APPLICANT QUESTIONS-Responses

Responses should be sent to DoN staff at <u>DPH.DON@State.MA.US</u>

- 1. In order to assess Patient Panel¹ need, we require some more information about your patients:
 - a. Provide the number of individual patients/residents at the facility over the most recent 36-month period Response 428 patients/residents were in the facility over a 36 month period between 01/01/2017 12/31/2019
 - b. Define the types of patients/residents for 2019 as follows:
 - i. Percentage short-term stay residents (100 days or less) rehabilitation following acute-care hospital stay Response: 2%

the 5 most common reasons for admission Response – Rehab, End of Life Care, Skilled Nursing Care, Subacute Care

1.

- ii. Percentage long stay residents (over 100 days) admitted for skilled nursing care Response: 98%
- iii. the average length of stay for rehab and for skilled nursing residents Response: Short stay 26 ALOS Long Stay 581 ALOS
- 2. Factor 1 requires us to consider "evidence of sound community engagement and consultation throughout the development of the Proposed Project, including documentation of the Applicant's efforts to ensure engagement of community coalitions statistically representative of the Applicant's Patient Panel."² We require additional information on how this was accomplished:
 - a. Provide an agenda and/or list of questions for the "stakeholder" meetings and the 2017 open house, which show how individuals were consulted Response please see the Attachment 1 (OPEN HOUSE) which explains in the letter the context of the meeting.
 - b. Explain how many people (other than staff or others providing services at Belmont Manor) attended these meetings. Response – there were only two people in attendance (see attached OPEN HOUSE letter and sign in sheet). Prior to the open house, the Administrator called everyone in the neighborhood and scheduled a time to meet with neighbors at their home. He went to each home listed on the petition (see Attachment 2 PETITION) and addressed any concerns and/or answered questions. The primary reason the open house did not have a large turnout was because the facility addressed/answered the concerns prior to the

¹ Patient Panel is defined as "The total of the individual patients regardless of payer, including those patients seen within an emergency department(s) if applicable, seen over the course of the most recent complete 36-month period by the Applicant or Holder."

² <u>https://www.mass.gov/files/documents/2018/12/31/jud-lib-105cmr100.pdf</u>

meeting. The Administrator also addressed questions and concerns from direct abutters of the property, these abutters supplied the facility with letters of support (see Attachment 3 LETTERS OF SUPPORT FROM ABUTTERS).

- c. Explain how those in attendance at these meetings represent "a community coalition statistically representative" of the facility's Patient Panel Response the people that the facility reached out to are statistically representative of the facility's patient panel because most of the people the facility cares for come from the very same community.
- 3. Factor 1 requires the Applicant to demonstrate how a Proposed Project will provide reasonable assurances of health equity. As we evaluate Factors related to health equity, explain how language assistance is offered and at which points of care, including admission, administration of services, and discharge.

Be sure to include:

- i. how interpreter and translation services is arranged for residents
- ii. how residents are made aware of the interpretation and language access and assistive services that are offered
- iii. which languages are requested and percentage of live vs video/telephone

Response – Health equity begins with the first phone call and/or email to Belmont Manor Nursing Home, Inc. inquiring about a possible admission. The majority of requests go directly to the Admission Coordinator and Administrator. Upon the initial inquiry by either phone, fax, email or meeting, several questions will be asked to determine if the facility can provide the medically appropriate care for a potential resident. During this time, the facility will ask what language the potential resident speaks. If it is determined that the Resident will need a translator, the Applicant will provide one among their staff (if there is a staff member with that language capability) or with a telephone service. Belmont Manor NH has a very diverse staff with many language capabilities to include Spanish, French, Portuguese, French Creole and Haitian.

Information regarding interpretive services and assistive devices is provided in the admission package, which is reviewed with the resident and their responsible party at the time of admission. During the Residents stay, there is a quarterly care plan meetings (first one within 21 days of admission) where these services will be reviewed. However, at any time the Responsible Party or Resident can request interpretive services or assistive devices during their stay.

In the past 3 years, the facility has not had any request for language services. Most of the time, family members will do the translation. In most cases even if English is there second language, they prefer to communicate by speaking English.

- 4. We require additional information in order to understand how the Proposed Project will lead to improved health outcomes and quality of life
 - a. What is the impact of the "elimination of 3 bedded rooms"? Response- It is the Applicant's opinion that tight confinement of space (3 bedded rooms) can lead to anxiety, stress and other negative influences that are possible factors in deteriorating health. It is the Applicant's opinion that eliminating these negative influences in the social and built environment of the Residents will positively impact their quality of life.
 - b. Provide percentage of current residents in 3-bedded rooms and how rooming will change (to 1 or 2 person rooms) post-project

Response- Current percentage of 3 beds: 18/135 = 13% (6 3 bedrooms with a total of 18 residents). Post 0 three bedded rooms.

- c. Clarify if all shower and bathing facilities will be updated, and if not, the percentage of shower bathing facilities that will be updated. Response-Yes, 100% of the shower and bathing facilities will be updated. Currently we have 4 Shower Rooms and 4 Tub Rooms. We will be eliminating 1 of each and building 4 new Shower Rooms and 2 new Tub Rooms.
- d. On page 6, you state the new space will increase physical activity among the residents. Explain how the new space will increase physical activity for the residents.
- e. Describe the "expanded visitation and dining space" renovation, and which residents will have access to those spaces Response d&e- Station 2 and Station 4 are Units located on west side of the building and the 72 Residents that reside in those units are unable to leave due to either infirmary or dementia. With the elimination of one Tub Room and 1 Shower Room the Dining/Activity Room on Station 2 and 4 will increase in square footage. The new space will allow for additional visiting and dining areas. The larger space will allow for a more enhanced environment, with a larger space for families and increased socialization.
- f. On page 6, you state that the impact of the Proposed Project will allow the existing Patient Panel to have a greater amount of space for visiting and dining which will be assessed by analyzing patient outcomes.
 Which patient outcomes will be analyzed, and how will data be collected? Response-Overall Patient/Resident Satisfaction will be analyzed. The data will be collected via Resident/Patient satisfaction surveys. The surveys will be conducted upon discharge or annually. Additionally, the Applicant will monitor responses. Upon notice of a negative survey, a follow up will be conducted within a reasonable period of time with the Resident's family or care coordinator.

- g. You state that resident/family satisfaction surveys will convey the impact of these proposed changes (page 6).
 - i. Provide more detail about when and how these surveys will be administered, and what they aim to measure Response- BMNH will be administering a Survey upon completion of the project. The surveys will be mailed to Resident Care Givers and Family members as well as to the Residents when appropriate. They will cover over -all satisfaction. (Attachment 4).
- 5. In terms of public health value, explain how Belmont serves as a "hub for an array of community services" (page 5)

Response: Belmont Manor Nursing Home (BMNH), Inc. has been in business and located in Belmont since 1967. As a hub for an array of community services; this family owned business provides skilled nursing care to the town and surrounding communities, we are the only facility located in Belmont.

BMNH provides many jobs across numerous skill sets. Local High School and College Students volunteer their time at the facility. The Belmont Garden Club conducts a monthly activity with the Residents. BMNH organizes the annual Alzheimer Walk with the town of Belmont. BMNH hosts an annual luncheon for the Council on Aging. BMNH conducts monthly outings with the Perkins School for the Blind. All these activities bring joy to the Residents in addition to giving back to the community.

- 6. We require additional information in order to understand how the Proposed Project will improve continuity and coordination of care for the Patient Panel
 - a. How are referral partners involved in care transitions in continuity and coordination of care? Response-Belmont Manor Nursing Home, Inc. receives referrals through secure fax or secure on line referral services. The documents are reviewed by either the Admission Coordinator or the Administrator. After review we will contact the referral source to let them know if we have a medically appropriate bed or not. If so, the plan for transition is confirmed with the discharge coordinator or equivalent individual.
 - b. Describe the role of the care coordinator and social workers in continuity and coordination of care. Response-All Care Coordinator's work closely with the Social Worker to ensure continuity of care. This consists of morning meetings each day with the entire team and nightly reports to all managers. In addition, there are quarterly care plan meetings after admission. Belmont Manor NH also has an open-door policy to make sure all Residents needs are met.
 - c. How do you gain access to clinical/medical records when residents seek outside care (either at physician or at a hospital?) Response-Belmont Manor NH will request medical records through a secure fax and/or secure website. We have also received requested records through the mail.
 - d. If not already discussed above, describe discharge planning for those patients returning to the community Response-Discharge planning occurs at various stages

of a Resident's relationship with BMNH. In some cases, discharge planning actually begins at admission. If this is the case, the Social Worker will check in with the Resident daily along with their care givers. If the Resident is returning to the community, we first determine if it is appropriate, and all nursing care has been completed and notices have been given. Additionally, we would contact any outside providers, review the discharge location, and coordinate any post discharge care plans and instructions to the appropriate parties and notify all of the team members of the discharge. Finally, the Social Worker calls 1-2 weeks post discharge to follow up and ensure that the transition went as planned.

- i. What percentage of short-term patients return to the community (use 2019 data)? Response -In 2019 90% of short-term resident returned to the community.
- e. Describe how continuity of care is maintained when a patient is transferred
 - i. to another nursing home
 - ii. to a hospital

Response: When the Resident is discharged to another nursing home, the Social Worker will do a warm hand off to discuss Resident needs and transfer the appropriate documents. Additionally, there will be a follow up call in 1-2 weeks. When a Resident is discharged to the Hospital or on Bed hold the Unit Manager will make calls for follow up in addition to the Resident responsible party. In addition, the Admission Coordinator and Administrator may also make calls.

- 7. Factor 1 requires an Applicant demonstrate how the Proposed Project will compete on the basis of price and other recognized measures of health care spending and contribute to cost containment.
 - a. Provide data to support your assertion that the costs at Belmont Manor are slightly higher than its competitors in the Skilled Nursing Facility arena but significantly lower than the Acute Care setting (page 5).
 Response: Data to support the statement that the costs at Belmont Manor are slightly higher than its competitors in the Skilled Nursing Facility Arena was contained in Factor Four of the DoN application under the report titled "Belmont Manor Nursing Home, Inc. Benchmarking Management's Projected Financial Analysis" page 4. The table from page 4 compares Belmont's cost per day to Middlesex County. The table as it appears in Factor four has been reproduced below:

	2018	2018			2023				
	Belmont Manor Nursing Home	Middlesex, MA 25th percentile	Middlesex, MA 50th percentile	Middlesex, MA 75th percentile	Inflation Adjustment	Belmont Manor Nursing Home	Middlesex, MA 25th percentile	Middlesex, MA 50th percentile	Middlesex, MA 75th percentile
Costs per Patient Day									
Administration	\$88	\$70	\$84	\$99	3.0%	\$125	\$81	\$97	\$115
Plant	\$21	\$13	\$15	\$20	3.0%	\$24	\$15	\$17	\$23
Dietary	\$33	\$18	\$21	\$25	3.0%	\$34	\$21	\$24	\$29
Laundry	\$5	\$3	\$4	\$4	3.0%	\$5	\$3	\$5	\$5
Housekeeping	\$9	\$5	\$6	\$8	3.0%	\$9	\$6	\$7	\$9
Nursing	\$125	\$94	\$109	\$122	3.0%	\$137	\$109	\$126	\$141
Social Services	\$16	\$3	\$4	\$5	3.0%	\$17	\$4	\$5	\$6
Other General Services	\$9	\$3	\$5	\$6	3.0%	\$9	\$3	\$6	\$7
Total Costs	\$306	\$209	\$248	\$289	3.0%	\$360	\$242	\$287	\$335

It is accepted in the industry that the Acute Care setting has a higher cost structure than the Skilled Nursing setting. However, to highlight this and provide support for the statement above we have included the below comparison of cost per Episode of a common procedure "Hip and femur procedures except major joint" as provided at Belmont Manor vs. and Acute Care setting:

Skilled Nursing Facility	Model Type	Total Episodes	Cost per Episode
	Hip and femur procedures except		
Belmont Manor	major joint	Fewer than 11	\$ 14,340
Originating Hospital	Model Type	Total Episodes	Cost per Episode
Mount Auburn Hospital	Hip and femur procedures except major joint	Fewer than 11	\$ 32,732
Lahey Hospital & Medical Center Burlington (FKA Lahey Clinic Hospital)	Hip and femur procedures except major joint	Fewer than 11	\$ 55,850
Beth Israel Deaconess Hospital - Needham	Hip and femur procedures except major joint	Fewer than 11	\$ 43,307
Beth Israel Deaconess Medical Center	Hip and femur procedures except major joint	Fewer than 11	\$ 39,615
Massachusetts General Hospital	Hip and femur procedures except major joint	Fewer than 11	\$ 46,177

As indicated in the table above the cost per episode at Belmont Manor is less than the cost per episode in the Acute Care setting.

b. Explain how the Proposed Project will help avoid or reduce higher cost acute hospitalization stays (pg.9). Response: As indicated throughout, the applicant feels the enhancements that the project will bring to the facility will improve the wellbeing and overall health of the residents. The Applicant feels that with the improved wellbeing and overall health of the resident, the likelihood of hospitalization will be reduced. Additionally, the Applicant feels the increased and enhanced open spaces will reduce the likelihood of unintentional injury. Thus, reducing the likelihood of hospitalization as a result of this.

Attachment 1

OPEN HOUSE INVITATION AND SIGN IN SHEET



September 25, 2017

Dear Neighbor,

I am writing to extend an invitation to an Open House at Belmont Manor on Thursday, November 2, 2017 at 7:00pm. The purpose of this open house is to provide information to our neighbors regarding a proposed addition that we are contemplating. We would like to solicit your input and support prior to submitting any documentation to the Town of Belmont.

The scope of the addition is limited. We are proposing to build a small addition on the east side of the building on the front lawn. The addition would have 2 stories above ground and 1 story below ground (basement). The addition would be approximately 1,400 square feet per floor foot print housing 2 single bedrooms and 2 double bedrooms. The basement would house a new laundry.

As you may know, Belmont Manor's mission is to continue to be a leader in short term rehabilitation and long term care. We have been ranked a Five Star facility for the past 6 years, and ranked among the best nursing facilities, not only in Massachusetts, but in the country. By eliminating the remaining 6 three bedrooms, the 18 residents that reside in these rooms would greatly benefit and their quality of life enhanced. We would also be able to convert additional interior space into sitting/dining areas, to give residents choices where they eat, and relax. The current census of Belmont Manor is 135 beds. We are proposing to add 4 beds for a total new census of 139 beds. The additional beds have been designed and would be distributed so that no new staff will be needed. Therefore, there will be virtually no impact to the neighborhood. Belmont Manor, as in the past, is committed to proving the best care for our residents as well as being a good neighbor. We want to continue to be the only premier elder care provider in Belmont.

The addition has been designed to have little to no visual or impact on most of the neighborhood. I have met with the neighbors that live directly behind the proposed addition. These neighbors have already seen the sketches and are in complete support of the proposal. Landscaping and site work will be done to enhance the north and east sides of the addition.

I look forward to seeing you at the Open House where you will be able to view our plans, ask questions or voice any concerns. If you are unable to attend, please do not hesitate to contact me directly at 617-489-1200 and I would be happy to answer any of your questions.

Sincerely,

Stewart A. Kayee

Stewart A. Karger, Administrator



OPEN HOUSE - NOVEMBER 2, 2017

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34 Agassiz Avenue	Belmont, MA 024	78 Tel. 617-489-1200	Fax 617-489-0855	

Attachment 2

PETITION



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A PETITION TO THE BELMONT ZONING BOAD OF APPEAL

We the undersigned are sending you this petition to notify you of our full support for the variance for Belmont Manor Nursing Center's proposed addition.

It is our understanding that Belmont Manor is seeking to add a two story addition with a basement on the east side of the building. The additional space will be Resident single and double rooms which will allow Belmont Manor to eliminate the remaining six triple bedrooms. Additionally, we will be able to create more social areas for our Residents to dine, relax and visit. The census is proposed to go from 135 (currently) to adding four beds, for a total of 139

We are all either immediate abutters or close neighbors to Belmont Manor and we are the ones who would be most closely affected by this addition..

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Gert Caspritz				
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Scott MOORHAN				
Jan Hampton Paul Cullivan				
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Chrustine Oneill				:
34 Agassiz Avenue Belmont, MA	02478	Tel. 617-489-	1200 Fax 617-489-08	55

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and the second	Belmont, MA	02478			Fax 617-489	9-0855

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Attachment 3

LETTERS OF SUPPORT FROM DIRECT ABUTTERS

Stewart Karger

From:	George Kokoros
Sent:	Monday, November 20, 2017 3:24 PM
То:	Stewart Karger
Subject:	RE: Proposed Building Expansion of Belmont Manor Nursing Facility

To Whom It May Concern:

Our property located at digassiz Avenue, directly abuts Belmont Manor Nursing located at 34 Agassiz Ave. The administrator and owner of the Nursing Home, Mr. Stewart Karger, approached my parents and me as he began making plans for an expansion along the eastern side of his business property. We naturally had very legitimate concerns and questions about how this expansion would affect the privacy, aesthetics, light/noise levels, and overall enjoyment of our property.

Mr. Karger has met with us several times along with his landscape architect and showed us building and landscape design plans that will completely hide the new addition from view, address land grading issues, and improve the overall privacy and landscaping along the entire border of our properties.

With these assurances and considering that Mr Karger has been a thoughtful neighbor for many years, we are comfortable supporting the expansion plans as we understand them.

Best,

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Stewart Karger		
From:	Elizabeth Harmer Dionne	
Sent:	Monday, June 26, 2017 7:57 PM	_
То:	Stewart Karger	
Cc:	Keith Dionne; Lauren Szufat; Owen Cunningham	

RE: FW: Meeting on April 5

Dear Stewart:

Subject:

Thank you for meeting with us on June 1. As we indicated when we met, we support the proposed addition to Belmont Manor, provided you create the privacy landscaping screening as proposed in the models you showed us.

When you have an opportunity, could you please send us a .pdf of the proposed landscaping screening? We would like to share that with our tenants as well.

Best regards,



Belmont, MA 02478

On June 2, 2017 at 2:06 PM Stewart Karger <stewartkarger@belmontmanor.com> wrote:

Good afternoon Elizabeth,

I want to thank you for taking the time to meet with me last evening. I am glad that Belmont Manor and myself will be able to achieve our goals with the proposed addition. In addition, enhance your property by providing more privacy for your tenants. When you have a chance, I would appreciate if you could send me a note stating your support.

Thank you again, and have a nice weekend.

Stewart

Attachment 4

Resident and Family Customer Feedback Survey

OPTIONAL: 1)Resident Name:	
· · · · · · · · · · · · · · · · · · ·	
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OPTIONAL: 2)Person completing this survey:

1)	I have lived at Belmont Manor	0-1 yr	1-3 yrs	3-5yrs	greater than 5 yrs
2)	My station is	1	2	3	4
3)	My room is a	Private	2 Bedroom	3 Bedroom	4 bedroom

When considering the following questions, did Belmont Manor meet your expectations, exceed your expectations, or do we need to improve in any areas. Please mark an "x" in the appropriate column of any questions that apply.

Pre-Admission	Did not meet Expectations	Met Expectations	Exceeded Expectations
1) Was your initial tour of Belmont Manor informative			
2) How was your overall experience up to admission day			
3) On admission day, did you feel welcome			

Nursing	Does not meet Expectations	Meets Expectations	Exceeds Expectations
1) Do you find the Nurse Managers attentive, knowledgeable and responsive			
2) Do you find the Unit Nurses attentive, knowledgeable and responsive		, •	
3) Do you find the Nursing Assistants attentive, knowledgeable and responsive			

Rehabilitation (PT / OT / Speech)	Does not meet	Meets	Exceeds
If applicable	Expectations	Expectations	Expectations
1) Do you find the Therapists attentive, knowledgeable and engaging during treatment			

Dining Services	Does not meet Expectations	Meets Expectations	Exceeds Expectations
1) Is the food flavorful			
2) Is your food served on time and hot			
3) Are you satisfied with the selection and variety of the menu			
4) Are your special requests granted			

Activities	Does not meet Expectations	Meets Expectations	Exceeds Expectations
1) Are you satisfied with the variety of activities			
2) Do you feel we provide interesting entertainers			
3) Do you find the activities fun and entertaining			
4) Are you provided enough opportunities to attend activities			

Social Services	Does not meet Expectations	Meets Expectations	Exceeds Expectations
1) Do you feel the Resident Council is helpful			
2) Does the Social Worker help you resolve issues and answer			
questions	1		

Facility Maintenance / Housekeeping / Laundry	Does not meet Expectations	Meets Expectations	Exceeds Expectations
1) Is you room always clean to you liking			
2) Do you find common areas neat and clutter free			
3) Is your laundry done in a timely manner (if applicable)			

Business Office and other Administration	Does not meet Expectations	Meets Expectations	Exceeds Expectations
1) Are your non-nursing questions answered in a timely			
manner	<u> </u>		

We would also like your feedback on these important issues:

1) If you had any issues that need attention, was our staff helpful, and did you feel we addressed them in a timely and professional manner? Please explain:

2) Are there any improvements we can make regarding resident safety? Please explain:

3) Are there any improvements we can make regarding pain management (if applicable)? Please explain:

4) Please list any employees that you would like to recognize for their compassion and care:

5) Any other comments or suggestions:

Thank you very much for your valued feedback.

APPLICANT QUESTIONS

Responses should be sent to DoN staff at DPH.DON@State.MA.US

1. Please clarify your Factor 5 response on pages 13 and 14 of the DoN application and include a description of each alternative to the Proposed Project and the reason why it was dismissed. The Applicant did consider other options. First, the Applicant considered doing nothing. However, as discussed and demonstrated throughout the rest of this Application, the proposed project is needed. Doing nothing would not be in the best interest of the patient panel. Next, the Applicant considered replacement of the facility. Given that there isn't enough land on the site to construct a replacement facility while continuing to serve the patient panel, the Applicant would have to secure additional land to execute this option. It is the Applicant's opinion that this scenario would be cost prohibitive and disruptive to the patient panel and community. Thus, the only realistic option was the one proposed in this Determination of Need Application.

APPLICANT QUESTIONS

Responses should be sent to DoN staff at DPH.DON@State.MA.US

While you may submit each answer as available, please

- List question number and question for each answer you provide
- Submit responses as a separate word document, using the above application title and number as a running header and page numbers in the footer
- When providing the answer to the final question, submit all questions and answers in one final document
- Submit responses in WORD or EXCEL; only use PDF's if absolutely necessary
- 1. Please identify how many residents on the Alzheimer's Unit will be moved from triple to the new single or double rooms.

Six Residents on the Alzheimer's unit will be moved to the new single or double room once construction is completed.

2. Why is the DoN application focused on Alzheimer's disease and not all dementias?

The Applicant's focus is on all dementias, which include Alzheimer's, when they speak about the Alzheimer's unit they also look at all diagnosis around dementia. A person assessed for the Alzheimer's unit may have other forms of dementia as well as Alzheimer's.