

CONSUMER

Disclosure Statement



Assisted Living Community:

Administrator/Executive Director:

Phone:

Address:

City, State, Zip:

Total Accommodations Available:

Types of Accommodations Available:

License Number:

Date Form Completed:

The Assisted Living Consumer Disclosure Statement is a useful tool that outlines the care and services provided in this community. This informative statement is to be used as a supplement to visiting the Assisted Living community of interest, talking with residents, and meeting with staff.

Please carefully review any written admission agreement or contract before making a decision. If you have questions about any issue raised in this Disclosure Statement or in the admission agreement, please seek clarifications from the Community and/or your advisor.

California Assisted Living



About Assisted Living

Assisted Living Communities are licensed residential settings that offer choices in personal care and health-related services. They provide 24-hour supervision to help residents live as independently as possible. California Assisted Living Communities are licensed as Residential Care Facilities for the Elderly (RCFE) by the California Department of Social Services, Community Care Licensing Division (CCLD).

The Admission Agreement

The Assisted Living Community will provide you with an admission agreement to review and sign prior to move-in. However, you can request a copy of the Community's admission agreement at any time. The admission agreement includes the following information:

- ▶ Comprehensive description of items and services provided under a single fee
- ▶ Comprehensive descriptions of fee schedules for all items and services not included in a single fee and indication that you will receive monthly statements itemizing any separate charges
- ▶ Policy regarding notification of rate changes, including rate adjustments due to a change in a resident's level of care
- ▶ Circumstances under which rates may be increased
- ▶ Explanation of the use of any third-party services within the facility related to the service plan and acknowledgement of additional items/services refused at admission
- ▶ Description of any fee payable prior to move-in
- ▶ Refund policy
- ▶ Description of billing and payment policies and procedures
- ▶ General community policies (house rules)
- ▶ Circumstances under which an admission agreement may be terminated, including eviction
- ▶ Policy regarding visitors and resident communication
- ▶ Information regarding the Department of Social Services' authority to review resident records
- ▶ Written information on the resident's right to form a resident council
- ▶ A comprehensive description of the pricing system
- ▶ Statement of Resident Rights
- ▶ Description of complaint or grievance procedure, including contacting the Department of Social Services and the ombudsman

Also referenced in the admission agreement or provided prior to move-in:

Dementia Care Disclosure

Assisted Living Communities that advertise or promote special care programs for residents with Alzheimer's or related dementia will provide you with a written description of the following upon request:

- ▶ Philosophy and goals
- ▶ Assessment
- ▶ Admission/Move-in
 - Specifications of designated area(s) where dementia care is provided
 - Services available specific to residents with dementia
 - Procedures in place to ensure that the plan of operation is available
- ▶ Activity Program (types of activities, frequency, the process to determine the activity needs of residents)
- ▶ Staff qualifications and staff training
- ▶ Physical environment, including safety features
- ▶ Procedure when residents' condition changes
- ▶ Success indicators

Additional Information:

Services and Fees

You should expect Assisted Living communities to provide clear information regarding their services and fees. Some communities may charge a flat monthly rate for services based on a resident's level of care, while others may provide an itemized list of potential services. Request the community's pricing information and ask questions. For example, it is important to understand the following:

- ▶ What is included in the monthly rate
- ▶ What is provided for at an additional charge
- ▶ Circumstances under which fees/rates may increase
- ▶ The refund policy

Communities are required to provide you with their average monthly rate increases over the last three years so that you will know how rates have changed over time. This data is intended to provide an idea of what rate changes have been implemented in the past, but is not a guarantee or predictor of future rate changes.

ATTACHED TO THIS DISCLOSURE STATEMENT

(check all that apply):

- Rate/fee schedule and listing of services included in the base monthly rate
- Rate/fee schedule for supplemental services
- Three year rate history
- Other:

SOURCES OF PAYMENT ACCEPTED

(check all that apply):

- Private Pay
- SSI/SSP
- Long-Term-Care Insurance
- Veterans Aid & Attendance
- Other:

More About Our Services and Fees:

Staffing

Assisted Living communities are required to ensure that staffing levels meet the changing needs of their residents. Residents' needs, activity schedules, and special events, etc., determine appropriate staffing. The following minimum standards apply:

- ▶ Community managed by CCLD-approved, certified administrator
- ▶ At least one administrator, facility manager, or designated substitute over 21 years old is on duty and on-site 24 hours per day.
- ▶ One person on staff at all times who is trained in CPR.
- ▶ Criminal background checks conducted for all employees (18 years and older)
- ▶ Initial staff training:
 - Direct caregivers receive 40 hours of initial staff training and 12 of the 40 initial hours are dedicated to dementia training.
- ▶ Annual staff training:
 - Direct caregivers receive 20 hours of training annually with 8 of the 20 annual ongoing training hours dedicated to dementia training.
- ▶ Staff who assist with medications must receive additional specialized training:
 - In a community licensed for *16 or more persons*, employees must complete **24 hours of initial training** within the first two weeks of employment and pass a test of the required subjects; In a community licensed for *15 or fewer persons*, employees must complete **10 hours of initial training** within the first two weeks of employment and pass a test of the required subjects. In addition, employees must receive **8 hours of in-service training** on medication-related issues in each succeeding 12-month period.
- ▶ Staff providing certain health-related services must be trained by an appropriately skilled professional

- ▶ Depending on the size of the community, additional food service and activity program training may be required
- ▶ For communities with more than 16 residents, awake staff is required to be on premises 24 hours per day

Nurses are not required to be on staff in Assisted Living communities, however, many choose to employ a nurse. Ask about the availability and responsibilities of the nurse(s) in your prospective Assisted Living community.

Acceptance and Retention Criteria

Required Termination of the Admission Agreement

Certain health conditions or circumstances call for temporary or permanent transfer from the community. It is advised to inquire about the policies and procedures surrounding requirements that may cause a resident to relocate.

California's Assisted Living regulations prohibit admitting and retaining residents with the any of the following conditions:

- ▶ Staph or other serious infection
- ▶ Need for assistance with all activities of daily living
- ▶ Gastrostomy care
- ▶ Severe pressure injuries (stage 3 or 4)
- ▶ Tracheotomies
- ▶ Naso-gastric tubes

Other circumstances which require a resident to relocate:

- ▶ Requiring 24-hour licensed nursing care on a chronic basis or unscheduled skilled nursing care
- ▶ Continued residency endangers the safety, health or welfare of resident or others
- ▶ Failing to abide by the Community's written general policies (house rules)
- ▶ Failing to pay for basic services within 10 days of the due date
- ▶ Failing to comply with state or local laws after receiving notice of the alleged violation(s)
- ▶ The facility can no longer meet the needs of the resident as indicated by an assessment
- ▶ Change of use in the facility

Possible Termination of the Admission Agreement

In some cases, the conditions listed below may necessitate the termination of the admission agreement and transfer from the community. Furthermore, some of these conditions may require the Assisted Living Community to request and obtain special approval or waivers from CCLD. It is recommended to learn

about the Assisted Living Community's policies relating to certain conditions. Please note that not all communities can retain residents with the following needs:

- ▶ Administration of oxygen
- ▶ Enemas, suppositories, fecal impaction removal
- ▶ Bedridden
- ▶ Hospice care (waiver from CCLD is required)
- ▶ Catheter
- ▶ Incontinence
- ▶ Colostomy/ileostomy
- ▶ Injections
- ▶ Care of pressure injuries (stage 1 or 2)
- ▶ Intermittent positive pressure breathing machine
- ▶ Diabetes
- ▶ Wound
- ▶ Care of severe contractures
- ▶ Dementia

Other Retention Criteria:

SPECIAL PROGRAMS OFFERED

(check all that apply):

- Hospice waiver issued by Community Care Licensing Division
This waiver allows a resident or resident's family to coordinate care and services with a licensed hospice provider while living in the Assisted Living Community
- Dementia Care Program
See "Dementia Care Disclosure" on page 2

OTHER UNIQUE FEATURES