
ADMISSIONS MANUAL



JULY 16, 2018
RESIDENTIAL PLAZA AT BLUE LAGOON

Thank you for choosing Residential Plaza at Blue Lagoon as an option for you or your loved one. Residential Plaza at Blue Lagoon provides an affordable home with assisted living services allowing older adults to live in a safe, caring, and supportive environment while maintaining their dignity, independence, and purpose. Residential Plaza offers ample solutions to overcome the challenges of aging, including housing, assisted living care, memory care, and short-term care.

To comply with the Agency for Healthcare Administration regulations that regulate the Assisted Living industry in the state of Florida, we are required to accomplish a pre-admission assessment that will be performed by our Healthcare Service Director/Memory Care Program Director and Case Management. This section will outline the Admission Process.

After you have had a tour of our community and if you decide this is the place for you, we will begin the assessment process. Residential Plaza at Blue Lagoon has a deliberate and methodical admission process that we feel will ensure a smooth and a less stressful admission to our community. The below steps are listed, so that you can follow our step-by-step process and reasons for these steps. We ask for your patience in advance, through the transition of this process. For the most part we estimate the process will take 5-7 business days. Due to the information that may be gathered during this process, Residential Plaza does not guarantee admission to our community.

Step 1 – “Application Fee”: Residential Plaza requires an application fee be made to begin the assessment process. The fee covers the cost of the assessment, if you are admitted to the community the application fee is applied to your 1st months rent. If you are not admitted or decide not to move in, the application fee is non-refundable.

Step 2 – “The Physician”: One of the requirements is that each resident be under the care of a licensed physician. If you or your loved one doesn’t have a physician, you will have to obtain one prior to the assessment process. The AHCA 1823 is required to be completed by your physician in a face-to-face examination within 60 days prior to admission day. If the Physician is recommending assistance with medication services on the AHCA 1823 copies of the individuals’ prescriptions will be required prior to admission. If you or your loved one is being discharged from the hospital/rehab directly to the assisted living, the AHCA 1823 will be completed by the discharging facility.

Step 3– “The Gathering”: Simply put, this is about you finding all those insurance cards, Social Security Cards, Power of Attorney, Proof of income, phone numbers and address of relatives and doctors. The list is below.

Step 4 – “The Assessment”: Residential Plaza will arrange for an assessment to be done by the Healthcare Service Director or Memory Care Program Director and a Case Manager. The assessment will be a face-to-face visit designed to judge your abilities to live in our community safely and ensure that we are able to meet your service needs and preferences. This process is also designed to finalize your service level. This process can be very lengthy, and we have seen these assessments take up to 2 hours. You may be required to demonstrate physical abilities and

will be asked personal questions. It is important for you to answer the questions thoroughly and if possible be accompanied by a relative or friend. If you or your loved one is being discharged from a hospital/rehab directly to the assisted living facility an onsite initial screening will be conducted at the hospital/rehab to define the admission criteria and level of care.

Step 5 – “Assessment Results”: Residential Plaza will contact you to inform you of the assessment results within 2 business days after the assessment. At times additional documents are required after the assessment as per recommendation of the individuals completing the assessment for your own safety. At this time admission will be able to offer a concrete financial breakdown of the cost associated with your care. If you or your loved one is being discharged from a hospital/rehab directly to the assisted living your screening results will be given within 24 hours, upon admission a full evaluation will be conducted within 48 hours of admission.

Step 6 – “Your Decision”: Upon receiving the assessment results you will be able to make a concrete decision if Residential Plaza is the community for you. Once you make the decision and inform admission, a room will be assigned at your preference and financial capabilities. Depending on the room, they’re maybe a holding deposit required. Residential Plaza can assist you in understanding what pieces of furniture you may need. We can often provide you with furniture, but please understand that we may not have what you are looking for.

Step 7 – “Move in Day”: Once we get everything we need and you or your loved one has been approved for admission into our community, we will arrange with you for a day that you can move in. This can be stressful as things are being moved and you are bombarded with new information and questions. You will be meeting several people on this day, with some of them being staff and residents. The admission department will sit down with you and discuss the Admission Agreement and obtain your signature on the required documents. You will be asked for payment on this day as well. Your rent is traditionally paid one month in advance and you will receive a statement with the charges. You will be paying any pro-rated amount of the rent, based on the number of days remaining in the month. New Admissions that do not receive Medicaid benefits are required to pay a security deposit equal to one months rent. The deposit as stated in the agreement is refundable with a written 30-day termination notice. All residents have a \$10 key deposit, payable at the time of admission and refundable upon termination of agreement. Upon payment you will receive the keys to your room.

Comcast basic service is included in your monthly rental payment, there is a \$50 deposit for the comcast box which is refundable upon termination of agreement. Please inform the admission personnel if you will require a comcast box for your tv to ensure the order is placed with maintenance. If you desire a phone in your room, you will need to make arrangement for this with the phone company.

Step 8 – “Orientation”: Orientation will be arranged at your convenience the following day after your admission. This process is to take the time to go over rules and regulations of the community, answer any questions or concerns that you may have, and assist you in the transition process as best as possible.

Step 9 – “Service Plan”: After you have moved in, the service plan process begins. By AHCA regulation assisted living facilities must complete a service plan within 15 days upon admission. We start gathering information concerning you or your loved one through conversations with you or your loved one and staff observation on a day to day basis. Based on this information we start building what is called a “Service Plan”. This plan describes in detail what services our staff will need to provide and what your physical and mental limitations may be. Your input is appreciated and necessary. Please be aware that the service plan is an honest assessment of you or your loved one; hence, you may not always agree with what is in the service plan or not have realized those things that we see. The Case Manager will review the Service Plan and other information we feel is appropriate. At times this process may result in a change of service level either increasing or decreasing. Your signature or your loved one’s signature will be required. This Service Plan is reviewed annually, and/or in a significant change.

The following documents are needed prior to the assessment:

- Cards and other documents:
- Social Security
- Medicare
- Medicaid
- Insurance Cards (HMO, PPO, etc.)
- Proof of residence or citizenship
- Recent bank statement
- Proof of Pension, if applicable
- Social Security Benefits Statement Letter. If you don’t have it, please go to nearest SS office, and request a TPQY form.
- Power of Attorney, if applicable
- Proof of Funeral Arrangements

Please Note:

- A. If your family member will be assisted with the self-administration of medications or medication administration, it is imperative that we get the original or copy of prescriptions signed by the doctor.
- B. Please have your doctor complete and sign AHCA Health Assessment for ALF Placement Form 1823.

Application Fee: \$100

If individual moves in, application fee will be applied as credit to the 1st month monthly charge. If you are not admitted or decide not to move in, the application fee is non-refundable.