



**Assisted Living**

**And**

**Comprehensive Personal Care**

**Handbook**

## **Introduction**

Welcome to the House! 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 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!

Susan Lanza, MHA, LNHA  
Chief Executive Officer/President

## **Our Mission Statement**

The House of the Good Shepherd is a Retirement Community founded in 1882 by five Episcopal Church congregations in New Jersey. Our mission is to meet the life-style, spiritual, and health-care needs of older persons, on and off our campus, in a faith-based caring and dignified manner.

## **Definitions**

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

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

“Apartment” refers to all assisted living units and comprehensive personal care units.

## **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 15 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 (referred to as the Village) with the remaining 33 apartments located in the main building
- 37 comprehensive personal care beds (29 apartments)
- 35 assisted living beds (32 apartments)
- 62 skilled care beds that are all dual-certified for Medicare and Medicaid.

**Residents have access to a unisex hair salon, convenience store, dining room, café, library, chapel, multi-purpose rooms, lounges, an exercise room, a computer room, and outdoor recreation space overlooking the Musconetcong River.**

## **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, 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 Susan Lanza is slanza@hotgs.org.

Chief Executive Officer	Extension 5720
Executive Assistant	Extension 5727
Chaplain	Extension 5731
Director of Nursing Services	Extension 5730
Director of Social Services*	Extension 3906
Director of Therapy	Extension 5961
Director of Recreation	Extension 5731
Director of Hospitality (Housekeeping & Maintenance Services)	Extension 5726
Director of Housekeeping	Extension 5938
Director of Dining Services	Extension 5929
Chief Financial Officer	Extension 5734
Staff Accountant	Extension 5733
Director of Wellness (AL/CPC)	Extension 5938
Director of Development	Extension 5724

\*The only exception to the (908) 684 is the Director Social Services. Her/his direct dial is 908.441.3906.

To contact any staff member when the reception desk is not staffed, please telephone Extension 5900.

## **Smoke-Free**

HOTGS is a smoke-free campus. Smoking is not permitted in your apartment, common areas, and in the parking lots adjacent to the main building.

## **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).

The Business Office is the place to have questions answered about charges on your bill.

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

The **Computer Center** is equipped with three (3) public computers and it is open 24/7 for computer access.

The **Country Store** is a resident-operated shop selling milk, juice, eggs, snacks, toilet paper, and a variety of other items. It is located on the first floor corridor with the stone entranceway not far from the Lodge.

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. It is located on the first floor down the hall with the stone entranceway. The Lodge is also a location for weekly movies, meetings, and entertainment. A section of the lodge is available for playing cards or assembling picture puzzles.

The **General Store** is a resident-operated table in recreation room one on the second floor. Candy and other goodies may be purchased. Please check your recreation schedule for schedule variations.

The **Riverside Cafe** is a “grab and go” style eatery located on the first floor near the reception area. The Café is open during weekdays between 11-2 (hours subject to change). Fresh prepared food items such as salads and wraps, healthy snacks, beverages and ice cream novelties are available for purchase.

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. It 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.

Maggie’s Run, our dog run, is the perfect spot for your dogs to roam freely. It is located in the Village, next to the river, beyond the large apartment building.

The **Private Dining Room** is a space available to reserve for private events. It is located near the reception area on the first floor.

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

The Riverside Courtyard is an outdoor area with shuffleboard, a putting green, and sitting areas overlooking the Musconetcong.

The **Therapy Suite** is located near the main entrance on the second floor. Physical, occupational and speech therapies are provided on-site.

The Screen House is an enclosed outdoor space overlooking the river. Please check with the first floor receptionist to reserve the screen house for a private event.

## **NJ FamilyCare/Medicaid Managed Long Term Services and Supports (MLTSS)**

The Comprehensive Personal Care Unit (CPC) is licensed to accept both private pay residents and NJ FamilyCare/MLTSS recipients. All facilities and services are available to both private pay residents and NJ FamilyCare/MLTSS recipients without regard to payment source.

Certain fees stated in this handbook and/or its attachments may not be applicable to NJ FamilyCare/MLTSS recipients. Questions about fees may be directed to the Business Office.

## **Administration**

Susan Lanza, CEO, has an open door policy. Please do not hesitate to call her office at extension 5720.

## **Advance Directives**

An advance directive document (e.g., living will) provides written instructions that explain your wishes should you have a terminal condition. A durable power of attorney for healthcare document allows you to name a person (called an agent) who is authorized to make decisions on your behalf should you become unable to make your own decisions about your healthcare. **A DPOA-HC can only make decisions for you when you are no longer able to do so for yourself.**

Our Director of Wellness for AL/CP can provide you with these forms. We strongly encourage you to complete an advance directive.

In an emergency, without a copy of an advance directive in your medical record, you will be a full code; in other words, the staff will activate the emergency medical services (EMS) system.

Without any legal directives, should you become unable to make decisions on your own behalf, staff will seek direction from your closest relative. Should relatives be in disagreement as to your care and treatment, the New Jersey Office of the Ombudsman for the Institutionalized Elderly will be contacted and asked to intervene.

At any time, you may change the instructions on your living will and/or durable power of attorney. You also have the right to refuse treatment, even when refusing treatment may hasten your death.

### **Ancillary Fee Schedule**

Charges that are not included in your monthly service fee are listed in Endorsement 4, Schedule of Charges, at the back of this handbook. Fees are subject to change with a minimum of thirty (30) days' notice.

### **Announcements**

Announcements, the recreation schedule, and the menu are posted near recreation room two. The menu is also posted in the CPC dining room.

### **Your Apartment**

Your home is **your castle**. You may decorate and arrange your furnishings as you wish. Please allow maintenance staff to hang pictures for you.

### **Banking**

Our business office will cash small checks.

For your convenience, an ATM is located on the first floor in an alcove not far from the grand staircase. When you exit the elevator, turn to your left and walk through the stone wall hallway entrance. 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 or ask the nurse to schedule your appointment. Cash payments and tips are welcome, or costs and tips may be charged to your account.

**Charges for salon services are listed in Endorsement 5.**

## **Bullying**

**Bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. Bullying includes actions such as spreading rumors, attacking someone verbally, and purposely excluding someone from a group.**

The House has zero tolerance for bully and bully-related actions. We ask that all residents refrain from commenting negatively about their fellow residents. Please welcome new residents with a spirit of friendship. Please DO NOT Critique fellow residents to newcomers. Remember the adage – if you do not have something nice to say about someone, say nothing at all.

## **Business Office**

If paying by check, you may pay your monthly bill at either the first floor or second floor reception desk. The first floor reception desk is open weekdays from 8:00 am to 4:00 pm excepting holidays. The second floor reception desk is staffed seven days a week from 9:00 am to 8:00 pm.

If paying by credit card, please go to the business office.

If you have a concern about your bill or require an explanation of your charges, please stop by the business office any weekday between the hours of 9:00 am and 4:00 pm. The business office is located on the first floor on the hallway labeled 1A, across from apartment 107.

## Cellular Telephones

To ensure mealtimes and recreation programming may be enjoyed by all participating residents, please silence cellular telephones while in the dining room or while participating in recreation programming.

## Chapel

St. Margaret's Chapel is located on the lower level just past the Lodge. The chapel is open 24/7 to residents, family, and staff for worship, prayer, and reflection.

Weekly Services include:

Monday	Service of Healing	10:30 am
Tuesday	Bible Study	1:00 pm
Wednesday	Holy Communion	10:30 am
Sunday	Afternoon Prayer Service	2:00 pm

Monthly Services include:

Roman Catholic Mass	The first Friday of each month
Presbyterian Communion	The last Tuesday of each month

Other programming includes:

Altar Guild  
St. Margaret's Chime Choir  
Chapel Choir  
Meditation Class  
Music Class  
Lenten Bible Study

To participate in any chapel programming, please contact the chaplain.

Our Chaplain is part-time but is available for hospital visitations, consultations, private communion, funerals, and memorial services. You may reach the chaplain at 908-684-5931. For a pastoral emergency, please contact the receptionist at 908-684-5900.

## **Computers**

The main building is wireless. You do not need a password to access our wireless system with your personal computer. Computers are available for public (residents, staff, and visitors) use in the computer room located on the first floor across from the 1<sup>st</sup> floor library near the reception area at the start of the hallway labeled 1A. This computer room is open 24/7. If you are experiencing a problem with one of the computers in this room during business hours, any staff member in the area will assist you or locate an individual who can assist you.

In addition, a laptop computer with Skype is available for loan. Please contact the first floor receptionist, during business hours to borrow the laptop.

## **Contributions**

Contributions assist the House in remaining strong financially. We are a 501(c)3. 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.

NJ FamilyCare/MLTSS (Medicaid) is the government income tax-financed program that provides funding for residents of comprehensive personal care and skilled care who are without resources. The Medicaid reimbursement received by the House only partially covers the cost of care. The House depends on contributions to support the deficit for care of residents receiving Medicaid. We encourage

family members and friends of residents to remember the House as a charity very much in need of contributions.

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 Chief Executive Officer.

### **Country Store**

For your convenience, a Country Store, located on the first floor, on the way to the Lodge, is operated by the Independent Living Resident Council. It sells milk, candy, cards, stationery and personal items. The hours of operation are listed on your resident calendar and are subject to change based on availability of resident volunteers to staff the store.

### **Day-to-Day Care**

As a resident of AL/CPC, you will be provided with limited assistance with activities of daily living or ADL's. ADL services include assistance with such activities as dressing, showering or bathing, and setting up of meals (e.g., opening milk carton, cutting meat). Should you require additional assistance, tiered pricing rates will apply. Please see Endorsement 4, Schedule of Charges. Tiered pricing rates do not apply to NJ FamilyCare/MLTSS recipients.

Two-person transfers assistance with eating and tube feedings are among the more complex tasks that cannot be accommodated in AL/CPC.

### **Decision-Making**

You are in charge of your care. In other words, you decide what you want and what you do not want. House staff will inform you when we believe a decision you are making may have a negative effect on your health, but you have the right to do as you choose.

You or your resident representative may view and/or request updates to your plan of care at any time. Should you disagree with your plan of care and you have the capacity to direct your plan of care (and/or the specific area referenced), the plan of care will be changed to reflect your wishes.

As long as staff (i.e. management nurses, social workers, and the medical director) deem you competent to make your own decisions, you will remain in charge of your decision making. When you have cognitive impairments such as memory loss, you will continue to retain decision-making rights in the areas where staff has assessed that you have the capacity to understand the consequences of your actions. In other words, when we believe you are capable of understanding a specific plan of care (sometimes called “situational capacity”), we will consult only you for any decision-making that needs to take place.

Your resident representative or durable power of attorney for health care can only assume decision-making responsibilities in areas where staff has assessed that you do not have the capacity to understand the consequences of your actions. Should you request a family member or friend to assist you with decision-making, we will honor your request.

You decide your schedule. No one has the right or authority to determine your schedule. Certain staff (e.g., beauticians, therapists) are only available during specified hours.

House staff has the legal right to direct the care you receive only when staff has assessed that you are a danger to yourself and/or to others.

## **Dining**

A selective meal service with a variety of choices is offered at all mealtimes. Should you not like any of the selections, alternate selections are available. All meals are waiter/waitress-served in either the AL dining room or the CPC dining room. A fee is charged for each meal delivered to your apartment. This fee may be waived during an acute (i.e., short-term) illness. Snacks, which are available 24/7, are located in recreation room two. Recreation room one has a kitchen for residents who wish to cook.

Select special diets are available per your request. Should you require a vegetarian or vegan diet every effort to accommodate your diet will occur. However, your meal choices will be extremely limited as the House does not offer a vegetarian or vegan menu.

Seating in the dining rooms is on a space-available basis. You may select where you sit from among the available seats.

You may invite a guest for lunch or dinner. Please check Endorsement 4, Schedule of Charges for current meal charges. Due to space limitations, you may be asked to receive meal service in recreation room one or the Lodge, our dining room on the first floor. Please provide dining services with as much notice as possible when you are expecting company. Dial 5926 for meal reservations.

For most holidays, a festive meal is served at 11:30 am 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. You are always welcome to check with a member of our recreation staff 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.

## **Disabilities**

Persons with disabilities are welcome as residents of assisted living. Outside resources (e.g., sign language interpreter, psychiatrist) are available on an as-needed basis to accommodate residents with disabilities.

A secured unit is not available. Persons who wander and have the potential for elopement will be assisted in locating a facility with a secured unit.

## **Emergencies**

Each apartment has an emergency pull cord in the main living area and in the bathroom. A pendant emergency alarm is available. It is worn around the neck for additional security. Please check Endorsement 4, Schedule of Charges for the cost of a pendant.

Pull cord or pendant alarms are responded to by the nurse or nursing assistant on-duty. Should staff be assisting other residents, the wait may be lengthy.

## **Fees**

Endorsement 4, Schedule of Charges, lists the fees not included in your daily room and board rate. 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.

NJ FamilyCare/MLTSS recipients may be exempt from certain 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.

## **Gratuities**

Please see Staff Appreciation.

## **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.

- Please see Endorsement 4, Schedule of Charges for the nightly rate.
- 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.
- 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.
- A refundable pet deposit is charged plus charges for any damages incurred at cost assessed by the House. Please see Endorsement 4, Schedule of Charges.
- To arrange a reservation, please see the first floor receptionist.

## **Handicapped Accessibility**

AL/CPC is handicapped-accessible. Tables can accommodate wheelchairs. Chairs are available should residents wish to transfer from wheelchair to chair.

## **Health Care**

Should the need arise; you will receive priority access, on a space-available basis, to skilled nursing.

Private pay residents are solely responsible for room and board charges in AL/CPC while in the hospital or while residing on the health care unit.

For CPC residents who are recipients of NJ FamilyCare/MLTSS, during a medical absence your apartment will be reserved until the end of the calendar month of your absence AS LONG AS THE RESIDENT LIABILITY PORTION OF THE ROOM AND BOARD RATE IS PAID. At the beginning of the next calendar month, you will be charged the daily room and board rate should you wish to hold your apartment while you are recuperating.

CPC and AL residents are 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. For CPC residents who are recipients of NJ FamilyCare/MLTSS, some of these expenses may be covered by Medicaid. For both CPC and AL residents, some of these expenses are covered by Medicare A or Medicare B.

Please also refer to “Transfers”.

### **Heating and Air Conditioning**

Some apartments have a unit that provides both heat and air. Some apartments have units that provide heat OR air depending on the setting in the main boiler room. Should your apartment unit not provide heat and air, you may experience problems during the change of seasons. For example, at the beginning of spring, a day may be warm enough for you to want air conditioning but the building may not have switched to air to be prepared for the occasional cold day that can occur at the start of spring. A similar problem may occur during autumn.

### **Hospitalizations and/or Emergency Room Care**

The House cannot provide a staff member to accompany you to the hospital. For any hospitalization, the key parts of your medical history are photocopied and given to the EMTs to insure that the emergency room physician is fully informed

of your medical history up to the point of hospitalization. Included with the medical history is the name of your primary contact (e.g., resident representative/family member) as well as insurance information and any other pertinent information. No information is required from you.

AL/CPC facilities, by nature, do not have the equipment and supplies found in hospitals. Should you require an immediate (stat) evaluation or treatment, and/or require an immediate administration of medication not routinely stocked by the House, you will be transported to the hospital via 911 for services. Medicare will only pay for transportation to the nearest hospital. Should you designate any hospital other than Hackettstown Regional Medical Center as your destination, you will be responsible for the ambulance charges.

Upon return from a hospitalization or emergency room visit, management may require you to be admitted to skilled care for temporary (or permanent) services. House Management remains the sole detriment of your level of care.

## **Housekeeping**

Trash is emptied daily. Apartments are cleaned weekly and as needed. The House reserves the right, at its discretion, to charge an additional fee for non-routine housekeeping such as cleaning and linen changes related to incontinence.

## **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 Susan Lanza's office is open should you wish to share a concern in person.

You may anonymously report a complaint by **contacting our corporate compliance hotline at 1-800-211-2713.**

## **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. Some Medigap policies may be restrictive and not cover skilled therapy or skilled nursing services provided by the House. Should you have such a policy, your policy can require you to seek services off-campus.

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

NJ FamilyCare/MLTSS recipients are exempt from the requirement for renter's insurance. NJ FamilyCare/MLTSS recipients with Medigap insurance are strongly encouraged to maintain this insurance.

## **Laundry**

Bed linens, towels, and washcloths are included in your daily fee. The House reserves the right, at its discretion, to charge an additional fee for non-routine linen service such as linen changes related to incontinence. A laundry room with a washer and a dryer is provided for your use. You do not need detergent. A dispenser with detergent is available for your use.

Personal laundry service is available for an additional fee. Please see Endorsement 4, Schedule of Charges.

Personal laundry service is included in the NJ FamilyCare/MLTSS reimbursement rate.

The House retains the right to require you to use our laundry service for your personal clothing. This action will occur anytime staff is concerned about personal cleanliness.

### **Leave of Absence**

Please be certain to inform the nurse and sign out in the sign-out book located in the second floor lobby when you leave the premises, even for a brief period of time. We do not want to worry about where you are!

Please provide the pharmacy with ten (10) business days' notice to package medications for a leave of absence that includes overnight stays.

For private pay residents, the daily room and board charge remains in effect during a leave of absence. Recipients of NJ FamilyCare/MLTSS are required to continue paying the resident portion of the room and board rate during a leave of absence.

**For recipients of NJ FamilyCare/MLTSS, insofar as the House is not compensated by the State when you are absent from the House, voluntary absences will be restricted to no more than seven (7) days in a 12-month period. Failure to comply with the seven day restriction may result in termination of the Residence and Care Agreement. Please see Endorsement 3, our Medicaid Waiver Policy.**

### **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 take 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.

As a Hackettstown resident you may join the Hackettstown Public Library. You may then take out books and receive audio books on your electronic device. Membership in the Hackettstown Public Library allows you to also take books from the Washington Township Public Library on Schooley's Mountain. These books may be returned either to the Washington Township Library or to the Hackettstown Public Library.

## **Mail**

You have an assigned mailbox in the bank of mailboxes located near the dining room to which you are assigned. Monday through Friday the receptionist sorts the mail and delivers it to your mailbox in the late afternoon. Generally the mail can be retrieved in the late afternoon. 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 speak with your nurse or nursing assistant.

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. To learn where you are in the queue, please contact Helen Wysowaty during business hours at extension 0.

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.

### **Medicaid Pending**

When you have approximately six (6) months or fewer of private pay assets, you are expected to begin the Medicaid application process.

Please contact the social worker, for instructions on beginning the Medicaid application process. Should you reside in an AL apartment, Director of IL and AL/CPC Admissions will assist you with the selection of a CPC apartment. CPC is the only section of assisted living licensed to accept Medicaid.

### **Medical and Allied Health Services**

You are required to select an attending physician. You select the physician(s) and allied health professional(s) of your choosing. You may select a physician who visits the House, or you may select a physician located in the Hackettstown area.

If any of your physicians and/or allied health professionals are not located in the Hackettstown area, you will be responsible for transportation to your appointments.

For your convenience, the following services are provided in-house by consulting medical professionals: audiology, dentistry, podiatry, optometry, and psychiatry.

For any out-of-building appointments, please inform the nurse on-duty a minimum of 72 hours prior to the appointment to permit sufficient time for papers to be prepared for your physician or allied health professional to complete. These papers are maintained in your House medical records.

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 1, Transportation, for

policy details. Recipients of NJ FamilyCare/MLTSS will be assisted by staff to access Logisticare for medical transportation.

All medications, including topical treatments (e.g., salves), require a physician's prescription. The physician can fax the prescription to the AL/CPC nurse or contact the pharmacy directly.

## **Medications**

Medication is dispensed by the nursing staff in accordance with physician's orders. Medications are supplied by a geriatric pharmacy that provides daily delivery, as well as off-hour service. House nursing staff will only administer medications and treatments dispensed by the pharmacy with whom the House contracts or by a pharmacy who dispenses medications with the identical system. This policy helps to prevent medication errors.

Since the House must comply with Federal and State regulations regarding dispensing and administration of medications, policies have been established which are vital to protecting your health and safety.

All medications (non-prescription as well as prescription) must be ordered by the attending physician and packaged in accordance with the policies and procedures of the House medication system.

Should you wish to administer your own medications, please discuss with the Director of Wellness at extension 5938.

## **Modifications to Your Apartment**

Physical alterations or changes to your apartment are possible. Please contact the Director of IL and AL/CPC Admissions for details.

## **Newspapers**

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

## **Nursing**

Licensed, professional nursing staff is on duty 24 hours a day. Questions concerning your condition, current treatment plan, or prognosis should be directed to the nurse on-duty. Due to confidentiality regulations, we will not share your medical information with “just anyone”. As part of the admissions process, you will be asked to designate a primary contact person and the names of people with whom we may share your medical information. Your primary contact person will be the person with whom we share any changes in your medical status.

Please remember that, when our nursing staff is speaking with your family members and friends, the staff is not attending to our primary concern, you. Therefore, only one person may be designated as a primary contact. You may decide to ask your primary contact to keep others informed of your medical status.

## **Oxygen**

Should you use oxygen, you are responsible for ordering and maintaining an adequate supply from the oxygen delivery company of your choosing. Because oxygen is highly flammable, filled or partially filled containers of oxygen in your apartment and not in use must be secured. Your oxygen supplier will provide racks for securing the oxygen. Should your tank require water, the nursing staff will change and date the water on a weekly basis.

## **Parking**

Visitors are asked to park in a designated visitor's space or in any unnumbered parking space. Please ask your visitors to not use numbered parking spaces which are solely designated for residents with cars.

## **Personal Needs Allowance (PNA) Account**

A "PNA account" means an account or petty cash fund that holds the money of a resident and is managed for the resident by the House. The House maintains a surety bond to protect these assets.

Upon written authorization from the resident/resident representative, the House shall hold, safeguard, manage, and account for PNA funds deposited with the House. The PNA funds are for the resident's use at his/her sole discretion.

If HOTGS becomes representative payee for the resident's Social Security benefit, a PNA account will be established. Social Security requires that the representative payee is responsible for ensuring that the money is used to meet the personal needs of the resident.

PNA account funds are deposited in a separate PNA account with Fulton Bank. Accounts under \$50 are non-interest-bearing; accounts \$50 and over receive interest pro-rated for each individual's funds. The resident/responsible party will receive a statement a minimum of once each quarter that includes interest earned.

Access to funds of \$50 or less is available seven (7) days a week, either in the business office during business hours on weekdays or at the second floor reception desk on weekends. The second floor reception desk is staffed from 8:00 AM to 8:00 PM. A receipt will be provided for all transactions. Larger amounts are disbursed by check and require at least one business day's notice. Reimbursements for expenditures on behalf of a resident require documentation (e.g., receipt) and will be paid by check within ten (10) business days.

No fees are charged for maintaining a PNA Account.

Please see a business office staff member in our finance office to establish a PNA account.

Upon discharge, the PNA funds will be released to the resident/resident representative. Upon death, the PNA funds will be disbursed as directed by the County. Residents/responsible parties should note that the balance in the PNA is considered an asset, and for NJ FamilyCare/MLTSS recipients, assets must not exceed \$2000 or the resident will temporarily forfeit Medicaid eligibility.

## **Pets**

YES! Your pet is welcome to live with you. The House is pet-friendly! Understandably, all pets must have up-to-date-shots and remain on leash when in public areas. We do ask that you have a viable plan for care of your pet should you have an emergency situation.

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 2 for pet policy details.

## **Privacy**

As indicated in the State of New Jersey Resident's Bill of Rights for Assisted Living and CPC, you have the right to privacy. All residents have a private (not shared) apartment unless otherwise requested. Each apartment has an entrance door lock. All staff is required to knock, even when the entrance door is unlocked.

Each apartment has a bathroom. Bathroom doors also have locks.

Lounge areas throughout the building are available for meeting privately with family members and/or friends. You may also choose to meet privately in your apartment.

## **Private Duty Personnel (Sitters)**

Private duty personnel are required to comply with all House personnel policies and procedures. **Prior to** working at the House, each private duty person must:

1. Complete an employment application form
2. Be interviewed by the nursing director and meet with her approval
3. Submit a current physical examination indicating that (s)he is free from any contagious diseases and is physically able to complete the responsibilities of the job without personal injury or injury to the resident
4. Submit a current TB test to be reviewed annually.

CNAs and HHAs who work through an agency required to screen its applicants are exempt from the above requirements.

## **Recording, Videotaping and Photographing**

You are welcome to record, video, and/or photograph yourself with your family members and friends. Please refrain from recording, videotaping, and/or photographing other residents/patients, staff members, and/or visitors.

## **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 Chief Executive officer or his/her designee.

Regularly scheduled programming includes:

- Exercise
- Movie Night
- Playing Cards
- Bible Study
- Book Club
- Game Night
- Happy Hour
- Block Party (entertainment)
- Bingo (of course!)

In addition to regularly-scheduled in-house programming, House 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 first floor lobby. Sign-up is first come, first served. The House retains the right, at its sole discretion, to require you to have accompaniment (e.g., CNA, family member) at your expense on any out-of-building trips.

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 second floor, at the end of corridor 2B (the hallway closest to the river), is an exercise room.

You are encouraged to suggest places to go and people to see. Please give your suggestions to the Director of Recreation or any of our recreation staff.

### **Resident Council**

A resident council meets monthly. Your participation is encouraged. The resident council meets to discuss resident concerns related to the quality of care, maintenance, housekeeping, laundry, recreation, and dining services.

Meeting minutes are recorded. Each department manager responds in writing to any concerns recorded. The responses are reviewed at the following meeting.

The resident representative to the Board of Trustees attends resident council meetings a minimum of once each quarter.

Resident council minutes are reviewed by both our staff corporate compliance committee and our board corporate compliance committee.

Officers are elected annually by resident council participants. The monthly meeting is listed on the recreation calendar.

### **Room and Board**

Upon admission, private pay residents are required to pay one month of room and board charges in advance. Thereafter, room and board charges will be billed and include any personal charges (e.g. beauty parlor, medical supplies) from the previous month. Upon discharge, any prepaid portion not applied to room, board, or ancillary charges will be refunded.

NJ FamilyCare/MLTSS recipients are entitled to a personal needs spending allowance set each January 1 by NJ FamilyCare/MLTSS., Each month, after subtracting out the personal needs allowance and any other allowable expenses (e.g., Medigap insurance), recipients of Medicaid or residents who are Medicaid pending must submit all monthly income to the House business office. This income is called applied income because it is applied to the resident's Medicaid rate and does not provide the House with additional income. Applied income includes social security payments, retirement payments, as well as any and all monthly income of the resident.

Failure to submit applied income to the House is an act of fraud. If your applied income is not submitted, we are required to report this failure to submit income to Social Security and the New Jersey Office of the Ombudsman for the Institutionalized Elderly (OOIE). OOIE is the state advocacy organization for AL/CPC and nursing home residents.

Both the private pay and the Medicaid rate include nursing care, recreational and religious programming, dining services, linens, housekeeping, and maintenance.

The following items are not included in the room and board rate:

- hairdresser
- escorts for appointments
- dry cleaning
- cable television
- telephone

Private pay residents are billed for medical supplies and personal laundry.

The following items are not included in the room and board rate and are generally covered by Medicare:

- physicians services
- rehabilitation services
- prescription medications
- medical tests (e.g. x-ray, blood work)

Medicare-reimbursed services generally have a co-pay that is your responsibility unless you are a recipient of Medicaid. Your Medigap policy **may** reimburse for the co-pay.

Should an item not be covered by Medicare, your permission to authorize service will be required.

## **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.

State fire and safety regulations prohibit the use of the following items:

- extension cords
- space heaters
- candles

Filled or partially-filled oxygen tanks **MUST BE SECURED AT ALL TIMES.**

## **Security Precautions**

Should you wish, you will be provided with a proximity key fob that will open the automatic doors at both the first and second floor entrances at any time. Should you wish for a family member to also have a key fob, Helen Wysowaty, the first floor receptionist, will assign a fob. Please see Endorsement 4, Schedule of Charges.

After 5:00 PM, the first floor entrance is locked. After 8:00 pm, the second floor entrance is locked. Each entrance has a telephone which will ring at the nurses' station to alert staff to open the door. You may need to wait a few minutes for a response should all staff be caring for residents.

## **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.

## **Smoking**

The House is a smoke-free facility.

## **Snacks**

Snacks are available 24/7 in recreation room two refrigerator and cabinets. If you do not see what you want, please speak with a nursing staff member.

## **Staff Appreciation**

Although we encourage the appreciation of staff, our personnel policies state that solicitation or acceptance of gratuities is cause for dismissal of employees. Staff members are **NOT** allowed to accept cash or personal gifts.

You, your family members, and your friends are encouraged to contribute to the staff holiday fund. The staff holiday fund accepts contributions year-round and provides each staff member with a bonus at Christmas time. Contributions for the staff holiday fund may be left with the nursing administrative assistant or any of our receptionists.

To recognize a staff member for his/her exceptional work, you may complete a Shining Star form.

## **Telephone Service**

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 Endorsement 4, Schedule of Charges. You will also receive an itemized statement for long distance calls on your monthly statement.

Dialing "0" will connect you with the house receptionist only on workdays between the hours of 8:00 AM and 4:00 PM. To reach a non-nursing staff member after hours, please dial 5900.

## **Television**

Cable television from a satellite dish is available for a monthly fee. Please see Endorsement 4, Schedule of Charges. 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.

Our therapy staff is here to insure that you reach or maintain your maximum potential. Our physical therapists work with persons who need conditioning, strengthening, and rehabilitation. Our occupational therapists can assist you in improving your ability to conduct important skills such as showering, dressing, and transferring in and out of the car. Our speech pathologist can address problems with aphasia or swallowing difficulties. And, of course, an audiologist is available to assess and address any hearing problems.

To discuss therapy services, please stop by the therapy department located by the main entrance on the second floor.

## **Transfers – Temporary and Permanent**

For private pay residents, should you become ill and require temporary residence in our skilled care unit, you will be billed **both** your AL/CPC daily room and board charges as well as the charges for the skilled care room and board. NJ FamilyCare/MLTSS residents must continue to pay the resident portion of the room and board.

The skilled care room and board charges may be covered in part by Medicare. The social worker can provide you with more detailed information on Medicare coverage of skilled nursing services.

While a skilled nursing patient, should you be hospitalized, you will be billed to hold the skilled care bed along with being billed for your AL/CPC apartment.

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

When a temporary move to skilled care is initiated, you are responsible for both the daily AL/CPC charges and the daily skilled care charges **regardless of who initiates the move.**

## **Transportation**

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

Trips to local shopping centers occur each week. Should you require local transportation to access public transportation, please contact the, first floor receptionist. She will schedule the driver as time permits.

Should a NJ FamilyCare/MLTSS recipient wish to attend a community event or have a work schedule to be accommodated, please contact the first floor receptionist, who will work with administrative staff to accommodate your schedule.

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. Medicaid recipients may be required to use Medicaid transportation.

The House is unable to commit to providing transportation for frequent medical needs (e.g. dialysis). Logisticare is available for NJ FamilyCare/MLTSS recipients. Transportation is always available to polling facilities on election days.

To arrange for transportation, please contact the first floor receptionist. Her desk is located in the first floor entrance hallway.

If you require assistance and are not able to have a family member or friend accompany you; you are also responsible for the cost of a certified nursing assistant (CNA) to accompany you. To arrange for a CNA to accompany you, please contact the Director of Wellness, a minimum of 72 hours in advance.

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 1, Transportation, for policy details.

## **Visiting**

The House has no formal visiting hours. For security purposes visitors must sign in. The first floor entrance is locked at 5:00 pm. The second floor reception desk is locked at 8:00 pm.

After 8:00 pm please use the second floor entrance. As soon as a staff member views you on the monitor at the nursing station, she/he will release the door lock. Please understand that, during these hours, staff may be tending to patients and residents. Responding to the doorbell may take several minutes.

We request that visitors be in good health while visiting. On rare occasion, we may ask that family and friends not visit to prevent the spreading of a highly communicable disease (e.g. influenza) that is present either at the House or in the community-at-large.

## **Volunteering**

Volunteers are an asset to the House. If your family members and/or friends have time for community service, please ask them to consider volunteering.

To learn more about volunteer opportunities, please contact the Director of Recreation.

## **Wandering Behavior**

The House was not designed to provide for a secured, locked unit to ensure the safety of persons who wander. The State Department of Health defines wandering to include exiting the building while remaining on the property with staff not knowing the location of the resident. In other words, if a resident is in the parking lot and staff is unaware of the resident's location, the event is considered a wandering incident by the N. J. Department of Health and must be reported as same to the Department of Health. The Department of Health will expect a plan of correction for wandering to include one-to-one supervision of the resident or discharge of the resident to a facility with a locked unit. One-to-one supervision is not provided in the daily AL/CPC rate or in NJ FamilyCare/MLTSS reimbursement.

## **Work**

Residents of AL/CPC may choose to work. The House has no right or access to your paycheck. NJ FamilyCare/MLTSS recipients should note that your paycheck will be considered applied income by Medicaid.

## **Thank You!**

The Board of Trustees and Staff of The House of the Good Shepherd are pleased that you have selected "The House" as your provider for AL/CPC services. We want to exceed your expectations.

Should you have any concerns, do not hesitate to speak with Susan Lanza, our Chief Executive Officer, who is always just a telephone call away. During most business hours, you may reach her through the main switchboard.

## **ENDORSEMENT 1**

### **Transportation**

Transportation is provided for the following general purposes:

Recreation Programming  
Scheduled shopping trips  
Medical Appointments

Please note: Medicaid recipients may be required to use Logisticare (Medicaid transportation).

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 Endorsement 4, Schedule of Charges.

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 Chief Executive Officer 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.

Local transportation is available for NJFamilyCare/MLTSS recipients to access public transportation.

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. NJFamilyCare/MLTSS recipients are required to use Medicaid transportation for medical appointments.

Local medical transportation is scheduled on a first, come first, served basis by the first floor receptionist at extension 5900. Transport fees are not charged in the Hackettstown area for occasional trips to medical appointments.

For trips outside the Hackettstown area, please refer to Endorsement 4, Schedule of Charges for current rates.

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 2

### Pets

A resident may possess a domesticated pet. The Chief Executive Officer reserves the right to require removal of the pet if, at the sole discretion of the chief executive officer, 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, a family member) must be included in the resident record in the event the owner is suddenly unable to care for the pet.

## **ENDORSEMENT 3**

### **ASSISTED LIVING AND COMPREHENSIVE PERSONAL CARE MEDICAID WAIVER POLICY**

#### **1. HOUSE PARTICIPATION IN THE NJ FAMILYCARE/MLTSS MEDICAID WAIVER PROGRAM**

Pursuant to New Jersey law, an assisted living facility (“AL”) or comprehensive personal care home (“CPC”) operated by a registered Continuing Care Retirement Community (“CCRC”) is not required to reserve any beds for Medicaid Waiver residents and the extent of participation in the Medicaid Waiver program, if any, is left to the sole discretion of the facility. The House of the Good Shepherd (the “House”) is a registered CCRC. At its discretion, however, the House participates in New Jersey’s assisted living NJ FamilyCare/MLTSS Medicaid Waiver program in the limited fashion set forth herein.

The House does not promise or guarantee Medicaid Waiver accommodations to any resident. The acceptance of Medicaid Waiver benefits by the House is based upon applicable laws and the terms set forth herein. The House's determination with respect to the acceptance or denial of a resident's Medicaid Waiver benefits is made at the time a resident requests the House to accept Medicaid Waiver benefits on its behalf.

#### **2. MEDICAID WAIVER ACCOMMODATIONS**

**A.** Designated Medicaid Waiver Beds. The House has designated only nine (9) CPC apartments for participation in the Medicaid Waiver program. Any resident of the House’s independent living, AL, CPC or short-term direct skilled care (Medicare) accommodations seeking CPC Medicaid Waiver accommodations shall be required to relocate to a designated Medicaid waiver CPC apartment.

**B. Waitlist.** If no designated Medicaid Waiver bed is available, the resident may be placed upon an internal waitlist for the next available Medicaid Waiver bed so long as the resident or his/her family/responsible party/legal representative continues to pay for services and accommodations provided the resident at the private pay rate until a designated Medicaid Waiver bed becomes available to the resident. The internal wait list supersedes any external wait list.

**C. No Available Medicaid Accommodations.** If no designated Medicaid Waiver bed is available and the resident chooses not to continue to pay for services and accommodations provided by the House at the private pay rate, the resident agrees to be voluntarily discharged pursuant to the terms of the Residence and Care Agreement.

**D. Direct Admission from the Community.** The House may admit residents from the community that previously have been determined eligible for the Medicaid Waiver program by the State into CPC accommodations where: (1) a designated CPC Medicaid Waiver bed is available; and (2) no current House resident's name is on the House's internal waitlist referenced in Section 2, Paragraph B above.

**3. RESIDENT ELIGIBILITY FOR MEDICAID WAIVER ACCOMMODATIONS IN THE HOUSE**

**A. Determination of Eligibility by the State of New Jersey.** The House will not accept the resident as a Medicaid Waiver resident until it is presented with written notification that the State has determined the resident to be clinically and financially eligible for the Medicaid Waiver. Acceptance of the resident as a Medicaid Waiver resident is at the sole discretion of the House.

**B. No Outstanding Balance.** A resident's account must be paid in full through the date the State first deems the resident clinically and financially eligible for Medicaid Waiver benefits in order for the resident to qualify for Medicaid Waiver accommodations at the House. Exceptions may be considered, at the House's sole discretion, in situations the House deems unusual and emergent.

#### **4. RESIDENT RESPONSIBILITIES**

**A.** Application for Medicaid Waiver Benefits from the State. Although the House social worker is available as a resource to aid in the Medicaid Waiver application process, the individual resident (or the resident representative /legal representative) is solely responsible for applying for Medicaid Waiver benefits from the State of New Jersey (“State”) and for cooperating with the State to be accepted into the Medicaid Waiver program.

**B.** Notification of Spend-Down. The resident (or the resident’s family/resident representative/legal representative) shall notify the House within 3-6 (i.e., prior to) months of the depletion of resident’s funds, assets and resources. Failure to notify the House of the spend-down of resources timely may delay acceptance into the program.

**C.** Financial Requirements Pending Acceptance by the House as a Medicaid Waiver Resident. At all times, including the period of time between the resident’s submission of a Medicaid application to the State and the State’s final determination of the resident as an approved Medicaid Waiver beneficiary, the resident (or the resident’s family/resident representative/legal representative) must comply with the terms and conditions of the Residence and Care Agreement, including all of the timely payment requirements.

**D.** Payment of Designated Amounts Under the Medicaid Waiver Program. The resident (or the resident’s family/resident representative/legal representative) shall pay to the House all room and board, co-pay and cost share amounts as determined by the State, and any fees incurred for non-covered services or items provided by the House, pursuant to the terms set forth in the Residence and Care Agreement.

**E.** Personal Needs Account. If the resident is incapable of handling his/her finances, the family/resident representative/legal representative for the resident will be responsible to maintain the personal needs allowance (PNA) on the resident’s behalf unless the resident or his/her family/responsible party/legal representative authorizes the House to manage the PNA account. If so authorized, the House shall maintain an account for the resident’s PNA. PNA funds are available seven (7) days a week from 9:00 am to 4:00 pm either in the business office or from the second floor receptionist.

**F.** Absence from the House. In the event that the resident is absent from the House for any reason, the resident (or the resident's family/resident representative/legal representative) shall continue to pay the room and board as the amount becomes due until it has been determined that the resident will not return to the House and the Residence and Care Agreement is terminated.

Involuntary Absences. Involuntary absences are absences from the House for medical reasons including, but not limited to, hospitalization, rehabilitation and short-term nursing facility stays. In the case of involuntary absence, the House will hold the resident's Medicaid Waiver bed through the remainder of the month in which the involuntary absence began. Thereafter, at the House's sole discretion, the House may (1) terminate the Residence and Care Agreement as a voluntary termination; or (2) continue to hold the resident's Medicaid Waiver bed if the House determines that the resident is suitable for readmission and the resident (or the resident's family/resident representative/legal representative) continues to pay the room and board as the amount becomes due.

Voluntary Absences. Voluntary absences are non-medical absences from the House, including, but not limited to, vacations and overnight family visitations. Insofar as the House is not compensated by the State when the resident is absent from the House, voluntary absences will be restricted to no more than seven (7) days in a 12-month period. Failure to comply with the seven day restriction may result in termination of the Residence and Care Agreement.

**G.** Termination of Medicaid Waiver. If for any reason, the resident's enrollment in the Medicaid Waiver program is terminated, the resident (or the resident's family/resident representative /legal representative) shall be liable for all charges at the private pay rate during any such period of ineligibility or disenrollment. Note: financial and clinical eligibility are re-evaluated at least annually once the program enrollment is established.

## **5. TERMINATION OF RESIDENCE AND CARE AGREEMENT**

**A.** The House may terminate the Residence and Care Agreement, upon thirty (30) days prior written notice to the resident and any resident representative for failure to pay the room and board and, where applicable, cost share and any fees incurred for non-covered services or items provided by the House when due.

Upon the termination of the Residence and Care Agreement, the resident will vacate the occupied unit, remove all of the resident's personal property, and deliver possession to the House of the unit and any furniture, equipment, appliances, and fixtures supplied by the House.

**B.** If the resident's personal property is not removed upon termination of the Residence and Care Agreement, the House shall have the option to continue to charge the resident and the resident's family/resident representative/legal representative the room and board or to otherwise dispose of the property with the cost of disposal to be borne by the resident and the resident's family/resident representative/legal representative.

I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED AND REVIEWED A COPY OF THIS MEDICAID WAIVER POLICY FOR THE HOUSE OF THE GOOD SHEPHERD AND THE NJ DEPARTMENT OF HEALTH AND SENIOR SERVICE ELIGIBILITY CRITERIA INFORMATION SHEET.

I FURTHER ACKNOWLEDGE THAT I HAVE BEEN GIVEN THE OPPORTUNITY TO ASK QUESTIONS OF REPRESENTATIVES OF THE HOUSE OF THE GOOD SHEPHERD CONCERNING ANY PROVISION IN THIS POLICY THAT I DO NOT UNDERSTAND AND I AM SATISFIED WITH THE EXPLANATIONS I HAVE BEEN GIVEN, IF ANY.

**RESIDENT**

**LEGAL REPRESENTATIVE/  
RESIDENT REPRESENTATIVE**

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Name:

Dated: \_\_\_\_\_

Dated: \_\_\_\_\_

**HOUSE OF THE GOOD SHEPHERD**

\_\_\_\_\_  
By:

\_\_\_\_\_  
Position:

Dated: \_\_\_\_\_

## Eligibility Guidelines for MLTSS

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In order to enroll in the MLTSS, a New Jersey elder must qualify for NJ Medicaid. To do so, the individual's age, medical and financial criteria are considered.

- Participants must be either 65 years or older or disabled as defined by the Social Security Administration.
- To qualify an applicant as medically eligible, one must show that the applicant requires nursing home level of help or that they need assistance from another person in order to do any two or more of the [activities of daily living](#) (ADL).

Medicaid review staff will also consider whether the applicant has given away any assets or cash in order to qualify. Therefore, one should be prepared to show whether any funds have been transferred in the previous five years. Having done so will not necessarily prohibit one from receiving Medicaid, but may limit or delay some benefits.

Even if a family or individual has income or assets that exceed these limits, if they cannot afford their cost of care, they should seek the guidance of a professional service provider that knows New Jersey State Medicaid rules and policies.

Endorsement 4  
Schedule of Charges

Attached