

Heritage at Framingham Classic Program

Resident & Family Handbook



HERITAGE

AT FRAMINGHAM

747 Water Street ■ Framingham, MA 01701
phone 508-665-5300 ■ fax 508-788-6601
www.heritageassistedliving.org



HERITAGE

AT FRAMINGHAM

Independent Living, Assisted Living & Memory Care

Dear Resident:

Heritage at Framingham (the Community) warmly welcomes you to your new home. As a Community managed by Mary Ann Morse Healthcare Corp., we are committed to providing the highest quality of services with a continuum of care to meet your needs. Our goal is to provide you with a warm, comfortable home that offers you comfort, security, and a lifestyle of choice and options.

Our Community is comprised of residents who care about one another and who are actively pursuing lives of growth and fulfillment. Our mission was designed to enhance your lifestyle by providing services that promote greater individual freedom and well-being.

The management staff of the Community is committed to supporting you in the lifestyle you choose. We understand that communication is vital, and we encourage you to share with the staff your needs and desires in all aspects of daily life. We ask you to contact a staff member immediately or call the Receptionist if you need any assistance from the staff.

This handbook has been developed to provide you with some basic information about our Community and its operations. We ask that you keep this handbook for future reference. In addition, I invite you to call on me, the other staff or other residents with any questions you may have. We are continuously monitoring our operations and, from time to time, we will be updating this handbook.

We realize that adjusting to a new environment takes time. We are happy that you have decided to make Heritage at Framingham your new home. We are eager to assist in any way we can in order to make your transition as easy as possible.

My door is always open to you. I, along with my staff, offer you the warmest welcome to your new home.

Sincerely yours,

Ellen Adams
Executive Director

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HERITAGE AT FRAMINGHAM TELEPHONE NUMBERS

You may call the following extensions from any outside lines or you may call the Receptionist from a private phone at 508-665-5300.

Reception desk	508-665-5300	Tracy Hulme Marg Goverman
Executive Director	508-665-5302	Ellen Adams
Business office	508-665-5304	Luiz Silva
Homestead activity office	508-665-5305	Brenda OConnell Lynn Swanson
Nursing office	508-665-5314	Michele Washek Patsy Rose
Evening nurse	Monday through Friday	Rose Ngigi
Resident Care Director	508-665-5315	Mary Bergeron
Marketing department	508-665-5317	Lynne Canavan Deanna Lefrancois
Activities Directors	508-665-5312	Kristin Bonasoro John Mauritz
Program Director Homestead	508-665-5320	Judy Sabol
Director of Support Services	508-665-5325	Brian Kelly
Dining Manager	508-665-5308	Teresa Moore
Beauty shop	508-665-5344	Darlene

LOCAL HOSPITALS

The following hospitals are in close proximity:

MetroWest Medical Center
Framingham Union Hospital
115 Lincoln Street
Framingham, MA 01701
Tel: 508-383-1000

MetroWest Medical Center
Leonard Morse Hospital
67 Union Street
Natick, MA 01760
Tel: 508-650-7000

Newton-Wellesley Hospital
2014 Washington Street
Newton, MA 02462
Tel: 617-243-6000

Mount Auburn Hospital
330 Mt. Auburn Street
Cambridge, MA 02138
Tel: 617-492-3500

LOCAL PHARMACIES

The following local pharmacy will make deliveries to you, if you choose to use their services:

Eaton Apothecary 774-462-3200

CVS Pharmacy 508-877-2600 (CVS delivers on Fridays)

SHORT-TERM REHABILITATION STAY

Mary Ann Morse Nursing & Rehabilitation Center 508-650-9003

HERITAGE AT FRAMINGHAM DEPARTMENTAL SERVICES

Our Community is committed to providing you with the services that will allow you to have as independent a lifestyle as possible. Your monthly rent includes: heat; air conditioning; three meals per day served in our dining room; assistance with activities of daily living; weekly light housekeeping; and regularly scheduled activities. See Additional Fees/Charge Schedule on page 16 for other available services.

ACTIVITIES

Cultural, social, recreational and spiritual programs are available to residents on-site, as well as for off-site group trips. Participation in these programs is voluntary. Activity calendars are distributed to residents and are posted in numerous locations throughout the Community. A periodic survey of residents' interests will be conducted by the Activities Director to ensure that we are providing activities that are of interest to our residents.

SMOKE-FREE COMMUNITY

We ask that you honor the no smoking policy and refrain from smoking in your apartment, the dining room or in other Community common areas (i.e. lobby, activity rooms, etc.). Smoking is permitted only outside of the building in a designated area.

DINING AND FOOD SERVICE

Included in your monthly rent are three meals per day served in the dining room. Although you may choose not to eat all meals, your monthly fee will not be reduced unless you are admitted to a hospital/nursing home or rehabilitation center for temporary treatment. We are unable to offer any credit for unused meals, except if the Resident is absent for fourteen (14) consecutive days or more, and notifies the Business Office in writing at least a week in advance of the dates of absence, the Resident will receive a daily meal credit (the "Meal Credit") for each day beginning on the fifteenth (15th) day in the daily amount set forth in the Charges Schedule (the "Charges Schedule"), attached hereto and made a part hereof. While we work to make the dining service an enjoyable experience, if you should have any complaints, suggestions or special needs, please feel free to communicate them to the Executive Chef. Of course, compliments are always welcome. Menus are varied to offer residents a choice of entrees and accompaniments. Certain therapeutic diets are available. Residents are expected to be able to manage their own dietary restrictions.

Residents and their guests are requested to dress appropriately for all meals. Bedroom attire is not permitted in the dining room.

Please be advised that no food or tableware may be removed from the Dining Room. There is no assigned seating in the Dining Room.

DINING ROOM HOURS

Breakfast	open seating	7:30AM to 9AM
Lunch	1st seating	11:30AM to 12:15PM
	2nd seating	12:45PM to 1:30PM
Dinner	1st seating	4:30PM to 5:15PM
	2nd seating	5:45PM to 6:30PM

GUEST MEALS

We realize that family and friends are a very important part of your life and we encourage you to invite guests to share in the enjoyment of dining at Heritage at Framingham. The following policies apply to guest meals:

- Please make a reservation in advance by calling the Receptionist.
- Please indicate the number in your party.
- Residents will sign a ticket for all guest meals served. The charges will appear on the next monthly statement. If, however, a guest prefers to pay at the time of service, the Receptionist will accept a check made out to Heritage at Framingham. There is no provision to accept credit cards or cash (unless it is the exact amount).
- We ask that you accompany your guest to the dining room. In the event a special circumstance arises and you are unable to accompany your guest, please make the executive chef or Receptionist aware and give permission for your guest to sign for the meal. We ask that children always be accompanied by an adult while in the dining room.
- Unused resident meals cannot be transferred for use by a guest.

PRIVATE DINING ROOM

Heritage at Framingham has been designed with a special private dining room to enable our residents to celebrate special times with family and friends. Reservations must be made in advance at the reception desk. The Executive Chef will be glad to arrange for and cater a meal at your request. A fee will be charged for all guest meals and the expense of any additional service staff. Elaborate or special purchase menu items may involve an additional food charge. The charge for any special or additional services will be established at the time of the request and will be payable with the next month's statement.

ROOM SERVICE

If you are unable to come to the dining room at mealtime and you require room service, please call as follows: 508-665-5309 or 508-665-5300

8am to 9am for Breakfast 10am to 1pm for Lunch Before 4pm for Dinner
There is a nominal charge for room service.

All residents are expected to eat meals in the dining room except in case of an illness or when out of the building. When you are planning to be away for any meal, please notify the Receptionist so that your name can be checked off on the "I'm Okay" list.

EXECUTIVE OFFICE/RECEPTIONIST

The Executive Offices are located on the first floor of the Community. These offices are open Monday through Friday from 9AM to 5PM (excluding holidays). If you have any special needs after business hours, please contact the Receptionist up until 8PM, or feel free to leave a voice message on a manager's phone (see page 1).

HOUSEKEEPING

Routine, light housekeeping services will be provided in your apartment on a weekly basis. Included services are: dusting, vacuuming, tidying of your apartment, and a thorough cleaning of your bathroom, and the kitchen area. Trash will be removed.

As part of your weekly housekeeping service, your bed linens (sheets, pillowcases and towels) will be changed and washed. Residents will provide their own linens. Your linens will be picked up the day of your weekly scheduled housekeeping visit and returned the following day.

Any further cleaning can be arranged for an additional charge. These services will be billed to you. Please contact the Receptionist, who will initiate a work order request.

You will be assigned a day for weekly housekeeping. You have the choice to be present or not during the cleaning of your apartment.

Housekeepers are not permitted to touch or move personal items that are breakable. Cleaning under/behind heavy furniture will be done once a year.

Our housekeepers will supply all cleaning materials unless you have a special request, and you wish to supply your own cleaning supplies. Specialized cleaning requests may be accommodated at an extra charge. To place a request, please see the Receptionist.

LAUNDRY

A laundry room is available on each floor at no charge to you. Posted in each laundry room are instructions on using the washers and dryers. Laundry detergent is provided by the Community. We request that you use courtesy in using this area and leave the laundry room as neat and clean as you found it. The Community does not accept responsibility for the loss or damage of your personal clothing. Hanging of clothing in the laundry room or any common areas to dry is not permitted. Each resident is requested to clean out the dryer lint trap after each use. **Please do not leave your clothes in the washer or dryer for extended periods as it restricts the usage of the machines by others.** Personal laundry service is available for an additional charge and may be arranged with the Resident Care Director.

The Housekeeping staff uses the laundry rooms the following days and times and is not available for resident use:

1st floor: Tuesdays 6AM–2PM

2nd floor: Mondays, Wednesdays and Thursdays 6AM–2PM

3rd floor: Friday through Sunday 6AM–2PM

MAINTENANCE

The maintenance department is responsible for the upkeep of all property and equipment owned by the Community. Residents may go to the reception desk for any maintenance requests. Please check the Additional Fee/Charge Schedule on page 16.

The following is a listing of services the maintenance department provides free of charge:

- Repair of all kitchen appliances.
- Repair of air conditioning/heating unit and changing of filters.
- Repair of interior walls, floors, ceilings, windows, doors, cabinets, locks and bath fixtures when damage is not the fault of the resident.

Repair work due to the resident's action may result in a charge for labor hours and cost of materials. The amount will depend upon the extent of the damage.

After moving in, residents will receive assistance from maintenance in order to hang pictures.

ACTIVITY OFFICE

The Activity Director's office is located on the first floor.

RECEPTION DESK

For your protection, we request all visitors to enter through the main entrance of the lobby area. The Reception Desk will be happy to advise you that your guest has arrived.

You are free to come and go as you wish, but for purposes of resident security, please sign out at the Reception Desk when you plan to be out of the Community, and sign in at the Reception Desk upon your return.

Should you need any general information, or have any questions, please feel free to call the Reception Desk at 508-665-5300.

If you have guests, please ask them to sign in and out in the visitors' log.

RESIDENT CARE DIRECTOR

Heritage at Framingham employs a Nurse as our Resident Care Director in order to oversee the well being of all our residents. We require you to keep us up-to-date regarding your medical condition and changes in medications. This allows us to maintain current records of your condition should a medical need arise.

Residents are required to retain the services of a local physician and hospital. In case of an acute emergency, the staff will call 911 and the ambulance will transport you to the closest hospital which is MetroWest Medical Center (Framingham Union Campus). After the resident has stabilized, a transfer to a hospital of your choice may be arranged.

If a change in your medical condition is noted by our staff, you and your family will be contacted and will be encouraged to notify a physician.

It is a policy of Heritage at Framingham not to perform CPR—911 will be called in an emergency.

APARTMENT CHANGES

Should you have a change of circumstance or need, please feel free to discuss a change of apartment with the Resident Care Director who will, in turn, discuss it with Management.

If, at your own request, you move from a lower priced unit to a higher priced unit, you will be responsible for the difference in the current fees (rent, etc.) in addition to moving costs. If you decide to move to a less expensive unit, the difference will be credited in the next month's statement. See the Additional Fee/Charge Schedule on page 16 for moving costs. It will be your responsibility to arrange for cable and telephone conversion to your new apartment.

BANKING

There are two banks in the Nobscot neighborhood:

Middlesex Savings Bank 508-877-7200, Intersection of Water Street & Edgell Road

TD Bank 508-897-1600, Intersection of Edgell Road & Edmands Road

BEAUTY/BARBER SALON

For your convenience, a Beauty/Barber Salon is located on the first floor of the building across from the Marketing Office. Appointments are scheduled with the hairstylist in the Beauty Salon, which is a full service salon. A licensed professional will be available to service your needs. Please see the fee schedule posted in the salon for all charges. Fees for services will be charged to your account and will appear on your monthly statement.

BILLING

Your monthly rent statement will be sent out on or about the 20th of the month previous to your rent due date. Your rent is due no later than the 1st day of the month regardless of whether or not you have received your statement. Your statement will include the monthly rental fee, any charges for guest or extra meals, fees for additional service, and other charges you or your guests may have incurred (see the Additional Fee/Charge Schedule on page 16). Questions on accounts should be directed to the Business Office, which is located on the first floor of the building in the Executive Offices.

Please remember that your rent is considered delinquent after the 15th day of the month and a late fee of \$100 will be assessed. We may also assess a fee if the rental payment check is returned for insufficient funds as provided in your Residency Agreement.

CABLE TV AND TELEPHONES

As a service to our residents, we have pre-wired each apartment for telephone and cable TV reception. All telephone and cable service is at your expense. Service may be arranged by calling the telephone and cable companies.

In consideration of your neighbors, please keep the volume of any radio, stereo, television or musical instrument at a reasonable level.

CONFIDENTIAL INFORMATION

All application forms, lease agreements, and resident documentation, including the Personal Financial Statement, will be kept confidential. It is the policy of Heritage at Framingham not to distribute your name and address to mail house firms or to any company seeking information about a resident.

DELIVERIES

We request that you notify the Receptionist of expected deliveries so that we may assist, if possible. If you are at home when a delivery arrives, you will be notified so the package can be brought directly to your apartment by the delivery person. If you are not at home, the Receptionist will accept the package and let you know when you return. We are unable to store furniture or other large deliveries for you.

If you plan to be away and cannot accept a large delivery, we will let delivery persons into your apartment **only with advance permission from you**. Likewise, we cannot accept C.O.D. (charge on delivery) packages or grocery deliveries in your absence.

ELEVATORS

There are two elevators at Heritage at Framingham. If you are moving in or out, please caution your movers to use care. These are passenger elevators and we want to keep them looking attractive. **Residents may be assessed for damages caused by their moving company.**

GUESTS/OVERNIGHT/SECURITY POLICY/LIFELINE

Residents are encouraged to invite friends or relatives to be guests in their apartment. For security purposes, please notify the Receptionist when you are having guests. Overnight guests must sign in upon their arrival at the reception desk. A person residing in your apartment for more than 30 days will automatically be considered a second resident and a second resident charge will be assessed (except in the case of a privately hired service provider).

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

- If you are entering the building between 8PM and 7AM, please use the phone in the lobby to alert the on-duty staff of your presence even though you are using your swipe card to enter without waiting for them.
- If a resident will be out of the building for more than 24 hours, you must leave the Lifeline pendant or bracelet behind, otherwise an alarm will go off hourly until the pendant is returned.

EMERGENCY/SAFETY INFORMATION

EMERGENCY CALL SYSTEM

The community is equipped with an emergency call system. The Community uses a “Lifeline” system as our emergency call system. Upon moving in, you will be issued a pendant or a wrist band with an emergency call button attached. In case of an emergency please push the emergency button. When activated, a staff member will respond to determine the nature of your emergency, and will notify the appropriate staff resources. The building is staffed twenty-four hours a day; therefore, there will always be someone available to answer your emergency.

In case of a power outage, we have an emergency generator, which will supply emergency lighting in all hallways, and for the emergency call system service. If you are more comfortable having more lighting during a power outage, we recommend you keep a flashlight or battery-operated light in your Apartment.

FIRE SAFETY

Automatic sprinkler and heat/smoke activated alarm systems have been installed in all areas of the Community to provide protection to you and the staff. The design and construction of this building was approved in advance by the state and the local fire marshal. The local Fire Department will make periodic inspections to help us maintain a high degree of fire prevention and protection.

The Community has been designed and built to be in compliance with the applicable fire codes. Each apartment has individual sprinklers for your protection. Fire extinguishers are located at strategic points within the building and fire alarms are located in each hallway. Please familiarize yourself with the location of these fire alarms.

The Community is your home and we appreciate your using the usual fire prevention practices. Please do not store flammable materials in your apartment or storage areas. Furthermore, you are obligated to comply with any request by our insurers and you may not take any action which violates or may violate our insurance policies or increase our insurance rates.

Please remember that all emergency exits on all floors are clearly marked with red and white signs. You will be required to participate in periodic fire drills and evacuation procedures.

“I’M OK” PROGRAM

As an added reassurance and safety measure, Heritage at Framingham has established the “I’m Okay” Program. When you enter the dining room for breakfast, lunch and dinner, please have your name checked off on the “I’m Okay” list. This verifies that you were seen at that meal. Should you call for room service, your name is also checked on the list. If you haven’t arrive at your scheduled seating, the list goes to the Reception Desk and the Reception Desk calls those residents not checked on the list to make sure that they are “okay.”

For those residents not seen or reached by phone within a reasonable amount of time, a staff member will enter your apartment with a master key to be sure that you are okay.

MEDICAL EMERGENCIES

Should you have a medical emergency, please push the button on your Lifeline pendant or wristband. Heritage at Framingham is a non-medical model of senior living. CPR is not performed. In the event of cardiac/respiratory arrest, 911 will be called.

HALLWAYS

For the safety of our residents, please keep hallways clear at all times. **Items such as carts, tables, wheelchairs, walkers, etc., MUST be kept in the resident's apartment. They cannot be left in the hallways.** Should you come across a hallway area that requires the attention of our housekeeping staff, please notify the Receptionist.

HEATING AND COOLING—APARTMENT

Your monthly rent includes the costs of heating and cooling each apartment. Once you have moved in, a staff person will show you how to operate the heating and air conditioning system in your apartment.

HOUSES OF WORSHIP

While some religious services are available on-site at Heritage at Framingham (please see the activities schedule for detail), the Framingham area is home to many houses of worship. Please see the Receptionist for a listing of local houses of worship.

KEYS

At the time of move in, each resident will be provided with one key to their residence and a key to their personal mailbox. Residents shall not alter their door locks or keys without prior written consent from the Executive Director. No copies of any facility keys shall be made without prior approval of the Executive Director.

In the event you are locked out of your apartment, or if you have misplaced your key, please contact the Reception Desk and someone will unlock your apartment for you. There will be a fee charged to replace a missing key. See the Additional Fees/Charge Schedule on page 16.

NOBSCOT LOUNGE

The Nobscot Lounge is open to all residents. You may borrow any reading materials from the Nobscot Lounge. Feel free to contribute any reading materials, which you no longer wish to keep. Please do not remove daily newspapers from this area. Computers are also located in the Nobscot Lounge with internet access. There is a Framingham Public Library Lending Program that offers paperback, hardcover, large print books as well as books on C.D.'s.

MAIL

Each resident at Heritage at Framingham is assigned a mail box, located on the first floor of the building, across from the Country Kitchen. Please remember to change your mailing address before moving into the Community, and **include your apartment number as part of your new mailing address**. Residents may mail outgoing correspondence in the mail slot located near the numbered resident mailboxes. Internal mailboxes are located next to resident mail boxes.

MOVE-INS

Move-ins are typically scheduled between the hours of 9AM and 1PM, Monday through Friday. All moves are to be scheduled with the Marketing Director in order to be sure that elevators are available and to enable staff to accommodate your needs. Please use the Service Entrance and service corridor when moving in furniture.

Prior to your move, a member of the Marketing Department will show you the move-in route, the elevator designated for your use, and answer any questions you may have.

On the day of move-in, you or a designee may wish to be present to supervise the moving process and the placement of your furniture. After you have unpacked, if you request, our maintenance staff will assist you with the hanging of pictures and the connection of your television. The Activity Director or designee will conduct an orientation tour of the building after you are settled.

NEWSPAPERS

Boston Globe	888-694-5623	MetroWest Daily News	508-626-3800
The New York Times	800-631-2500	Wall Street Journal	800-568-7625
Boston Herald	800-882-1211		

IMPORTANT NOTE

Please fill out the form on the last page of this handbook so that Heritage knows what papers to deliver to a specific apartment door.

OMBUDSMAN

The Commonwealth of Massachusetts through the Executive Office of Elder Affairs makes available to residents an ombudsman who can serve as an advocate for the residents regarding issues which may be of concern, as well as an Elder Abuse Hotline with 24-hour accessibility. More information regarding this service can be obtained from the business office or in the Addenda of this Handbook.

PARKING

There is a parking fee \$25.00 per month covering November to March for residents with cars on site for snow removal. Please leave a second set of keys with the Reception Desk in order to facilitate snow removal.

PET POLICY

Indoor pets are allowed to live at Heritage at Framingham. They are fish, birds, cats that have been neutered and small dogs. These animals are the responsibility of the resident. Staff members are not available to assist with pets. Should pets damage or destroy the Community property, or the property of another resident, the resident shall be liable for the cleaning, repairing or replacement of the property. A one-time fee will be assessed to any resident with a pet (see the Additional Fee/Charge Schedule on page 16).

PUBLIC ANNOUNCEMENTS AND SOLICITATION

To maintain the proper environment at the Community, public announcements for solicitation purposes are not allowed without permission from the Executive Director. If you would like to solicit for any cause, charitable or otherwise, please consult with the Executive Director.

PUBLIC AREAS

Heritage at Framingham places an emphasis on the importance of having room to socialize and to enjoy special activities. We encourage residents to enjoy themselves. These common areas are designed to be an extension of your home. There are no designated hours, so feel free to use them at your convenience.

RESIDENT FEEDBACK

Receiving resident feedback is a critical component of the Community's ability to continue to improve our operations. To determine if there are areas that could use improvement, the Community holds monthly resident meetings. The Executive Director, Resident Care Director, Director of Support Services, Food Service Director, Activities Director and other staff members attend these meetings to address any issues you may have with our service. As always, we welcome your feedback. Please feel free to contact any member of our staff if there is something we could improve upon. Suggestion cards are available in the Dining Room at each seating, and a suggestion box is conveniently located by the sign-out books in front lobby and is checked weekly by the Executive Director. Management will conduct a Resident survey annually.

TIPPING POLICY AND EMPLOYEE HOLIDAY FUND

It is against company policy for employees to accept tips, gifts or gratuities. An Employee Holiday Fund initiated and administered by the residents is an exception to this policy. Participation in this fund at holiday time is strictly voluntary.

TRANSPORTATION SERVICE

Heritage at Framingham will provide transportation to local shopping areas and to special events such as luncheons, theater and concerts. While there is no charge for transportation on scheduled transportation days, there is a charge for special trips including the fee for tickets to an attraction or for the cost of a meal.

Transportation to medical appointments is available on Tuesdays and Thursdays between the hours of 9AM and 3PM. A three-day advance notice by the resident is required to accommodate transportation. Transportation is limited to a 15-mile radius. If you require the services of a staff member to accompany you, this service is available for an additional hourly fee. Please see the Additional Fees/Charge Schedule on page 16. Transportation is available on a first come first served basis. Please sign up at the Reception Desk for this service. **If the van is broken or the van driver is unavailable, it is not Heritage at Framingham's responsibility to arrange or pay for alternative transportation.**

PLEASE REMEMBER

Leaving your request at the Reception Desk does not mean that your request has been confirmed. The Reception Desk must speak with you directly to tell you if your request can be accommodated.

LEASE END REQUIREMENTS AND MOVE OUT PROCEDURES

NOTIFICATION OF LEASE TERMINATION

In accordance with the residency agreement, notifications for move outs must be made in writing. They should be addressed to Ellen Adams, the Executive Director at 747 Water Street, Framingham, MA 01701.

Please note the terms for lease terminations in the Residency Agreement. In some cases the language may require as much as 60 days from the end of the month in which we are notified.

REQUIREMENTS FOR CONCLUDING THE LEASE

In order for the lease to be officially concluded, the following three steps need to occur:

1. We need all keys to be turned into the front desk
 - Apartment key
 - Mailbox key
 - Swipe/access cards for main entrance
 - Lifeline Emergency Response Pendant (\$140 replacement fee if not returned)
2. All furniture, clothing and personal possessions should be removed from the apartment and the building.
3. All monies due for services, fees and rental costs are paid in full.

If the steps above are completed and the end date has passed, the lease will be considered to be concluded.

Please note that any small personal items such as medication, toiletries, food, etc. which are left behind may be thrown away in the clean up process. We will assume that such items are not wanted once you have handed the keys in.

THE ASSISTED LIVING OMBUDSMAN PROGRAM

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

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

To reach an Ombudsman contact:

1-800-AGE-INFO (1-800-243-4636)
or 617-727-7750) TTD/tty: 1-800-872-0166

The Elder Abuse Hotline Number is: 1-800-922-2275
Available outside normal business hours, 24 hours a day, 7 days a week

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

ADDITIONAL FEE/CHARGE SCHEDULE

Personal care

Basic 45 minutes per dayincluded in monthly fee
Additional personal care\$35.00 per hour

Community fee\$3,200.00

Guest meals

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

Additional maintenance

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

Additional housekeeping\$35.00 per hour

Meal credits

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

Personal laundry\$10.00 per load

Tray service\$5.00 per tray

Beauty/barber salonsee posted listing in salon

Escort fee for medical appointments\$35.00 per hour

Apartment change fee\$600.00

Replacement keys\$5.00

Proximity/access swipe card\$15.00

Lifeline Emergency Response Pendant\$140.00

Pet fee\$500.00

Parking fee for residents with cars on site for

Snow removal covering November to March\$25.00 per month

NEWSPAPER DELIVERY SIGN UP

WE CAN DELIVER NEWSPAPERS TO APARTMENTS IF:

- STEP 1** Call papers of choice and arrange for a subscription
- STEP 2** Fill in choices below
- STEP 3** Return form to front reception desk with choices "X"ed off

Place An "X" In The Appropriate Box Below

Names	Contact #	Every available day	Sunday only
THE BOSTON GLOBE	888-694-5623 or 617-929-2000		
THE NEW YORK TIMES	800-631-2500		
METROWEST DAILY NEWS	508-626-3800		
THE BOSTON HERALD	800-882-1211		
WALL STREET JOURNAL	800-JOURNAL or (800-568-7625)		
INDICATE OTHER PAPER BELOW			

Resident name _____

Classic apartment # _____

Family member placing order _____

Phone number(s) _____

NOTE TO FRONT DESK: RETURN TO DEANNA LEFRANCOIS