



## Governing Policies Regarding Independent Living and Assisted Living Wellness Program

1. Culture of Excellence: HOTM will aspire to create a “culture of excellence,” which means to help all Residents to maintain the highest practicable level of physical, mental, and psychological well-being, remain independent, and model successful aging for as long as possible. To achieve a culture of excellence, HOTM will:
  - a. Use “field tested best practices,” which are wellness strategies, programs, or activities that have been shown to work effectively and produce successful outcomes, supported to a degree acceptable to HOTM by objective data.
  - b. Be open to innovations of “promising practices,” which are wellness strategies, programs, or activities that have shown promise of becoming a best practice with sustainable impact.
  - c. Ensure that Quality of Life (QOL) will be integral to the total wellness program. Because QOL is difficult to define and measure, HOTM will use the following guiding principles:
    - i. QOL is a right of every Resident, regardless of physical, mental, or psychological limitations.
    - ii. QOL will be individually defined by each resident or if s/he is incapable of expressing herself/himself, by discussion with the resident’s advocate or others who know her/him.
2. Admission and Retention of Residents: HOTM will not accept or retain as a resident anyone for whom it cannot provide adequate care and services, excepting short-term conditions from which the resident is reasonably likely to recover. HOTM will ensure that the resident is safe and receives proper care from a qualified provider during such temporary periods.
3. Least Restrictive Environment: HOTM will serve residents in the least restrictive environment consistent with their health and safety needs.
4. Moves to Other Levels of Care. HOTM will adhere to a formal process of review and planning before moving a resident to another level of care. This process will meet the needs of HOTM and be compliant with any applicable law.
5. Private Caregivers: HOTM will allow private caregivers hired by the resident or family upon notification by the resident or family. HOTM will develop operating policies & procedures designed to protect both the resident and HOTM to share with the resident, the family, and the caregiver. The private caregivers must be employed through a licensed agency with a history of quality care and proof of liability insurance coverage.
6. Compliance: HOTM will comply with all state law governing Residential Care Facilities for the Elderly (RCFE) and Continuing Care Retirement Communities (CCRC), as those laws are amended from time-to-time.
7. Staffing Hours: HOTM will staff at levels sufficient to achieve the “culture of excellence” described in these governing policies.
8. Resident and Team Member/Employee Satisfaction Survey: In order to create a healthy living and work environment, a satisfaction survey will be done annually for both residents and team members in all levels of care. Surveys will be conducted by an independent third-party vendor that will ensure confidentiality and benchmark HOTM’s results to industry peer organizations. Action plans will be developed to address weaknesses. Summary results and action plans will be shared with the Board of Directors.