



# THE HOUSE OF THE GOOD SHEPHERD

*A Retirement Community*

## **INDEPENDENT LIVING**

## **HANDBOOK**

## **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.

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!

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 may be referred to as “the House” or “HOTGS”.

“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 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.

## **Independent Living Units**

Each independent living apartment features carpeting or hardwood-style 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 a dishwasher. Some two-bedroom units have a second bathroom. Each unit contains a clothes washer and a clothes dryer.

## **Smoke-Free**

HOTGS is a smoke-free campus.

## **Questions and Concerns**

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

Susan Lanza, Chief Executive Officer/President, has an open door policy. Please do not hesitate to call her in her office at Ext. 5720.

## Contact Numbers

Following is a list of management positions and their extensions. All but one staff member's direct dial number begin 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](mailto:slanza@hotgs.org).

Chief Executive Officer	Extension 5720
Coordinator of Independent Living Services and Recreation	Extension 0
Executive Assistant	Extension 5727
Director of Admissions for Independent Living, Assisted Living, and Comprehensive Personal Care	Extension 5722
Chaplain	Extension 5931
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 and Maintenance Services)	Extension 5927
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

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

Note:

Staff phone numbers begin with 684 and end with the extensions listed above.

\*The only exception is the Director Social Services. Her/his direct dial is 908-441-3906.

For telephone numbers of fellow residents, please check your resident telephone directory for their direct dial numbers. Newer residents may not yet be listed in the directory. To reach a resident not yet listed, please dial 908-684-5900 and ask for the resident by name.

## 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** has three (3) public computers and is accessible at all times.

The **Country Store** is a resident-operated shop selling milk, juice, eggs, snacks, toilet paper, greeting cards, 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. It operates out of recreation room 1 on the second floor by the building entrance.

The **Riverside Café** is a “grab and go” style eatery. The café is open weekdays from 11-2 (hours subject to change). Fresh wraps, sandwiches, salads, 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.

**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 across from the mail boxes on the first floor.

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

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.

## **Announcements**

A bulletin board is located near the first floor lobby. Walk through the stone wall hallway entrance in the first floor lobby. The bulletin board is located in the alcove on the left, often referred to as the ATM Alcove. Notices are posted along with the weekly calendar. Hanging on the left wall is a calendar where you can find dates of events in the current year. Articles of interest may be left on, or taken from, the table in this area. Free newspapers and other free handouts are also on the table.

## **Assisting Fellow Residents with Ambulation**

You are strongly encouraged NOT to assist fellow residents with ambulation. When you assist another resident who is walking, both of you are at great risk for falling. Using a walker as a wheelchair is extremely dangerous. Both the “driver” and the “rider” can be seriously injured.

Whether you are the person requesting assistance or the person providing assistance, each of you does so AT YOUR OWN RISK. The House of the Good Shepherd will not accept liability for any injuries that result from assisting fellow residents.

Even pushing a wheelchair can result in serious injury to the “driver” and/or the “rider”. Once again, The House of the Good Shepherd will not accept liability for any injuries that result from assisting fellow residents.

Should you witness a resident fall or experience a health emergency, please activate the 911 emergency system. NEVER, NEVER attempt to assist a resident off of the ground. While you may use your pendant, pull cord, or phone to contact the assisted living nurse, if possible, please dial 911 first. During emergencies, seconds can be important.

## **Banking**

Unfortunately no on-site banking services are available at this time. To arrange for transportation to your bank, please see the first floor receptionist. You may also use the ATM machine on the first floor.

## **Beauty and Barber Services**

The unisex salon is located on the second floor. The salon is open Tuesday through Friday from 9:00 am until the last customer is served. For appointments, please dial extension 5750. Cash payments and tips are welcome, or costs and tips may be charged to your account.

## **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 **purposefully** excluding someone from a group .

The House has zero tolerance for bullying and bullying-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.

## 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:

Alter Guild  
St. Margaret's Chime Choir  
Chapel Choir  
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**

Both the main building and the Village have wireless internet access. Computers are available for public use in the Computer Center 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 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), an area 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 Director of Development.

Annual fundraising events include the Wine and Dine and Golf-Outing. Please check our website for dates and contribution amounts to participate in House fundraisers.

## **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, toilet paper, and other personal items. The hours of operation are posted on the weekly calendar.

You may wish to volunteer as a cashier for the Country Store. The first floor receptionist can put you in touch with the store's coordinator of volunteers.

## **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, you may select to sign up for monthly dinner meals or come for a dinner meal at any time with a per meal charge. Meal charges are itemized in Endorsement 5.

If you wish to purchase a breakfast meal, the meal may 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, meal delivery to your apartment is available for a 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. Generally, for diabetic diets, portion control is recommended for foods high in sugar and carbohydrates. If you require gluten-free items, dining services can accommodate you but your choices may be 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.

Guests are welcome to join you for lunch or dinner. The charge will appear on your monthly statement. Advance notice is appreciated. For parties of three (3) or more, 24 hours of advance notice are required. Please dial 5747 to make a reservation.

For most holidays, a festive meal is served at 2:30 pm (or as announced) 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.

Our 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

General Manager of Dining Services. You may choose to use the catering services of the House. Our General Manager 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 occasions, 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 (Non-Fire)**

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 purchase, for a fee of \$150.00, a pendant alarm, to be worn around the neck for additional security.

Should you activate your emergency pull cord or pendant, an assisted living nurse will respond. Our staff is unable to provide emergency medical services. When an assisted living nurse recommends the activation of the 911 emergency system, you are expected to cooperate. Should you decline 911 services and re-activate your pull cord or pendant within 24 hours of its first activation, the assisted living nurse will automatically activate 911. Excessive activation of your pull cord or pendant may result in additional charges.

While the House has never experienced an intruder in the building, the procedure for such an event is as follows.

In the event an intruder enters the building and you are in a public area, go to the nearest room where you can secure the door by locking it. Should you be in your apartment, lock your door and, if you are able to do so WITHOUT RISK to yourself:

- Use furniture as a barrier to prevent the door from being opened
- Hide behind a piece of furniture
- Remain as secure as possible awaiting instructions of emergency personnel.

The first responsibility of emergency personnel is to secure the intruder. Await instructions before moving.

## **Fees**

Endorsement 5, Schedule of Additional Charges, 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 (30) 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.

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.**

At the sound of a fire alarm, main building independent living residents should remain in their apartments with the door closed. Staff and/or emergency personnel will instruct residents should an evacuation be required.

If you are in a public area of the building (e.g., lodge, chapel, lobby) or visiting in another resident's apartment please remain where you are. Do NOT attempt to return to your apartment. Follow the instructions of staff. You are free to move about again when the "All Clear" is announced.

If the smoke/fire emergency is in your apartment, evacuate your apartment immediately closing your front door securely to contain the fire/smoke. Pull the nearest fire alarm. Notify your neighbors that evacuation of the area is required. Upon arrival of staff and/or emergency personnel, follow their instructions.

In the presence of smoke or fire, Village residents should evacuate their apartments immediately. Village residents with more than one exit door should exit through the safest door. Because the fire alarms in Village apartments are not connected to the fire department, any resident detecting smoke or fire must telephone 911. NEVER use the elevators in a smoke/fire situation.

Note: Annunciator boards (boards announcing the location of the smoke/fire emergency) are located on the first and second floors of the main building and are activated by the smoke/fire detection system and the alarm pull stations. Staff on all shifts check the annunciator board upon hearing an alarm and immediately respond to the affected area.

During a smoke/fire emergency in the main building, residents should not attempt to contact staff. Staff will be occupied implementing the fire emergency procedure.

Any resident who is unable to safely evacuate herself or himself during a fire emergency will be required to move to a higher level of service (e.g., assisted living) or face eviction.

## **Garbage**

In the main building, garbage is picked up on Mondays and Thursdays. Please place your properly bagged garbage outside your front door before 7:00 am on pick-up days.

In the Village each building has a designated area for trash. Garbage pick-up is on Tuesdays and Fridays, before 7: 00 am on pick-up days.

## **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. The Beauty Salon personnel are not HOTGS employees and, therefore, giving gratuities for their services is welcome ***and appreciated.***

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 television is included.
- The main building and the Village have wireless internet access. 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 is required plus any damages at cost assessed by the House.
- To arrange a reservation, please see the first floor receptionist.

Please be certain your guests understand that a guest apartment is only available when an apartment is vacant. Should apartments available at the time of the reservation become rented, your guest will be contacted to arrange for off-campus accommodations.

## **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.

We cannot guarantee that an assisted living unit or skilled care bed will be available at any time. Should you be hospitalized, please be certain to have your family member or the hospital social worker inform us of your whereabouts. Your representative may contact our receptionist at 908.684.5900 or the Director of Social Services at 908.441.3906. Should the level of care you need not be available, our social worker will assist you in finding alternate care.

## **Hospitalizations**

House staff may have no way of knowing that you have been hospitalized.

Should you be hospitalized, please be certain to have your family member or the hospital social worker inform us of your whereabouts. Your representative may contact our receptionist at 908-684-5900 or the Director of Social Services at 908-441-3906. Upon notification of

hospital discharge, should the level of care you need not be available at HOTGS, our social worker will assist you in finding alternate care.

## **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 but are available at an additional charge. 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 (i.e., assisted living, skilled nursing) 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 Susan Lanza's office is open should you wish to share a concern in person.

## **Independent Living**

Residents selecting the independent living level of services will not receive health or monitoring services except for a daily wellness telephone check. Certain health services (e.g., putting on support hose) may be available for a fee.

As a resident of independent living, you are expected to be able to navigate your environment. For example, be on the lookout for persons turning corners, wheelchairs, walkers, wet floor signs, and any of the barriers you may encounter in public areas. The House will not assume liability for injuries you sustain while navigating the building.

Any resident who is unable to safely evacuate herself or himself during a fire emergency will be required to move to a higher level of service (e.g., assisted living) or face eviction.

You may employ 24/7 private duty personnel to comply with these requirements.

## **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 (Medicare Supplement) 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.

When purchasing a Medigap policy, you should confirm with the insurance company that House of the Good Shepherd is a participating provider.

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 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 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 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 by you or your guests, as defined by management.

## **Medical Services**

Upon admission to independent living, the assisted living staff will create a folder with the emergency contacts you provide. This information includes the person to inform in case of an emergency and the name of your local physician. **YOU ARE RESPONSIBLE FOR KEEPING THIS INFORMATION CURRENT.**

Should you activate your emergency pull cord or pendant, an assisted living nurse will respond. Our staff is unable to provide emergency medical services. When an assisted living nurse recommends the activation of the 911 emergency system, you are expected to cooperate. Should you decline 911 services and re-activate your pull cord or pendant within 24 hours of its first activation, the assisted living nurse will automatically activate 911. Excessive activation of your pull cord or pendant may result in additional charges.

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.

An assisted living nurse is available to provide minor medical assistance such as a dressing change or an application of therapeutic hose. You will be informed of charges prior to the initiation of any procedures.

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, chemotherapy, or radiation). Please refer to Endorsement 3 for policy details.

Outpatient physical, occupational and speech therapy is available to all residents of the House to assist in maintaining the highest quality of life. Our rehabilitation department will evaluate all requests for therapy services, which are generally covered under Part B of Medicare and your Medicare supplemental policy. Please note that insurance coverage is not guaranteed and you are responsible for verification of insurance coverage and for charges incurred if they are not paid by your insurance.

Influenza vaccinations are offered to all residents of the House during flu season. Pneumococcal vaccination is also available upon request. The vaccinations are covered under Part B of Medicare and your Medicare supplemental policy.

Should you be hospitalized, please be certain to have your family member or the hospital social worker inform us of your whereabouts. Your representative may contact our receptionist at 908.684.5900 or the Director of Long Term Social Services at 908.441.3906. Upon notification of hospital discharge, should the level of care you need not be available, our social worker will assist you in finding alternate care.

## **Medications**

If you wish to have your medications delivered to the House, our local CVS provides this service. Please see the first floor receptionist for details on registering for this service.

If you think you may need help with your medications, please check with our social worker. She can assist you in arranging to receive your medications from an assisted living nurse. You must be able to remember to go to the second floor assisted living nursing room at the appropriate time(s) of the day. A need for an occasional reminder is acceptable. A fee is charged for this service.

The Hackettstown Police Department, located on Stiger Street, maintains a 24/7 medication disposal container. You may schedule House transportation to the police department. Please do not flush medications down the toilet.

## **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.

**THE NUMBER OF YOUR PARKING SPACE IS NOT THE SAME AS YOUR APARTMENT NUMBER.**

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

## **Pets**

The House is pet friendly! Understandably, all pets must have up-to-date shots and remain on leash when in public areas. Maggie's Run, our dog run, located just beyond the Village garden apartments, is the perfect spot for your dog to run freely.

Pets are also welcome as visitors to the House. The rules that apply to pets that live here also apply to pets that are visiting. Please refer to Endorsement 4 for policy details.

**By order of the State Department of Health –**

**ABSOLUTELY NO PETS ARE PERMITTED IN ANY OF OUR DINING AREAS.**

## Reassurance Calls

Daily reassurance telephone calls are made by our receptionist. Calls are placed beginning at approximately 10:00 am. Completion of the reassurance calls requires approximately 30 minutes. If you do not wish to receive a daily reassurance call, please **notify our receptionist**. You are requested to notify the receptionist if you will not be available for a scheduled reassurance call or if you do not wish for a call on any day for any reason.

## Recreation

Each week, a schedule of programming is placed in your mailbox and in the glassed-in bulletin board in the ATM Alcove. In addition, channel 78 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
- Bible Study
- Book Club
- Game Night
- Block Party (entertainment)
- Bingo

Note: programs, times, and/or locations are subject to change at any time.

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.

ALL RESIDENTS NEED TO REMEMBER THAT THE BUS WILL LEAVE AT THE TIME IT IS SCHEDULED TO LEAVE. SHOULD YOU BE ONE MINUTE LATE, THE BUS MAY BE GONE.

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 the hallway closest to the river, is an exercise room. Exercise equipment is used at your own risk.

The Riverside Courtyard contains a putting green and shuffleboard, in addition to seating areas for enjoying sunny days. The equipment for golf and shuffleboard is located in a storage bin in the courtyard.

Annual festivities where family members and friends are invited to join you include the following events:

- Clam Bake – usually held in May
- Oktoberfest – usually held in September
- Mother's Day Dinner\*
- Easter Dinner\*
- Thanksgiving Dinner\*
- Christmas Dinner\*

\*Please note that guest fees apply to holiday dinners.

You are encouraged to suggest places to go, people to see, and things to do. 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.

Remember, your weekly calendar contains a wealth of information. You are encouraged to review it daily.

## **Resident Council**

An Independent Living Residents Council (ILRC) meets monthly. Your participation is encouraged. The meeting date and time will be posted on the weekly calendar.

Officers are elected every two years by resident council participants. If you wish to contact the ILRC president, the first floor receptionist will provide you with his/her information.

## **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.

**Management strongly recommends that you do not burn candles.**

## **Security Precautions**

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

### **Keep your apartment door locked.**

All outside doors in the main building are locked at dusk. You will be provided with a key and/or electronic fob to enter the building. 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 you have a problem re-entering the building, each building entrance has a telephone that rings to the receptionist or to the skilled nursing station depending on the time.

Should you go away for an extended time, 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 main building 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 not permitted in public areas, our independent living, assisted living, or health care units.

## Social Services

A social worker is available most weekdays to assist you with a wide variety of concerns. His/her office is located on the second floor next door to the assisted living laundry room. The number is 908.441.3906 or simply extension 3906 if you are dialing from the main building.

## 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 908-684-5900. 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 a telephone carrier that services this area. All telephone calls to the main building from a Village land line will require the 684 # prior to dialing a main building extension. The one exception is the social worker who services independent living residents. The social services number is 908-441-3906.

Because most of our independent living apartments are located at the bottom of a hill, receiving cell service can be difficult. Verizon extenders are located in a few areas of the main building to improve Verizon service. Should you have a different carrier, you may need to contact your carrier to learn about extenders to improve your reception.

## Television

Cable television from a satellite dish is available for a monthly fee. Maintenance will connect your television to this system upon your request. Our receptionist can provide you with a current list of our cable channels.

## 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 unless the skilled care charges are covered by Medicare Part A or another primary insurance accepted by the House. 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 Chief Executive Officer in consultation with management staff including 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**

Independent Living residents may not need a car. The House has a wheelchair accessible bus and van 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 first floor receptionist at 5900. Her desk is located in the first floor entrance hallway.

The House is unable to commit to providing transportation for frequent or recurrent medical needs (e.g., dialysis, chemotherapy or radiation treatments).

Residents utilizing House transportation are required to be able to navigate to and from medical offices independently, or you are welcome to provide your own escort. The administrator on-duty or on-call may require you to provide an escort.

Our driver will not provide transportation to the emergency room. Staff will assist you in activating the 911 emergency system.

In all instances of medical transport, the nurse-on-duty retains the unrestricted right to determine if a situation requires ambulance or

emergency transport instead of a House vehicle. All ambulance charges remain the responsibility of the resident.

Based on availability, our driver may be able to transport you on an occasional in-town errand. Excessive individual use (as determined by the Chief Executive Officer) may result in transportation charges being added to your monthly statement.

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.

Residents participating on trips are required to manage all of their needs independently, or you are welcome to provide your own escort paying any necessary fees for your escort. The administrator on-duty or on-call may require you to provide an escort.

**ALL RESIDENTS NEED TO REMEMBER THAT THE BUS WILL LEAVE AT THE TIME IT IS SCHEDULED TO LEAVE. SHOULD YOU BE ONE MINUTE LATE, THE BUS MAY BE GONE.**

Please refer to Endorsement 3 for policy details.

## Utilities

Water, heat, air conditioning, and electricity are included in your monthly fees.

## Water

For some time now, HOTGS has been battling with bacteria in our water system **in the main building**.

As a result, all of our shower heads have filters to capture any bacteria prior to you using the water to shower. These filters are replaced quarterly. If you lose water pressure in your shower, please inform the receptionist as, most likely, your filter needs to be replaced.

In addition, our sink faucets have aerators to prevent bacteria from entering the water. These aerators are cleaned twice yearly.

**Out of an abundance of precaution, HOTGS requests that residents and their guests use bottled water for all drinking and drinking-related tasks (e.g., brushing teeth).**

Bottled water should be used for humidifiers and any other medical equipment that requires water.

Water is available throughout the building. If you require assistance bringing water to your apartment, please ask the receptionist to contact a maintenance staff member who will carry the water for you.

rev 011/19

## **Acknowledgement of Independent Living Handbook and Endorsements**

**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.**

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**Print Name**

**Date**

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**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 Chief Executive Officer, 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 Chief Executive Officer 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 placed in escrow 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.

## ENDORSEMENT 2

### **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.

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 not to 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 if he/she wishes for the bed to be held during hospitalization. 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 60- day notice and will be billed for the 60 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

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 and some with a fee. Please check the Schedule of Additional 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.

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 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 the Schedule of Additional Charges for current rates.

The House is unable to commit to providing transportation for frequent or recurrent medical needs (e.g. dialysis, chemotherapy or radiation treatments).

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

## ENDORSEMENT 4

### 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.
- 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

See Attached Sheet of Schedule of Apartment Charges

ENDORSEMENT 6

**TERMINATION NOTICE & HEARING**

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

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Resident's Name	Unit #	Date
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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 Coordinator  
P O Box 802  
Trenton, N J 08625-0802