



Trinity Health  
Of New England  

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Senior Communities

August 17, 2020

Re: Farren Care Center Draft Closure Plan

Dear Resident and Other Interested Parties:

In follow-up to the August 17, 2020 Notice of Intent to Close (the "Notice"), Trinity Continuing Care Services - Massachusetts ("Trinity Health Of New England Senior Communities") presents this Draft Closure Plan (the "Plan") for Farren Care Center located at 340 Montague City Road, Turner Falls, MA 01376.

**The Massachusetts Department of Public Health (DPH) will hold a public hearing to receive comments regarding the Plan no later than 90 days in advance of the proposed closure date of December 17, 2020.** Once the hearing has been scheduled, and at least 14 days prior to the hearing, we will notify you of the date, time, and location of the hearing in a format acceptable to DPH.

Interested parties may file written comments on the proposed closure and the Plan with DPH up until the date of the public hearing. Any person wishing to submit written comment may do so by mail to the following address up until the date of the public hearing:

Walter Mackie, J.D.  
Licensure Unit Coordinator  
Division of Health Care Facility Licensure and Certification  
Massachusetts Department of Public Health  
67 Forest Street  
Marlborough, MA 01752

The Long Term Care Ombudsman. Residents and their representatives may contact the Office of the Ombudsman directly at:

Office of the State Long Term Care Ombudsman  
Massachusetts Executive Office of Public Health  
Ombudsman Office

One Ashburton Place, 5<sup>th</sup> Floor  
Boston, MA 02108

Life Path  
C/O Trevor Boeding, Ombudsman  
101 Munson St. Suite 201  
Greenfield, MA 01301

### Relocation Assistance

- If the resident has a legal representative, we have also mailed a copy of this Plan to that individual and will be available to answer questions.
- Trinity Health Of New England Senior Communities is committed to ensuring the needs of our residents continue to be met during and following closure of Farren Care Center. Staffing will be reviewed daily to assure that we are meeting regulatory requirements and the needs of our residents.
- Key Staff:
  - Edin Thompson, Farren Care Center Administrator, is the designated Plan Coordinator. She will work to facilitate the execution of the Plan.
  - The designated Facility Relocation Coordinator ("RC") for relocation assistance is Rhonda Thompson, Director of Nursing Services ("DNS").
- The DNS or other clinical leader is meeting individually with each resident (and their representative, if appropriate) to discuss their specific needs and preferences. They will meet regularly after the initial meeting to coordinate their transition plan. In some instances, the needs assessment may warrant screening for nursing facility or home care placement, if that is appropriate. In those situations, Farren Care Center will coordinate these activities and communicate with the resident/representative.
- Farren Care Center will inform residents that psychological preparation or counseling is available and will provide or arrange for psychological preparation or counseling of each resident as necessary.
- Trinity Health Of New England Senior Communities will work closely with Farren Care Center to ensure continuity of care and to support the Farren Care Center team during the voluntary closure process.
- Family and group meetings will be held once a week at two different times until families express they are no longer needed. Any family or resident who expresses a desire to have a private meeting with staff regarding transition will be accommodated with a private meeting.
- Trinity Health Of New England Senior Communities and Farren Care Center are currently evaluating skilled nursing facilities in the region for appropriate resident transition, including Mount Saint Vincent in Holyoke, MA. Mount Saint Vincent is currently owned and operated by Trinity Health Of New England Senior Communities. Trinity Health Of New England Senior Communities is working with iCare Health Network ("iCare"), who is currently under a management agreement for Farren Care Center, to pursue a transfer of ownership of Mount Saint Vincent from Trinity Health Of New England Senior Communities to iCare. Trinity Health Of New England Senior Communities and iCare are committed to ensuring that any open

beds at Mount Saint Vincent are available for current residents of Farren Care Center who choose to transition to Mount Saint Vincent.

- Information on skilled nursing facilities in the region available for appropriate resident transition will be offered when appropriate to each resident/legal representative and will also be made available in the common areas at Farren Care Center. Farren Care Center will have this information available and it will be available at group and individual family meetings.
- At the resident's/representative's request, Farren Care Center will invite representatives from other facilities to meet personally with the resident/representative and anyone they designate to discuss their offerings.
- Once the resident/representative chooses a new facility, Farren Care Center will take care of all arrangements (packing of personal items, transportation, and transfer of records), at no cost to the resident.
- Farren Care Center will provide health and other resident information to the receiving location in compliance with all applicable state and federal regulations and to ensure continuity of care. In order to facilitate a smooth transition, the DNS will communicate with the staff at the new facility (or other setting) and communicate important information about the health of the resident, any medications or treatments the resident may need, in compliance with all applicable state and federal regulations.

### Admissions and Readmissions

Until the Closure Plan is approved by DPH, we will not freeze admissions; however, we will inform prospective admissions that we have filed the Notice of Intent to Close. We will follow all applicable state and federal regulations related to residents who are admitted to the hospital, including applying any applicable bed-holds. Following hospital discharge, should a resident voluntarily wish to transfer to another facility, we will accommodate them, but will continue to readmit any hospitalized patient as required by applicable regulations.

### Medical Records Storage

Trinity Health Of New England Senior Communities will ensure the collection and storage of all medical records at the appropriate time. Farren Care Center will collect, catalog and store all medical records upon closure of the Facility and documents will be stored locally with Iron Mountain a national storage firm, through the expiration of applicable state record retention periods.

### Employees

We recognize that this is a difficult time for the employees of Farren Care Center, many of whom have served Farren Care Center and its residents for years. We have provided each with the assurance of continued pay and benefits through the transition and, when the time is right, will provide them with internal and external resources to assist them with identifying another position. In the meantime, we have their commitment to continue to care for our residents with compassion and dedication.

coordinate with Edin Thompson to schedule a public hearing on the proposed closure. At least 14 days prior to the public hearing, a copy of the draft closure plan and the public hearing notice will be posted in the facility and will be provided to those individuals and organizations specified in 105 CMR 153.023.

Interested parties may file comments on the proposed closure and the draft closure plan with the Department of Public Health up until the date of the public hearing. Any person wishing to make comments to the plan may provide them in writing to the following address up until the date of the public hearing:

Walter Mackie, J.D.  
Licensure Unit Coordinator  
Division of Health Care Facility Licensure and Certification  
Massachusetts Department of Public Health  
67 Forest Street  
Marlborough, MA 01752

Thank you for your attention to this matter. Please do not hesitate to contact me if you have any questions or require any additional information.

Sincerely,



Janice Hamilton-Crawford  
President, Trinity Health Of New England Senior Communities

Cc: E. Kelley, DPH  
S. Lohnes, DPH  
H. Hoefler, DPH