

# Heritage at Framingham Homestead Program

Resident & Family Handbook



HERITAGE

AT FRAMINGHAM

747 Water Street ■ Framingham, MA 01701  
phone 508-665-5300 ■ fax 508-788-6601  
[www.heritageassistedliving.org](http://www.heritageassistedliving.org)



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# HERITAGE

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## AT FRAMINGHAM

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*Independent Living, Assisted Living & Memory Care*

**Dear Resident and Family Member;**

The Homestead program (Homestead) at Heritage at Framingham (Heritage or the Community), warmly welcomes you and your family to your new home. As a Community managed by Mary Ann Morse Healthcare Corp., we are committed to providing the highest quality of service with a continuum of care to meet your health care needs. We are dedicated to offering your family member a home of comfort and security. Our Homestead program, Heritage at Framingham, has been specifically designed to provide a flexible living environment for individuals with memory impairments. We trust you will find the warmth and hospitality of our community to be enjoyable for your family member.

The Homestead program is staffed by individuals specifically trained in caring for persons with Alzheimer's disease and related disorders. The staff assists each resident in maintaining his or her optimal level of functioning while enhancing dignity and respect. Individuals are guided through a structured day that revolves around meaningful social activities geared to the individual's interests and abilities.

This handbook has been developed to provide you with some basic information about the Homestead program and should be kept for future reference. In addition, I invite you to call on me and/or any other staff member with any questions you may have.

We realize that adjusting to a new environment takes time. We are happy that you have chosen Heritage at Framingham as your family member's new home and 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 our warmest welcome to you and your family member.

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.

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

## **LOCAL HOSPITALS**

The following hospitals are in close proximity:

**Metro-West 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

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

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## **SHORT-TERM REHABILITATION STAY**

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

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## **INTRODUCTION TO HOMESTEAD**

Homestead at Heritage is a specialized assisted living program for residents with Alzheimer's disease and other progressive memory impairments.

Our 40 apartments are arranged in neighborhoods of 10 apartments, with a layout that fosters social interaction in pleasant common areas and spacious activity rooms.

Our environment, activities and staff assistance are focused on maintaining an individual's physical and cognitive abilities in a homelike and secured living environment. Although we cannot change the course of a progressive memory impairment, our goal is to enhance the quality of each resident's life.

## **MISSION STATEMENT**

Homestead is a specialized assisted living residence that provides a caring and comfortable environment for individuals with memory impairments. Our mission is to provide the assistance, support and structure that our individual residents require and thus enhance cognitive and physical well being.

## **PHILOSOPHY OF CARE**

We believe that the care of our individual residents requires knowledge of and sensitivity to the individual needs of each resident and his or her family. Our initial assessment is geared to gathering information about the ongoing needs and abilities of our residents. Prior to moving in, a service plan is developed to address each resident's physical, social and activity/recreational needs. The goal of the service plan is to ensure that residents receive the services they require while promoting feelings of accomplishment and well being, and maximizing cognitive abilities. Family and friends continue to play a key role through ongoing communication with staff and involvement with the resident.

## **INDIVIDUALIZED DAILY ROUTINE**

Information is obtained about each resident during the screening process completed prior to the move to Homestead, and will be used to develop a written Service Plan. Special attention is paid to the lifestyle and routines of the resident prior to the move in. Ongoing evaluation of this plan will take place in accordance with EOEA regulations.

The daily routine consists of all aspects of the resident's day and focuses on optimum functioning and success.

## **HOMESTEAD ADMISSION CRITERIA**

The Homestead program at Heritage at Framingham is geared towards meeting the needs of individuals with memory and cognitive impairments. Residents must have a diagnosis of Alzheimer's Disease or a related disorder. In addition, a Medical History and a Recent Physical Examination are required for admission to the program. Residents must meet all of the following admission criteria:

- Able to ambulate safely with or without assistive device.
- If resident requires use of a wheelchair, the resident must have the ability to transfer with the assistance of no more than one staff member.
- Accepting of assistance of one with personal care as needed.
- Requires minimal assistance with meals, which may include cueing, giving verbal instruction, or cutting up food. The resident must be able to physically feed him/herself.
- Able to participate in Self Administered Medication Management (SAMM), which includes the ability to take medications with cueing, prompts, and instruction.
- Able to respond to staff redirection or supervision to control behaviors; does not exhibit aggressive behaviors toward others.
- Incontinence care can be managed with assist of one, and resident accepts assistance.

## **HOMESTEAD DISCHARGE CRITERIA**

Residents exhibiting one or more of the following will be considered for discharge from Homestead.

- Immobility and/or inability to transfer independently or with a one person assist.
- Resident needs assistance of more than one staff for any ADLs (bathing, dressing, transfer, toileting, ambulation, grooming/hygiene).
- Incontinence of urine and/or stool that is unmanageable.
- Exhibits behavior that is violent, abusive or sexually inappropriate, compromises the integrity and safety of other residents or staff, or is disruptive to other residents.
- Requires ongoing nursing and medical monitoring not available in this setting.
- Resident is unable to feed him/herself.

In the case of abusive, violent or sexually inappropriate behavior, an immediate plan for discharge will be developed. Heritage at Framingham will attempt to assist the family and the resident in the transition to the appropriate care facility, when possible. In this case, it is the responsibility of the family to provide at its cost additional one on one care until an alternate placement is found.

## **HOMESTEAD ACTIVITIES**

The Homestead program provides a planned activities schedule on a daily basis which offers social activities, sensory and cognitive enhancement activities, gross motor activities and self-care activities. Our goal is to help our residents remain active and socially engaged through involvement in a daily structure. Residents are encouraged and invited to join activities, but may choose not to attend.

Before moving in, family members are asked to complete a Resident History and Leisure Survey. Upon move-in, Activities staff also complete an assessment of the resident's likes, interests and abilities. Ongoing adjustments of activity offerings occur to ensure that programming is meeting the needs of our residents.

In addition to activities planned for inside the building and our outdoor area, the activities staff plan trips outside of the building utilizing our van. Some outings, such as lunch, museum tours and ice cream trips, may incur a small fee to cover expenses; this fee will be billed on the resident's next monthly statement.

An activity calendar, which details our programming, is mailed to families and posted in the lobby and elevator. We encourage families to participate in scheduled activities with their family members.

## **DINING AND FOOD SERVICE**

Meals are served in the country kitchen of each neighborhood. The dining approach on Homestead encourages a family style living environment. Menus are varied and a registered dietician reviews menus and residents' diets twice a year.

The Homestead staff will serve the resident's meals. Certain doctor-prescribed therapeutic diets are available as needed.

Residents not interested in a meal will be provided an alternate meal and snacks (including caloric supplements if indicated), several times per day. Staff will observe, to ensure daily nutrition.

## **DINING HOURS**

Breakfast	7:30AM to 9:30AM
Snack	10:30AM
Lunch	11:30AM
Snack	2PM
Dinner	4:30PM
Snack as needed	7PM



## **GUEST MEALS**

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

- Families must discuss their needs with the Program Director or designee, in advance. Please indicate the number in your party.
- The family member will be asked to sign a ticket for all guest meals served. The charges will appear on the next monthly statement.

## **PRIVATE DINING ROOM**

Heritage at Framingham has been designed with a special private dining room so our residents may celebrate special times with family and friends. 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 services. 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.

*Please consult with the Executive Chef for additional assistance.*

## **EXECUTIVE OFFICE / BUSINESS OFFICE**

The Executive Offices are located on the first floor of the Classic Building. 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.

## **HOUSEKEEPING**

As part of your monthly rent charge, Homestead provides its residents with routine housekeeping. Our housekeepers will perform the following chores on a weekly basis and as needed:

- Mop all floors
- Dust closet entry doors
- Clean and disinfect bathroom floors and bathroom fixtures
- Clean bathroom mirror
- Dust windowsills
- Dust furniture
- Remove trash
- Dust light fixtures
- Change bed linens

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

Housekeeping will supply all cleaning materials unless you have a special request and you wish to supply your own cleaning materials. The personal care staff will assist the resident in tidying up their room which includes making the bed on a daily basis.

## **LAUNDRY**

Personal laundry is completed in the neighborhood as a part of the daily programming. Residents who wish to assist with laundering their clothes are encouraged to do so with staff assistance only.

Families may choose to take care of laundering their family member's clothing. Please speak with the Program Director to arrange this.

**All clothing is to be clearly marked with the resident's name to ensure proper return to their apartment. We encourage families to provide comfortable, wash and wear clothing. Mix and match clothing is preferable. Clothes needing dry cleaning are not recommended. Articles needing dry cleaning will be the family's responsibility.**

## **MAINTENANCE**

The maintenance department is responsible for the upkeep of all property and equipment owned by the Community.

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

- Repair of all public areas, equipment and appliances owned by Heritage at Framingham.
- Repair of air conditioning/heating unit and changing of filter.
- Repair of interior walls, floors, ceilings, windows, doors, cabinets, locks and bath fixtures when damage is at no 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.

Maintenance will assist with hanging pictures.

## **PERSONAL CARE**

The Homestead program's staff will guide each resident through all parts of grooming and dressing on a daily basis, as needed within the two hours per day provided for personal care under the residency agreement. The information collected on the admission assessment will be integrated into the Service Plan. This information assists us in optimizing each resident's independence and sense of accomplishment, as well as individualizing the care that is needed.

Under the direction of the Resident Care Director and Program Director, staff will observe each resident for changes in the assistance needed and will make appropriate adjustments. Specific information about this service is available from the Resident Care Director.

## **RECEPTION DESK**

The Reception Desk is located in the Classic Building. Hours are 9AM to 8PM Packages left for residents of Homestead will be delivered to the resident.

## **RESIDENT CARE DIRECTOR**

Heritage at Framingham employs a Registered 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 consulted and appropriate action will be taken.

Each resident of the Homestead program will be observed on an ongoing basis by the staff in an effort to maintain their optimal health. Information from families is always welcome to assist in this process.

Changes in condition and/or medication as the result of a Doctor's appointment must be communicated to the Resident Care Director or nurse.

## **PROGRAM DIRECTOR**

Heritage at Framingham employs a Program Director to oversee and direct the Homestead program. The Program Director is the direct supervisor of the Homestead Activity Department and works in collaboration with the Resident Care Director to ensure that delivery of services to each resident is consistent with the Program philosophy.

The Program Director is involved in screening of all residents for the Homestead program and works closely with the Marketing Director to assist residents' families with the move into Homestead. The Program Director is involved in the initial Service Planning and ongoing Service Plan reviews.

The Program Director provides specialized training in dementia care to all staff and participates in ongoing staff meetings. The Program Director works closely with family members to provide support and education, and facilitates a Caregiver Support Group.

## **APARTMENT CHANGES**

Occasionally, we may initiate an apartment change if we feel the resident would be better served in a different neighborhood. If it is at our suggestion, there will be no charge for the move. If it is your choice to change apartments, there is a fee—see the Additional Fee/Charge Schedule on page 16.

## **BEAUTY/BARBER SALON**

For your convenience, a Beauty/Barber shop is located in Homestead. Hours are determined based upon resident needs. Beauticians have a lease with the Community and are not employees. A fee schedule is posted in the salon. Appointments can be coordinated through the Activities Coordinator at Extension 105. Payment for services will be billed directly on the monthly statement.

## **BILLING**

A monthly rent statement will be mailed on or about the 20th of the month prior to the first day of each month to the person designated by the family to be responsible for the financial affairs of the resident. The rent is due no later than the 1st day of the month regardless of whether or not a statement has been received. The 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. Questions on accounts should be directed to the Business Office, which is located on the first floor of the Classic Building in the Executive Offices, or extension 104.

Please remember that your rent is considered delinquent after the 15th day of the month. If the rent is delinquent, the resident will be assessed a late fee of \$100.00. 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**

Residents may have televisions in their apartments, but many of our residents do not. The goal of the Homestead program is to promote socialization and involvement in ongoing activities. Televisions are provided by the Community for common areas and are available for use by all residents.

Cable service is available in the apartments. All cable service is at the expense of the resident and billed to the designated family member.

Although telephones in individual apartments are also not usually recommended, this is an individual choice. Installation of telephone jacks is at the expense of the resident and billed to the designated family member. If the resident has no phone, staff can provide assistance.

## **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.

## **DIRECTIONS**

### **FROM THE WEST**

Take the Mass Pike Exit 12 to Route 9 East. Take the Edgell Road, Main Street Framingham Exit. Travel up the ramp taking a left at the lights. Go straight at the next set of lights, heading straight on Edgell Road for approximately 2.2 miles to

Nobscot Center. At the lights in Nobscot Center, take a right on Water Street. Heritage at Framingham is .2 miles on the left just past the fire station.

### **FROM THE EAST**

Take the Mass Pike Exit 13 to Route 9 West. Take the Route 30 Framingham/Southborough Exit. Take a right on Edgell Road traveling 2.2 miles to Nobscot Center. At lights in Nobscot Center, take a right on Water Street. Heritage at Framingham is .2 miles on the left just past the fire station.

## **EMERGENCY/SAFETY INFORMATION**

### **FIRE SAFETY**

The Homestead program provides 24-hour awake staff to observe and assist residents as needed. Our staff will make hourly rounds to ensure the safety of all residents.

The building is equipped with automatic sprinkler and heat activated alarm systems in all areas of the Community to provide protection to the residents 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 makes periodic inspections to help us maintain a high degree of fire prevention and protection. In addition, fire extinguishers are located at strategic points within the building and fire alarms are located in each hallway.

### **MEDICAL EMERGENCIES**

Immediate medical care will be summoned, if necessary. Families will be contacted as soon as possible to make them aware of any medical emergency. Heritage at Framingham is a nonmedical model of senior living. CPR will not be performed. In the event of a cardiac/respiratory arrest, 911 will be called.

## **SAFE RETURN PROGRAM**

The National Alzheimer's Association has a Safe Return Program. Information about this program can be provided to you.

## **CARD ENTRY SYSTEM**

Entry to Homestead is accessed via a proximity reader that is located to the right of the Homestead main entrance. Exiting Homestead is accessed via the same proximity reader located to the left of the exit door. Families will be given a pass card to activate the proximity reader. The following will apply to the proximity reader system:

- Two (2) proximity pass cards will be available to each Homestead resident's family members and/or friends.
- Additional proximity pass cards are available for a fee. See the Additional Fee/Charge Schedule on page 16.

Should you have any questions regarding this system, please contact the Director of Support Services at 508-665-5325.

## **FAMILY SUPPORT GROUP**

The Homestead program Director will schedule meetings for family support, and voluntary participation is encouraged. These meetings will be held for the purpose of education and/or emotional support. The Family Support Group is a community service and open to the public.

## **FINANCIAL MATTERS**

Families are required to designate a person responsible for the resident's financial issues. Financial and legal correspondence must be addressed to this designated person, and should not be mailed directly to the resident. Residents will not need to pay directly for any services, therefore, cash is not needed. Legal guardianship or Power of Attorney is recommended. We can assist you with a contact.

## **OVERNIGHT GUESTS**

It is not recommended for guests to spend the night in Homestead. 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.

## **HEATING AND COOLING**

The monthly rent includes the costs of heating and cooling each apartment. Registers in each room control the temperature. Staff will monitor rooms and assist residents as needed to ensure comfort.

## **HOUSES OF WORSHIP**

The Framingham area is home to many houses of worship. Please see the receptionist for a listing. The Community also offers on-site religious programming. Please review the activities calendar for more information.

## **KEYS**

Although not recommended, keys can be provided to residents of the Homestead program.

## **MAIL**

Mail must be directed as indicated below.

### **Sent to family representative**

Phone bills

Financial statements

Cable & other bills

### **Sent to resident at Heritage**

Magazines

Newspapers

Cards & letters

We encourage families & friends to send cards, magazines, etc. The resident's bills or financial statements should be mailed to the power of attorney, guardian or responsible family member. Please complete a change of address notification, to specific billing sources (i.e.; phone, banking, etc.).

## **MEDICAL TRANSPORTATION**

Heritage at Framingham provides free medical transportation service on our passenger bus two times per week on Tuesdays and Thursdays between the hours of 9AM and 3PM (on a first-come, first-serve basis). The Community will transport residents to their medical appointments in the MetroWest area, touching the Wellesley and Marlboro borders. To book an appointment for medical transportation, please contact the Reception Desk at 508-788-6050 ext. 100.

All Homestead residents must be accompanied to medical appointments. If a family member is unable to accompany a resident, as available, an escort may be provided to the appointment for an additional fee. See the Additional Fee/Charge Schedule on page 16. **Please note that the escort is NOT able to provide information which may be requested by medical providers, involving the resident's needs, condition or confidential medical history.**

## **MEDICATIONS**

A plan for safe medication storage in the resident's room will be established on an individual basis. Assisted Living regulations require that the residents be able to self administer medications with appropriate cueing and reminders provided by the Resident Care Assistant. This process will be fully explained by our Resident Care Director or nurse. Any change in medication must be communicated to a nurse or the Resident Care Director as soon as possible.

## **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.

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

On the day you move in furniture, you or a designee should be present to supervise the move-in process and the placement of your furniture. After you have unpacked, if you request, our maintenance staff will assist with the hanging of pictures.

## **NEWSPAPERS**

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

## **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 may serve as an advocate for the residents regarding issues 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 and in the Appendix of this Handbook.



## **PARKING**

Visitor spaces are available for families and friends of residents. We ask that you not park in spaces designated for residents. In addition, for fire safety reasons, we request that you not park in front of the main entrance except for drop off and pick up. Please limit this process to no more than 10 minutes.

## **PUBLIC ANNOUNCEMENTS AND SOLICITATION**

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 in the common areas. There are no designated hours, so feel free to use them at your convenience.

Families are free to take their family members to common areas throughout the building as well as walk outside on our walking path.

## **RESIDENT FEEDBACK**

Receiving resident and family feedback is a critical component of the Community's ability to continue to improve our operations. We welcome your feedback. Please feel free to contact any member of our staff if there is something upon which we could improve. There is also a suggestion box located in the Homestead lobby.

## **SMOKING POLICY**

### **NO SMOKING IS ALLOWED AT HERITAGE AT FRAMINGHAM**

For the safety of our residents, Homestead is a smoke free environment. We appreciate your cooperation as we strive to create a pleasing and comfortable environment for all our residents.

## **TEMPORARY ABSENCE**

Residents may leave Homestead in the company of a family member or friend. Families and friends are required to inform the staff in their neighborhood about an outing as well as sign the resident out in the Homestead sign out book. Approximate time of return is also requested.

## **TIPPING POLICY AND EMPLOYEE HOLIDAY FUND**

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

## **VALUABLES**

We strongly encourage families to keep money, sentimental jewelry or other valuables at home. The individual with memory loss may easily misplace these items and may not remember where he or she placed them. Items families choose to leave with the residents should be labeled.

## **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 (if you have been given one)
  - Swipe/access card(s) for main entrance
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

As many minutes per day as appropriate

up to 2 (two) hours per day .....included 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 .....Included in monthly rent

Tray service .....\$5.00 per tray

Beauty/barber salon .....see posted listing in salon

Escort fee for medical appointments .....\$35.00 per hour

Apartment change fee .....\$600.00

Replacement keys .....\$5.00

Proximity/access card .....\$15.00

## **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**

<b>Names</b>	<b>Contact #</b>	<b>Every available day</b>	<b>Sunday only</b>
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)		
<b>INDICATE OTHER PAPER BELOW</b>			

Resident name \_\_\_\_\_

Homestead apartment # \_\_\_\_\_

Family member placing order \_\_\_\_\_

Phone number(s) \_\_\_\_\_

**NOTE TO FRONT DESK: RETURN TO DEANNA LEFRANCOIS**