

Know Your Rights

A Consumer Guide to Assisted Living
Residences in New Hampshire



Justice in Aging Project

Table of Contents

Overview	1	■
What is an Assisted Living Residence?	1	■
Who Oversees Assisted Living Facilities in New Hampshire?	2	■
Who Should Consider Assisted Living?	2	■
What Does an Assisted Living Residence Provide?	3	■
Services ALRs Must Provide Residents in New Hampshire	3	■
Suggestions for Selecting the Right Assisted Living Residence	5	■
Standards Required by Law for Assisted Living Residences in New Hampshire	6	■
Paying for Assisted Living	6	■
Residential Service Agreements: What You Should Know	7	■
Your Rights as an ALR Resident	8	■
Physical and Chemical Restraints	9	■
Discharge Procedures	10	■
Complaints	11	■
Questions for the ALR	12	■
Additional Resources and State Laws	14	■
Additional Resources – State Organizations	15	■
Consumer Checklist	22	■

Overview

This guide was created by the Justice in Aging Project (JIAP) of New Hampshire Legal Assistance to help consumers learn about Assisted Living Residences in New Hampshire.

New Hampshire Legal Assistance (NHLA) is a civil legal aid organization offering free legal services to older and low-income Granite Staters. The JIAP provides no cost legal services to individuals who are at least 60 years old, including legal advice, brief services and extended representation in courts and administrative forums by attorneys and trained paralegals. The JIAP also engages in outreach to increase awareness of the legal rights of seniors and to ensure that the community is aware of our services by means of presentations, pamphlets, and other written materials.

For more information about NHLA and the JIAP, go to our website at: www.nhla.org.

What is an Assisted Living Residence?

Assisted Living Residences (ALRs) provide services to residents in a way that supports independence, dignity, privacy, and individuality. ALRs recognize that residents have the right to make choices in all aspects of their lives.

ALRs in New Hampshire offer a combination of housing, meals, and personal care services for a monthly fee. ALRs are not the same as licensed nursing facilities, also known as “nursing homes,” “skilled nursing facilities,” or “nursing and rehabilitation facilities.” ALRs are intended for adults who may need some help with activities such as housekeeping, meals, bathing, dressing and/or medication assistance and who would like the security of having assistance available on a 24-hour basis in a home-like setting. While some ALRs provide health care management, they are not designed for people who need significant skilled medical care on an on-going basis.

ALRs across New Hampshire vary in size and style. They include large apartment-style settings as well as smaller family-style homes. Some ALRs serve fewer than ten residents while others serve over one hundred residents. Some ALRs are operated for profit while others are operated by non-profit organizations. In addition, some are affiliated with nursing homes. Some ALRs have a section of the building set aside for people who need a specialized or secure environment, such as “memory care.”

It is important to know that New Hampshire does not require special certification or standards for ALRs offering “memory care.”

In New Hampshire, ALRs are divided into two categories:

- 1. Assisted Living Residence – Residential Care** (also known as “804 facilities”): This type of residence provides assistance with personal care, health care and social activities that require a minimum of supervision, that can be provided in a home or home-like setting. To live in an 804 facility, residents must be able to remain mobile, not require special assistance to or from a bed or chair, have the ability to self-evacuate or have another method to safely evacuate.
- 2. Assisted Living Residence – Supported Residential Health Care** (also known as “805 facilities”): This type of residence provides, in addition to assistance with personal care and social activities, health services from appropriately trained or licensed individuals. However, the health services provided cannot be so intense as to require 24-hour nursing supervision.

Who Oversees Assisted Living Facilities in New Hampshire?

ALRs in New Hampshire must obtain a license to operate from the New Hampshire Department of Health and Human Services. To do this, the ALR must meet regulatory standards depending on the type of care it is providing. The standards are designed to protect consumers while also allowing the ALR to be flexible in meeting the needs and desires of residents.

There is also a state law, RSA 161-J, that provides consumer protections to ALR residents. These protections set forth standards that ALRs must follow regarding the disclosures of pertinent information about **advanced payments**, **rate increases**, and **termination of agreements** so that you can make an informed choice.

New Hampshire also has an Office of Long-Term Care Ombudsman (OLTCO). The OLTCO receives, investigates, and resolves complaints or problems concerning residents of long-term health care facilities, including ALRs. To contact the OLTCO you may call them at 1-800-442-5640 or (603) 271-4375 or email them at OLTCO@dhhs.nh.gov.

The New Hampshire Bureau of Elderly and Adult Services is responsible for investigating reports of abuse, neglect and exploitation of vulnerable adults. You can make a report by calling 1-800-949-0470 or (603) 271-7014 or sending an email to apscentralintake@dhhs.nh.gov.

Who Should Consider Assisted Living?

ALRs provide care to people who are having difficulty living independently, but do not need the daily nursing services provided in a nursing home or rehabilitation facility. Assisted Living is intended for adults who need some assistance with the mundane tasks of daily living such as housecleaning, preparing meals, bathing, dressing, or taking medications.

ALRs are not the same as nursing homes and are not designed to provide intensive “skilled care.” Examples of skilled care are physical and occupational therapy and other services provided by a licensed medical professional. However, residents have the right to supplement the care being provided by the ALR.

What Does an Assisted Living Residence Provide?

ALRs provide personal assistance or any health-related supportive service beyond room and board. Under New Hampshire law, personal assistance within ALRs may include:

- Activities of daily living such as grooming, toileting, eating, dressing, getting into or out of bed or chair, or walking.
- Instrumental activities such as laundry, housekeeping, food preparation, using public transportation, writing letters, scheduling appointments, using the telephone, or engaging in recreational and leisure activities.
- Recreational and leisure activities may include transportation, social services, legal services, financial management services, educational and vocational services, medical, dental and other health care services, rehabilitation services, respite services, case management, day care, or other services required to meet a resident's needs.
- Monitoring of a resident's activities to ensure the resident's and other residents' safety and well-being.
- Administration of medication by a person authorized to do so.
- General supervision to monitor and assess the residents' mental and physical well-being.

Services ALRs Must Provide Residents in New Hampshire

In New Hampshire, ALRs are required to provide certain "core" services to residents. The types of core services required depend on whether the facility is licensed as a Residential Health ("804 facility") or Supported Residential Health Care ("805 facility"). The differences in core services are important to consider when choosing an ALR that fits your specific needs.

As previously noted, 804 facilities provide assistance with personal care and social activities that require minimum supervision along with health care that can be provided in a home or home-like setting.

Core Services that 804 Facilities must provide include:

- Health and safety services, including monitoring, to minimize the likelihood of an accident or injury, with protective care and oversight provided 24-hours a day.
- Emergency response and crisis intervention.
- Assistance with taking and ordering medications as needed.
- Three (3) daily meals and snacks unless the resident chooses other options according to their admission agreement.
- Housekeeping, laundry, and maintenance services in accordance with the admission agreement.

- The availability of activities, for which the facility shall make reasonable accommodation for residents with disabilities, to include, but not be limited to, television, radio, internet, games, newspapers, visitors, and music, all designed to sustain and promote the physical, intellectual, social, and spiritual well-being of all residents.
- Assistance in arranging medical and dental appointments, including assistance in arranging transportation to and from appointments and reminding the residents of the appointments.
- Supervision of residents, when required, to offset cognitive deficits that may pose a risk to the resident or others if the resident is not supervised.
- Assistance with arranging transportation to community activities, as available, designed to meet the individual interests of residents to sustain and promote their physical, intellectual, social, and spiritual well-being.

Core Services that 805 Facilities must provide include:

805 facilities are for individuals who need health-related assistance not provided in a regular ALR. In addition to the services provided in an 804 facility, these facilities provide greater assistance for safe medication management and other health-related assistance. The additional required services for 805 facilities include:

- Nursing services, in accordance with RSA 326-B, including supervision and instruction of direct care personnel, relative to the delivery of nursing care.
- Rehabilitation services, such as physical therapy, occupational therapy, and speech therapy.
- Behavioral health care services.
- Ensure that all personnel have demonstrated, documented experience specific to their job description and receive annual continuing education or in-service education training.

Both 804 and 805 facilities must also make available basic supplies necessary for residents to maintain grooming and personal hygiene, such as soap, shampoo, toothpaste, toothbrush, and toilet paper. These supplies must be included in the basic rate unless a resident requests a specific brand or item.

Suggestions for Selecting the Right Assisted Living Residence

Once you or your family member decides to move to an ALR, how do you go about finding the right one? To find out what ALRs exist in the area you are interested in, contact ServiceLink or local assisted living placement services, ask your friends, and visit your local library to review newspapers, retirement living guides, and other publications. In addition, we hope this Consumer Guide helps you identify factors to consider when deciding if a particular ALR would make a desirable home for you.

Once you have a general idea of the setting, geographic location, and services offered, call several ALRs. You may want to ask the following preliminary questions to help you narrow your search:

- What is the size of the residence?
- What types of living units are available?
- What services are provided?
- What is the monthly fee?
- Are all services included in the monthly fee?
- What services are extra?
- Is a deposit required? If so, how much?

Request a brochure, a price list, a copy of the Residential Services Agreement (which may be called the “lease” or “contract”), and the Standard Disclosure Summary so that you can review those items during your selection process. Read the Residency Agreement closely, paying special attention to cost, services provided as well as what services are not provided, and the criteria and costs for termination of the Agreement.

It is to your advantage to tour the ALR that you are interested in. Initially, it is advisable to call and schedule a tour, which is usually given by a marketing representative. If possible, try to make a few visits at different times during the day. You may wish to have lunch or dinner at the ALR so you can try the food and see what the service is like, as well as participate in an activity or social event to meet and talk with current residents and staff.

You may also wish to inquire as to whether an ALR offers respite or trial stays. Some ALRs allow a potential resident to move in for a short period of time to see whether or not he or she would be happy living there. This provides you with the opportunity, without signing a long-term contract, to see what it would be like to live there. If you are interested in an ALR which is not yet open, visiting will be impossible. However, if the management company of the ALR you are considering manages another ALR in the area, you may want to visit that facility to get an idea of how the company operates.

Standards Required by Law for Assisted Living Residences in New Hampshire

Under New Hampshire law all ALRs must follow state licensing regulations which require that they provide a base level of care which includes that: each resident be served at least 3 meals within the span of a 24-hour period; room temperature must be maintained at 65°F at night and at 70°F during the day if the resident is present; and the resident must be provided furnishings including a bed and mattress, clean linens, bureau, tables, and chairs. New Hampshire law does not mandate any specific ALR staff to resident ratio.

In addition, the ALR must abide by the New Hampshire's Patients' Bill of Rights which is outlined below.

Paying for Assisted Living

The cost of ALRs vary greatly. The base monthly fee for an ALR in New Hampshire is generally between \$3,000 and \$8,000. Variations in cost are based on many factors, including:

- The type and number of services you need (in general, the more care you may require, the higher the fees),
- The size, design, and amenities of the ALR,
- The size of the apartment you choose, and
- The location of the ALR.

Most ALR residents pay privately. **Medicare, the federal health insurance program for elders and those with disabilities, does not cover the cost of ALRs.** Individuals with long-term care insurance policies should ask their insurance carrier if they qualify for coverage for ALR services.

There are also two government programs available in New Hampshire that may be able to help cover the cost of ALRs for qualified individuals:

- **Choices for Independence Program:** The Choices for Independence (CFI) Program is a Medicaid-funded program that provides a wide range of services that enable eligible adults to stay in their own homes and communities. Adults participating in the CFI Program must be age 18 or older and meet certain financial and clinical eligibility requirements. If the ALR is enrolled as a Medicaid provider, they can accept CFI as a source of payment. Residents will still be responsible for a portion of the ALR fee. **Not all ALRs accept CFI as a source of payment.** For more information, contact ServiceLink at 1-866-634-9412 or: <http://www.nhcarepath.org>.
- **The Veterans' Administration Aide and Attendance Benefit:** The VA Aid and Attendance benefits may be available for veterans and/or surviving spouses. Unlike the CFI program, these benefits go directly to the resident and can be used to offset the monthly ALR fee. For more information, contact the New Hampshire Division of Veterans Services at 1-800-622-9230.

Residential Service Agreements: What You Should Know

Before moving in, you and the ALR representative will be required to read the “Residential Services Agreement.” ALRs are required to include the information listed below in the Agreement. If the following information is not included, the Agreement is not valid. Some include this information in their “Residence Admission ALRs Contract.” If this is the case, then a separate Residential Services Agreement is not required.

The Residential Service Agreement or Residence Admission Contract must include the following information:

1. Rates charged by the ALR, including base rate and cost of any services not included in the base rate.
2. Description of the services and accommodations to be provided by the ALR and which of these services are included in the base rate.
3. Policies relative to rate increases or increases in the cost of services, including the period of advance notice that will be provided to residents.
4. The procedure for terminating the Agreement.
5. The amount and purpose of any advanced payment that the ALR requires. (NOTE: ALRs may charge a one-time nonrefundable fee as a condition of admission.)
6. Explain the ALR’s policy for refunding the advanced payment if the contract is terminated or if the resident passes away.
7. Provide notice of a resident’s rights in the event of a temporary absence from the ALR, or in a proposed transfer or discharge from the ALR.
8. Specifically describe the circumstances under which an eviction, discharge or transfer to another residence or facility may occur, including situations in which the resident’s needs exceed what the ALR can provide, and the responsibility of the ALR in transitioning the resident to another location.
9. Include or attach a copy of the rules or policies governing resident conduct and responsibilities and the ALR’s procedures for handling resident complaints.
10. Include a Standard Disclosure Summary with a required font size of at least 14 for ease in reading.
11. Include a statement affirming that the prospective resident has received the Residential Services Agreement and Standard Disclosure Summary, that the prospective resident has read the documents (or they have been read to them), and that the prospective resident understands the contents.
12. Information regarding ALR policies and procedures, including housing rules, smoking, discharge planning, transportation, billing and other matters as required under state regulations.

Your Rights as an ALR Resident

State and federal laws and regulations provide various protections for ALR residents when seeking admission to a facility and once you are a resident.

State Law

In New Hampshire, ALRs are required to comply with the Patients' Bill of Rights. Some of the protections included in the Patients' Bill of Rights include the right to be treated with dignity and respect, the right to choose your own health care provider and keep your health information private, the right to participate in developing your plan of care, and the right to voice grievances. A full list of rights can be found in RSA 151:21 at <http://www.gencourt.state.nh.us/rsa/html/XI/151/151-21.htm>.

You may not be denied admission to an ALR because you don't have a guardian or an advanced directive, such as a living will or durable power of attorney.

The ALR must provide the resident, the resident's guardian, agent, or personal representative, written notice of the following:

- A 30-day notice if there will be an increase in cost or fees for any ALR services, unless:
 - the resident is receiving Medicaid and financial liability is determined by New Hampshire, or
 - the resident is enrolled in the CFI (Choices for Independence) program and costs and fees are regulated by that program.
- A 14-day notice if the resident will have an involuntary change in room or bed locations, in which case the resident must receive reasonable accommodation that address her/his individual needs and preferences, unless:
 - the change in room or bed location is required to protect her/his or a fellow resident's health, safety, or well-being.

ALRs are also required to have written policies and procedures regarding medication management.

The ALR may determine whether it will allow smoking on its premises or not. Each ALR may develop and implement smoking policies and designate smoking areas for the facility.

ALRs must post the following documents in an area accessible to all residents, employees, and visitors:

- Current license certificate,
- All inspection reports for the past twelve (12) months,
- Copy of the Patients' Bill of Rights,
- Copy of the ALR complaint procedure along with contact information for the Department of Health and Human Services and Office of Long-Term Care Ombudsman,
- The ALR's evacuation plan, identifying all fire exits located on the property.

Federal Law

The federal Fair Housing Act applies to ALRs. Under the Fair Housing Act, it is unlawful to discriminate against persons based on disability, race, color, religion, sex, national origin or familial status. Persons with disabilities are entitled to request reasonable modifications and accommodations of ALR rules, policies and practices to enable them to use and enjoy the ALR.

Unlike nursing homes, there are no comprehensive federal regulations that apply to ALRs. There are some rules that apply to ALRs that accept Medicaid that relate to the physical setting of ALRs including the right to locked doors, visitors and access to food.

Physical and Chemical Restraints

Under the New Hampshire Patients' Bill of Rights, the use of chemical or physical restraints can only be used with a physician's approval in an emergency situation. When appropriate, facilities can seek a waiver to allow restraints in non-emergency situations.

Within twenty-four (24) hours of the use of a physical or chemical restraint, a report must be generated and presented to your practitioner, guardian, agent, or personal representative. The report must include:

- the reason the restraint was used,
- a description of the restraint, and
- the length of time the restraint was used.

The following mechanical restraints are prohibited in New Hampshire:

- full bed rails,
- gates or doors that prevent movement within the ALR,
- Geri chairs,
- wrist or ankle restraints,
- vest or pelvic restraints,
- any device used to prevent or restrict a resident's free movement within the ALR.

Discharge Procedures

Reasons for Discharge

Under the New Hampshire Patients' Bill of Rights, a resident may be discharged or removed from the ALR **after appropriate discharge planning and only** for the following reasons:

- medical,
- for the resident's welfare or safety, or the safety of other residents,
- if the ALR ceases to operate,
- failure of the resident to pay the ALR.

A resident may not be involuntarily discharged from an ALR if she/he becomes eligible for Medicaid as a source of payment and the facility is enrolled as a Medicaid provider.

Standard Procedures for Discharge or Transfer

If the ALR wishes to discharge or transfer a resident, it must first deliver a written note to the resident at least thirty (30) days before the discharge or transfer with the following information:

- the specific reason for the discharge or transfer,
- the effective date of the proposed discharge or transfer,
- the location (listing the specific address) to where the resident will be transferred or discharged,
- the contact information of the Long-Term Care Ombudsman and the contact information of a local, federally-designated protection and advocacy agency (in New Hampshire, this is the Disability Rights Center-NH), and
- a statement of the resident's right to appeal to stop the proposed transfer/discharge.

If you are opposed to transfer or discharge

If the resident disagrees with the ALR's reason for transfer or discharge and wishes to contest the ALR's decision, the resident may file an appeal in probate or superior court. Once the appeal is filed, the transfer or discharge process will automatically stop until the court makes a decision.

If you decide to transfer or discharge yourself

If you or your legal guardian request and begin the discharge or transfer process, you are not required to receive a written notice from the ALR. However, you should review the Resident Services Agreement or Contract to see how much notice the ALR requires of your intention to move.

Complaints

If you wish to file a complaint

As noted above, if you have a concern or grievance with an ALR, you can contact the Office of Long-Term Care Ombudsman for assistance at 1-800-442-5640 or (603) 271-4375 or email them at OLTCO@dhhs.nh.gov.

In addition, the New Hampshire Department of Health and Human Services (DHHS) has an obligation to investigate any complaint that meets the following criteria:

- if the violation in question has occurred no more than 6 months before DHHS became aware of the violation,
- if the complaint is based on the person who filed the complaint or has personal knowledge of the violation in question,
- there is a sufficient amount of information for DHHS to determine that the violation, if true, would be a violation of New Hampshire law.

How to file a complaint:

If you wish to file a complaint against the ALR or an ALR staff member, the resident must do the following:

- place the complaint in writing, unless doing so would not be practical,
- include the name and address of the ALR,
- include the name, address, and phone number of the resident (even if it is the same as the ALR),
- include a detailed description to support the complaint including what happened and when it occurred.

Under New Hampshire law, a resident's complaint will be confidential and will not be disclosed publicly. In certain circumstances the complaint may be referred to law enforcement or a court.

The complaint should be submitted to:

**NH Department of Health and Human Services
Health Facilities Licensing Unit**

129 Pleasant Street

Concord, NH 03301

Telephone: (603) 271-9039

E-mail: DHHS.HFA-Certification@dhhs.nh.gov

Questions for the ALR

Every ALR is different! Listed below are questions you may want to ask and consider when deciding which ALR is right for you.

General

- What **food options** are available?
 - This may be an important consideration if you have dietary restrictions, allergies, diabetes, etc.
- Do you allow residents to have **refrigerators** in their rooms?
 - If not, what other arrangements exist to store perishable items?
- What is the **ratio of staff to residents**?
 - Nurses to residents?
 - Nursing assistants/personal care aids to residents?
 - If staff is overburdened, it may result in delays to individual care and response time to questions.
- What are the **visiting hours**?
 - How many people are allowed to visit at one time?
- What is included with the access to “**common areas**”?
 - Is there adequate seating for viewing television, playing cards, etc.
 - Are food and beverages permitted in common areas?
- What type of **transportation** is provided to medical appointments and how is it billed?
- Do you offer **medication administration** in addition to medication management?
- Is the building **air conditioned**?
 - If not, are residents permitted to have a window unit? Is there an installation and removal charge or monthly charge?

Procedures

- What are the **emergency procedures** the ALR will use in case of fire, significant storms, power-outages, and possible hostile people?
 - Ask for a copy of all fire exits and emergency shelters located within the ALR.
 - Do you have an emergency generator? If so, what does the generator power?
- What is the ALR’s procedure if a resident or guest has a **complaint**, either about staff, another resident, or a resident’s guest?
- What is the ALR’s procedure if a resident wants to voluntarily **move out**?
 - What are the provisions of the Termination Clause, how will it affect the resident financially?

Staff

- **How many staff** work at the ALR?
 - and how many of them are nurses, personal care workers, or general staff?
 - how many staff have unlimited access to the resident's room?
 - What is your staff turnover rate? How long has the Administrator been with the facility? The Director of Nursing?
- How many **personal care workers** are available during the day, evening, and overnight hours?
 - Does staffing decrease on weekends?
- What **responsibilities** do personal care workers have?
- Are residents assigned to a **personal care worker** on a regular basis?
 - Can a resident request a female or male personal care worker?
- What kinds of **activities** does the ALR staff organize?
 - How often are activities scheduled?
 - How do residents sign up?
 - Are the activities accessible for residents with disabilities?

Finances

- **What services are included** in the monthly base rate?
 - How often over the last 3-5 years has there been a rate increase?
 - Is there a limit on the percentage by which the monthly rate can be increased?
 - How often can the rate be raised?
 - Is it possible that future costs may become too high for you to afford?
- Is there a different **monthly base rate** for a shared apartment versus a private apartment?
- If the facility offers both independent living and assisted living units, **is there a fee to transfer** to the assisted living unit?
- What is included in a "**service package**"?
- What are the **charges** for telephone, cable/internet, newspaper delivery, and salon services and how are they billed?
- Do they offer **Resident Trust Accounts** or check cashing services?
- Does the ALR require an initial **entrance fee, application fee, or deposit** up front?
 - Is such a fee refundable and under what circumstances?
- Does the ALR accept payments from the **CFI Program**?
 - What is the "room and board" cost?
 - What is the amount the resident will pay if she/he is on CFI?
 - Will you have the right to remain in the facility once your funds run out and you become eligible for CFI?
 - Will you have to move to a different room if you transition from private pay to CFI?

Additional Resources

National Center for Assisted Living: <https://www.ahcancal.org/Assisted-Living/Consumer-Resources/Pages/default.aspx>

Eldercare Locator: <https://eldercare.acl.gov/public/Resources/LearnMoreAbout/Housing.aspx>

State Laws

Assisted Living Residences, Independent Living Retirement Communities, and Housing for Older Persons, NH Rev Stat §161-J

<http://www.gencourt.state.nh.us/rsa/html/NHTOC/NHTOC-XII-161-J.htm>

Consumer Protection Act, NH Rev Stat §358-A

<http://www.gencourt.state.nh.us/rsa/html/NHTOC/NHTOC-XXXI-358-A.htm>

NH Code of Administrative Rules, Chapter He-P 800, Residential Care and Health Facilities, Part He-P 804 and He-P 805

http://www.gencourt.state.nh.us/rules/state_agencies/he-p800.html

Patients' Bill of Rights, NH Rev Stat §151:21

<http://www.gencourt.state.nh.us/rsa/html/XI/151/151-21.htm>

State Organizations

Assisted Living Locators of New Hampshire 932-6822

6 Clough Street, Meredith, NH 03253

<https://assistedlivinglocators.com/care-advisor/newhampshire>

Bureau of Elderly and Adult Services 271-7014

NH Department of Health and Human Services

105 Pleasant Street, Concord NH 03301

Health Facilities Licensing Unit. 271-9039

NH Department of Health and Human Services

129 Pleasant Street, Concord, NH 03301

email: DHHS.HFA-Certification@dhhs.nh.gov

New Hampshire Division of Veterans Services. 1-800-622-9230

Regional offices/centers are located throughout the state.

For a complete listing, go to <https://www.va.gov/directory/guide/state.asp?STATE=NH&dnum=ALL>

New Hampshire Legal Assistance – Justice in Aging Project 1-888-353-9944

117 North State Street, Concord, NH 03301

<https://www.nhla.org>

Oasis Senior Advisors of Maine and the Seacoast, NH 1-207-994-8428

York, ME 03909

https://www.oasisenioradvisors.com/maine-nh/?utm_source=GMB&utm_medium=organic&utm_campaign=York

Office of the Long-Term Care Ombudsman. 1-800-442-5640, or 271-4375

129 Pleasant Street, Concord, NH 03301

email: OLTCO@dhhs.nh.gov

Opening New Doors Senior Placement Services 303-1436

P.O. Box 5844, Manchester, NH 03108

<https://www.openingnewdoorsnh.com>

ServiceLink 1-866-634-9412

Regional offices are located in all NH counties.

For a complete listing, visit <https://www.servicelink.nh.gov/locator/index.htm>

Consumer Checklist

This checklist is designed to be used to help you organize and compare information you gather while touring and researching Assisted Living Residences.

This checklist is not intended to be an abbreviated version of the Consumer Guide. You are strongly encouraged to read through the entire content of the Consumer guide prior to selecting an Assisted Living Residence (ALR) which will best meet your needs.

RESIDENCE INFORMATION	ALR #1	ALR #2	ALR #3
Number of Units:			
What is the ratio of staff to residents?			
Do they address any special needs?			
Do they accept CFI as a source of payment?			
Is there a "move-in" or "community fee"? What is the cost? Is it refundable?			
Is a deposit required? What is the cost? Is it refundable?			
SERVICES INCLUDED IN THE MONTHLY FEE			
Bathing			
Dressing			
Grooming			
Transferring			
Toileting			
Meals (number per day?)			
Cable TV service, internet, telephone			
Items such as lightbulbs, paper towels, toilet paper, etc.			
Housekeeping			
Shopping			
Continence Products			
Laundry			
Transportation			
Activities			
Medication Management			
Other Services:			
ALR base monthly fee			
If ALR accepts CFI, room and board rate			

Other Issues to Consider	ALR #1	ALR #2	ALR #3
What are the additional fees for services not included in the base fee?			
Do they offer respite stays? What is the cost?			
What is the emergency preparedness plan? Is there a generator on site?			
What are the conditions by which the ALR can terminate the Residency Agreement?			
How much notice must be given to terminate the Residency Agreement?			
What is the notice requirement for an unexpected death or medical emergency?			
Is the ALR Conveniently Located to:			
Family			
Friends			
Doctors			
Hospital			
Shopping			
Place of Worship			
Public Transportation, main access road or highway			
Additional notes about location			

ALR #1 - Contact Name & Number	ALR #2 - Contact Name & Number	ALR #3 - Contact Name & Number
ALR #1 - NOTES	ALR #2 - NOTES	ALR #3 - NOTES

