

PROPOSED CLOSURE PLAN  
FOR ARNOLD HOUSE  
NURSING HOME  
490 William Street, Stoneham, MA 02180

Dear Resident and other Interested Parties:

On September 22, 2023 Arnold House Nursing Home ("Arnold House, INC" or the "Facility") issued a Notice of Intent to Close the Facility located at 490 William Street, Stoneham, MA 02180. This is the Closure Plan referenced in that notice.

**Background**

On April 30, 2022, Arnold House Nursing Home Operator, (d/b/a Arnold House, INC) achieved compliance with the State of Massachusetts Bed De-Densification Regulations, which required Arnold House to stop admissions until they reached the new State required occupancy levels. In order to achieve compliance, this 22-bed facility was required to reduce our bed capacity to 20 beds, a financial loss. Another major issue is staffing. Since COVID we have lost many excellent staff due to not wanting to get vaccinated. Spending thousands of dollars to hire new staff with little to no success. We just had too many open positions for such a long time. For over three years we have been dealing with little staff and the inability to increase our census, causing a financial loss as well.

**Notice to Residents and other Interested Parties**

Arnold House issued the Notice of Intent to Close on May 25, 2023. On that date, the Notice of Intent to Close was posted at the Facility and issued to residents by hand delivery, by First Class mail and sent via email to their legal representative or designated contact on file and other interested parties as required by the applicable regulations, as set forth on the attached Notice List. The Facility will close on or before September 22, 2023, or such other date as may be approved by the Department of Public Health, following completion of the required regulatory process for voluntary closure.

**Relocation Assistance**

The Town of Stoneham and the neighboring towns within twenty-five miles have a substantial supply of licensed long term care placements available. The Town of Stoneham has two additional skilled nursing facilities. A total of thirty skilled nursing facilities are located within twenty- five miles of Stoneham based on Medicare.gov data.

Arnold House will be in contact with representatives of these nearby skilled nursing facilities to seek information regarding available beds, particular specialties, and other pertinent information.

Arnold House will collect written information from these other facilities and will make that information available in its common areas, and to each resident or their legal representative. Arnold House will accommodate planning communication between representatives of the nearby skilled nursing facilities and any resident or legal representative.

Arnold House will work with the residents and their families to identify appropriate placements for all residents in a facility capable of meeting their needs, including the consideration of the resident's and family's choice of facility.

### **Resident Counseling**

Arnold House will assist residents, their families, and representatives in preparing for closure of the facility, including the following steps. We will provide individual and group meetings to prepare the residents for the transfer options and process, including psychological preparation or counseling of each resident as necessary. We will consult with each resident or legal representative regarding placement options and the placement process being considered, and to obtain required consent.

**Arnold House will hold an initial Family Meeting at the Facility (490 William Street, Stoneham, MA 02180) on Thursday, June 1, 2023, at 5:00 p.m. Additional Resident and Family Meetings will be held as needed.** Notice of these scheduled events is posted at the Facility and is being delivered to all designated Family/Resident Representatives. The Facility will monitor feedback from families and determine how best to schedule additional meetings. In addition, the Facility will schedule individual meetings with any resident/family representative requesting one. At each family meeting, we will provide information on the closure process and steps the Facility will undertake to ensure the appropriate transfer or discharge of each resident.

### **Admissions and Readmissions**

Arnold House has made the decision to not admit new residents effective May 1, 2023. We will follow all applicable state and federal regulations related to residents who are admitted to hospital care, including applicable bed holds. We will continue to readmit all hospitalized patients as required and will accommodate any resident who desires to transfer to another facility following hospitalization.

### **Medical Records Storage**

Arnold House will work together to assure the collection and proper storage of medical records occurs. Patient records for residents who transfer to another facility will be transferred to and maintained by that facility and Arnold House will designate a contact person for communications with the destination facility regarding resident care and needs. Arnold House will collect, catalog, and store all medical records not transferred with residents and any closed records upon closure of the Facility and have those documents stored and available in compliance with applicable state retention periods. Access Corporation will manage this process. Former Facility Residents records will be stored and maintained by Access Corporation, 500 Unicorn Park Drive, Suite 503, Woburn, MA 01801.

### **Information and services for our Employees**

Arnold House is committed to working with its employees to ease the difficulties associated with the transition by attempting to help employees explore job opportunities at other facilities in the area as operations wind down, including contacting the Massachusetts Dislocated Worker Center and the Massachusetts Career Center, enabling employees to take advantage of those services.

Employee meetings will be scheduled to communicate the closure plan and answer their related questions. We will continue to update employees as the plan unfolds and additional information is available. Employees may direct any questions or concerns to Jil Sullivan, email: [arnoldhousenh@verizon](mailto:arnoldhousenh@verizon) or call 781-438-1116.

**Revisions to this Closure Plan**

Arnold House may revise this Closure Plan to provide additional information in response to public comments, resident and family comments, and its ongoing communication with state agencies including the Department of Public Health.

**Ongoing Communications**

We will be working with the residents and their families, the employees, and with state agencies including the Department of Public Health throughout this process to assure the orderly transition of care for our residents. Information will be posted at the Facility on a regular basis. We will provide advance notice of meetings to be conducted with residents, their families, and representatives to those persons.

Residents, their Families, and Representatives may contact the following for further information: Jil Sullivan, Director of Nursing, 781-438-1116 or email: [arnoldhousenh@verizon.net](mailto:arnoldhousenh@verizon.net).

Very truly yours,

Jil Sullivan  
Arnold House Nursing Home  
490 William Street  
Stoneham, MA 02180

See list of interested parties Attached article I

## Article I

Copies of this notice and draft closure plan are being sent simultaneously to the following:

- Each resident of the Facility and where applicable, each resident's legal Representative;
- The designated family member of each resident;
- Each resident's primary care physician
- Each staff member of the facility;
- The Office of the State Long Term Care Ombudsman;
- The Office of the Local Long Term Care Ombudsman;
- The members of the General Court who represent the Town of Stoneham; and
- A representative of the local officials of the Town of Stoneham.

Please note that the Facility does not have a family council, nor do they have a labor organization representing its workforce at the time.