

- a. Additional Care Services Available. The Residence uses a point-based assessment and cost structure, a summary of which is attached as SNALR # 1 and made a part of this Agreement. The current cost structure can be found in Exhibit III.A.2.
- b. Staffing Levels. Staffing levels will be appropriate for the level of care needed to perform and carry out the tasks that the Resident requires. Staffing levels will be maintained in compliance with all applicable laws and regulations. At full licensed capacity of 24 residents, there will be no less than two personal care aides on any given shift to provide supervision and meet the needs of residents. In addition, a Licensed Practical Nurse ("LPN") is on site each shift to assess the needs of residents in both assisted living and memory care and deliver applicable nursing services. During the day shift there are also a number of administrative and managerial staff to serve our residents. A reduction in caregiving staff would occur if the program was at significantly less than full capacity. There are also 40 Community Life staff hours committed each week to planning and conducting meaningful activities to keep residents active in the Residence.
- c. Staff education and training. Required staff education and experience will be dependent on the level of care that the staff is assigned to complete. These include:
 - i. Initial orientation for all staff which includes the basic concepts of assisted living, age related changes, aging in place, Alzheimer's, dementia and memory care concepts, documentation, promoting a home-like environment, resident rights, basic work functions to be completed and company culture and employment policies.
 - ii. Continued mandatory inservices throughout the year that review the fundamental principles and skills necessary to assist Residents who may have cognitive and physical impairment and dementia. The inservices are designed to promote and improve the qualifications of each staff member.
 - iii. Training or employment experience commensurate with specific level of care needs, for example, the Adult Home staff requirements or Home Health Aide certification as appropriate.

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Environmental modifications. Although the Operator attempts to manage risk incurred by Residents, the very nature of the Residence's environment and program does not allow for the complete elimination of risk. The Operator and staff make every effort to create

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