



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

April 10, 2019

Frank M. Cicero, Consultant
Cicero Consulting Associates
701 Westchester Avenue, Suite 210W
White Plains, New York 10604

Project # 3070
Artis Senior Living of Chestnut Ridge

Dear Mr. Cicero:

The main body of your Residency Agreement and the AH/ALR/EALR/SNALR Addenda are approved contingent upon receipt of your Operating Certificate for AH/ALR/EALR/SNALR. Enclosed is a copy of the approved Residency Agreement for your records and immediate use.

Please be advised that the approved Residency Agreement may not be altered without prior Department approval, pursuant to 10 NYCRR §1001.8(f)(6). If you wish to propose any revisions to this agreement, prior to implementation, you must first submit the changes to my office for review and approval to:

Residency/Admission Agreement Coordinator
New York State Department of Health
Division of Adult Care Facility/Assisted Living Surveillance
Bureau of Licensure and Certification
875 Central Avenue
Albany, New York 12206.

Failure to submit the revisions and receiving Department approval prior to implementing a Residency Agreement may result in enforcement action and the imposition of civil penalties.

As always, thank you for your cooperation.

Sincerely,

Linda M. O'Connell
Residency Agreement Coordinator
Division of Adult Care Facilities
and Assisted Living Surveillance

cc: B. Barrington
G. Currenti
H. Hayes
L. O'Connell

Enc. Approved Residency Agreement



Assisted Living Residence

RESIDENCY AGREEMENT

APPROVED
Div of Adult Care Facilities and
Assisted Living Surveillance

APR 10 2019

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Table of Contents

I.	Housing Accommodations and Services.....	1
A.	Housing Accommodations and Services.....	1
B.	Basic Services	2
C.	Additional Services	3
D.	Licensure/Certification Status.....	3
II.	Disclosure Statement	3
III.	Fees	3
A.	Basic Rate.....	3
B.	Supplemental, Additional or Community Fees.....	4
C.	Rate or Fee Schedule.....	4
D.	Billing and Payment Terms.....	5
E.	Adjustments to Basic Rate or Additional or Supplemental Fees	5
F.	Bed Reservation	6
IV.	Refund/Return of Resident Monies and Property.....	6
V.	Transfer of Funds or Property to Operator	6
VI.	Property or items of value held in the Operator's custody for You.....	7
VII.	Fiduciary Responsibility	7
VIII.	Tipping	7
IX.	Personal Allowance Accounts.....	7
X.	Admission and Retention Criteria for an Assisted Living	8
XI.	Rules of the Residence.....	9
XII.	Responsibilities of Resident, Resident's Representative and Resident's Legal Representative	9
XIII.	Termination and Discharge	10
A.	Termination.....	10
B.	Involuntary Termination	10
C.	Notice of Termination by Operator.....	11
D.	Other Rights and Remedies.....	11
E.	Transfer Assistance	11
XIV.	Transfer	11
XV.	Resident Rights and Responsibilities.....	12
XVI.	Complaint Resolution	12
XVII.	Miscellaneous Provisions	12
XVIII.	Agreement and Authorization	14

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Div of Adult Care Facilities and
Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: HH

TABLE OF EXHIBITS

EXHIBIT	SUBJECT	PAGE
EXHIBIT I.A.1.	IDENTIFICATION OF ROOM	I
EXHIBIT I.A.3.	FURNISHINGS/APPLIANCES PROVIDED BY OPERATOR	II
EXHIBIT I.A.4.	FURNISHINGS/APPLIANCES PROVIDED BY YOU	III
EXHIBIT I.C.	ADDITIONAL SERVICES, SUPPLIES OR AMENITIES	IV
EXHIBIT I.D.	LICENSURE/CERTIFICATION STATUS OF PROVIDERS	VI
EXHIBIT II.	DISCLOSURE STATEMENT	VII
EXHIBIT D-1	CONSUMER INFORMATION GUIDE: ALR	VII
EXHIBIT III.B.	COMMUNITY FEES	XIII
EXHIBIT III.C.	RATE OR FEE SCHEDULE	XIV
EXHIBIT V.	TRANSFER OF FUNDS OR PROPERTY TO OPERATOR	XV
EXHIBIT VI.	PROPERTY/ITEMS HELD BY OPERATOR FOR YOU	XVI
EXHIBIT XI.	RULES OF THE RESIDENCE	XVII
EXHIBIT XV.	RIGHTS AND RESPONSIBILITIES OF RESIDENTS IN ASSISTED LIVING RESIDENCES	XVIII
EXHIBIT XVI.	OPERATOR PROCEDURES: RESIDENT GRIEVANCES AND RECOMMENDATIONS	XX

APPROVED
Div of Adult Care Facilities and
Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: MTT



Residency Agreement

THIS RESIDENCY AGREEMENT ("Agreement") is made between **Artis Senior Living Operator of Chestnut Ridge, LLC** (the "Operator"),

_____ (the "Resident" or "You"),

_____ (the "Resident's Representative", if any)
who is the Resident's _____, and

_____ (the "Resident's Legal Representative", if any),
who is the Resident's _____.

RECITALS:

A. The Operator is licensed by the New York State Department of Health to operate at **801 Chestnut Ridge Road, Chestnut Ridge, NY 10977** as an Assisted Living Residence (the "Residence") known as **Artis Senior Living of Chestnut Ridge** and as an Adult Home. The Operator is also certified to operate, at this location, an Enhanced Assisted Living Residence and a Special Needs Assisted Living Residence.

B. You have requested to become a Resident at the Residence and the Operator is willing to accept Your request.

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AGREEMENTS:

APR 10 2019

I. Housing Accommodations and Services.

Beginning on _____, 20__ (Insert beginning date of residency), the Operator shall provide the following housing accommodations and services to You, subject to the other terms, limitations and conditions contained in this Agreement. This Agreement will remain in effect until amended or terminated by the parties in accordance with the provisions of this Agreement.

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A. Housing Accommodations and Services

1. Your Room. You may occupy and use a private bedroom, identified on Exhibit I.A.1. (Your "Room"), subject to the terms of this Agreement.
2. Common areas. You will be provided with the opportunity to use the general purpose rooms at the Residence such as lounges, community room, porches and dining area.
3. Furnishings/Appliances Provided By The Operator. Attached as Exhibit I.A.3. and made a part of this Agreement is an Inventory of furnishings, appliances and other items supplied by the Operator in Your Room.



APR 10 2019

NYS Department of Health
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4. **Furnishings/Appliances Provided by You.** Attached as Exhibit I.A.4. and made a part of this Agreement is an Inventory of furnishings, appliances and other items supplied by you in Your Room. Such Exhibit also contains any limitations or conditions concerning what type of appliances may not be permitted (e.g., due to amperage concerns, etc.) Note: You are free to decorate Your Room as you wish, provided that you comply with the safety rules of the Residence. You may not make any structural or physical changes to Your Room, unless expressly approved in writing in advance by Operator, which approval may be withheld in Operator's sole and absolute discretion. Any such alterations or improvements shall become property of Artis. You may not change any lock or add any lock or locking device to Your Room without the Operator's prior written consent. Any changes or modifications to Your Room which Operator determines might require the advice or assistance of any electrician, contractor or other similar professional, or that may require any change to or might affect the operation of, any of the Residence's systems (including, without limitation, its plumbing, electrical, life safety, and communications) or equipment must be approved in writing in advance by Operator, which approval Operator may withhold in its sole and absolute discretion.

B. Basic Services

The following services ("Basic Services") will be provided to you, in accordance with your Individualized Services Plan.

1. **Meals and Snacks.** Three (3) nutritionally well-balanced meals per day and two (2) snacks per day are included in Your Basic Rate. The following modified diets will be available to You if ordered by Your physician and included in Your Individualized Service Plan: diabetic diet, low sodium diet.
2. **Activities.** The Operator will provide a program of planned activities, opportunities for community participation and services designed to meet Your physical, social and spiritual needs and will post a monthly schedule of activities in a readily visible common area of the Residence.
3. **Housekeeping.** You will be provided with a minimum of weekly room cleaning and weekly standard linen service.
4. **Linen Service.** You will be provided with a minimum of weekly standard linen service (towels and washcloths; pillow, pillowcase, blanket, bed sheets, bedspread; all clean and in good condition)
5. **Laundry of Your Personal Washable Clothing.**
6. **Supervision on a 24-hour basis.** The Operator will provide appropriate staff onsite to provide supervision services in accordance with law. Supervision will include monitoring (a response to urgent or emergency needs or requests for assistance on a 24-hour a day, seven days a week basis) as well as the other components of supervision as specified in law.



APR 10 2019

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Reviewer's Initials:

7. **Case Management.** The Operator will provide appropriate staff to provide case management services in accordance with law. Such case management services will include identification and assessment of Your needs and interests, information and referral, and coordination with available resources to best address Your identified needs and interests.

8. **Personal Care.** Include some assistance with bathing, grooming, dressing, feeding, medication assistance, storage and disposal, assistance with self-administration of medication as well as some assistance with the following, if applicable and provided for in your Individualized Service Plan: toileting, ambulation and transferring.

Development of Individualized Service Plan. Upon admission an Individualized Service Plan will be developed with You, as described in Exhibit I.B.9. hereto, which Exhibit and Plan include provisions for periodic review in accordance with New York State regulation, and updated as needed.

C. Additional Services

Exhibit I.C., attached to and made a part of this Agreement, describes in detail, any additional services or amenities available for an additional, supplemental or community fee from the Operator directly or through arrangements with the Operator.

Such exhibit states who would provide such services or amenities, if other than the Operator.

D. Licensure/Certification Status.

A listing of all providers offering home care or personal care services under an arrangement with the Operator, and a description of the licensure or certification status of each provider is set forth in Exhibit I.D. of this Agreement. Such Exhibit will be updated as frequently as necessary.

II. Disclosure Statement

The Operator is disclosing information as required under Public Health Law Section 4658 (3). Such disclosures are contained in Exhibit II., which is attached to and made part of this Agreement.

III. Fees

A. Basic Rate.

The Resident, Resident's Representative and Resident's Legal Representative agree that the Resident will pay, and the Operator agrees to accept, the following payment in full



satisfaction of the Basic Services described in Section I. B. of this Agreement. (the "Basic Rate"). The Basic Rate as of the date of this Agreement is (\$_____ per month).

B. Supplemental, Additional or Community Fees

A Supplemental or Additional fee is a fee for service, care or amenities that is in addition to those fees included in the Basic Rate.

A Supplemental fee must be at Resident option. In some cases, the law permits the Operator to charge an Additional fee without the express written approval of the Resident (See section III.E).

A Community fee is a one-time fee that the Operator may charge at the time of admission. The Operator must clearly inform the prospective Resident what additional services, supplies or amenities the Community fee pays for and what the amount of the Community fee will be, as well as any terms regarding refund of the Community fee. The prospective Resident, once fully informed of the terms of the Community fee, may choose whether to accept the Community fee as a condition of residency in the Residence, or to reject the Community fee and thereby reject residency at the Residence.

Any charges by the Operator, whether a part of the Basic Rate, Supplemental, Additional, or Community fees, shall be made only for services and supplies that are actually supplied to the Resident.

Community Move-In Fee (one time, due prior to move in): \$3,000.00

Supplemental Fees (for Optional Services): in the amounts and charged on the basis (per item, period, etc.) as set forth in Exhibit III.C. hereto and made part hereof.

C. Rate or Fee Schedule

Attached as Exhibit III.C. and made a part of this Agreement is a rate or fee schedule, covering both the Basic Rate and any Additional, Supplemental or Community fees, for services, supplies and amenities provided to You, with a detailed explanation of which services, supplies and amenities are covered by such rates, fees or charges.

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APR 10 2019

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D. Billing and Payment Terms

Payment of the Community Move-In Fee and the Basic Rate for the first full or partial month of residency is due upon move-in. For each month thereafter, the Basic Rate and the Supplemental Fees shall be due and payable monthly in advance by the first day of each calendar month and shall be delivered to the Facility at its address set forth above.

Operator will provide You a monthly statement on the 20th day of each month that itemizes the Basic Rate due for the following month and details the Supplemental Fees for services rendered up to the end of the billing cycle for the Monthly Statement. The Monthly Statement will reflect payments received and the balance due from you. The balance must be paid on or before the first day of each calendar month following receipt of the Monthly Statement and shall be considered late of not paid on or before the fifth (5th) day of the month.

If Your account is not paid when due, a late charge of one and one-half percent (1.5%) per month (or, if less, the maximum amount allowed to be charged under applicable law), shall be assessed on the overdue amount from the first of the month until paid. Your rights to occupy and use Your Room and to receive services under this Agreement are contingent upon your timely payment of the fees charged. You shall pay all collection costs including, without limitation, reasonable attorneys' fees, court costs, and collection fees, should your account be referred for collection.

If you fail to pay Your Account when due then the Operator may pursue its rights and remedies as set forth in Section XIII. below.

E. Adjustments to Basic Rate or Additional or Supplemental Fees

1. You have the right to written notice of any proposed increase of the Basic Rate or any Additional or Supplemental fees not less than forty-five (45) days prior to the effective date of the rate or fee increase, subject to the exceptions stated in paragraphs 3, 4 and 5 below.
2. Since a Community Fee is a one-time fee, there can be no subsequent increase in a Community Fee charged to You by the Operator, once You have been admitted as a resident.
3. If You, or Your Resident Representative or Legal Representative agree in writing to a specific Rate or Fee increase, through an amendment of this Agreement, due to Your need for additional care, services or supplies, the Operator may increase such Rate or Fee upon less than forty-five (45) days written notice.
4. If the Operator provides additional care, services or supplies upon the express written order of Your primary physician, the Operator may, through an amendment to this



Agreement, increase the Basic Rate or an Additional or Supplementary fee upon less than forty-five (45) days written Notice.

5. In the event of any emergency which affects You, the Operator may assess additional charges for Your benefit as are reasonable and necessary for services, material, equipment and food supplied during such emergency.

F. Bed Reservation

The Operator agrees to reserve a residential space as specified in Section I.A.1 above in the event of Your absence. The charge for this reservation is equal to three and 28/100ths percent (3.28%) of the monthly Basic Rate per day. The length of time the space will be reserved is ten (10) days. A provision to reserve a residential space does not supersede the requirements for termination as set forth in Section XIII of this agreement. You may choose to terminate this agreement rather than reserve such space, but must provide the Operator with any required notice.

IV. Refund/Return of Resident Monies and Property.

Upon termination of this Agreement or at the time of Your discharge, but in no case more than three business days after You leave the Residence, the Operator must provide You, Your Resident or Legal Representative or any person designated by You with a final written statement of Your payment and personal allowance accounts at the Residence.

The Operator must also return at the time of Your discharge, but in no case more than three (3) business days, any of Your money or property which comes into the possession of the Operator after Your discharge. The Operator must refund on the basis or a per diem proration any advance payment(s) which You have made.

If You die, the Operator must turn over Your property to the legally authorized representative of Your estate.

If You die without a will and the whereabouts of Your next-of-kin is unknown, the Operator shall contact the Surrogate's Court of the County wherein the Residence is located in order to determine what should be done with property of Your estate.

V. Transfer of Funds or Property to Operator

The Operator does not accept real or personal property as payment for services, nor does it accept the assignment of liquid financial assets, such as bank accounts or securities. See Exhibit V.

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APR 10 2019

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VI. Property or items of value held in the Operator's custody for You.

If, upon admission or any other time, you wish to place property or things of value in the Operator's custody and the Operator agrees to accept the responsibility of such custody, the Operator must enumerate the items so placed and attach to this agreement a listing of such items. Such listing is attached as Exhibit VI. of this Agreement.

VII. Fiduciary Responsibility

If the Operator assumes management responsibility over Your funds, the Operator shall maintain such funds in a fiduciary capacity to You. Any interest on money received and held for You by the Operator shall be Your property.

VIII. Tipping

The Operator must not accept, nor allow Residence staff or agents to accept, any tip or gratuity in any form for any services provided or arranged for as specified by statute, regulation or agreement.

IX. Personal Allowance Accounts

The Operator agrees to offer to establish a personal allowance account for any Resident who receives either Supplemental Security Income (SSI) or Safety Net Assistance (SNA) payments by executing a Statement of Offering (DSS-2853) with You or Your Representative.

You agree to inform the Operator if you receive or have applied for Supplemental Security Income (SSI) or Safety Net Assistance (SNA) funds.

You must complete the following:

I receive SSI funds _____ or I have applied for SSI funds _____

I receive SNA funds _____ or I have applied for SNA funds _____

I do not receive either SSI or SNA funds _____

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Assisted Living Surveillance

APR 10 2019

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Reviewer's Initials: HH

If You have a signatory to this agreement besides Yourself and if that signatory does not choose to place Your personal allowance funds in a Residence maintained account, then that signatory hereby agrees that he/she will comply with the Supplemental Security Income (SSI) or Safety Net Assistance (SNA) personal allowance requirements.



X. Admission and Retention Criteria for an Assisted Living

1. Under the law which governs Assisted Living Residences (Public Health Law Article 46-b), the Operator shall not admit any Resident if the Operator is not able to meet the care needs of the Resident, within the scope of services authorized under such law, and within the scope of services determined necessary within the Resident's Individualized Services Plan. The Operator shall not admit any Resident in need of 24-hour skilled nursing care.
2. The Operator shall conduct an initial pre-admission evaluation of a prospective Resident to determine whether or not the individual is appropriate for admission.
3. The Operator has conducted such evaluation of Yourself and has determined that You are appropriate for admission to this Residence, and that the Operator is able to meet Your care needs within the scope of services authorized under the law and within the scope of services determined necessary for You under Your Individualized Services Plan.
4. If You are being admitted to a duly certified Enhanced Assisted Living Residence, the additional terms of the "Enhanced Assisted Living Residence Addendum" will apply.
5. If You are being admitted to a Special Needs Assisted Living Residence, the "Special Needs Assisted Living Residence Addendum" will apply.
6. If You are residing in a "Basic" Assisted Living Residence and Your care needs subsequently change in the future to the point that You require either Enhanced Assisted Living Care or 24-hour skilled nursing care, You will no longer be appropriate for residency in this Basic Residence. If this occurs, the Operator will take the appropriate action to terminate this Agreement, pursuant to Section XIII of the Agreement. However, if the Operator also has an approved Enhanced Assisted Living Certificate, has a unit available, and is able and willing to meet Your needs in such unit, You may be eligible for residency in such Enhanced Assisted Living unit.
7. Enhanced Assisted Living Care is provided to persons who desire to continue to age in place in an Assisted Living Residence and who:
 - (a) chronically require the physical assistance of another person in order to walk; or
 - (b) chronically require the physical assistance of another person to climb or descend stairs; or
 - (c) are dependent on medical equipment and require more than intermittent or occasional assistance from medical personnel; or
 - (d) have chronic unmanaged urinary or bowel incontinence.
8. Enhanced Assisted Living Care may also be provided to certain persons who desire to continue to age in place in an Assisted Living Residence and who are assessed as

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Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials:



requiring 24-hour skilled nursing care or medical care and who meet the conditions stated in the Enhanced Assisted Living Residence Addendum.

XI. Rules of the Residence

Attached as Exhibit XI. and made a part of this Agreement are the Rules of the Residence. By signing this agreement, You and Your representatives agree to obey all reasonable Rules of the Residence.

XII. Responsibilities of Resident, Resident's Representative and Resident's Legal Representative

You, Your Resident Representative and Resident's Legal Representative to the extent specified in this Agreement, are responsible for the following:

1. Payment of the Basic Rate and any authorized Additional and agreed-to Supplemental or Community Fees as detailed in this Agreement.
2. Supply of personal clothing and effects.
3. Payment of all medical expenses including transportation for medical purposes, except when payments is available under Medicare, Medicaid or other third-party coverage.
4. At the time of admission and at least once every twelve (12) months, or more frequently if a change in condition warrants, providing the Operator with a dated and signed medical evaluation that conforms to regulations of the New York State Department of Health.
5. Informing the Operator promptly of change in health status, change in physician, or change in medications.
6. Informing the Operator promptly of any change of name, address and/or phone number.

The Resident's Representative shall be responsible for the following:

The Resident's Legal Representative, if any shall be responsible for the following:

XIII. Termination and Discharge

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APR 10 2019

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A. **Termination.** This Residency Agreement and residency in the Residence may be terminated in any of the following ways:

1. By mutual agreement between You and the Operator;
2. Upon thirty (30) days written notice from You or Your Representative to the Operator of Your intention to terminate the agreement and leave the facility;
3. Upon thirty (30) days written notice from the Operator to You, Your Representative, Your next of kin, the person designated in this agreement as the responsible party and any person designated by You. Involuntary termination of a Residency Agreement is permitted only for the reasons listed below, and then only if the Operator initiates a court proceeding and the court rules in favor of the Operator.

B. **Involuntary Termination.** The grounds upon which involuntary termination may occur are:

1. You require continual medical or nursing care which the Residence is not permitted by law or regulation to provide;
2. If Your behavior poses imminent risk of death or imminent risk of serious physical harm to You or anyone else;
3. You fail to make timely payment for all authorized charges, expenses and other assessments, if any, for services including use and occupancy of the premises, materials, equipment and food which You have agreed to pay under this Agreement. If Your failure to make timely payment resulted from an interruption in Your receipt of any public benefit to which You are entitled, no involuntary termination of this Agreement can take place unless the Operator, during the thirty-day period of notice of termination, assists You in obtaining such public benefits or other available supplemental public benefits. You agree that You will cooperate with such efforts by the Operator to obtain such benefits.
4. You repeatedly behave in a manner that directly impairs the well-being, care or safety of Yourself or any other Resident, or which substantially interferes with the orderly operation of the Residence;
5. The Operator has had his/her operating certificate limited, revoked, temporarily suspended or the Operator has voluntarily surrendered the operation of the facility; or,
6. A receiver has been appointed pursuant to Section 461-f of the New York State Social Services Law and is providing for the orderly transfer of all residents in the Residence to other residences or is making other provisions for the Residents' continued safety and care.

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APR 10 2019

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C. Notice of Termination by Operator.

If the Operator decides to terminate the Residency Agreement for any of the reasons stated above, the Operator will give You a notice of termination and discharge, which must be at least 30 days after delivery of notice, the reason for termination, a statement of Your right to object and a list of free legal advocacy resources approved by the State Department of Health. You may object to the Operator about the proposed termination and may be represented by an attorney or advocate. If You challenge the termination, the Operator, in order to terminate, must institute a special proceeding in court. You will not be discharged against Your will unless the court rules in favor of the Operator.

While legal action is in progress, the Operator must not seek to amend the Residency Agreement in effect as of the date of the notice of termination, fail to provide any of the care and services required by Department regulations and the Residency Agreement, or engage in any action to intimidate or harass You.

D. Other Rights and Remedies.

Both You and the Operator are free to seek any other judicial relief to which they may be entitled.

E. Transfer Assistance. The Operator must assist You if the Operator proposes to transfer or discharge You to the extent necessary to assure, whenever practicable, Your placement in a care setting which is adequate, appropriate and consistent with Your reasonable wishes.

XIV. Transfer

Notwithstanding the above, an Operator may seek appropriate evaluation and assistance and may arrange for Your transfer to an appropriate and safe location, prior to termination of a Residency Agreement and without 30 days notice or court review, for the following reasons:

1. When You develop a communicable disease, medical or mental condition, or sustain an injury such that continual skilled medical or nursing services are required;
2. In the event that Your behavior poses an imminent risk of death or serious physical injury to him/herself or others; or
3. When a Receiver has been appointed under the provisions of New York State Social Services Law and is providing for the orderly transfer of all Residents in the Residence to other residences or is making other provisions for the Residents' continued safety and care.

If You are transferred, in order to terminate Your Residency Agreement, the Operator must proceed with the termination requirements as set forth in Section XIII of this Agreement, except that the written notice of termination must be hand delivered to You at the location to which You have been transferred.

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Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: MMH



If such hand delivery is not possible, then the notice must be given by any of the methods provided by law for personal service upon a natural person.

If the basis for the transfer permitted under parts 1 and 2 above of this Section no longer exists, You are deemed appropriate for placement in this Residence and if the Residency Agreement is still in effect, You will be readmitted.

XV. Resident Rights and Responsibilities

Attached as Exhibit XV and made a part of this Agreement is a Statement of Resident Rights and Responsibilities. This Statement will be posted in a readily visible common area in the Residence. The Operator agrees to treat You in accordance with such Statement of Resident Rights and Responsibilities.

XVI. Complaint Resolution

The Operator's procedures for receiving and responding to resident grievances and recommendations for change or improvement in the Residence's operations and programs are attached as Exhibit XVI. and made a part of this Agreement. In addition, such procedures will be posted in a readily visible common area of the Residence.

The Operator agrees that the Residents of the Residence may organize and maintain councils or such other self-governing body as the Residents may choose. The Operator agrees to address any complaints, problems, issues or suggestions reported by the Residents' Organization and to provide a written report to the Residents' organization that addresses the same.

Complaint handling is a direct service of the Long Term Care Ombudsman Program. The Long Term Care Ombudsman is available to identify, investigate and resolve Your complaints in order to assist in the protection and exercise of Your rights.

XVII. Miscellaneous Provisions

1. This Agreement, including all Exhibits, constitutes the entire Agreement of the parties.
2. This Agreement may be amended upon the written agreement of the parties; provided however, that any amendment or provision of this Agreement not consistent with the statute and regulation shall be null and void.
3. The parties agree that assisted living residency agreements and related documents executed by the parties shall be maintained by the Operator in files of the Residence from the date of execution until three years after the Agreement is terminated. The parties further agree that such agreements and related documents shall be made available for inspection by the New York State Department of Health upon request at any time.
4. Waiver by the parties of any provision in this Agreement which is required by statute or regulation shall be null and void.

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Assisted Living Surveillance

APR 10 2019

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[Signatures contained on following page.]

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APR 10 2019

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XVIII. Agreement Authorization

We, the undersigned, have read this Agreement, have received a duplicate copy thereof, and agree to abide by the terms and conditions therein.

Dated: _____
(Signature of Resident)

Dated: _____
(Signature of Resident's Representative)

Dated: _____
(Signature of Resident's Legal Representative)

Artis Senior Living Operator of Chestnut Ridge, LLC,
(doing business as Artis Senior Living of Chestnut Ridge,
LLC)

Dated: _____ By: _____ Its: _____
(Signature of Operator or the Operator's Representative)

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APR 10 2019

NYS Department of Health
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Personal Guarantee of Payment

The undersigned Guarantor(s) personally guarantees payment of charges for Your Basic Rate.

The undersigned Guarantor(s) personally guarantees payment of charges for the following services, materials or equipment, provided to You that are not covered by the Basic Rate:

(Date)

Guarantor's Signature

Guarantor's Name (Print)

(Date)

Guarantor's Signature

Guarantor's Name (Print)

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Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: HH



Guarantor of Payment of Public Funds

If You have a signatory to this Agreement besides Yourself and that signatory controls all or a portion of Your public funds (SSI, Safety Net, Social Security, Other), and if that signatory does not choose to have such public funds delivered directly to the Operator, then the signatory hereby agrees that he/she will personally guarantee continuity of payment of the Basic Rate and any agreed upon charges above and beyond the Basic Rate from either Your Personal Funds (other than Your Personal Needs Allowance), or SSI, Safety Net, Social Security or other public benefits, to meet Your obligations under this Agreement.

(Date)

(Guarantor's Signature)

Guarantor's Name (Print)

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Assisted Living Surveillance

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Reviewer's Initials: HH



**ENHANCED ASSISTED LIVING RESIDENCE ADDENDUM TO
RESIDENCY AGREEMENT**

This is an Addendum ("Addendum") to a Residency Agreement made between Artis Senior Living Operator of Chestnut Ridge, LLC (the "Operator"), and

_____, (the "Resident or "You")
_____, (the "Resident's Representative"),
_____ and , (the "Resident's Legal Representative").

Such Residency Agreement is dated _____.

This Addendum adds new sections and amends, if any, only the sections specified in this Addendum. All other provisions of the Residency Agreement shall remain in effect, unless otherwise amended in accordance with that Agreement. This Addendum must be attached to the Residency Agreement between the parties.

I. Enhanced Assisted Living Certificates

The Operator is currently certified by the New York State Department of Health to provide Enhanced Assisted Living at Artis Senior Living of Chestnut Ridge located at 801 Chestnut Ridge Road, Chestnut Ridge, NY 10977 (the "Residence").

II. Physician Report

You have submitted to the Operator a written report from Your physician, which report states that:

- a. Your physician has physically examined You within the last month prior to Your admission into this Enhanced Assisted Living Residence; and
- b. You are not in need of 24-hour skilled nursing care or medical care which would require placement in a hospital or nursing home.

III. Request for and Acceptance of Admission

You have requested to become a Resident at this Enhanced Assisted Living Residence, and the Operator has accepted Your request.

TEMPORARY	
DIVISION OF ADULT CARE FACILITIES ASSISTED LIVING SUPERVISANCE	
TRIGGER A: INITIAL CARE	
ENTERED	DATE
52	1 23 19

IV. Specialized Programs, Staff Qualifications and Environmental Modifications

Attached as EALR Exhibit 1 and made a part of this Agreement is a written description of:

- Services to be provided in the Enhanced Assisted Living Residence;
- Staffing levels;
- Staff education and training work experience, and any professional affiliations or special characteristics relevant to serving persons in the Enhanced Assisted Living Residence; and
- Any environmental modifications that have been made to protect the health, safety and welfare of persons in the Residence.

V. Aging in Place

The Operator has notified You that, while the Operator will make reasonable efforts to facilitate Your ability to age in place according to Your Individualized Service Plan, there may be a point reached where Your needs cannot be safely or appropriately met at the Residence. If this occurs, the Operator will communicate with You regarding the need to relocate to a more appropriate setting, in accordance with law.

VI. If 24 Hour Skilled Nursing or Medical Care is Needed

If You reach the point where You are in need of 24 hour skilled nursing care or medical care that is required to be provided by a hospital, nursing home or a facility licensed under the Mental Hygiene Law, the Operator will initiate proceedings for the termination of this Agreement and to discharge You from residency, UNLESS each of the following conditions are met:

- a. You hire appropriate nursing, medical or hospice staff to care for Your increased needs; AND
- b. Your physician and a home care services agency both determine and document that with the provision of such additional nursing, medical or hospice care, You can be safely cared for in the Residence, and would not require placement in a hospital, nursing home or other facility licensed under Public Health Law Article 28 or Mental Hygiene Law Articles 19, 31, or 32; AND
- c. The Operator agrees to retain You as Resident and to coordinate the care provided by the Operator and the additional nursing, medical or hospice staff; AND
- d. You are otherwise eligible to reside at the Residence.

[Continued on following page.]

APPROVED BY	
DIVISION OF ADULT CARE FACILITY 2 ASSISTED LIVING SURVEILLANCE	
UNDER THE SUPERVISION OF THE	
INITIALS	DATE
SZ	1 23 19



VII. Addendum Agreement Authorization

We, the undersigned, have read this Addendum, have received a duplicate copy thereof, and agree to abide by the terms and conditions therein.

Dated: _____
(Signature of Resident)

Dated: _____
(Signature of Resident's Representative)

Dated: _____
(Signature of Resident's Legal Representative)

Artis Senior Living Operator of Chestnut Ridge, LLC,
a Delaware limited liability company (*doing business as*
Artis Senior Living of Chestnut Ridge, LLC)

Dated: _____ By: _____ Its: _____
(Signature of Operator or the Operator's Representative)

APPROVED BY	
DIVISION OF ADULT CARE FACILITY & ASSISTED LIVING SURVEILLANCE	
HYDROLYTIC/CLANAL OFFICE	
INITIALS: S2	DATE: 1 / 23 / 19



EALR EXHIBIT 1

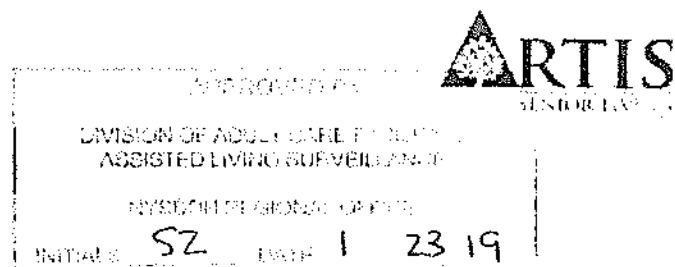
EALR SERVICES and STAFFING

Services to Be Provided

- Assistance with transferring
- Assistance with ambulation
- Assistance with medical equipment
- Ongoing skilled observations by a licensed nurse which need to be reported to a physician
- Treatment by the appropriate licensed personnel, including:
 - Eye drops
 - Injections
 - Diabetes Management
 - Pain Management
 - Catheter care
 - Colostomy care
 - PRN medications administration
 - Dressing changes
 - Wound Care (Stages I and II)
 - Other nursing services consistent with the Nurse Practices Act for which this facility has a policy approved by the Department of Health."
- Therapy (PT, OT, and/or ST) as provided by an outside licensed outpatient therapy provider
- Hospice care as provided by a licensed outside Hospice Care Agency

Staffing Levels, Certification, and Work Experience

- All residents in the ALR will have Alzheimer's disease or a related dementia. As such the staffing level will be appropriate for this population; all staff will be trained to serve this population; and the physical plant has been specifically designed to serve this population.
- The staffing will be as follows:
 - Executive Director who oversees the operations of the facility; certified as an assisted living residence manager (as required) in NY; prior experience in managing similar services
 - One Administrative Services Coordinator and part-time assistants who manage billing, accounting and other administrative tasks
 - One Community and One Family Services Coordinator who assist residents/families seeking move-in
 - Food Services Staff (One Coordinator, one Cook, and part-time food services assistants) who prepare the food and transport it to the resident house kitchens for service; certified as safe food service handlers



- One Program Services Coordinator, one Assistant, and part-time assistants who provide activities and programs 7 days a week in the common areas; the coordinator is a certified recreational therapist
- One Environmental Services Coordinator and two Housekeepers who maintain the operation and cleanliness of the physical plant
- One Resident Services Coordinator (RN) who manages the overall resident care staff and services and provides case management; an RN on-call 24 hours a day
- One LPN 24 hours per day who assists the RN in direct nursing care and administers medications
- Two Resident Caregivers (including Certified Nursing Assistants and Certified Home Healthcare Aides) for up to 16 residents on day and evening shift. Four Resident Caregivers on night shift.
- Services will be supplemented by a licensed home healthcare agency and a licensed outpatient therapy provider as required

Staff Training

- All staff will be trained in serving residents with dementia, including:
 - Normal aging versus dementia
 - Communication skills to enhance interactions with residents
 - Understanding and working with behavioral symptoms
 - Activities of daily living
 - Making every moment matter
 - The care triangle—resident, family, and staff
 - Taking care of the caregivers

Environmental Modifications

- The entire physical plant has been designed and built to best serve and accommodate the needs of residents.
- The building consists of three (3) compartments and a surrounding yard with a seven-(7)-foot high fence and two (2) gates leading from the yard to the public way. There are four (4) wings and a central core. The central core has a rear exit enclosure from the circular corridor to the fenced yard.
- The building will have the code-required NFPA-compliant, fire alarm system connected to the local fire department or monitoring station, and a code-required, NFPA-compliant automatic fire sprinkler system.
- The building will have a centralized emergency call-system in all resident bedrooms and in all resident bathrooms.
- The system consists of eight (8) delayed egress systems (doors) using positive initiation (bars with switches) and electromagnetic locks. Additionally, there are two (2) free egress doors with keypad entry (access control) and four monitored house doors with no locks. There are two (2) gates at the front of the exterior fence that control entry to the yard.
- In addition to all safety requirements of an Assisted Living Residence, the facility includes at least two smoke compartments per floor.

APPROVED BY	
DIVISION OF COMMUNITY CARE SERVICES ASSISTED LIVING SUPERVISOR	
DATE: 11/23/19	
INITIALS: SZ	DATE: 11/23/19



**SPECIAL NEEDS ASSISTED LIVING RESIDENCE ADDENDUM TO
RESIDENCY AGREEMENT**

This is an Addendum ("Addendum") to a Residency Agreement made between Artis Senior Living Operator of Chestnut Ridge, LLC (the "Operator"), and

(the "Resident" or "You"),
(the "Resident's Representative", if applicable), and
, (the "Resident's Legal Representative", if applicable).

Such Residency Agreement is dated _____, 201____.

This Addendum adds new sections and amends, if any, only the sections specified in this Addendum. All other provisions of the Residency Agreement shall remain in effect, unless otherwise amended in accordance with the Residency Agreement. This Addendum must be attached to the Residency Agreement between the parties.

I. Special Needs Assisted Living Certification.

The Operator is currently certified by the New York State Department of Health to provide Special Needs Assisted Living at Artis Senior Living of Chestnut Ridge, located at 801 Chestnut Ridge Road, Chestnut Ridge, NY 10977 (the "Residence").

II. Request for and Acceptance of Admission.

You or Your Resident Representative or Legal Representative have requested that You become a Resident at this Special Needs Assisted Living Residence and the Operator has accepted such request.

III. Specialized Programs, Staff Qualifications and Environmental Modifications. Attached as Exhibit S.N. 1 and made a part of this Agreement is a written description of:

- ☐ Specialized services to be provided in the Special Needs Residence;
- ☐ Staffing levels
- ☐ Staff education and training and work experience, and professional affiliations or special characteristics relevant to serving persons with specific special needs;
- ☐ Any environmental modifications that have been made to protect the health, safety and welfare of Residents.

[Continued on following page.]

APPROVED BY	
DIVISION OF ADULT CARE, POLICE & ASSISTED LIVING SUPERVISOR	
NORTH REGIONAL OFFICE	
INDEX #	DATE
SZ	1 23 19



IV. Addendum Agreement Authorization.

We, the undersigned, have read this Addendum Agreement, have received a duplicate copy thereof, and agree to abide by the terms and conditions therein.

Dated: _____
(Signature of Resident)

Dated: _____
(Signature of Resident's Representative)

Dated: _____
(Signature of Resident's Legal Representative)

Artis Senior Living Operator of Chestnut Ridge, LLC,
a Delaware limited liability company (*doing business as Artis
Senior Living of Chestnut Ridge, LLC*)

Dated: _____ By: _____ Its: _____
(Signature of Operator or the Operator's Representative)

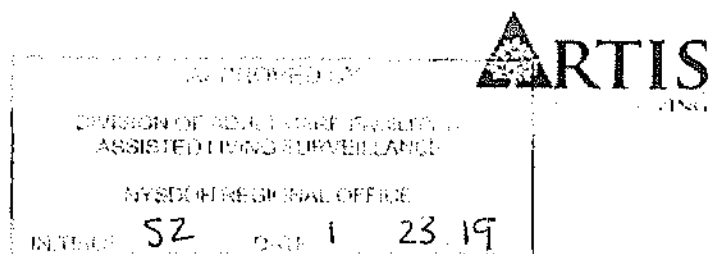


EXHIBIT S. N. 1

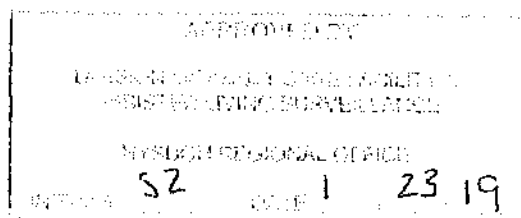
SNALR SERVICES and STAFFING

Services to Be Provided

- Way finding and cueing
- Activities and programs appropriate to resident's physical and cognitive functioning level and interest, which strive to enhance a sense of purpose, quality of life and sense of dignity
- Meal services in a respectful setting that provides individual assistance as needed
- Assistance with activities of daily living, encouraging the resident to do as much as they are able and willing to maintain independence for as long as possible
- Secured freedom throughout the residence and secured property, allowing the resident to move inside and outside (as weather permitting) the facility; security system that safely protects residents from elopement
- Encouragement of family members and friends to visit and participate in the resident's daily life activities where possible and desired

Staffing Levels, Certification, and Work Experience

- All residents in the ALR will have Alzheimer's disease or a related dementia. As such the staffing level will be appropriate for this population; all staff will be trained to serve this population; and the physical plant has been specifically designed to serve this population.
- The staffing will be as follows:
 - Executive Director who oversees the operations of the facility; Certified as an Assisted Living Manager in NY (as required); prior experience in managing similar services
 - One Administrative Services Coordinator and part-time assistants who manage billing, accounting and other administrative tasks
 - One Community and One Family Services Coordinator who assist residents/families seeking move-in
 - Food Services Staff (One Coordinator, One Cook, and part-time food services assistants) who prepare the food and transport it to the resident house kitchens for service; certified as safe food service handlers
 - One Program Services Coordinator, one Assistant, and part-time assistants who provide activities and programs 7 days a week in the common areas; the Coordinator is certified as a recreational therapists



Special Needs ALR Addendum
a, Sch 6 Appendix A

- One Environmental Services Coordinator and two Housekeepers who maintain the operation and cleanliness of the physical plant
- One Resident Services Coordinator (RN) who manages the overall resident care staff and services and provides case management
- One LPN 24 hours per day who assists the RN in direct nursing care and administers medications
- Two Resident Caregivers (including Certified Nursing Assistants and Certified Home Healthcare Aides) for up to 16 residents on day and evening shift. Four Resident Caregivers on night shift.

Staff Training

- All staff will be trained in serving residents with dementia, including:
 - Normal aging versus dementia
 - Communication skills to enhance interactions with residents
 - Understanding and working with behavioral symptoms
 - Activities of daily living
 - Making every moment matter for the resident
 - The care triangle—resident, staff, and family
 - Taking care of the caregivers

Environmental Modifications

- The entire physical plant has been designed and built to best serve and accommodate the needs of residents with dementia.
- The building consists of three (3) compartments and a surrounding yard with a seven-(7)-foot high fence and two (2) gates leading from the yard to the public way. There are four (4) wings and a central core. The central core has a rear exit enclosure from the circular corridor to the fenced yard.
- The building will have the code-required NFPA-compliant, fire alarm system connected to the local fire department or monitoring station, and a code-required, NFPA-compliant automatic fire sprinkler system.
- The building will have a centralized emergency call-system in all resident bedrooms and in all resident bathrooms.
- The system consists of eight (8) delayed egress systems (doors) using positive initiation (bars with switches) and electromagnetic locks. Additionally, there are two (2) free egress doors with keypad entry (access control) and four monitored house doors with no locks. There are two (2) gates at the front of the exterior fence that control entry to the yard.
- In addition to all safety requirements of an Assisted Living Residence, the facility includes at least two smoke compartments per floor.

APPROVED BY	
FACILITY OF WAIVER FOR DEMENTIA ASSISTED LIVING RESIDENCE	
HYSDOH REGIONAL OFFICE	
INITIALS	DATE
SZ	1 23 19



EXHIBIT I.A.1.

IDENTIFICATION OF ROOM

Room _____.

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Div of Adult Care Facilities and
Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: HHH



EXHIBIT I.A.3.

FURNISHINGS/APPLIANCES PROVIDED BY OPERATOR

Your Room comes furnished with the following: bed, bedside table with locking drawer and lamp, chair, dresser/chest of drawers, armoire or closet, and window treatments.

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Div of Adult Care Facilities and
Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: HH



EXHIBIT I.A.4.
FURNISHINGS/APPLIANCES PROVIDED BY YOU

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Div of Adult Care Facilities and
Assisted Living Surveillance

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Reviewer's Initials: HHH



EXHIBIT I.C.

ADDITIONAL SERVICES, SUPPLIES OR AMENITIES

The following services, supplies or amenities are available from the Operator directly or through arrangements with the Operator for the following additional charges:

Item

Additional Charge

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Div of Adult Care Facilities and
Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: HHH

Professional Hair Grooming

Men's Cut: \$20.

Women's Wash & Style: \$22

Wash, Style, & Trim: \$42

Color: \$55 and up

Personal Toilet Articles

Wet wipes, pull ups, and briefs (see Exhibit III.B.
for pricing)

Commissary Goods

Operator provides snacks for Residents at no
additional charge

Medical Transportation

911 sends ambulance for emergency calls. No extra
charge.

Cultural/Activities Transportation

Operator pays for bus or transport.

Long Distance Telephone Service

Families set up a phone plan with Comcast at
current rates.

Air Conditioning (if available)

No additional cost.

Cable T.V. (if available)

Families set up a TV plan with Comcast at current
rates. Operator pays for cable on public TVs in the
common areas.



EXHIBIT I.D.
LICENSURE/CERTIFICATION STATUS OF PROVIDERS

VNS Westchester, 360 Mamaroneck Avenue, White Plains, NY 10605 – (Provider #: 337146)

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Div of Adult Care Facilities and
Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: HH



APR 10 2019

NYS Department of Health
Reviewer's Initials: HH

EXHIBIT II
DISCLOSURE STATEMENT

Artis Senior Living Operator of Chestnut Ridge, LLC (the "Operator") as operator of Artis Senior Living of Chestnut Ridge located at 801 Chestnut Ridge Road, Chestnut Ridge, NY 10977 (the "Residence"), hereby discloses the following, as required by Public Health Law Section 4658 (3).

1. The Consumer Information Guide developed by the Commissioner of Health is hereby attached as Exhibit D-1 of this Agreement.

2. The Operator is licensed by the New York State Department of Health to operate the Residence as an Assisted Living Residence as well as an Adult Home. The Operator is also certified to operate at this location an Enhanced Assisted Living Residence and as a Special Needs Assisted Living Residence. These additional certifications may permit individuals who may develop conditions or needs that would otherwise make them no longer appropriate for continued residence in a basic Assisted Living Residence to be able to continue to reside in the Residence and to receive either Enhanced Assisted Living services or Special Needs Assisted Living services, as long as the other conditions of residency set forth in this Agreement continue to be met.

The Operator is currently approved to provide:

- a. Enhanced Assisted Living services for up to a maximum of 64 persons.
- b. Special Needs Assisted Living services for up to a maximum of 64 persons.

Below is a list of the needs/conditions that The Operator is able to serve and accommodate under its Enhanced Assisted Living Certification:

Please refer to the EALR Addendum for a list of the needs/conditions that the Operator is able to accommodate under its Enhanced Assisted Living Certification.

Below is a list of the needs/conditions that The Operator is able to serve and accommodate under its Special Needs Assisted Living Certification. Please refer to the SNALR Addendum for a list of the needs/conditions that the Operator is able to accommodate under its Special Needs Assisted Living Certification.

The Operator will post prominently in the Residence, on a monthly basis, the then-current number of vacancies under its Enhanced Assisted Living Services and/or Special Needs Assisted Living programs.

It is important to note that The Operator is currently approved to accommodate within The Enhanced Assisted Living and/or Special Needs Assisted Living programs only up to the numbers of persons stated above.

If You become appropriate for Enhanced Assisted Living Services or Special Needs Assisted Living Services, and one of those units is available, You will be eligible to be admitted into the

Enhanced Assisted Living or Special Needs Assisted Living unit (or program). If however, such units are at capacity and there are no vacancies, the Operator will assist You and Your representatives to identify and obtain other appropriate living arrangements in accordance with New York State's regulatory requirements.

If you become eligible for and choose to receive services in the Enhanced Assisted Living Residence or Special Needs Assisted Living Residence program within this Residence, it may be necessary for You to change your room within the Residence.

APPROVED
Div of Adult Care Facilities and
Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: HH

3. The owner of the real property upon which the Residence is located is Artis Senior Living Holdings of Chestnut Ridge, LLC. The mailing address of such real property owner is 1651 Old Meadow Road, Suite 100, McLean, VA 22102. The following individual is authorized to accept personal service on behalf of such real property owner: Donald E. Feltman, President and CEO of Artis Senior Living, LLC, the sole manager of Artis Senior Living Holdings of Chestnut Ridge, LLC.

4. The Operator of the Residence is Artis Senior Living Operator of Chestnut Ridge, LLC. The mailing address of the Operator is 801 Chestnut Ridge Road, Chestnut Ridge, NY 10977.

5. The following individuals are authorized to accept personal service on behalf of the Operator: _____ (the Executive Director of the Residence) with a mailing address of 801 Chestnut Ridge Road, Chestnut Ridge, NY 10977.

6. List any ownership interest in excess of 10% on the part of The Operator (whether a legal or beneficial interest), in any entity which provides care, material, equipment or other services to residents of the Residence. Not Applicable

7. List any ownership interest in excess of 10% (whether legal or beneficial interest) on the part of any entity which provides care, material, equipment or other services to residents of The Residence, in the Operator. Not Applicable

8. Residents have the right to receive services, at their sole cost and expense, from service providers with whom the Operator does not have an arrangement.

9. Residents shall have the right to choose their health care providers, notwithstanding any other agreement to the contrary.

10. The Residence is operated as a private pay facility and, unless required by applicable law, does not intend to accept public funds as payment for residential, supportive or home health services, including but not limited to, Medicare coverage of home health services.

11. The New York State Department of Health's toll free telephone number for reporting of complaints regarding the services provided by The Assisted Living Operator is 1-866-893-6772.

12. The New York State Long Term Care Ombudsman Program (NYSLTCOP) provides a toll free number 1-855-582-6769 to request an Ombudsman to advocate for the resident. (914) 345-5900, extension 298 is the Local LTCOP telephone number. The NYSLTCOP web site is <http://www.ltcombudsman.ny.gov>.

APPROVED
Div of Adult Care Facilities and
Assisted Living Surveillance

APR 10 2019

NYS Department of Health
Reviewer's Initials: HH

EXHIBIT D-1

**CONSUMER INFORMATION GUIDE:
ASSISTED LIVING RESIDENCE**

VII. TABLE OF CONTENTS

	Page
Introduction	3
What is an Assisted Living Residence?	3
Who Operates ALRs?	4
Paying for an ALR	4
Types of ALRs and Resident Qualifications	4
Basic ALR	4
Enhanced ALR (EALR)	5
Special Needs ALR (SNALR)	5
Comparison of Types of ALRs	6
How to Choose an ALR	7
Visiting ALRs	7
Things to Consider	7
Who Can Help You Choose an ALR?	8
Admission Criteria and Individualized Service Plans (ISP)	9
Residency Agreement	9
Applying to an ALR	9
Licensing and Oversight	10
Information and Complaints	10
Glossary of Terms Related to Guide	11

A. INTRODUCTION

This consumer information guide will help you decide if an assisted living residence is right for you and, if so, which type of assisted living residence (ALR) may best serve your needs.

There are many different housing, long-term care residential and community based options in New York State that provide assistance with daily living. The ALR is just one of the many residential community-based care options.

The New York State Department of Health's (DOH) website provides information about the different types of long-term care at www.nyhealth.gov/facilities/long_term_care/.

More information about senior living choices is available on the New York State Office for the Aging website at www.aging.ny.gov/ResourceGuide/Housing.cfm.

A glossary for definitions of terms and acronyms used in this guide is provided on pages 10 and 11.

B. WHAT IS AN ASSISTED LIVING RESIDENCE (ALR)?

An Assisted Living Residence is a certified adult home or enriched housing program that has additionally been approved by the DOH for licensure as an ALR. An operator of an ALR is required to provide or arrange for housing, twenty-four hour on-site monitoring, and personal care services and/or home care services in a home-like setting to five or more adult residents.

ALRs must also provide daily meals and snacks, case management services, and is required to develop an individualized service plan (ISP). The law also provides important consumer protections for people who reside in an ALR.

ALRs may offer each resident their own room, a small apartment, or a shared space with a suitable roommate. Residents will share common areas, such as the dining room or living room, with other people who may also require assistance with meals, personal care and/or home care services.

The philosophy of assisted living emphasizes personal dignity, autonomy, independence, privacy, and freedom of choice. Assisted living residences should facilitate independence and helps individuals to live as independently as possible and make decisions about how they want to live.

C. WHO OPERATES ALRs?

ALRs can be owned and operated by an individual or a for-profit business group or corporation, a not-for-profit organization, or a government agency.

D. PAYING FOR AN ALR

It is important to ask the ALR what kind of payment it accepts. Many ALRs accept private payment or long term care insurance, and some accept Supplemental Security Income (SSI) as the primary method of payment. Currently, Medicaid and Medicare will NOT pay for residing in an ALR, although they may pay for certain medical services received while in the ALR.

Costs vary among ALRs. Much of the variation is due to the types and level of services provided and the location and structure of the residence itself.

E. TYPES OF ALRs AND RESIDENT QUALIFICATIONS

There are three types of ALRs: Basic ALRs (ALR), Enhanced ALRs (EALR), and Special Need ALRs (SNALR). The services provided, offered or permitted vary by type and can vary from residence to residence. Prospective residents and their representatives should make sure they understand the type of ALR, and be involved in the ISP process (described below), to ensure that the services to be provided are truly what the individual needs and desires.

Basic ALR: A Basic ALR takes care of residents who are medically stable. Residents need to have an annual physical exam, and may need routine medical visits provided by medical personnel onsite or in the community.

Generally, individuals who are appropriately served in a Basic ALR are those who:

- Prefer to live in a social and supportive environment with 24-hour supervision;
- Have needs that can be safely met in an ALR;
- May be visually or hearing impaired;
- May require some assistance with toileting, bathing, grooming, dressing or eating;
- Can walk or use a wheelchair alone or occasionally with assistance from another person, and can self-transfer;
- Can accept direction from others in time of emergency;
- Do not have a medical condition that requires 24-hour skilled nursing and medical care; or
- Do not pose a danger to themselves or others.

The Basic ALR is designed to meet the individual's social and residential needs, while also encouraging and assisting with activities of daily living (ADLs). However, a licensed ALR may also be certified as an Enhanced Assisted Living Residence (EALR) and/or Special Needs Assisted Living Residence (SNALR) and may provide additional support services as described below.

Enhanced ALR (EALR): Enhanced ALRs are certified to offer an enhanced level of care to serve people who wish to remain in the residence as they have age-related difficulties beyond what a Basic ALR can provide. To enter an EALR, a person can “age in place” in a Basic ALR or enter directly from the community or another setting. If the goal is to “age-in- place,” it is important to ask how many beds are certified as enhanced and how your future needs will be met.

People in an Enhanced ALR may require assistance to get out of a chair, need the assistance of another to walk or use stairs, need assistance with medical equipment, and/or need assistance to manage chronic urinary or bowel incontinence.

An example of a person who may be eligible for the Enhanced ALR level of care is someone with a condition such as severe arthritis who needs help with meals and walking. If he or she later becomes confined to a wheelchair and needs help transferring, they can remain in the Enhanced ALR.

The Enhanced ALR must assure that the nursing and medical needs of the resident can be met in the facility. If a resident comes to need 24-hour medical or skilled nursing care, he/she would need to be transferred to a nursing facility or hospital unless all the criteria below are met:

- a) The resident hires 24-hour appropriate nursing and medical care to meet their needs;
- b) The resident's physician and home care services agency decide his/her care can be safely delivered in the Enhanced ALR;
- c) The operator agrees to provide services or arrange for services and is willing to coordinate care; and
- d) The resident agrees with the plan.

Special Needs ALR (SNALR): Some ALRs may also be certified to serve people with special needs, for example Alzheimer’s disease or other types of dementia. Special Needs ALRs have submitted plans for specialized services, environmental features, and staffing levels that have been approved by the New York State Department of Health.

The services offered by these homes are tailored to the unique needs of the people they serve. Sometimes people with dementia may not need the more specialized services required in a Special Needs ALR, however, if the degree of dementia requires that the person be in a secured environment, or services must be highly specialized to address their needs, they may need the services and environmental features only available in a Special Needs ALR. The individual’s physician and/or representative and ALR staff can help the person decide the right level of services.

An example of a person who could be in a Special Needs ALR, is one who develops dementia with associated problems, needs 24-hour supervision, and needs additional help completing his or her activities of daily living. The Special Needs ALR is required to have a specialized plan to address the person’s behavioral changes caused by dementia. Some of these changes

may present a danger to the person or others in the Special Needs ALR. Often such residents are provided medical, social or neuro-behavioral care. If the symptoms become unmanageable despite modifications to the care plan, a person may need to move to another level of care where his or her needs can be safely met. The ALR's case manager is responsible to assist residents to find the right residential setting to safely meet their needs.

Comparison of Types of ALRs

	ALR	EALR	SNALR
Provides a furnished room, apartment or shared space with common shared areas	X	X	X
Provides assistance with 1-3 meals daily, personal care, home care, housekeeping, maintenance, laundry, social and recreational activities	X	X	X
Periodic medical visits with providers of resident choice are arranged	X	X	X
Medication management assistance	X	X	X
24 hour monitoring by support staff is available on site	X	X	X
Case management services	X	X	X
Individualized Service Plan (ISP) is prepared	X	X	X
Assistance with walking, transferring, stair climbing and descending stairs, as needed, is available		X	
Intermittent or occasional assistance from medical personnel from approved community resources is available	X	X	X
Assistance with durable medical equipment (i.e., wheelchairs, hospital beds) is available			X
Nursing care (i.e. vital signs, eye drops, injections, catheter care, colostomy care, wound care, as needed) is provided by an agency or facility staff		X	
Aging in place is available, and, if needed, 24 hour skilled nursing and/or medical care can be privately hired		X	
Specialized program and environmental modifications for individuals with dementia or other special needs			X

F. HOW TO CHOOSE AN ALR

VISITING ALRs: Be sure to visit several ALRs before making a decision to apply for residence. Look around, talk to residents and staff and ask lots of questions. Selecting a home needs to be comfortable.

Ask to examine an “open” or “model” unit and look for features that will support living safely and independently. If certain features are desirable or required, ask building management if they are available or can be installed. Remember charges may be added for any special modifications requested.

It is important to keep in mind what to expect from a residence. It is a good idea to prepare a list of questions before the visit. Also, taking notes and writing down likes or dislike about each residence is helpful to review before making a decision.

THINGS TO CONSIDER: When thinking about whether a particular ALR or any other type of community-based housing is right, here are some things to think about before making a final choice.

Location: Is the residence close to family and friends?

Licensure/Certification: Find out the type of license/certification a residence has and if that certification will enable the facility to meet current and future needs.

Costs: How much will it cost to live at the residence? What other costs or charges, such as dry cleaning, cable television, etc., might be additional? Will these costs change?

Transportation: What transportation is available from the residence? What choices are there for people to schedule outings other than to medical appointments or trips by the residence or other group trips? What is within safe walking distance (shopping, park, library, bank, etc.)?

Place of worship: Are there religious services available at the residence? Is the residence near places of worship?

Social organizations: Is the residence near civic or social organizations so that active participation is possible?

Shopping: Are there grocery stores or shopping centers nearby? What other type of shopping is enjoyed?

Activities: What kinds of social activities are available at the residence? Are there planned outings which are of interest? Is participation in activities required?

Other residents: Other ALR residents will be neighbors, is this a significant issue or change from current living arrangement?

Staff: Are staff professional, helpful, knowledgeable and friendly?

Resident Satisfaction: Does the residence have a policy for taking suggestions and making improvements for the residents?

Current and future needs: Think about current assistance or services as well as those needed in several years. Is there assistance to get the services needed from other agencies or are the services available on site?

If the residence offers fewer Special Needs beds and/or Enhanced Assisted Living beds than the total capacity of the residence, how are these beds made available to current or new residents? Under what conditions require leaving the residence, such as for financial or for health reasons? Will room or apartment changes be required due to health changes? What is the residence's policy if the monthly fee is too high or if the amount and/or type of care needs increase?

Medical services: Will the location of the facility allow continued use of current medical personnel?

Meals: During visit, eat a meal. This will address the quality and type of food available. If, for cultural or medical reasons, a special diet is required, can these types of meals be prepared?

Communication: If English is not the first language and/or there is some difficulty communicating, is there staff available to communicate in the language necessary? If is difficulty hearing, is there staff to assist in communicating with others?

Guests: Are overnight visits by guests allowed? Does the residence have any rules about these visits? Can a visitor dine and pay for a meal? Is there a separate area for private meals or gatherings to celebrate a special occasion with relatives?

WHO CAN HELP YOU CHOOSE AN ALR? When deciding on which ALR is right, talk to family members and friends. If they make visits to the residences, they may see something different, so ask for feedback.

Physicians may be able to make some recommendations about things that should be included in any residence. A physician who knows about health needs and is aware of any limitations can provide advice on your current and future needs.

Before making any final decisions, talking to a financial advisor and/or attorney may be appropriate. Since there are costs involved, a financial advisor may provide information on how these costs may affect your long term financial outlook. An attorney review of any documents may also be valuable. (e.g., residency agreement, application, etc.).

G. ADMISSION CRITERIA AND INDIVIDUALIZED SERVICE PLANS (ISP)

An evaluation is required before admission to determine eligibility for an ALR. The admission criteria can vary based on the type of ALR. Applicants will be asked to provide results of a physical exam from within 30 days prior to admission that includes a medical, functional, and mental health assessment (where appropriate or required). This assessment will be reviewed as part of the Individualized Service Plan (ISP) that an ALR must develop for each resident.

The ISP is the “blueprint” for services required by the resident. It describes the services that need to be provided to the resident, and how and by whom those services will be provided. The ISP is developed when the resident is admitted to the ALR, with the input of the resident and his or her representative, physician, and the home health care agency, if appropriate. Because it is based on the medical, nutritional, social and everyday life needs of the individual, the ISP must be reviewed and revised as those needs change, but at least every six months.

H. APPLYING TO AN ALR

The following are part of entering an ALR:

An Assessment: Medical, Functional and Mental: A current physical examination that includes a medical, functional and mental health evaluation (where appropriate or required) to determine what care is needed. This must be completed by a physician 30 days prior to admission. Check with staff at the residence for the required form.

An application and any other documents that must be signed at admission (get these from the residence). Each residence may have different documents. Review each one of them and get the answers to any questions.

Residency Agreement (contract): All ALR operators are required to complete a residency agreement with each new resident at the time of admission to the ALR. The ALR staff must disclose adequate and accurate information about living in that residence. This agreement determines the specific services that will be provided and the cost. The residency agreement must include the type of living arrangements agreed to (e.g., a private room or apartment); services (e.g., dining, housekeeping); admission requirements and the conditions which would require transfer; all fees and refund policies; rules of the residence, termination and discharge policies; and resident rights and responsibilities.

An Assisted Living Model Residency Admission Agreement is available on the New York State Health Department’s website at:

http://www.nyhealth.gov/facilities/assisted_living/docs/model_residency_agreement.pdf.

Review the residency agreement very carefully. There may be differences in each ALR's residency agreement, but they have to be approved by the Department. Write down any questions or concerns and discuss with the administrator of the ALR. Contact the Department of Health with questions about the residency agreement. (See number under information and complaints)

Disclosure Statement: This statement includes information that must be made known to an individual before signing the residency agreement. This information should include: licensure, ownership, availability of health care providers, availability of public funds, the State Health Department toll-free number for reporting complaints, and a statement regarding the availability and telephone numbers of the state and local long-term care ombudsman services. The disclosure statement should be reviewed carefully.

Financial Information: Ask what types of financial documents are needed (bank statements, long term care insurance policies, etc.). Decide how much financing is needed in order to qualify to live in the ALR. Does the residence require a deposit or fee before moving in? Is the fee refundable, and, if so, what are the conditions for the refund?

Before Signing Anything: Review all agreements before signing anything. A legal review of the documents may provide greater understanding. Understand any long term care insurance benefits. Consider a health care proxy or other advance directive, making decision about executing a will or granting power of attorney to a significant other may be appropriate at this time.

Resident Rights, Protection, and Responsibilities: New York State law and regulations guarantee ALR residents' rights and protections and define their responsibilities. Each ALR operator must adopt a statement of rights and responsibilities for residents and treat each resident according to the principles in the statement. For a list of ALR resident rights and responsibilities visit the Department's website at http://www.nyhealth.gov/facilities/assisted_living/docs/resident_rights.pdf. For a copy of an individual ALR's statement of rights and responsibilities, ask the ALR.

I. LICENSING AND OVERSIGHT

ALRs and other adult care facilities are licensed and inspected every 12 to 18 months by the New York State Department of Health. An ALR is required to follow rules and regulations and to renew its license every two years. For a list of licensed ALRs in NYS, visit the Department of Health's website at www.nyhealth.gov/facilities/assisted_living/licensed_programs_residences.htm.

J. INFORMATION AND COMPLAINTS

For more information about assisted living residences or to report concerns or problems with a residence which cannot be resolved internally, call the New York State Department of Health or the New York State Long Term Care Ombudsman Program. The New York State Department of Health's Division of Assisted Living can be reached at (518) 408-1133 or toll free at 1-866-893-6772. The New York State Long Term Care Ombudsman Program can be reached at 1-855-582-6769.

VIII. Glossary of Terms Related to Guide

Activities of Daily Living (ADL): Physical functions that a person performs every day that usually include dressing, eating, bathing, toileting, and transferring.

Adult Care Facility (ACF): Provides temporary or long-term, non-medical, residential care services to adults who are to a certain extent unable to live independently. There are five types of adult care facilities: adult homes, enriched housing programs, residences for adults, family-type homes and shelters for adults. Of these, adult homes, enriched housing programs, and residences for adults are overseen by the Department of Health. Adult homes, enriched housing programs, and residences for adults provide long-term residential care, room, board, housekeeping, personal care and supervision. Enriched housing is different because each resident room is an apartment setting, i.e. kitchen, larger living space, etc. Residences for adults provide the same services as adult homes and enriched housing except for required personal care services.

Adult Day Program: Programs designed to promote socialization for people with no significant medical needs who may benefit from companionship and supervision. Some programs provide specially designed recreational and therapeutic activities, which encourage and improve daily living skills and cognitive abilities, reduce stress, and promote capabilities.

Adult Day Health Care: Medically-supervised services for people with physical or mental health impairment (examples: children, people with dementia, or AIDS patients). Services include: nursing, transportation, leisure activities, physical therapy, speech pathology, nutrition assessment, occupational therapy, medical social services, psychosocial assessment, rehabilitation and socialization, nursing evaluation and treatment, coordination of referrals for outpatient health, and dental services.

Aging in Place: Accommodating a resident's changing needs and preferences to allow the resident to remain in the residence as long as possible.

Assisted Living Program (ALP): Available in some adult homes and enriched housing programs. It combines residential and home care services. It is designed as an alternative to nursing home placement for some people. The operator of the assisted living program is responsible for providing or arranging for resident services that must include room, board, housekeeping, supervision, personal care, case management and home health services. This is a Medicaid funded service for personal care services.

Disclosure Statement: Information made known to an individual before signing the residency agreement. This information should include: licensure, ownership, availability of health care providers, availability of public funds, the State Health Department toll-free number for reporting complaints, and a statement regarding the availability and telephone numbers of the state and local long-term care ombudsman services.

Health Care Facility: All hospitals and nursing homes licensed by the New York State Department of Health.

Health Care Proxy: Appointing a health care agent to make health care decisions for you and to make sure your wishes are followed if you lose the ability to make these decisions yourself.

Home Care: Health or medically related services provided by a home care services agency to people in their homes, including adult homes, enriched housing, and ALRs. Home care can meet many needs, from help with household chores and personal care like dressing, shopping, eating and bathing, to nursing care and physical, occupational, or speech therapy.

Instrumental Activities of Daily Living (IADL's): Functions that involve managing one's affairs and performing tasks of everyday living, such as preparing meals, taking medications, walking outside, using a telephone, managing money, shopping and housekeeping.

Long Term Care Ombudsman Program: A statewide program administered by the New York State Office for the Aging. It has local coordinators and certified ombudsmen who help resolve problems of residents in adult care facilities, assisted living residences, and skilled nursing facilities. In many cases, a New York State certified ombudsman is assigned to visit a facility on a weekly basis.

Monitoring: Observing for changes in physical, social, or psychological well being.

Personal Care: Services to assist with personal hygiene, dressing, feeding, and household tasks essential to a person's daily living.

Rehabilitation Center: A facility that provides occupational, physical, audiology and speech therapies to restore physical function as much as possible and/or help people adjust or compensate for loss of function.

Supplemental Security Income (SSI): A federal income supplement program funded by general tax revenues (not Social Security taxes). It is designed to help aged, blind, and disabled people, who have little or no income; and it provides cash to meet basic needs for food, clothing and shelter. Some, but not all, ALRs may accept SSI as payment for food and shelter services.

Supervision: Knowing the general whereabouts of each resident, monitoring residents to identify changes in behavior or appearance and guidance to help residents to perform basic activities of daily living.



A. State of New
York Department of
Health

EXHIBIT III.B.**SUPPLEMENTAL, ADDITIONAL OR COMMUNITY FEES**Guest Meals

Breakfast	\$5.00/person*
Lunch	\$5.00/person*
Dinner	\$5.00/person*

Beauty and Barber Services

Shampoo and Set	\$30.00
Haircut	\$25.00
Perm	\$70.00
Hair Color	\$70.00

Personal and Hair Care Supplies

Wet Wipes (600 Count)	\$20.00
Pull Ups (Small 64 Count)	\$45.00
Pull Ups (Medium 72 Count)	\$35.00
Pull Ups (Large 72 Count)	\$35.00
Pull Ups (Extra Large 60 Count)	\$42.00
Briefs (Medium 72 Count)	\$40.00
Briefs (Large 100 Count)	\$40.00
Briefs (Extra Large 60 Count)	\$40.00

Community Fee (One-time, non-refundable fee)	\$3,000.00
---	-------------------

The Community Fee referenced in Page 4 is a one-time, non-refundable fee payment, and is to be paid at the time this Agreement is executed. The Community Fee covers costs associated with Community improvements and activities. There are items that the Operator is responsible for under Department regulations such as general maintenance and cleaning and getting the apartment ready for a resident and the physical and cognitive assessment of a potential resident for appropriateness.

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EXHIBIT III.C
RATE OR FEE SCHEDULE

Artis Senior Living offers a choice of level of care pricing or all-inclusive rates, allowing residents and their families to select the plan that best meets budget and care needs. For those needing less care, level of care pricing offers an affordable option which adjusts according to the care given and is billed monthly. All-inclusive rates provide predictable, consistent billing throughout the year.

Level 1	\$6,540.00
Level 2	\$6,750.00
Level 3	\$6,950.00
Level 4	\$7,160.00
All-Inclusive	\$7,000.00

The criteria to be used for increasing the level of service provided to you and therefore the charges associated with your level of care are based on a detailed assessment conducted by a registered nurse as needed but in no event less frequently than quarterly. The detailed assessment covers the following areas of need for assistance:

- Grooming
- Orientation
- Bathing
- Challenging Behaviors
- Dressing
- Communication
- Toileting – Bladder
- Dining
- Toileting – Bowel
- Medications
- Mobility, Transferring
- Housekeeping
- Night Time Care
- Laundry

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A sample form of the assessment described above is enclosed under Exhibit III.C Attachment.

ARTIS SENIOR LIVING OF CHESTNUT RIDGE

PROJECT NO. 3070

ATTACHMENT 1

Care Assessment Template

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Div of Adult Care Facilities
Bureau of Licensure & Certification

Artis Senior Living Assessment - All States

Resident Name: _____
Community: _____

Date of Assessment: _____
Apt#: _____

Assessment Instructions

The Residency Agreement will display for prospects only when a reservation has been entered in Vitals for the prospect.

If you create assessment and forgot to create reservation for prospect:

1. Create Reservation
2. Access Services Tab, click Manage Assessment PDF's, click Recreate PDF.

The Assignment Sheet Report displays comments entered in text box labeled COMMENTS in each category of:

Bathing
Dressing and Grooming
Mobility and Transferring
Assistance with Medications
Special Preparation and Dining
Laundry

Any additional comments for the Resident assistant task sheet can be added to the last COMMENTS text box question at the end of the assessment.

All Inclusive

10,000.0 Yes Or No Is resident receiving an all-inclusive rate?

Bathing

1.00 Yes Or No The resident needs assistance with bathing

Reminders to prepare for bath

1.00 _____ none
2.00 _____ 1-2x/month
3.00 _____ 3-4x month
4.00 _____ 5 x/month

Stand by supervision with bathing

1.00 _____ none
2.00 _____ 1-2x/week
3.00 _____ 3-4x/week
4.00 _____ 5+x/week

One person assist with bath

2.00 _____ none
3.00 _____ 1-2x/week
4.00 _____ 3-4x/week
5.00 _____ 5+x/week

2nd person assist with bath

1.00 _____ none
2.00 _____ 1-11x/year
3.00 _____ 2-3x/month
4.00 _____ 1+x/week

COMMENTS

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**Artis Senior Living
Assessment - All States**

Resident Name: _____
Community: _____

Date of Assessment: _____
Apt#: _____

Dressing and Grooming

0.00 Yes Or No The resident needs dressing and grooming assistance.

Stand by supervision/set up with dressing and grooming

1.00 _____ none
2.00 _____ 1-2x/week
3.00 _____ 3-4x/week
4.00 _____ 5+x/week

One person assistance with dressing and grooming

1.00 _____ none
3.00 _____ 1-2x/week
4.00 _____ 3-4x/week
5.00 _____ 7+x/week

Second person assistance with dressing and grooming

1.00 _____ none
2.00 _____ 1-3x/qtr
3.00 _____ 2-3x/month
4.00 _____ 1+x/week

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Assessment - All States**

Resident Name: _____
Community: _____

Date of Assessment: _____
Apt#: _____

Mobility and Transferring

0.00 Yes Or No Resident needs assistance with mobility and/or transferring

Stand by supervision while ambulating

1.00 _____ none
2.00 _____ 1-3x/week
3.00 _____ 4-6x/week
4.00 _____ 7+x/week

One person assistance with ambulation

1.00 _____ none
3.00 _____ 1-3x/week
4.00 _____ 4-6x/week
5.00 _____ 7+x/week

Assistance with transferring

1.00 _____ none
3.00 _____ 1-3x/week
4.00 _____ 4-6x/week
5.00 _____ 7+x/week

2nd person assist with ambulation

1.00 _____ none
2.00 _____ 1-11x/year
3.00 _____ 1-3x/month
4.00 _____ 1+x/week

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**Artis Senior Living
Assessment - All States**

Resident Name: _____
Community: _____

Date of Assessment: _____
Apt#: _____

Bowel and Bladder Management

0.00 Yes Or No The resident needs bladder and/or bowel assistance

Verbal reminders to use toilet

1.00 _____ none
2.00 _____ 1-2 x/week
3.00 _____ 3-4 x/day
4.00 _____ Every 2 hours

Stand by assistance

1.00 _____ none
2.00 _____ 4-6x/week
3.00 _____ 1-2x/day
4.00 _____ 3+x/day

One person assistance

1.00 _____ none
3.00 _____ 1-2 x/week
4.00 _____ 3-4 x/day
5.00 _____ Every 2 hours

Incidence of incontinence

1.00 _____ none
2.00 _____ 1-2x/week
3.00 _____ 3-6x/week
4.00 _____ Daily

2nd person assistance to use toilet

1.00 _____ none
2.00 _____ 1-3x/month
3.00 _____ 1-3x/week
4.00 _____ 4+x/week

Catheter or Ostomy care

1.00 _____ none
2.00 _____ 1x/day
3.00 _____ 2x/day
4.00 _____ 2+x/day

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Comments

**Artis Senior Living
Assessment - All States**

Resident Name: _____
Community: _____

Date of Assessment: _____
Apt#: _____

Assistance with Medications

0.00 Yes Or No Resident needs assistance with medications, injections and/or diabetes management

Injections

1.00 _____ none
3.00 _____ 1-3x/week
4.00 _____ 4+x/week

Assistance with diabetes management

1.00 _____ none
3.00 _____ 1-3x/week
4.00 _____ 4+x/week

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COMMENTS

Respiratory Therapy

0.00 Yes Or No Resident needs assistance with oxygen/nebulizer

Verbal reminders to use oxygen

1.00 _____ none
2.00 _____ 1-6x/week
3.00 _____ 1x/day
4.00 _____ 2+x/day

Assistance with oxygen (refills, treatments)

1.00 _____ none
2.00 _____ Daily
3.00 _____ 2x/day
4.00 _____ 2+x/day

Comments

Special Preparation

Special diet

1.00 _____ none
4.00 _____ yes

Nutrition Counseling

1.00 _____ none
4.00 _____ yes

COMMENTS

**Artis Senior Living
Assessment - All States**

Resident Name: _____
Community: _____

Date of Assessment: _____
Apt#: _____

Dining

Physical assistance in eating

1.00 _____ none
4.00 _____ 1+x/day

COMMENTS

Laundry

Additional loads laundered

1.00 _____ none
2.00 _____ 1-2x/week
3.00 _____ 3x/week
4.00 _____ 4+x/week

COMMENTS

Transportation

Transportation to medical appointments

1.00 _____ 0-3 x /mth
2.00 _____ 4-6x/month
3.00 _____ 7-9x/month
4.00 _____ 10+x/month

Driver escort into or out of appointment

1.00 _____ none
2.00 _____ 1-4x/month
3.00 _____ 5-8x/month
4.00 _____ 9+x/month

2nd person to assist with transferring and company at appointment

1.00 _____ none
4.00 _____ 1+x/year

Comments

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**Artis Senior Living
Assessment - All States**

Resident Name: _____
Community: _____

Date of Assessment: _____
Apt#: _____

Behavior Maintenance

Resident seeks to exit

0.00 _____ none
2.00 _____ 1-6 x Weekly
4.00 _____ 2 +/daily
6.00 _____ 5 +/daily

Resident needs redirection on behavior

0.00 _____ none
2.00 _____ 1-6x weekly
4.00 _____ 2+/daily
6.00 _____ 5+/daily

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Comments

Total Points Assigned to Services Provided _____

0 - 35	Level 1
36 - 55	Level 2
56 - 70	Level 3
71+	Level 4

Additional Comments for Resident Assistant Task Sheet

COMMENTS

Date: _____ Time: _____ Signature: _____

EXHIBIT V.

TRANSFER OF FUNDS OR PROPERTY TO OPERATOR

The Operator does not accept real or personal property as payment for services, nor does it accept the assignment of liquid financial assets, such as bank accounts or securities.

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EXHIBIT VI.
PROPERTY/ITEMS HELD BY OPERATOR FOR YOU

(Check one)

☐

The Operator will not hold any property or items for me.

☐

The Operator is holding the following property or items for me:

Initial:

_____/____

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EXHIBIT X.I.
RULES OF THE RESIDENCE

A copy of our Resident Handbook and our House Rules are provided with this Residency Agreement, and are considered a part of this Exhibit. Execution of this Agreement by You and/or on Your behalf is considered Your acknowledgement of receipt of the Residence's handbook and house rules.

You also have the rights and responsibilities set forth in Exhibit XV to this Agreement.

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House Rules

1. To protect the health and safety of our residents and employees, the Residence is a smoke-free environment. Supervised alcohol use is permitted by the Resident only with physician and Executive Director approval.
2. We encourage regular family involvement and will permit visitation 24-hours a day.
3. No medications or drugs may be brought into the Residence unless the medications or drugs are labeled according to the requirements of state or federal law. This includes prescription medications as well as non-prescription drugs such as vitamins, laxatives, antacids, skin creams and other items. NO medications or drugs may be brought into the Residence unless they delivered to and checked by the Director of Nursing or Executive Director.
4. No medications (including over the counter medications) may be stored in the Resident's room.
5. Residents and visitors must exercise care when utilizing Residence property and equipment and to follow all operating instructions, safety standards and policies to avoid damage to self, residents, employees and the property and premises.
6. Private duty personnel may be retained by the Resident to enhance resident comfort rather than to replace the assistance provided by staff. Those services must comply with the Residence's policies regarding private duty personnel.
7. Any food or beverages brought into the Residence must be in accordance with the Resident's prescribed diet and must be checked and approved by staff. Items to be refrigerated must be labeled, dated and in a sealed container. Items that do not require refrigeration must be in a tightly closed container.
8. We encourage residents to shower or bathe at least twice per week. Staff provides assistance for this if needed.
9. We encourage residents to maintain a home-like environment and will attempt to accommodate all reasonable requests to individualize resident rooms. For safety reasons, the Executive Director must approve any addition or rearrangement of furniture, hanging of pictures, posters or other such similar activities.
10. The use of electric blankets and extension cords are not permitted. All electrical equipment brought into the facility must be UL approved and inspected and approved by the Maintenance Director prior to use.
11. Personal TV and radios in resident rooms must be turned off or set to a volume which is not disruptive to other residents by 10:00 p.m.

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EXHIBIT XV

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**RIGHTS AND RESPONSIBILITIES OF RESIDENTS IN
ASSISTED LIVING RESIDENCES**

APR 10 2019

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RESIDENT'S RIGHTS AND RESPONSIBILITIES SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING:

(A) EVERY RESIDENT'S PARTICIPATION IN ASSISTED LIVING SHALL BE VOLUNTARY, AND PROSPECTIVE RESIDENTS SHALL BE PROVIDED WITH SUFFICIENT INFORMATION REGARDING THE RESIDENCE TO MAKE AN INFORMED CHOICE REGARDING PARTICIPATION AND ACCEPTANCE OF SERVICES;

(B) EVERY RESIDENT'S CIVIL AND RELIGIOUS LIBERTIES, INCLUDING THE RIGHT TO INDEPENDENT PERSONAL DECISIONS AND KNOWLEDGE OF AVAILABLE CHOICES, SHALL NOT BE INFRINGED;

(C) EVERY RESIDENT SHALL HAVE THE RIGHT TO HAVE PRIVATE COMMUNICATIONS AND CONSULTATION WITH HIS OR HER PHYSICIAN, ATTORNEY, AND ANY OTHER PERSON;

(D) EVERY RESIDENT, RESIDENT'S REPRESENTATIVE AND RESIDENT'S LEGAL REPRESENTATIVE, IF ANY, SHALL HAVE THE RIGHT TO PRESENT GRIEVANCES ON BEHALF OF HIMSELF OR HERSELF OR OTHERS, TO THE RESIDENCE'S STAFF, ADMINISTRATOR OR ASSISTED LIVING OPERATOR, TO GOVERNMENTAL OFFICIALS, TO LONG TERM CARE OMBUDSMEN OR TO ANY OTHER PERSON WITHOUT FEAR OF REPRISAL, AND TO JOIN WITH OTHER RESIDENTS OR INDIVIDUALS WITHIN OR OUTSIDE OF THE RESIDENCE TO WORK FOR IMPROVEMENTS IN RESIDENT CARE;

(E) EVERY RESIDENT SHALL HAVE THE RIGHT TO MANAGE HIS OR HER OWN FINANCIAL AFFAIRS;

(F) EVERY RESIDENT SHALL HAVE THE RIGHT TO HAVE PRIVACY IN TREATMENT AND IN CARING FOR PERSONAL NEEDS;

(G) EVERY RESIDENT SHALL HAVE THE RIGHT TO CONFIDENTIALITY IN THE TREATMENT OF PERSONAL, SOCIAL, FINANCIAL AND MEDICAL RECORDS, AND SECURITY IN STORING PERSONAL POSSESSIONS;

(H) EVERY RESIDENT SHALL HAVE THE RIGHT TO RECEIVE COURTEOUS, FAIR AND RESPECTFUL CARE AND TREATMENT AND A WRITTEN STATEMENT OF THE SERVICES PROVIDED BY THE RESIDENCE, INCLUDING THOSE REQUIRED TO BE OFFERED ON AN AS-NEEDED BASIS;

(I) EVERY RESIDENT SHALL HAVE THE RIGHT TO RECEIVE OR TO SEND PERSONAL MAIL OR ANY OTHER CORRESPONDENCE WITHOUT INTERCEPTION OR INTERFERENCE BY THE OPERATOR OR ANY PERSON AFFILIATED WITH THE OPERATOR;

(J) EVERY RESIDENT SHALL HAVE THE RIGHT NOT TO BE COERCED OR REQUIRED TO PERFORM WORK OF STAFF MEMBERS OR CONTRACTUAL WORK;

(K) EVERY RESIDENT SHALL HAVE THE RIGHT TO HAVE SECURITY FOR ANY PERSONAL POSSESSIONS IF STORED BY THE OPERATOR;

(L) EVERY RESIDENT SHALL HAVE THE RIGHT TO RECEIVE ADEQUATE AND APPROPRIATE ASSISTANCE WITH ACTIVITIES OF DAILY LIVING, TO BE FULLY INFORMED OF THEIR MEDICAL CONDITION AND PROPOSED TREATMENT, UNLESS MEDICALLY CONTRAINDICATED, AND TO REFUSE MEDICATION, TREATMENT OR SERVICES AFTER BEING FULLY INFORMED OF THE CONSEQUENCES OF SUCH ACTIONS, PROVIDED THAT AN OPERATOR SHALL NOT BE HELD LIABLE OR PENALIZED FOR COMPLYING WITH THE REFUSAL OF SUCH MEDICATION, TREATMENT OR SERVICES BY A RESIDENT WHO HAS BEEN FULLY INFORMED OF THE CONSEQUENCES OF SUCH REFUSAL;

(M) EVERY RESIDENT AND VISITOR SHALL HAVE THE RESPONSIBILITY TO OBEY ALL REASONABLE REGULATIONS OF THE RESIDENCE AND TO RESPECT THE PERSONAL RIGHTS AND PRIVATE PROPERTY OF THE OTHER RESIDENTS;

(N) EVERY RESIDENT SHALL HAVE THE RIGHT TO INCLUDE THEIR SIGNED AND WITNESSED VERSION OF THE EVENTS LEADING TO AN ACCIDENT OR INCIDENT INVOLVING SUCH RESIDENT IN ANY REPORT OF SUCH ACCIDENT OR INCIDENT;

(O) EVERY RESIDENT SHALL HAVE THE RIGHT TO RECEIVE VISITS FROM FAMILY MEMBERS AND OTHER ADULTS OF THE RESIDENT'S CHOOSING WITHOUT INTERFERENCE FROM THE ASSISTED LIVING RESIDENCE;

(P) EVERY RESIDENT SHALL HAVE THE RIGHT TO WRITTEN NOTICE OF ANY FEE INCREASE NOT LESS THAN FORTY-FIVE DAYS PRIOR TO THE PROPOSED EFFECTIVE DATE OF THE FEE INCREASE; PROVIDED, HOWEVER, PROVIDING ADDITIONAL SERVICES TO A RESIDENT SHALL NOT BE CONSIDERED A FEE INCREASE PURSUANT TO THIS PARAGRAPH; AND

(Q) EVERY RESIDENT OF AN ASSISTED LIVING RESIDENCE THAT IS ALSO CERTIFIED TO PROVIDE ENHANCED ASSISTED LIVING AND/OR SPECIAL NEEDS ASSISTED LIVING SHALL HAVE A RIGHT TO BE INFORMED BY THE OPERATOR, BY CONSPICUOUS POSTING IN THE RESIDENCE, ON AT LEAST A MONTHLY BASIS, OF THE THEN-CURRENT VACANCIES AVAILABLE, IF ANY, UNDER THE OPERATOR'S ENHANCED AND/OR SPECIAL NEEDS ASSISTED LIVING PROGRAMS.

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WAIVER OF ANY OF THESE RESIDENT RIGHTS SHALL BE VOID. A RESIDENT CANNOT LAWFULLY SIGN AWAY THE ABOVE-STATED RIGHTS AND RESPONSIBILITIES THROUGH A WAIVER OR ANY OTHER MEANS.

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EXHIBIT XVI

APR 10 2019

**OPERATOR PROCEDURES: RESIDENT GRIEVANCES
AND RECOMMENDATIONS**

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Reviewer's Initials: HH

The Operator has established a procedure to help assure that any complaint or grievance you might have is resolved quickly, and that any recommendation you may have is promptly considered. In the event you have a complaint, grievance or recommendation, you are encouraged to do the following:

Artis Senior Living believes that residents, families and staff should have the right to voice their concerns, suggestions and grievances without fear of reprisal.

If a customer (family member, resident or outside professional) comes to any staff member with a concern (or complaint), the following steps, statements/approach and documentation should be followed to ensure that the concern is addressed promptly.

Steps:

Address the concern to the customer's level of satisfaction immediately if practical. Ask for assistance from staff in another service area if necessary.

If the staff member can address the concern, but it is not practical to do so immediately, let the customer know when you will resolve the concern. Get back to the customer within 24 hours to let them know of your progress or that the concern has been resolved. The concern should be reported to supervisor in detail

If the concern requires input from another staff member or service area and you feel you need the support of your Service Area Director, let the customer know that you will personally follow-up and that you or the appropriate staff member will get back to them with the resolution within a specified period of time, not to exceed 24 hrs. All concerns that require follow up should be passed on to ED. ED will communicate with family to make sure concern has been resolved to their satisfaction or to communicate if there will be additional measures taken. Follow up from ED on past concerns will be discussed with family during 7 day and monthly calls.

The ED will review the Concern Log daily for any outstanding concerns and follow-up on the status of the resolution with the appropriate staff. The ED determines if additional follow-up is needed with the customer. The ED conducts a review of the Log regularly for patterns requiring further attention. All concerns should be reviewed at daily service area stand-up meetings and follows up with

Concerns that involve injury or resident or staff danger will be reported to COO immediately as well as the appropriate state agency.

Regional Director will review concern log when making site visits.

Statements/Approaches:

Clarification:

"My understanding of your concern is ..."

"... And what you would like to see done is..."

Conformation:

"I will... and then get back to you within 24 hours to let you know

--My progress

Or

--What I/we will do to resolve the problem is? "I'm happy to do it for you."

Anticipating Needs:

"You appear to have a concern. How may I assist you?"

Documentation

Complete Section A of the Concern Form (copy at the end of this section), ask your Director to review, and if she/he agrees, give it to the ED (or Administrative person on duty) for action.

NOTE: Solutions -

May be obvious to you and the customer.

You may find it useful to ask for potential solutions from the customer.

You may find it necessary to offer potential solutions.

The ED will complete Section B and pass a copy of the concern form to the appropriate individual for action and follow-up. The original will be filed in the Concern Log (3-ring notebook kept in the EDs office) by resident by date.

The staff member to whom the concern was referred will resolve the concern; communicate the resolution to the customer and complete Section C of the form. The form will then be returned to the ED for review.

The ED will sign-off that the concern has been resolved in Section D and will replace the original form in the Concern Log with the completed form.

Anonymous Complaints and/or Confidential Grievances

Residents and responsible family members will be provided, in the Resident Handbook, the telephone number of the COO of the Artis Senior Living Management Company to call to register anonymous complaints or confidential grievances. The COO will respond to all calls within 24 hours.

The same process, as outlined in Sections A, B, and C above, will be followed by the COO, except that s/he will honor requests for anonymity and/or confidentiality.

Anonymous complaints can be made through Red Flag Reporting. All staff is provided with confidential hotline that goes through Red Flag directly to CEO and COO.

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If a complaint or grievance requires input from other parties, the COO will resolve the issue within a specified period of time, not to exceed 21 days.

Please note that grievance and recommendation forms are available at all times in the residence.

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