Introduction

Welcome to the House! Whether you are moving into an apartment or cottage, your fellow residents, the Board of Trustees and the staff join me in welcoming you to our community.

The following pages provide information on the services offered to you, as a resident of our community. Policy references occur throughout this handbook. These references are included as endorsements at the end of the handbook. You will be asked to sign a statement acknowledging receipt of the handbook and your agreement to abide by its policies and any future policies that may be implemented. Any time a policy is being changed, or a new policy is being implemented, you will be notified a minimum of thirty (30) days in advance of the change.

The staff and I hope this handbook will be a useful tool for orientation to life at the House and an on-going resource that you may refer to as questions arise.

Thank you for choosing this community and, again, welcome to The House of The Good Shepherd!

Deborah Beards, MA
Executive Director

Our Mission Statement

The House of the Good Shepherd is a non-profit retirement community with historical relationships with the Episcopal Community in northern New Jersey. Its mission is to serve the physical, mental, and spiritual needs of older persons without regard to religion, race, color, creed, age, sex, or national origin. This mission is to be carried out within its financial resources by providing:

1. Residential and health care accommodations and services
2. Outreach services to non-residents
3. Resource information and consultation with others providing services to the aged.

Definitions

“You” generally refers to the tenant/resident. Where appropriate it may also refer to the responsible party, guardian, durable power of attorney (DPOA), and/or family member.

The House of the Good Shepherd is referred to as “the House”.

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“Apartment” refers to all independent living units whether in the main building or in the village.

Description of the Campus

The House of the Good Shepherd (the House) is a non-profit, non-sectarian community sponsored by the Episcopal Diocese of Newark. The House provides independent living, comprehensive personal care, assisted living, and skilled nursing care. Established over 125 years ago, the House moved to its present 14 acre site at 798 Willow Grove Street in Hackettstown, Warren County, New Jersey in 1965.

The campus contains:

- 48 independent living units; 15 are cottages, duplexes, and garden apartments on the grounds with the remaining 33 apartments in the main building
- 37 comprehensive personal care beds (29 apartments)
- 35 assisted living beds (32 apartments)
- 62 skilled care beds that, as of August 2011, are all dual-certified for Medicare and Medicaid.

Residents have access to a unisex hair salon, gift shop, dining room, library, chapel, multi-purpose rooms, lounges, exercise room, and game room.

Independent Living Units

Each independent living unit (e.g. apartment) features carpeting or hardwood flooring with tiling in the bathroom and kitchen areas; individually-controlled heat and air-conditioning; and a kitchen equipped with a range including hood and fan and a refrigerator. Some kitchens also contain dishwashers. Some two-bedded units contain a second bathroom. Each unit contains a clothes washer and a clothes dryer.
Questions and Concerns

The main telephone number for The House of the Good Shepherd is (908) 684-5900.

Following is a list of management staff, their respective positions, and their extensions. Each staff member’s direct dial number begins with (908) 684 and then the extension. E-mail addresses are first initial last name @hotgs.org. For example, the e-mail address for Deborah Beards is dbeards@hotgs.org.

Deborah Beards, Executive Director, Extension 5720
Helen Wysowaty, Main Receptionist, first floor, Extension 0
Ann Marie Gall, Executive Assistant, Extension 5727
Chris Garofalo, Director of Admissions for Independent Living, Assisted Living, and Comprehensive Personal Care, Extension 5722
Reverend Jeanette Hile, Chaplin and Director of Independent Living Recreation, Extension 5931
Mary Collani, Director of Admissions for Skilled Nursing, Extension 5927
Judith McFarland, RN, Director of Nursing Services, Extension 5730
Nancy, Zwier, RN, Assistant Director of Nursing Services, Extension 5996
Marisa Castelli, RN, MDS Coordinator/Coordinator of Medicare and Care Planning, Extension 5930
Ann Marie Lee, LSW, Director of Social Services/Discharge Planning Coordinator, Extension 5995
Joanne Ward, RPT, Director of Therapy, Extension 5961
Elíbeth Arroyo, Director of Recreation, Extension 5731
Craig Stroud, Director of Hospitality (Dining, Housekeeping, and Maintenance Services), Extension 5726
Tita Gonzalez, Director of Housekeeping, Extension 5938
Peter Marrero, Maintenance Supervisor, Extension 5729
Linda Gregg, Director of Dining Services, Extension 5728
Rhonda Iwanski, Chief Financial Officer, Extension 5724
Hollie Driscoll, Accountant, Extension 5734
Barbara DeJong, Accounting Assistant, Extension 5733
Pat Bevelock, RN, Assisted Living Director of Health Maintenance and Monitoring, Extension 5732

To contact any staff member when the reception desk is not staffed, please telephone Extension 5900.
Note: If you live in the Village, you are not connected to the House telephone system. Whenever an extension is mentioned, you will first need to dial the 684 exchange.

Smoke-Free

HOTGS is a smoke-free campus. Currently, smoking is only permitted in your apartment.

Commonly Used Terms

The Assisted Living Unit, commonly referred to as AL, consists of apartments with services. The services include three meals, housekeeping and weekly linens. The services also include limited assistance with activities of daily living (e.g. medication administration, bathing, dressing).

Bingo Coupons are the prizes given to winners of bingo. Bingo coupons cannot be used in the Country Store. Bingo coupons are only redeemable in the General Store.

Comprehensive Personal Care, commonly referred to as CPC, is a form of Assisted Living. CPC apartments are eligible for Medicaid reimbursement.

The Computer Room and Bank is a shared room with three (3) public computers and an area that Fulton Bank utilizes on its days of service at the House.

The Country Store is a resident-operated shop selling milk and a variety of other items.

The Den is the recreation area for the health care unit. It contains a computer for public use. It is also the location of the office for the Director of Recreation.

The Dining Room (back area) and Lodge (front area) comprise our independent living dining area. The Lodge is also the location for weekly movies, meetings, and entertainment.

The General Store is a resident-operated table open just one weekday for a couple of hours. Candy and other goodies are sold. Items may be purchased or exchanged for bingo coupons.
The Grill is a small café-like area. Most mornings you can find breakfast cakes and coffee in the Grill. It is a popular spot for card-playing.

The Health Care Unit, also known as skilled care or the skilled care unit, is our long term care area. The Health Care Unit is licensed to accept Medicare and Medicaid. Short-term, post-hospital, sub-acute rehabilitation is also provided in this area of the building.

The Library, in addition to being a resident-operated library, is also a meeting room for residents, staff and the Board of Trustees.

The Private Dining Room is a space available to reserve for private events.

Recreation Rooms 1 and 2, also known as Activity Rooms 1 and 2, are spaces designated for recreational programming. These areas are generally used by the recreation department for health care and assisted living programming.

Note: If you live in the Village, you are not connected to the House telephone system. Whenever an extension is mentioned in this Handbook, you will first need to dial the 684 exchange.

Administration

Deborah Beards, Executive Director, has an open door policy. If you are unable to locate Deb in her office or out-and-about on the campus, please do not hesitate to call her on her cell phone: 908-256-9605. You may call any time of the day or night. If her cell phone is on vibrate (e.g. in a meeting), she will return your call as soon as practicable.

Ancillary Fee Schedule

Charges that are not included in your monthly rent or service fee are listed in the Ancillary Fee Schedule, Endorsement 5, at the back of this handbook.

Fees are subject to change with a minimum of thirty (30) days’ notice.

Announcements

A bulletin board is located near the first floor lobby. Walk through the stoned wall hallway entrance in the first floor lobby. The bulletin board is located in the alcove on the left. Notices are posted along with the weekly calendar. Articles
that may be of interest and local free papers are located on the table in the same area.

Banking

Fulton Bank offers banking hours on Tuesdays from 10:00 am to 12:00 noon and on Thursdays from 12:00 noon to 2:00 pm with hours subject to change. The bank is located a short distance from the first floor reception area at the start of the hallway labeled 1A.

For your convenience, an ATM is located in the alcove where announcements are posted. Walk through the stoned wall hallway entrance in the first floor lobby. The ATM is located in the alcove on the left.

Beauty and Barber Services

The unisex Salon is located in the rear of the first floor, not far from the Chapel and the Lodge. The Salon is open Tuesday through Friday from 9:00 am until the last customer is served. For appointments, please dial extension 5750.

Business Office

You may pay your monthly bill at either the first floor or second floor reception desk. The second floor reception desk is staffed seven days a week from 9:00 am to 8:00 pm.

If you have a problem with your bill or require an explanation of your bill, please stop by the business office any weekday between the hours of 8:00 am and 4:00 pm. The business office is located on the first floor on the hallway labeled 1A across from apartment 107.

Chapel

St. Margaret’s Chapel, located next to the Lodge in the rear of the first floor, is open for prayer at any time.

Episcopalian services are held Sunday afternoons at 2:00 pm. On Wednesday mornings the Eucharist is celebrated. Roman Catholic communion is distributed Thursday morning, and a priest celebrates mass on the first Friday of the month.
A monthly Presbyterian communion service is scheduled and will be listed in your bulletin.

Our Chaplain is available for hospital visitations, consultations, private communion, and referral information.

You may also wish to become active in the Chapel choir.

To arrange a memorial service in our chapel, either with our Chaplain or your personal minister, please contact our chaplain at extension 5931.

The Chaplain is part-time. To reach the Chaplain for an emergency, during business hours please check with the receptionist, during non-business hours please telephone the Executive Director.

**Computers**

The main building is wireless. Should you live in the village, you will need to arrange for computer service. Computers are available for public use in the Computer Room located on the first floor near the reception area at the start of the hallway labeled 1A.

**Contributions**

Contributions assist the House in remaining strong financially. We are a 501c3. All contributions are tax-deductible.

Your contributions may be undesignated for the House to utilize as the Board of Trustees best sees fit. Contributions may also be designated for capital projects that are in place, a specific department (e.g. recreation) or area (e.g. chapel) of the campus, and/or our Shepherd’s Fund. The Shepherd’s fund supports residents who have outlived their resources.

If you are interested in: contributing to the House while in residence, remembering the House in your will, or initiating a deferred giving plan, please speak with the Executive Director.

**Country Store**

For your convenience, a Country Store, located on the first floor, on the way to the Lodge, is operated by the Resident Council. It sells milk, candy, cards, stationery and personal items. The hours of operation are posted on the weekly calendar.
Dining

Lunch is served in the Dining Room from 11:30 am to 1:30 pm. Dinner is served in the Dining Room and Lodge from 4:30 pm to 6:30 pm. If you live in the main building, one meal is included in your service package. You are welcome to select either the lunch meal or the dinner meal as your one meal. You may also choose to select both meals, in which case the charge for the second meal will appear on your monthly statement.

If you live in the village, a per-meal charge applies and will be placed on your monthly bill.

If you wish to purchase a breakfast meal, the meal will be served in one of the following dining rooms serving breakfast: assisted living, comprehensive personal care, or health care.

Please do not request more food than you can eat in one setting. The meal you are served is not intended to provide your next day’s lunch.

Should you not be feeling well, tray service to your apartment is available for a per-delivery charge. This delivery service is intended for occasional use. Should you require daily delivery, you may be asked to move to assisted living or health care.

Select special diets are available per your request. Should you require a vegetarian or vegan diet, your meal choices will be extremely limited.

Should you be absent for a period of 14 days or longer, you may be credited for meals not taken. To be credited, the first floor receptionist will provide you with a form to be completed in advance of your absence. Extended medical absences will also qualify for this meal credit without prior notice.

Guests are welcome to join you for lunch or dinner. The charge will appear on your monthly statement. Advance notice is appreciated. Please dial 5747 to make a reservation.

For most holidays, a festive meal is served at 2:30 pm with family and friends cordially invited as your guests. In advance of the holiday, you will receive a guest reservation form which will include the price per guest meal. Due to space limitations, the maximum initial number of guests is four (4). You are always welcome to check with the receptionist closer to the holiday to see if additional guests can be accommodated.

A private dining room is available for your personal use. It is located across the hall from the first floor reception area. It may be scheduled for family dinners.
and special events. The first floor receptionist can reserve the room for you as well as arrange an appointment with our Director of Dining Services. You may choose to use the catering services of the House. Our Director of Dining Services will discuss catering prices with you. You may choose to bring in your own food. A small fee may be charged for clean-up.

On rare occasion, the Dining Room and the Lodge may be closed for a special event. On such an occasion, you will be provided with a boxed meal to enjoy in your apartment.

**Emergencies**

The second floor skilled health care unit nursing station becomes the telephone communication center between the hours of 8:00 pm and 8:00 am when the first floor and the second floor reception areas are closed. Between 8:00 pm and 8:00 am, please dial extension 5900 to reach a staff member.

Each apartment has an emergency pull cord in the bathroom. You may rent a pendent alarm, to be worn around the neck, for additional security.

Pull cord or pendant alarms are responded to by the nurse on-duty in assisted living.

**Fees**

Endorsement 5, Ancillary Fee Schedule, lists the fees not included in your monthly service charge. From time to time, as this fee schedule is updated, you will receive an updated listing of charges. A minimum of thirty days’ notice will be provided prior to implementation of any new charges.

**Fire Alarm**

The main building is protected by a sprinkler system throughout and by an alarm system that is monitored electronically 24/7. In addition to smoke and heat sensors, manual pull stations and portable fire extinguishers are located throughout the building. Manual pull station and fire extinguisher locations are noted on the attached floor plan.

Village units **are not connected to this central alarm.** All Village units have carbon monoxide detectors and smoke alarms. These alarms **DO NOT** alert the fire department. **You must dial 911.**
Fire instructions are posted on each resident door. All residents and visitors are asked to familiarize themselves with this information.

**Garbage**

Garbage is picked up on Mondays and Thursdays. If you reside in the main building, please place your properly bagged garbage by your front door before 7:00 am on pick-up days.

Each village building has a designated area for trash.

All trash must be properly bagged.

**Gratuities**

Staff members are not permitted to accept individual tips and/or other types of gratuities. The House prides itself on treating every resident equally, regardless of one’s financial circumstances. Some residents may not be able to afford gratuities. A staff member who accepts a gratuity risks losing her/his job.

Each year, during the holiday season, the resident council conducts a fund raiser to express thanks to the staff for their excellent service throughout the year. The proceeds are distributed among all staff members by the resident council. At that time, we ask you to contribute as generously as your circumstances permit.

**Guest Apartment**

Because the campus only has 48 independent living apartments, at times, all apartments may be occupied. When an empty apartment is available, minimal furnishings will be provided to accommodate overnight stays of visitors.

- Nightly rate is $50.
- Linens and towels are provided.
- Personal soap and detergent for washing machine and dishwasher are not provided.
- Light housekeeping is provided.
- Coffee and tea are available either in the lodge or in our reception area.
- Cable is included.
- The main building is wireless. Guests may also use the resident computer room for internet access. It is located near first floor reception and is open 24/7.
- Reservations are on a first come, first served basis.
Reservations cannot be accepted more than 45 days in advance.

The apartment can be booked for a maximum of ten days, except during holiday periods when shorter bookings may be required to allow more families to have access.

$200 refundable pet deposit plus any damages at cost assessed by the House.

To arrange a reservation, please see the first floor receptionist.

**Health Care**

Should the need arise, you will receive priority access, on a space-available basis, to comprehensive personal care, assisted living, or skilled nursing.

You are solely responsible for room and board charges in comprehensive personal care, assisted living, and/or health care unit. You are also solely responsible for any and all other health care costs including, but not limited to, hospitalization, physician services, therapeutic services, eye examination, refractions, eye glasses, hearing aids, dentures, inlays, orthopedic appliances, medications (over-the-counter and prescription), treatment for drug and/or alcohol abuse, and treatment for psychiatric disorders.
Housekeeping and Laundry

Each apartment has its own washer and dryer unit. Once the washer has finished its cycles and shuts off, for safety purposes, it remains locked for approximately two minutes (although the time seems much longer). The door will eventually open. Personal laundry service is available for an additional fee.

Housekeeping services are not included in your fees. Once each year, generally in the spring, you will be offered the opportunity to schedule a “heavy” cleaning of your apartment. This one cleaning is “on the House”.

Should you wish to purchase regularly-scheduled cleaning services, please speak with the first floor receptionist.

Management reserves the right to inspect your apartment. Should management determine that your apartment cleanliness is not meeting the standards of the House, you will be notified that housekeeping will clean your apartment immediately and as frequently thereafter as necessary. The fee for this cleaning will appear on your monthly bill. Failure to comply with cleanliness standards could result in a requirement to move to a higher level of service (e.g. assisted living) or face eviction.

How Are We Doing?

A suggestion box is located in the first floor reception area. This box is the perfect place for your comments, suggestions and complaints. If you sign your name, you will receive a personal response. Of course, the door to Deb Beards' office is open should you wish to share a concern in person. And, 24/7 Deb can be reached at 908-256-9605.

Insurance

You are required to maintain renter’s (tenant) insurance on your apartment. This coverage must include your personal property and comprehensive personal liability. The House cannot and will not assume any liability for losses you incur, including, but not limited to, losses as a result of theft, fire, and/or water damage.

You are also required to maintain a Medigap policy. The Medigap policy helps to protect your assets in the event of a serious illness. Failure to maintain a Medigap policy could jeopardize your ability to qualify for a subsidy should your funds become depleted.
In addition, if applicable, you are required to maintain automobile insurance as required by the State of New Jersey.

The House reserves the right to request documentation that your policies are current.

**Library**

The library is located on the first floor not far from the reception area at the end of the short hall across from the A1 hallway sign. It is operated by resident volunteers. When you check out a book, please keep it as long as you wish. When returning a book, please return it to the return area. One of the library volunteers will place the book back in its appropriate section.

All books from the Hackettstown Library must be signed out. Missing/misplaced Hackettstown Library books incur a replacement charge when not returned.

**Mail**

You have an assigned mailbox in the bank of mailboxes located by the first floor reception area. Monday through Friday the receptionist sorts the mail and delivers it to your mailbox. Generally the mail can be retrieved in the late afternoon. On occasion the mailman arrives earlier and the mail will be in your mailbox earlier.

On Saturday, all mail is delivered to the second floor receptionist. Saturday mail is not placed in your mailbox until Monday. To retrieve your mail on the weekend, please visit the second floor receptionist who will be happy to retrieve your mail for you.

**Maintenance**

Except in an emergency, maintenance and repair services will be provided during normal business hours.

To request maintenance, please contact the first floor receptionist or complete a work order form available from the receptionist. For non-weekday emergencies, please telephone extension 5900. The second floor receptionist or nurse on-duty will contact the maintenance person on-duty or on-call.
Please do not approach individual maintenance personnel with your maintenance requests. Another resident may be ahead of you in requesting assistance. The director of hospitality or maintenance supervisor will prioritize in the case of an emergency. You need not worry!

Maintenance staff will hang drapes and pictures. Maintenance staff cannot repair personal property.

Management reserves the right to charge you for any repairs, maintenance, or replacement resulting from negligence or intentional acts, as defined by management, by you or your guests.

Medical Services

All residents are required to have an annual physical. An assisted living nurse can provide you with the form to take to your physician. Please return the completed form to an assisted living nurse. The assisted living nursing office is the glassed-in room not far from the second floor atrium, just above the first floor lobby and accessible by the elevator located in the first floor lobby.

We attempt to maintain up-to-date limited medical information to be used in case of an emergency. Our success in maintaining medical information that is as up-to-date as possible is dependent on YOU. Should any major changes in your health occur, you may want to obtain a new physical form for your physician to update.

A blood pressure clinic is offered the first Wednesday of every month from 2:00 pm to 3:00 pm in the assisted living nursing office. However, any time you wish to have your blood pressure checked, you may stop by the assisted living nursing office and, when a nurse is available, she/he will be happy to assist you.

A podiatrist visits regularly, treating patients in the room adjacent to the assisted living nursing office. To arrange for an appointment, please see a nurse in the assisted living nursing office.

Prior to 3:00 pm, an assisted living nurse is available to provide minor medical assistance such as a dressing change. You will be informed should your request incur a charge.

Transportation to medical appointments is only available in the Hackettstown area. The house is unable to commit to providing transportation for frequent medical needs (e.g. dialysis). Please refer to Endorsement 3 for policy details.

Medications
If you wish, our pharmacy can provide your medications. Initially, you will need to provide an assisted living nurse with the original prescription from your physician. The medication will then be delivered to your mailbox. Each medication bottle will have a removal sticker. When you are running low on a medication, simply bring the sticker to a nurse in the assisted living nursing office. The pharmacy will retrieve the sticker and refill the medication.

**Modification to One’s Living Unit**

Physical alterations or changes to your apartment are possible. Please refer to Endorsement 1 for policy details.

**Newspapers**

The Star Ledger, New York Times, Daily Record, and Express Times are available. Please see the first floor receptionist for subscription details.

**Parking**

If you have a car, you will be assigned a parking space at no additional fee. Additional parking is available on a first come, first served basis.

Visitors are asked to park in a designated visitor’s space or in any other un-numbered available designated parking space. Please ask your visitors to not use a fellow resident’s numbered parking space; and to not park on the grass or in an undesignated parking space.

**Pets**

The House is pet friendly! Understandably, all pets must have up-to-date-shots and remain on leash when in public areas.

Pets are also welcome as visitors to the House. The rules that apply to pets who live here also apply to pets who are visiting.

Please refer to Endorsement 4 for policy details.

**Recreation**
Each week, a schedule of programming is placed in your mailbox. In addition, channel 3 on your television cable provides a listing of events for the week.

Residents participating in programming are expected to be courteous and respectful of fellow residents and staff. Inappropriate behavior may result in suspension or expulsion from any and/or all programs. Behavior is deemed inappropriate at the sole discretion of the executive director or his/her designee.

Regularly scheduled programming includes:

- Exercise
- Movie Night
- Craft Club
- Pool (with cues, not the butterfly)
- Pinochle
- Bible Study
- Book Club
- Game Night
- Block Party (entertainment)
- Bingo (of course!)

In addition to regularly-scheduled in-house programming, HOTGS residents are active in the community. Trips to malls, entertainment, museums, restaurants and casinos are scheduled in advance with sign-up sheets located at the reception desk in the lobby. Sign-up is first come, first served.

Recreation event transportation is at no cost when the House’s bus is utilized. When a bus is rented for transportation to an event or for a trip, the cost of the bus will be included in the event fee.

On the first floor, next to the Country Store, is an exercise room. Exercise equipment is used at your own risk. We ask that you sign-in in our log book in order to easily identify you in case of an emergency.

On the second floor, at the end of the hallway closest to the river, is a game room with a pool table, bumper pool table, darts, a roulette table, and a television.

You are encouraged to suggest places to go and people to see. Please give your suggestions to the Director of Independent Living Recreation, the first floor receptionist, or you may place your suggestions in the suggestion box in the reception area.
Resident Council

A resident council meets monthly. Your participation is encouraged.

Officers and representatives are elected annually by resident council participants. Representatives are elected for each corridor of the main building. One resident is elected to represent the village.

The meeting date and time will be posted on the weekly calendar and listed on Channel 3.

Safety

Please practice home safety. Do not use extension cords on lamps or other electrical appliances. Replace any frayed electrical cords. Monitor your use of kitchen appliances.

Security Precautions

Please use the elevators, not the stairwells except in a fire emergency.

All outside doors are locked at dusk. You will be provided with a key to either the side door in the first floor vestibule or the end door to hallway labeled 1A which is nearest to the lower and middle parking lots. In addition, you will be provided with a proximity key fob that, prior to 8:00 pm, will open the automatic doors at both the first and second floor entrances. After 8:00 pm, you will need to use your building entrance key. Should you wish for a family member to also have a key fob, the first floor receptionist will assign a fob. The charge is $20.00.

Should one have a problem re-entering the building, each building entrance has a telephone that rings to the receptionist or to the nursing station depending on the time.

Should you go away for an extended visit, please provide our first floor receptionist with your expected leave date and your expected return date.

Shining Star Forms

Shining Star forms are available in the first and second floor reception areas. Shining Star forms are compliment forms for staff members. You can complete a shining star form for an individual staff member or a group of staff members.
When you complete a form for an individual, a copy is given to the staff member, a copy is given to the staff member's supervisor and a copy is placed in the staff member's personnel file. Finally, your comments are included in the next issue of the staff news.

**Shredding**

A shredding company visits regularly to shred papers for staff and residents. A secure (locked) bin in which to place your papers for shredding is accessible during business hours in the office supply/mail room on the first floor. Shredding questions can be directed to the first floor receptionist.
Storage and Personal Property

Each apartment is allocated a storage space. The Director of Admissions will provide you with your storage space location and number. You will need to provide your own lock.

As stated in the resident agreement, you are required to maintain property insurance. The House cannot and will not accept responsibility for any property losses.

Smoking

The House is a smoke free facility. Smoking is permitted only in your individual apartment. Smoking is not permitted in our assisted living or health care units.

Should you or your guests smoke in your apartment, please be mindful of the smoke detectors. Should cigarette smoke activate a detector, you will responsible for any fire alarm company and/or local fire company charges.

Taxes

The House of the Good Shepherd is currently exempt from property taxes. In the event property taxes are assessed, any real estate and sales taxes assessed to the House will be charged proportionately to you in your Monthly Service Fee.
For the purpose of entitling you to the State of New Jersey Homestead Tax Rebate, you agree to bear, separately from any other charges, your share of property taxes attributable to your residence. This charge will be included in the monthly service fee.

Telephone Service

If you reside in the main building, a central telephone system is in place. You will need to provide your own handset. Our maintenance staff will install your handset. The monthly telephone access fee is listed on the annual fee schedule. You will also receive an itemized statement for long distance calls on your monthly bill.

For main building residents dialing “0” will connect you with the house receptionist only on workdays between the hours of 9:00 am and 5:00 pm. To reach an operator or staff member on duty at any time, if you live in the main
building please dial 5900; if you live in the village, please dial 684-5900. If you live in the main building, you may call your in-house neighbors or staff members by dialing the last 4 digits of their phone numbers; village residents will need to add the 684 exchange.

If you reside in the village, to install a land line you will need to contact Verizon at 800-287-9966. All telephone calls to the main building from a land line will require the 684 # prior to dialing a main building extension.

**Television**

Cable television from a satellite dish is available for a monthly fee. Maintenance will connect your television to this system upon your request.

**Therapy**

Physical therapy, occupational therapy and speech pathology are all available from our on-site therapy team. The therapy department is located by the second floor entrance. Your therapy visits may be covered by Medicare. Please ask the Director of Therapy for information on therapy services.

**Transfers – Temporary and Permanent**

Should you become ill and require temporary residence in our skilled care unit, you will be billed both your monthly apartment charges and the charges for the skilled care room and board. While a skilled care patient, should you be hospitalized, you will be billed to hold the skilled care bed along with being billed your monthly apartment charges. Please refer to Endorsement 2 for additional information on apartment holds.

The House reserves the unrestricted right to determine the level of service you require. The decision to require a move to assisted or skilled care, either temporarily or permanently is initiated by the Executive Director in consultation with management staff including, when necessary, the Medical Director. The administrator-on-duty or on-call may initiate an emergency temporary transfer to assisted living or skilled care.

When a temporary move to assisted or skilled care is initiated, you are responsible for both your monthly apartment charges and the daily charges for the apartment or room in which you are temporarily residing.
**Transportation**

When you live at the House, you may not need a car. The House has a wheelchair accessible bus as well as a station wagon.

Transportation to medical appointments is provided on weekdays to Hackettstown area office locations. While the House will attempt to accommodate your occasional medical appointments, we cannot guarantee this transportation. To arrange for transportation, please contact the nursing secretary at extension 5735. Her desk is located in the second floor entrance hallway.

The house is unable to commit to providing transportation for frequent medical needs (e.g. dialysis).

Recreation event transportation is at no cost when the House’s bus is utilized. When a bus is rented for transportation to an event or for a trip, the cost of the bus will be included in the event fee.

Please refer to Endorsement 3 for policy details.

**Utilities**

Water, heat, air conditioning, and electricity are included in your monthly fees.
I agree to abide by policies of The House of the Good Shepherd as set forth in this document. I further agree to abide by any future policies that may, from time to time, be implemented. I understand that new policies will be presented to me in writing.

Print Name

Date

Signature
ENDORSEMENT 1

LIVING UNIT MODIFICATION

Alterations, renovations or additions to a resident’s living unit must be approved in advance by the House of The Good Shepherd Board of Trustees and/or Executive Director, in their sole discretion, and must be initiated in conformity with policies of the House. Costs for approved alterations, renovations and additions are to be paid by the resident. The following conditions must be met:

The names of the persons or companies conducting the work must be submitted in writing to the Executive Director for approval.

- If the work is performed by House of Good Shepherd staff or a contractor who works with the House, payment must occur prior to the commencement of work.

- A written decision as to whether the resident or the resident’s estate will be charged to restore the residence to its original condition when vacated will be signed by both parties (House representative and resident) at the time of approval. An agreed upon amount may be escrowed at the time of approval for restoration to original condition or the cost of restoration to the original condition will be due and payable upon vacating the residence. This written decision will be listed as an addendum to the resident agreement.

- Costs for the alterations, renovations, and additions are not refundable upon termination of this agreement.

- Any fixed equipment, such as ceiling fans and electrical outlets, installed by the resident, remains the property of the House.
APARTMENT HOLD

Residents may retain their apartment when they are transferred to the health care unit or to a hospital. Monthly billing will continue during this time. In addition, during a move in/move out period residents will be billed according to the procedure outlined below:

New Residents

A resident has up to 30 days from the date of acceptance of an apartment to move into the selected apartment. The full apartment charge begins when the resident moves in, or places any personal belongings in the apartment, or after 30 days from the date of acceptance of a specific apartment, whichever is earlier.

Residents Moving to the Health Care Unit

A resident who is moving/has moved to the health care unit will be charged the current facility per diem health care rate from the date of the admission to the health care unit in addition to the monthly apartment rent.

The 30-day suspension of the apartment rate specified immediately following in Paragraph 2 applies only to those residents living in the village prior to September 1, 2002. It does not apply to a village resident entering on or after September 1, 2002 or to residents of the independent living apartments that opened in December 2002.

The village unit rate for individuals who were residents prior to September 1, 2002 will be suspended for the first 30 days the resident is in an assisted living apartment or a health care unit bed. Thereafter, the cottage or apartment rate will also be billed if the resident chooses to retain the unit while remaining in an assisted living apartment or a health care unit bed.

The above paragraph only applies to those residents living in the village prior to September 1, 2002.

If one of two residents residing in the same apartment moves to an assisted living apartment or to the health care unit, whether temporarily or permanently, from the date of transfer, the residents will be billed the unit rate for the apartment plus the per diem rate for the type of accommodation and level of care the resident is receiving in assisted living or skilled care.
If for any reason—care needs, financial, or personal choice—a resident determines to not continue to maintain his/her apartment, once the apartment is cleared of personal possessions, the monthly charges will cease. Relinquishing an apartment does not preclude a resident from returning to a previous level of care at a future date based on assessment and first available unit.

Residents Who Are Hospitalized

If an apartment resident transfers to the hospital, the resident will continue to be billed for the apartment. Apartment residents who move temporarily to skilled care, and, while in skilled care are hospitalized, will pay the apartment charges AND the room and board charges to hold the skilled nursing bed. Should the resident decide not to hold the skilled nursing bed, the resident cannot be guaranteed bed availability in skilled care upon hospital discharge.

Move Out

A village or independent living apartment resident deciding to move out is required to provide 30 day’ notice and will be billed for the 30 day period. Thereafter, the resident or residents will be billed the full apartment rate until the unit is cleared of personal possessions.

Death

If a single resident living in an apartment expires, the full rate will be billed until the unit is cleared of personal possessions.

If one of two residents occupying an apartment dies, the remaining resident will continue to be billed the monthly rate minus any second person charges that may be in place (e.g. daily meal).
ENDORSEMENT 3

TRANSPORTATION

VILLAGE AND INDEPENDENT LIVING APARTMENTS

Transportation is provided for the following general purposes:

Recreation Programming
Scheduled shopping trips
Medical Appointments

The House of The Good Shepherd’s vehicles are available in a variety of transportation scenarios; some without a fee; some with a fee. Please check the ancillary fee schedule.

Residents utilizing House transportation are expected to be courteous and respectful of fellow residents and staff. Inappropriate behavior may result in suspension or expulsion from the transportation program. Behavior is deemed inappropriate at the sole discretion of the Executive Director or his/her designee.

Routine trip schedules are subject to change. Please check with the first floor receptionist for a current schedule and watch for postings.

Recreation event transportation is at no cost when the House’s bus is utilized. When a bus is rented for transportation to an event or for a trip, the cost of the bus will be included in the event fee.

Store or grocery shopping trips are twice weekly. These trips are open to residents at no cost.

Local medical transportation on weekdays is available but is NOT GUARANTEED. Scheduled group trips (e.g. grocery store) take precedence. Local medical transportation is scheduled on a first, come first, served basis by the nursing secretary at extension 5735. Transport fees are not charged in the Hackettstown area for occasional trips to medical appointments.

Please check the fee schedule for regularly scheduled trip (e.g. dialysis) charges. If the transportation request does not interrupt regularly scheduled transport and residents’ medical appointments and can be scheduled both ways within the hours our driver is on duty, the House will attempt to accommodate your schedule for a modest charge. For trips outside the Hackettstown area, please refer to the ancillary fee schedule for current rates.

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In all instances of medical transport, the nurse-on-duty retains the unrestricted right to determine if the situation requires ambulance or emergency transport instead of a house vehicle. All ambulance charges remain the responsibility of the resident.
ENDORSEMENT 4

PETS

VILLAGE & INDEPENDENT LIVING APARTMENT UNITS

A resident may possess a domesticated pet. The executive director reserves the right to require removal of the pet if, at the sole discretion of the executive director, the pet is determined to constitute a nuisance or danger to the House community, or to threaten the quiet and enjoyment of others.

- A pet deposit of $200.00 is required in advance of a pet’s residency.
- The resident is responsible for cleaning up after the pet and proper disposal of same.
- Kitty litter may be disposed of with apartment unit trash provided it is doubled bagged before being placed in the trash.
- All animals must have their annual shots and applicable licenses. These records should be provided to the Director of Recreation to be maintained as part of the resident record.
- All animals must be kept on a leash when in common areas or outdoors.
- Advance planning for care and feeding (e.g. a kennel) must be included in the resident record in the event the owner suddenly becomes ill.
ENDORSEMENT 5

ANCILLARY FEE SCHEDULE
VILLAGE & INDEPENDENT LIVING APARTMENTS

Please see attached current year Fee Schedule.
TERMINATION NOTICE & HEARING
INDEPENDENT LIVING UNITS

The notice of termination of residency agreement and right to a hearing is as follows:

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Resident’s Name  Unit #  Date

The House of the Good Shepherd (The House) has made a good faith effort to resolve the_____________________________ in question regarding Mr./Mrs./Ms. ___________________________’s continued residency. Having failed to come to an amicable resolution of the matter(s), this communication is to serve notice that your resident agreement will terminate on ______________________.

You are entitled to a hearing, if you so choose, under the provisions of section XXIII of the Residence and Care Agreement and the Administrative Procedures Act (P.L. 1968, C.410; N.J.S.A. 52:14B-1 et seq.). and the Uniform Administrative Practice Rules (N.J.A.C. 1:1-1 et seq.).

Your request for a hearing must be sent in writing within 30 days of the receipt of this notice. It must be addressed as follows:

New Jersey Department of Community Affairs
Hearing Co-coordinator
P O Box 802
Trenton, N J 08625-0802