

Queen's Home 2 is a residential home licensed by the State of California, to provide assisted living care for elderly residents. This agreement complies with Title 22 Regulations as well as with Health and Safety Codes. Assisted Living Care is not Skilled Nursing Care; Queen's Home 2 is not a medical care facility

Mission Statement: We do not discriminate any person or persons admitted to our facility. In compliance with Section 1569.269(b) of the H & Safety Code, we will not discriminate against a person seeking admission based on his or her sex, race, color, religion, national origin, marital status, registered domestic partner status, ancestry, actual or perceived sexual orientation, or actual or perceived gender identity.

26545 Avenida Deseo
Mission Viejo, CA 92691
Licensee: Katayoun Maghbouleh

Lic. # 306005310
Tel: (949) 716-1907

Name of Resident

Birth Date

Date of Admission

Emergency Contact

Relationship

Street Address

City

Zip

Telephone

Responsible person – individual(s) family or relative, surrogate, placement agency, Assists resident or assumes responsibility for the resident's care and well-being.

Person(s): _____

Relationship

Telephone(s)

Address

Provisions for contact with family, friends and all visitors: We will ensure that the residents have privacy when he/she has visitors, unless otherwise requested by the responsible party. Telephone service is available for the use of residents, within the local calling areas. Long distance calls are available for residents provided they agree to pay for those calls. Please observe the policies of the facility when calling and visiting. We encourage regular involvement from family and friends.

Pre-Admission requirements and Evaluations: DSS/CCLD Regulations mandate that we conduct a comprehensive assessment and evaluation of each resident prior to admission.

We appreciate your cooperation in completing the following:

Lic. # 601– Identification & Emergency Info. Lic. # 602A Medical Assessment,

Lic. #603 Pre-Placement. Appraisal and Lic. 625 –Appraisal/ Needs & Services. After

admission, the staff will document on the facility daily log observations and

communications related to the resident. This will assist the Administrator in updating the specific resident’s Plan of Care as often as necessary. The Administrator will conduct a

monthly review using the Facility Guidelines taken directly from the In-Service Manual located in the facility.

Re-assessments and re-evaluations of the resident will be made by the Administrator, when the staff or management notices visible changes. The Administrator will inform the personal physician and family members. The Plan of Care for the resident will be updated. Reassessments & evaluations will be repeated as often as necessary to ensure that the resident continues to receive the services and the care needed. The tools are the same as above in addition to any other recommended by the medical professional.

Videos or Cameras: Cameras are located on the perimeters of the facility and in the common areas. They are visible, operate 24/7, do not have audio function and have been installed for security reasons only. They are not intended to intrude in the privacy of residents, visitors or staffs. Facility Floor Plan posted on the premises also shows the placement of the cameras. Your signature indicates your acknowledgement and consent.

(Name & signature of resident or responsible party)

Resident’s Participation: Residents are entitled to participate in the decisions made related to their care. We are not a medical care facility, thus we cannot perform any type of medical care for the resident. We depend on the information we receive from the residents medical care professionals and family members; as well as on our observations and interactions with the resident.

1. – BASIC SERVICES – Each resident will have an evaluation on a regular basis. The services provided may vary, depending on the needs of each particular resident, as documented on the individual pre-placement assessment and appraisal of needs and services.

1- BASIC SERVICES – Minimum Services Include:

- Assistance with dressing, eating, toileting, bathing, grooming and mobility tasks
- Continuous care and supervision – 24/7.
- Observation for changes in physical, mental, emotional and social functioning.
- Notification of resident’s needs to family and responsible parties.
- Lodging, private or semi-private rooms are available
- Activity program specific to the needs of the residents, conducted in Queen’s Home 2. As well as activities sponsored by the Community.
- Attendance to the local Senior Centers. The Licensee or the designated Administrator will assist with arrangements. The resident, family or responsible party must previously approve attendance. Participation in any type of activity is voluntary.
- Food Services: three nutritional meals plus healthy snacks and refreshments.
- Special diets as prescribed by physician, i.e.: diabetic, low salt, etc.
- Describe other food service needs here: (attach additional information if needed).

- Hygiene items of general use, i.e.: soap, lotion, toilet paper and tissues.
- Laundering of personal clothing, excludes dry cleaning.
- Clean linens, bedding, towels, and washcloths as needed.
- Cleaning of resident’s room, weekly and as needed.
- Comfortable and suitable furniture throughout the home.
- Arrangements to meet the residents’ health needs include regular visits to the resident’s physician and dental care provider. The family or responsible party will decide if they prefer to take the resident. We will inform the family of any changes or conditions, which may require medical care.
- The Administrator will arrange, or assist in arranging, for medical and dental care appropriate to the conditions and needs of residents. Including transportation which may be limited to the nearest available medical or dental facility which will meet the resident's need. In providing transportation, the licensee shall do so directly or arrange for this service. Arrangements for separation and care of residents whose illness requires separation from others will be made.

2. – RATE FOR BASIC SERVICES

We bill monthly for all basic services.

The monthly rate is. **\$ 5500.00** upon admission.

Payment will be pro-rated if the move in date is not the first of the month. We cannot accept residents whose only source of income is SSI/SSP.

A community fee of **\$ 2000.00** will be charged one time upon admission .

Annual Disclosure of Average Monthly rate will be issued at the end of each calendar year, per H & S Code – 1569.658

Rate Increases: 30 day written notice will be issued in the event of a rate increases and rate structures for services. The notice will describe the additional costs, except for an increase in the rate due to a change in the level of care of the resident which requires 2-business days written notification. This subdivision shall not apply to optional services provided by individuals, professionals, or organizations under a separate fee-for-service arrangement with residents.

3. – PAYMENT PROVISIONS

- Payment for basic services is due on the first of each month, prior to receiving services.
- Check and money order shall be payable to Queen’s Home 2.
- Billing will be prorated, when the move in date does not coincide with the payment due date.

Modifications Conditions: If at any time there is a need or a desire to change the room that the resident is occupying, a 30-day advance written notice will be provided to the resident and to the responsible party. If the resident or responsible party requests a room change, please inform the Administrator. Written notice is not necessary; we will discuss and make the effort to grant your request.

4 - TELEPHONE SERVICES

Management from Queen’s Home 2 will allow the use of the telephone for all residents. We will make every possible effort to ensure the residents’ privacy. Telephone calls are permitted as long as they are local. We ask that the residents follow the house rules included in this agreement.

A copy of the Telecommunications Device Form, Lic. # 9158 is attached to this agreement.

5 – OPTIONAL SERVICES

The resident or responsible party will approve optional and third party services. A copy of the Admission Agreement is kept in the resident’s file. Personnel of Queen’s Home 2, will not profit from these services.

5.- OPTIONAL SERVICES:

These services are offered strictly for the benefit of the residents who desire them or need them. These services will be billed in addition to the rate for basic services.

- Beauty salon and barber services – as billed by provider.
- Private telephone – resident responsible for installation charges.
- Medical and Home Health services – as billed by provider.
- Ensure or other nutritional supplement – as billed.
- Incontinent supplies - as billed.

_____ I will not utilize any of these services.

_____ I accept the services, indicated below.

6 – REFUND POLICY

- Refunds will be pro-rated, based on the monthly rate.
- There is no change in monthly rate due to the resident’s voluntary or involuntary absence, medical leave, hospitalization, etc.
- If death of the resident occurs, fees paid in advance will be refunded 15 days of the removal of the deceased resident’s personal belongings. If fees are assessed after a resident’s death, the Administrator will notify the responsible person within (3) days of knowledge of the resident’s death.
- We will notify the responsible party of the facility refund policy within three days, of knowledge of a resident’s death. We ask that family or responsible party inform us when death occurs so we can follow proper protocol. Copy of the Facility Protocol is attached to this agreement.
- Except for an increase in the rate due to a change in the level of care of the resident; which requires 2-business days written notification.
- When the Department of Social Services – CCLD orders the relocation of a resident under the provisions of Section 87612(a), the resident shall not be responsible for meeting the advance notice requirement. We will refund any money to which you are entitled had notice been given as required.

7. – HOUSE RULES – The following rules are established to ensure the comfort and the safety of all of our residents. If at any time, the resident feels he/she cannot abide by any of these rules, please discuss with the Administrator. Every concern will be addressed with strict confidentiality. Administrator will seek proper resolution, which will not infringe on the rights or others.

- Residents must be properly dressed and observe proper hygiene.
- Residents must respect the property of Queen’s Home 2 and the property of other residents.

7.- HOUSE RULES – Continued:

- Verbal, mental or physical abuses will not be tolerated.
- No tipping, gifts or loans to staff members allowed.
- Firearms, guns and weapons are not allowed on the premises.
- All medications are stored in a locked cabinet per California Regulations.
- Personal mail of residents is given immediately upon receipt. We will not open any mail unless the resident requests it.
- Loud noise and high volume of television and radio are prohibited.
- Smoking and alcoholic beverages in residents' rooms are not allowed.
- Candles, incense and other incendiary devices are forbidden.
- Residents are asked to attend meals with others, except for illness.
- We will provide food service to the resident's room in case of illness.
- Pets are not allowed in the facility.

8 – VISITING POLICIES

Normal visiting hours are from 10:00 am to 7:00 pm; we will accommodate special requests for visitations.

9. – THEFT AND LOSS POLICY

All personal items brought into Queen's Home 2, will be listed in the inventory form, Personal Property and Valuables – Lic. Form # 621. We prefer that items of value not be brought, to avoid any possible loss.

I accept _____ I decline _____ to have my personal items inventoried.

Theft and Loss Prevention: A copy of Queen's Home 2, Theft & Loss policy is included with this agreement; as well as Health & Safety Codes:

H & S Codes - Section - 1569.152 - Safeguard of residents' property.

Sections - 1569.153 – Theft and Loss & 1569.154 – Contracts of Admission

10. – PERSONAL RIGHTS

All residents admitted will be treated with dignity. A detailed explanation of all Personal Rights and Bill of Rights are included with this agreement.

11. – ADVANCE HEALTH CARE DIRECTIVE

The right to make decisions related to medical treatment.

You have the right to make decisions concerning medical care, including right to accept or refuse treatment. Copy "Your Right to Make Decisions about Medical Treatment" (PUB 325). You have the right to Request to Forego Resuscitative Measures i.e. Do Not Resuscitate Order - per California Code, Section # 87649. Copies of these policies are included with this agreement.

If you have an Advance Health Care Directive, please provide to us.

12. – ACCESS TO RECORDS

The Department of Social Services & Community Care Licensing Division, are responsible for licensure of all assisted living facilities in California. Their personnel have the authority to review residents' records and inspect the premises, including the bedrooms of the residents. Residents are informed that any person can request that DSS personnel may conduct an investigation of our operation, upon presentation of an alleged violation.

13. – EVICTION PROCEDURES

Those actions, circumstances or conditions specified in Section 87224, HSC 1569.19 and 1569.682, which may result in the resident's eviction from the facility.

The licensee shall provide each resident or resident's responsible person with a written notice no later than sixty (60) days before the intended eviction for one or more of the following reasons:

- The licensee sells or otherwise the facility or facility property, except when change of ownership applies to transferring of stock when the facility is owned by a corporation and when the transfer of stock does not constitute a majority change in ownership.
- The licensee surrenders the license to the department.
- The licensee abandons the facility.
- Change of use of the facility.

The licensee may, upon thirty (30) days written notice to the resident, evict the resident for one or more of the following reasons:

- Non-payment of the rate for basic services within ten days of the due date.
- Failure of the resident to comply with state or local law after receiving written notice of the alleged violation.
- Failure of the resident to comply with general policies of the facility. Said general policies must be in writing, must be for the purpose of making it possible for residents to live together and must be made part of the admission agreement.
- If, after admission, it is determined that the resident has a need, not previously identified and a reappraisal has been conducted pursuant to Section 87463, and the licensee and the person who performs the reappraisal believe that the facility is not appropriate for the resident.

You have the right to appeal this decision or file a complaint with DSS/CCLD. We will provide a list of resources that may assist you in finding proper placement, including but not limited to the following agencies:

Community Care Licensing
770 The City Drive, Suite # 7100
Orange, Ca. 92868
Tel: (714) 703-2840

Council On Aging
2 Executive Circle # 175
Irvine, Ca. 92614
(714) 479-0107

14. – RELOCATION AND APPEAL NOTICE

You and your responsible party have the right to review a notice and to appeal. An explanation of the appeal rights will be included with the relocation or eviction notice. We will pro-rate the rental payment and refund accordingly and you will not be required to meet the advance notice to move out of the facility.

Involuntary Relocation or Transfer: This may occur as the result of forfeiture of a license. In which case, the Licensee or the Administrator will prepare a relocation plan, specific to the resident, as detailed in the Operation Plan of Queen's Home 2. Including a relocation evaluation of the needs of the resident, this will include:

- A. - Recommendations on the type of facility that would meet the needs of the resident based on the current service plan.
- B. - A list of facilities, within a 60-mile radius of the facility that can meet the resident's present needs.

The Administrator will work closely with the family, responsible party or parties and placement agencies. The resident's safety will be a priority, at all times.

15. – RELEASE OF LIABILITY WHEN THE RESIDENT IS AWAY

I/we absolve Queen's Home 2 and all staff members of any liability that may occur when the resident is away from the facility and in the custody of a family member, responsible party or any person that is not associated to Queen's Home 2. Including and not limited to medical appointments, day care, outings or vacations.

16. – PLANNED ABSENCES - A minimum of 48-hour notice, is required, if the resident plans to be absent for more than 24 hours. The time is necessary to prepare the medications, documents and other personal belongings that the resident may need during his/her absence. Title 22 Regulations; mandate that we report all injuries or death suffered by any of our residents. If these should occur while the resident is away, we request that you keep us informed.

17. - CONTINUATION OF THIS AGREEMENT - This Admission Agreement remains in force during any planned and unplanned absence; including hospitalization, vacation, and temporary placement outside of Queen's Home 2. The full rate continues and the resident's room will be reserved until further notice. We request written notice from the resident or the responsible party. Failure to submit payment on time may result in involuntary discharge; if this occurs, the resident's personal belongings will be removed from the room and kept in storage for a maximum of 30 days. *We cannot assume responsibility after the 30-day period.*

18. - TERMINATION OF THIS AGREEMENT – This Admission Agreement is automatically terminated when death of the resident occurs. In which case, the responsible party or parties are not liable for any payment beyond that, which is due at the time of death, unless agreed to in writing or ordered by the court. No advance notice is necessary for the termination of this Agreement, upon death. Fees will not accrue once the responsible party or the executor has removed the deceased resident’s belongings.

19. – COMPLAINT AND GRIEVANCE POLICY - The Licensee and the designated Administrator are available during normal business hours. If neither one of them are present they may be reached by telephone. Please refer to the attached Complaint and Grievance Policy attached to this agreement for details. A copy of the policy is also available on the premises.

20. - RESIDENTS AND FAMILY COUNCILS – Please refer to the facility policy related to; Your Right to Form a Resident and/or Family Councils, attached to this agreement; a copy is also posted in the facility.

21. – RESIDENT’S DESIRE TO TERMINATE THIS AGREEMENT OR TRANSFER.
We kindly request a 30 days written notice of intent to move out of the facility. The resident or his /her responsible party must sign the notice. If the resident or the responsible party (ies) needs any type of assistance or advice, we will contact the Council On Aging to assist in finding placement or assist in any other concerns.

22. - ACKNOWLEDGEMENT OF PROVISIONS - The resident and responsible person agrees to cooperate with the rules and policies of Queen’s Home 2, as stipulated on this agreement, based on Title 22 Regulations and by H. & S. Codes.

PARTIES TO THIS AGREEMENT - I/we have read, agree and understand all of the preceding pages.

Resident _____ Date _____

Resident’s Responsible Party (if applicable) _____ Date _____

Licensee/ Authorized Representative _____ Date _____

_____ I have received a completed and signed copy of this agreement.
(Resident’s and/or responsible party’s initials)