

Frequently Asked Questions

What Is Assisted Living?

The New York State Department of Health defines an Assisted Living Program (ALP) as a program that combines residential and home health care services. It is designed as an alternative to nursing home placement. Resident services must include room, board, housekeeping, supervision, personal care, case management and home health care services.

How will I know when I should come?

Our staff will work hand and hand with you to determine if this level of care is most appropriate to meet your needs. A good rule of thumb is if you require assistance with two activities of daily living, for example bathing and dressing, you would benefit from our program.

How do I get admitted?

There are several items that need to be completed prior to an admission decision being made:

- Complete an application
- We will phone you when we have room availability and ask you to make an appointment with your primary care physician for a medical evaluation. The medical evaluation will help determine if you are appropriate for this level of care. You will need to phone us with the date of the evaluation so that we can fax the form to your physician. At that time we can also set up an appointment for your interview. Please bring your completed application with you.
- Both the interview and the medical evaluation must be completed within 30 days of admission. The interview team will review your assessment with you. The team includes a nurse from Hultquist Place and a nurse from Lakeshore Long Term Home Health Agency. A plan of care, which is updated at least every six months, is developed by these two nurses.

If I don't come now, do I miss the opportunity to come later?

Admission to Hultquist Place is based on the assessment and available openings. We are committed to serving those who are already part of the LSS family. Your questions and application are always welcome.

What about payment?

We accept private pay and Medicaid/Supplemental Security Income as payment. If you are accepted for admission and your funds are depleted, our Medicaid expert on staff will assist you in obtaining Medicaid benefits. Your stay at Hultquist Place will not be interrupted.

Our Hultquist Place program rate for 2011:

Daily Rate: \$169 per day

Private Two Room Suite: \$250 per day

When is Staff available?

Our staff is supervised by a registered nurse (RN). Home Health Aides are available 24 hours a day, 7 days a week. Medication assistance is coordinated by licensed nursing staff.

What kinds of assistance are available?

We provide assistance with dressing, bathing, personal laundry, transportation for long distances, medication management, nail care, toileting, foot care, transfers, and walking long distances. We have housekeepers and dietitians on staff.

May I come and go as I choose?

Yes. On a day to day basis you can come and go from Hultquist Place as you do from your own home. We ask that you sign in and out in case of emergencies. A leave of absence, for more than 24 hours, needs to be discussed with the Director of Clinical Services/assistant.

What about my doctor?

There is not a 'house physician' on staff at Hultquist Place. We can assist in arranging appointments with your primary care provider.

What about transportation?

We will assist you in arranging rides to appointments. We provide van service on Monday, Tuesday, Thursday, and Friday mornings. Some activities may involve trips where the transportation is provided. If you use public transportation, you will be responsible for any charges.

What will there be to do?

Hultquist Place has activity staff who works closely with residents and schedules and coordinates activities. Larger events and church services are held in Christ Chapel. We post a monthly Activities Calendar that reflects the ideas and interests of the residents.

May I do my own laundry?

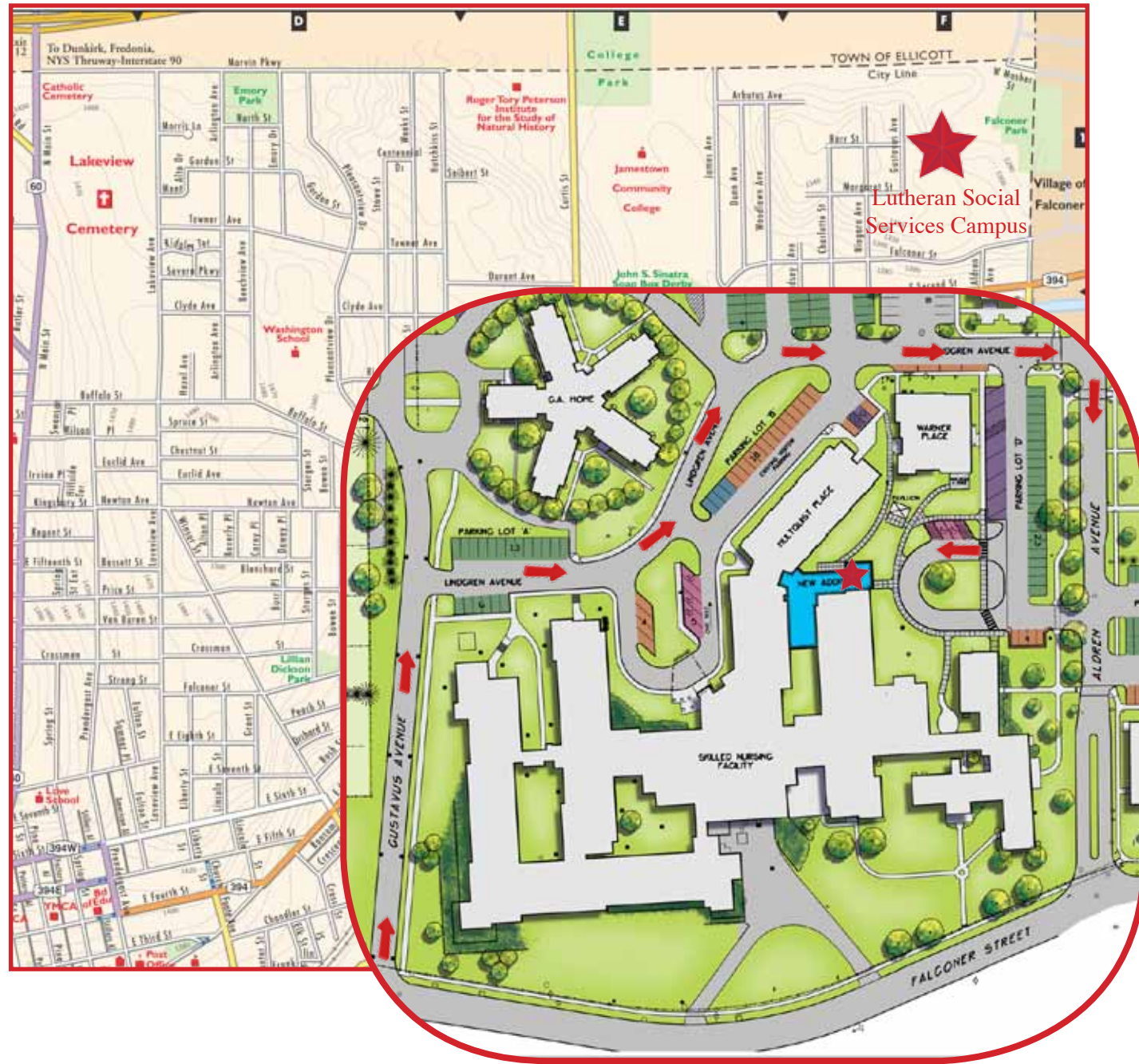
Certainly! We will be happy to show you how to operate the machines. There are laundry rooms on every floor. It is our intention to do everyone's personal laundry separately to eliminate the chance of missing items. Towels and linens are laundered in the nursing home.

Are the rooms furnished?

Every room comes equipped with a bed. Rooms also include wardrobes, an entertainment center, a dresser, a night stand, a lamp, desk/table and chair, linens and towels. You may bring items from home. We will work to accommodate requests, being mindful of safety risks for yourself and others.

May I have a pet?

We do not have pets living at Hultquist Place, however we welcome animals to come and visit. We must have proof of up to date immunizations on file for the safety of all.



Hultquist Place Assisted Living

Your Home for Living



Dear Friend,

Thank you for requesting information about Hultquist Place Assisted Living. I'm sending along a brochure and this handout that includes the questions people often ask me, our current rates, and an application. You can find more details on our website at www.lutheran-jamestown.org.

Please complete the enclosed application and return it to Hultquist Place, either through the mail in the enclosed envelope or you may drop it off in person. The information on the application helps us to assess your situation and helps us determine if you are eligible for our program.

We are very excited about the expansion of Hultquist Place and we appreciate your interest. I look forward to hearing from you. If you have any questions or you would like to schedule a tour, please feel free to call me on my cell phone at 716.450.1788.

Sincerely,

Mary Borowski-Burns
 Director of Admissions
 Lutheran Social Services



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