

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 88 units. In the Classic building, there are 48 units: 26 studios, 10 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):

Times	Care Aides (awake)	Licensed Nurses (awake)	On Call
7 a.m. - 3 p.m.	4	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

Up to 45 minutes per day included in monthly fee
Additional Personal Care \$30.00 per hour
Beyond 2 hours per day, resident/family member responsible for bringing in additional care.

Community Fee \$1,750.00

Guest Meals

Breakfast \$3.75 per meal
Lunch \$7.50 per meal
Dinner \$15.00 per meal

Additional Maintenance \$30.00 per hour
(i.e. moving furniture, installing bath rails, etc.)

Additional Housekeeping \$30.00 per hour

Meal Credits \$5.50 per day
(given the 15th day of medical or personal leave)

Personal Laundry \$9.00 per load

Tray Service \$5.00 per tray

Beauty/Barber Salon see posted listing in salon

Escort Fee for Medical Appointments \$30.00 per hour

Apartment Change Fee \$500.00

Replacement Keys \$5.00

Proximity Card \$15.00

Pet Deposit \$350.00

Parking Fee for residents with cars on site for
Snow Removal covering October to March \$25.00 per month

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

TTD/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 OF CONDUCT AND BEHAVIOR FOR RESIDENTS,
MANAGEMENT AND STAFF**

- The apartment must be kept clean, sanitary and free from objectionable odor.
- No littering of papers, cigarette butts, or trash is allowed. No trash or other materials may be accumulated which will cause a hazard or be in violation of any health, fire or safety ordinance or regulations.
- No goods or materials of any kind that are combustible or would increase fire risk shall be taken or placed in storage areas. Storage in such areas shall be at Resident's risk and management shall not be responsible for any loss or damage.
- Garbage is to be placed inside the container provided in the laundry room. Garbage should not be allowed to accumulate. Items too large to fit in the trash containers should be disposed of by the Resident and should never be left beside the trash containers.
- Entrance doors, hallways, walks, lawns, elevators and other public areas shall not be obstructed. No personal belongings may be placed in halls, stairways, or about the building.
- The Resident agrees to abide by the parking regulations established by the Executive Director. If the Executive Director has designated parking spaces for Residents to park, the Resident agrees to park only in those spaces so designated. Non-operative vehicles are not permitted on the premises. Any non-operative vehicle may be removed by the Executive Director or his/her designee, at the owner's expense.

- 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.
- 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.
- If someone is to enter the Resident's apartment during the Resident's absence, the Resident shall give the Resident Care Director or his/her designee permission to do so in writing.
- No alterations or improvements to the exterior or interior of the apartment shall be made by the Resident without written permission of the Executive Director.
- The Resident 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 that will not disturb other persons. The Resident shall not make or allow any disturbing noises in the apartment by the Resident, family or guests.
- The Resident shall be responsible and liable for the conduct of his/her guests. Acts of guests in violation of this agreement or these rules and regulations may be deemed by the Executive Director or his/her designee to be a breach by the Resident.
- Residents are not permitted into the employee area at the Service Entrance/Staff Lounge/Kitchen.
- The Resident agrees to abide by the rules and regulations established for use of recreational, health and service facilities provided by the Community.
- 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 Recreational Activities
- Wellness Program
- Personal care assistance, including help with bathing, dressing, and grooming (after 45 minutes per day, additional fees apply)
- Recreational transportation for shopping and activities
- 24 hour awake staffing on site
- Self Administered Medication Management
- Beauty and Barber Shop (additional fees apply)
- Mail room
- Religious services
- Banking facilities (Bank of America)
- Weekly housekeeping
- Linen service
- Medical Transportation within a 15-mile radius (first come, first serve basis)
- Escort for Medical Appointments (additional fees apply)
- Computer Center

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.).
- Resident care assistance shall not be provided by Heritage personnel for more than two hours per day. If more is required, you are responsible to provide an outside service to meet your needs at your cost.
- 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. If your incontinence cannot be managed with incontinence products, 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 the attached floor plans. The entire building, and each apartment, is sprinklered and has heat and smoke detectors.

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

The Resident is responsible for understanding and managing his/her own prescribed diet. Heritage at Framingham has available no added salt, low fat and no concentrated sweets diets.

ENRICHMENT ACTIVITIES

Cultural, social, recreational and spiritual programs are available on-site. There are off-site trips as well. Activities are provided on a daily basis.

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

Heritage at Framingham encourages family involvement. The Resident may choose to have his/her family or Resident Representative present at service planning or meetings regarding Resident status.

It is a fact that many Residents who start residency in Classic may eventually need Homestead services. Heritage at Framingham staff provides support to families and Residents who need transition from Classic to Homestead.

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 which 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 Service Plans, which are updated every six months or as needed.

Assisted Living is a social model. Nurses in this setting cannot provide skilled nursing care or assessments at Heritage at Framingham.

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 EOEA 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 overdoes.

CLASSIC 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 Call System: Lifeline

Lifeline System reviewed with Resident: Yes _____

Heritage at Framingham has on-site awake staff 24 hours a day

Fire Safety Reviewed: Yes

Stove in apartment: Activated Deactivated

Management, nurses, RCA's, housekeeping and maintenance have keys to each apartment in building. Staff is trained to knock before entering an apartment.

Goal(s)

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

Resident Services

Ambulation Status: _____

Bathing: _____ Frequency: _____
Comments: _____

Dressing: _____ Frequency: _____
Comments: _____

Hygiene/Grooming: _____ Frequency: _____
Comments: _____

Escort: _____ Frequency: _____
Comments: _____

Continent: _____ Frequency: _____
Comments: _____

Laundry: _____ Frequency: _____
Comments: _____

Bed Making: _____ Frequency: _____
Comments: _____

Housekeeping: _____ Frequency: _____
Comments: _____

Classic Service Package includes 45 minutes of care per day.

Is resident using more than 45 minutes of care per day: Yes No

Other: _____ Frequency: _____
Comments: _____

DIET: _____

Dining Room: Breakfast (7:30 am, 9:00 am) 1st seating (11:30 am, 4:30 pm) 2nd seating (12:45 pm, 5:45 pm)

Activities: _____

See Attached sheet for Diagnoses and Medication List

SAMM Yes No

Pharmacy: _____ Family Prefill: _____

If applicable, Managed Risk Agreement signed for medications exempt from SAMM policy Yes No Not applicable

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

Behavior Concerns: _____

Behavior Management: If applicable see attached Behavior Management Plan

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**