Frequency: _____

Comments: _____

Bed Making: _____ Frequency: _____

Comments: _____

Housekeeping: _____ Frequency: _____

Comments: _____

Diet: _____

Any problems with eating? _____

Homestead Activities include gross motor activities, self-care activities, social activities and sensory and memory enhancement activities.

Activities: _____

Comments: _____

Other: _____ Frequency: _____

Comments: _____

See Attached sheet for Diagnoses and Medication List

SAMM Yes

Pharmacy: _____ Family Prefill: _____

If applicable, Managed Risk Agreement signed for
Family Filled Cassettes Yes No Not applicable

Outside Service Providers

Outside Service Provider	Payor Source	Type of Service	Start Date	Frequency	End Date

Resident/Resident Representative Signature: _____ Date: _____

Nurse Signature: _____ Date: _____

Other attendees: _____

HERITAGE AT FRAMINGHAM

Emergency Instructions for Residents:

In the event of an emergency follow these instructions:

- **If you are in immediate danger, remove yourself from the danger.**
- **If the fire alarms are activated and you are not in harms way, stay where you are until staff or fire department instructs otherwise. If you are in your apartment, keep your door closed, unlocked and remain until staff or fire department instructs otherwise**