

SHOREWOOD COMMONS “REFLECTIONS” PROGRAM
HEALTH CARE SERVICES & RATE SCHEDULE
EFFECTIVE January 1st, 2026

Our staff is here to support you in receiving the right care at the right time and place. Our goal is to lead residents to more effectively manage their chronic conditions and foster improved quality of life with better outcomes and resident satisfaction through engagement and decision making regarding their own care.

SERVICES

Initial Admission Screening/Screening

A nurse will assist you and your family to determine the most appropriate combination of services to meet your needs.

Complimentary

Monthly Wellness Base Service Fee

You have chosen to live in a healthy, safe and supportive environment. Services are in place to minimize health and safety risks. Below are all the services included in this fee. These services add value to the resident’s quality of daily living and will be charged to all residents residing in assisted living and memory care. These services meet assisted living regulatory requirements.

- Daily “I’m okay” check.
- Registered Nurse (RN) health assessment annually **and** RN visit every 90 days to review your plan of care and health care needs.
- 24-hour, on-site Home Health Aides for emergency response and scheduled services (billed separately).
- Ongoing communication with resident’s external health care providers.
- Coordination with external health care services such as podiatry services, therapy services, and home health services (excluding hospice).
- Infection control prevention, surveillance, and response.
- Monthly vital signs and weight monitoring.
- Seasonal vaccine clinic coordination.
- Nurse available to Home Health Aides on-site or by phone 24 hours per day.
- Maintenance of health record. This provides up to date information for EMS and your medical provider. When an emergency does occur, it is less stressful for the resident when staff is able to gather and present information for you or your loved one to other health care providers.
- Completion of long-term care insurance forms.
- Supervision of Home Health Aides in accordance with regulatory requirements.

The monthly Wellness Base Service Fee is billed based on your move-in and move-out dates and is **not** prorated if absent from the facility.

LEVEL OF CARE DETERMINATION

A Comfort Health licensed nurse determines your level of care/service. Point values are determined by the nurse in relation to the individual's level of independence and behavioral needs. Level of Care assessment/evaluation is done initially, when determining your plan of care/service. Re-evaluation of the plan of care/service is performed every 90 days and after any return to the facility—such as after hospitalizations, ER visit, Skilled Nursing Facilities (SNF), leave of absence greater than 4 days, and/or when a significant change in resident condition occurs (i.e., falls).

INCLUDED IN ALL LEVELS OF CARE/SERVICE

- Medication management performed every 2 weeks by licensed nursing staff – **excludes injectable medications**
 - Medication administration performed (as delegated by the RN to the Home Health Aide) – **excludes injectable medications**
 - Vital signs (temperature, pulse, respiration, blood pressure) if needed
 - Personal Care Assistance with Activities of Daily Living (ADLs)
 - Dressing and grooming
 - Bathing
 - Toileting/incontinence care
 - Mobility, ambulation – walking
 - Transfers
 - Meal assistance/feeding
 - Personal Care Assistance with Independent Activities of Daily Living (IADLs)
 - Incidental Housekeeping
 - Personal laundry and linens
 - Tidying up the room
 - Safety/Reassurance Checks (approximately every 2-3 hours)
 - Escorts to group activity programs
 - Activity/Behavior programming
 - Hydration program
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LEVELS OF CARE

Level 1 (0-7 points)	Level 2 (8-12 points)	Level 3 (13-18 points)	Level 4 (19-23 points)	Level 5 (24-28 points)	Level 6 (29+ points)

ADDITIONAL SERVICE RATES (not included in the level of care)

Non-Preferred Pharmacy Package

- A \$200/monthly service charge will be applied to any resident not using the preferred pharmacy packaging system.

Diabetes Management Package 1-2x/Day

- This service includes 1-2x daily insulin administration, general diabetes oversight including managing healthcare provider orders, pharmacy coordination, glucose checks and management, and clinical documentation.

Diabetes Management Package 3-4x/Day

- This service includes 3-4x daily insulin administration, general diabetes oversight including managing healthcare provider orders, pharmacy coordination, glucose checks and management, and clinical documentation.

Nursing Services/Visit/Consultation

- Examples: Nurse visits (not included in level of care) may include change of condition, wound care, on-call consults, medication change made outside of the routine every 2-week schedule for medication management, or any regulatory requirement by a licensed nurse.

Fall Event Follow-up

- A service charge will be required for any fall. This includes aide response, licensed nurse evaluation of fall circumstances, monitoring resident up to 72 hours post-event, providing recommendations for mitigating measures, documentation as required by regulations, communication with needed parties (i.e., resident, physician, power of attorney, therapy provider, etc.).

Absence/Post Facility Re-Assessment

- A service charge will be applied for any return to the facility. A Registered Nurse will assess for return to facility from an absence (such as hospital/nursing home/leave of absence greater than 4 days) to determine if there is a need to modify the resident's services/care plan, such as implementing new medical orders. Communication will be maintained with needed parties (i.e., resident, physician, power of attorney, provider, etc.).

Additional information

Skilled Care: Any resident needing Skilled Nursing, Physical Therapy, Occupational Therapy, and/or Speech Therapy contact the nurse to coordinate with resident/family these services through a third-party Medicare/Medicaid certified and licensed health care provider of your choice.

Care Packages/Ala Carte Services: Do not include any private duty extended care and concierge services (one staff to one resident ratio). Contact the nurse to coordinate these services with resident/family if warranted through a licensed home care agency.
